



Electric FAQs

What is Northeast Ohio Public Energy Council (NOPEC)?

The Northeast Ohio Public Energy Council (NOPEC) is a non-profit natural gas and electric energy aggregation representing about 550,000 residential and small business customers in over 200 communities in 13 Northeast Ohio counties. NOPEC was founded in 2000. NOPEC operates as a governmental opt out aggregation. We use bulk-buying techniques to get the most reliable and competitively priced energy we can and then supply that power in the form of electricity and natural gas to our customers. We estimate that since we were founded, we have saved our customers in Northeast Ohio over a quarter billion dollars in cumulative electric savings. We are also increasingly involved in encouraging and implementing energy conservation that saves our customers additional money.

What is governmental aggregation?

Under governmental aggregation, local officials bring citizens and small businesses together to gain group buying power for the purchase of competitively priced electricity from a retail electric generation or natural gas supplier certified by the Public Utilities Commission of Ohio (PUCO).



Why is NOPEC able to choose a certified electric generation or natural gas supplier on my behalf?

Residents in your community have voted to allow your locally elected officials to contract for an electric generation supplier on your behalf. Your local officials chose NOPEC in order to gain additional group buying power.

What if I did not receive an opt-out notice?

There are several reasons why some customers may not have received an opt-out notice:

1. Customers may have been under contract with another supplier and are not eligible.
2. Customers may have been inadvertently excluded from the database acquired from the utility.
3. Customers may have been excluded due to having an ineligible rate-code on their account.
4. Customers may have previously signed a notice from the utility that prohibits them from releasing a customer's information to independent suppliers.
5. Customers also may be ineligible because they are on Percentage of Income Payment Plan (PIPP) or are not current in a payment plan with the utility. Customers who did not receive a notice and want to join the program should call FirstEnergy Solutions at 800.292.9284.

What if I change my mind and decide not to have NOPEC supply my electricity?

All consumers who do not opt out are enrolled for a period of up to three years, after which they will be given another opportunity to opt-out without having to pay a cancellation fee. Consumers who wish to leave the electric program before the end of NOPEC's contract period will be subject to a cancellation fee.

My neighbor works for the local utility company. Will my community's aggregation program cause him to lose his job?

No. Governmental Aggregation programs such as NOPEC's have no impact on the local utility or its employees. In fact, many employees of the utilities are active members of the aggregation program.

If I join NOPEC's electric 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 delivering power to your home or business. Since your electric utility still owns the wires and poles that deliver power to you, it will continue to read your meter and restore power after an outage. You should continue to call your local electric utility if your power goes out. The Public Utilities Commission of Ohio will still oversee the safety and reliability of your service.

I am currently with another supplier but would like to join the NOPEC electric program. What are my options?

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. Prior to the end of your current agreement, you can notify your supplier that you will not be renewing. At that point, simply call NOPEC's Electric Call Center at 800.292.9284 to enroll.

Are there any cancellation fees for the electric aggregation program?

There are no fees if you move, if NOPEC's electric aggregation program terminates, or if you leave the program during the next opt out period in Fall 2016. If you choose to leave the program for any other reason, residential customers will be assessed a \$25 cancellation fee. You'll find that the majority of suppliers charge cancellation fees. FirstEnergy Solutions' fee helps cover costs for any power it has secured in

anticipation of serving you. The average residential customer's savings under this program should total more than \$25 in less than one year. There is no cancellation fee if you are remaining in the NOPEC electric program but selecting a different product.

* small business early termination fees vary based on usage. Please consult your terms and conditions.

Will I receive a separate bill from FirstEnergy Solutions?

No, you will continue to receive only one bill from your electric utility – either The Illuminating Company or Ohio Edison. You will see NOPEC/FirstEnergy Solutions listed as the supplier on your bill.

Can I remain on budget billing?

You can remain on budget billing; however, it only applies to your charges from the electric utility. Your total charges from FirstEnergy Solutions will fluctuate from month to month according to your energy usage.

How will I know if I can save money under NOPEC's electric governmental aggregation program?

Under NOPEC's governmental aggregation program, the price you pay for electric generation supply is guaranteed to be six percent lower than the utility's Price to Compare. In other words, each month, you'll pay six percent less for the generation portion of your electric supply than if you had not joined NOPEC's governmental aggregation program. Plus, NOPEC Board of Directors have approved an additional 1% NOPEC discount every year since 2008.

Is your price for residential power based on a fixed rate or a variable rate?

Participation in the NOPEC program will allow you to receive a variable rate on the generation portion of your electric bill. The variable rate is equal to six percent off your Price to Compare. The Price to Compare represents only the generation portion of your bill, and consists of bypassable generation and certain transmission related components calculated as a price per kilowatt-hour (kWh). The Price to Compare does not include your utility's distribution

related components, certain transmission related components, and nonbypassable utility charges. Since the Price to Compare may change each month based on the season and your usage, the price per kWh from FirstEnergy Solutions also will change each month. As such, you receive a fixed discount (the percent off) from a variable rate (the Price to Compare), which results in a variable rate. Regardless, you are guaranteed to save six percent off the generation portion of your electric bill each month.

How do I permanently get removed from the electric opt-out mailing list?

You can formally file with the PUCO to be on the "Do Not Aggregate" list.

What are these opt out letters that NOPEC is sending out – a lot of people are confused by them.

NOPEC is required – every three years – to give our members the chance to "opt out" of NOPEC – in other words, it's your chance to leave NOPEC and/or choose another gas supplier, or return to the Standard Choice offering with Columbia Gas of Ohio (COH) or Dominion East Ohio (DOE), if you want. If you would like to continue to be served by NOPEC, there is no action required from you at the moment, you don't have to fill out or return anything.

Why do you need to send these out every three years?

We're required to send these notices out every three years by the Public Utility Commission of Ohio (PUCO).

What happens if I do not send in the opt-out form?

If you do not return the opt-out form postmarked by the due date, you will be included in NOPEC's governmental aggregation program and will begin receiving the 6 percent discount from NOPEC's aggregation program supplied by FirstEnergy Solutions.



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