

2023 Natural Gas Anniversary Enrollment Mailing

Community Leader Information Packet



NOPEC is required by the Public Utilities Commission of Ohio (PUCO) to give eligible NOPEC customers the chance to opt-out of the natural gas aggregation every two years. The information enclosed provides details of the anniversary enrollment mailing for the contract period of June 2023 – June 2025.

About NOPEC

The Northeast Ohio Public Energy Council (NOPEC) is a governmental energy aggregation that supplies electricity and natural gas to hundreds of thousands of residential and small business customers in 240 member communities in 19 Ohio counties. Since 2001, NOPEC has saved Ohio consumers hundreds of millions of dollars on their energy costs. NOPEC has also awarded nearly \$49 million in community energy-efficiency grants and helped protect Ohio consumers by advocating for consumer-friendly energy legislation.

For more information about NOPEC, visit nopec.org.



Anniversary Enrollment Timeline

Dates to remember

- **Mid-April** – Enrollment letters begin to go out to residents and small businesses
- **Opt-out deadline is May 10, 2023.**
- **June 2023** – New term begins with customer's meter read date
- **Enrollment Term:** June 2023 through June 2025

Enrolling in NOPEC

Existing Customers

- All existing customers will automatically be enrolled into the Standard Program Price option.
- Residents currently enrolled in the **Monthly Variable Price** must call the Customer Care Center at 855-667-3201 to elect to remain in the variable rate program.
- Residents currently enrolled in the **12- or 24-month Fixed Term Products** do not need to take any action at this time. Their account will remain enrolled under their preferred product based on the confirmation letter and updated Terms of Service that were sent to them at the time they elected to enroll in the Fixed Term product.

New Customers

Newly eligible residents or small businesses in a NOPEC community will automatically be enrolled in NOPEC's Standard Program Price option.

- New customers can expect to receive a letter from their utility confirming enrollment into NOPEC's governmental aggregation program.

Additional Program Options

Customers also have the choice of enrolling into the following programs by contacting NOPEC's Customer Care Center at 855-667-3201.

- **Monthly Variable Price** - \$.02/Mcf less than the utility's monthly Standard Choice Offer (SCO). Enrollment under this option is limited.
- **Fixed Term** – Select either a 12- or 24-month fixed term price.

View pricing options at nopec.org/gas

Handling Resident Phone Calls

- Residents can contact NOPEC's Customer Care Center at:
1-855-NOPEC01 (855-667-3201)
- Call center is available **24 hours a day, 7 days a week.**
 - Staffing is increased during opt-out periods to handle increased call volume.

Additional Resources

Visit the **Member Community Toolkit** at <https://nopec.org/CommunityToolKit>

- **FAQ Sheet**
 - Provides answers to many of the questions your residents may have
- **Newsletter Copy**
 - Available to download and share
- **Website Copy**
 - For your community's website
- **Social Media Copy**