



NextEra Energy Services Ohio, LLC (NESO) is the new electric supplier that NOPEC has chosen to serve our customers starting with the January 2017 meter read.

Electric Anniversary Opt-Out letters were mailed on November 21 to eligible residents and small commercial customers.

If you have questions about the letter you received or NOPEC's electric program, please contact our customer care line at 855-667-3201 (855-NOPEC01). NOPEC's Customer Service team is available 24/7 to answer your questions.

FAQs about NOPEC's New Electric Supplier and the Recent Opt-Out Letters

I received an opt-out letter. What do I have to do right now?

Nothing. NOPEC is required by the Public Utilities Commission of Ohio (PUCO), to send opt-out letters to all eligible electric customers (residential and small business) in NOPEC member communities every three years.

To enroll in NOPEC's Electric Program, you do not need to take any action when you receive your opt-out letter. You will automatically be enrolled.

If you would like to choose your own energy supplier, all you need to do is fill out the form included with your opt-out letter and send it in.

Who is the new electric supplier?

NextEra Energy Services Ohio, LLC (NESO) is the new electric supplier that NOPEC has chosen to serve our customers starting with the January 2017 meter read. NESO is a financially strong, leading clean-energy company that is first-in-class among energy suppliers. NESO has successfully served NOPEC's natural gas customers with Ohio-sourced natural gas and low-cost service since April of 2014. Plus, NESO has been the electric supplier to NOPEC communities in the American Electric Power territory since August 2015.

NESO's parent company, NextEra Energy, Inc. has been named No. 1 in the electric and gas utilities industry on Fortune's 2016 list of the "World's Most Admired Companies."

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

Under the Program Price option, customers will receive initial program pricing from January 2017 through the summer high-demand period that will generate savings comparable to the expiring NOPEC contract savings.

These program prices are \$.04907 per kWh for residential and \$.05258 for small commercial customers in Ohio Edison Territory. For customers in The Cleveland Electric Illuminating Company's territory, the residential rate will be \$.04978 per kWh and the rate for small commercial accounts will be \$.05246 per kWh.

After the June 2017 meter read, you will receive competitive pricing based on favorable wholesale purchase prices then available in the market. NOPEC will publish rates at nopecinfo.org 30 days prior to its effective date.

Will there be any other product offerings?

Yes, customers have the option to choose the Variable Rate Option. Members of this program receive a rate that is 6% less than the utility's Price to Compare (PTC) for residential accounts and 4% off the utility's PTC for small commercial accounts. To enroll into the variable rate program, call customer service at 855-667-3201.

The variable rate program is limited to 7,000 NOPEC customers in CEI Territory and up to 3,000 NOPEC customers in OE Territory.

Is there an early termination fee?

No. There will be zero cancellation fee and NO early termination fees.

Will there be a green product that I can choose?

The electricity provided by NOPEC/NextEra in 2017 will contain 50% renewable energy credits. That's power generated by a much cleaner energy source. All for no additional cost to our customers.

Additionally, NOPEC is participating in the EarthEra program. More than \$10 million of NESO's electricity sales revenue from NOPEC's 13 Northern Ohio counties will be used for the construction of NextEra Energy Resources renewable energy projects. Again, this is at no additional cost to NOPEC or our customers.

What do I need to do to be in the government aggregation?

If you're currently a customer, you don't need to do anything. If you're not a customer right now, you can call NOPEC's customer care line at 1-855-667-3201 or 855-NOPEC01.

I received a letter from FirstEnergy Solutions that says if I do nothing I will return to the utility company. Is that correct?

No. Customers will transition over to the NOPEC/NextEra Program starting with the January 2017 meter read.

For any other questions or for more information:

Call us at 1-855-667-3201 (855-NOPEC01) or visit us at www.nopecinfo.org.