

2023 Electric 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 electric aggregation every three years. The information enclosed provides details of the anniversary enrollment mailing for the contract period of June 2023 – June 2026.



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

Important Dates

- **Early-April** – Enrollment letters begin to go out to residents and small businesses
- **Opt-out deadline is May 2, 2023.**
- **June 2023** – New term begins with customer's meter read date
- **Enrollment Term:** June 2023 through June 2026

Enrolling in NOPEC

Eligible Customers

- All eligible residents and small businesses will automatically be enrolled into the Standard Program Price option unless they call and request enrollment in one of the other available product alternatives.
 - **Monthly Variable Price** – a percentage off the utility’s monthly Price to Compare. Enrollment under this option is limited.
 - **Fixed Term** – Select either a 12- or 24-month fixed term price.
 - **100% Renewable Options**
- Customers can expect to receive a letter from their utility confirming enrollment into NOPEC’s governmental aggregation program.

View pricing options at nopec.org/electric



Additional Program Options

Customers can enroll in the following programs by contacting NOPEC's Customer Care Center at 855-667-3201.

- **Monthly Variable Price** – the price will be 4% (for commercial customers) or 6% (for residential customers) less than your Utility's Price to Compare. Enrollment under this option is limited.
- **12- or 24-month Fixed Term**
 - 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.
- **100% Renewable Options** - Includes an additional \$0.00425 per kWh for the cost of Green-e® certified Renewable Energy Credits (RECs) for 100% of your energy usage.

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**