



## **Electric Program FAQs**

### **How do I join NOPEC?**

If you live in a NOPEC community, you are automatically included, unless you choose not to be. Ohio has what is called an “opt-out” procedure. This means that all eligible customers in an aggregated community become part of the buying group unless they take specific action to opt-out of the aggregation. Opt-out notices are sent to every eligible electric customer every three years.

### **I live in a NOPEC community, but I am with a different electric supplier. Can I still join NOPEC?**

You should check with your current supplier to determine any early termination fees that may be a part of your contract with them. If you decide to leave before the end date of your contract, you may be subject to those fees. Call the NOPEC Customer Care Center at 855.667.3201 (855-NOPEC01) to enroll.

### **If I join NOPEC’s electricity aggregation program, who will deliver my power, read my meter, send my bill, and respond to emergencies, such as power outages?**

Your local electric utility will be responsible for the delivery of electricity to your home or business. Since your electric utility owns the wires and poles that deliver power to you, they will continue to read your meter, send your bill, and restore power after an outage.

### **Are there any cancellation fees for the electricity aggregation program?**

There are no cancellation fees for our Standard Program Price and Monthly Variable Rate programs. However, there may be a small cancellation fee for our Fixed Term products if you cancel before the end of the term, unless you switch to another product within the NOPEC electricity program. For more information, contact NOPEC’s Customer Care Center at 855-667-3201.

### **Can I remain on budget billing?**

Call NOPEC’s Customer Care Center at 855.667.3201 (855-NOPEC01) to find out more about budget billing.

### **Who is NextEra Energy Services Ohio, LLC?**

NextEra Energy Services of Ohio, LLC (NESO) is an electric supplier that NOPEC has chosen to serve our electric aggregation customers. NESO's parent company, NextEra Energy, Inc., is a financially strong, leading clean-energy company that is first-in-class among energy suppliers.

### **What is NOPEC's program price?**

Under the NOPEC-NESO retail electric aggregation supply agreement, customers will automatically be enrolled in NOPEC's Standard Program Price, a competitive rate that varies and is based on favorable wholesale purchase prices available in the market. Go to [nopec.org](http://nopec.org) to view the current Standard Program Price.

### **Are there other pricing options?**

Yes. NOPEC also offers a Monthly Variable Rate product which is a percentage off of the utility's price to compare (PTC). Enrollment in this program is limited and subject to availability. Additional product choices including Fixed Term and 100% Renewable Content are available at [nopec.org](http://nopec.org).

### **Is there a green energy product?**

In addition to complying with Ohio's Renewable Portfolio Standard (RPS), the electricity supplied by NESO to the NOPEC electric aggregation for the Standard Program Price and Monthly Variable Rate products includes EarthEra<sup>®</sup> Renewable Energy Credits (REC) equal to 200% of the quantity of RECs required by Ohio RPS at no additional cost to NOPEC customers. Additional product options including REC content for 100% of the customer's energy usage are available at [nopec.org](http://nopec.org).

EarthEra<sup>®</sup> RECs are national voluntary RECs created by wind or solar energy projects located in North America. The EarthEra<sup>®</sup> program was established by NESO's affiliate, NextEra Energy Resources, to provide an innovative way for businesses and consumers to support the development of renewable energy resources with confidence that the proceeds from the purchase of EarthEra<sup>®</sup> RECs are going to the development and construction of new wind and solar energy projects in the United States.

**For more information about NOPEC's Electric Aggregation, go to [nopec.org](http://nopec.org) or call 855-667-3201 (855-NOPEC-01).**