



FAQs for the City of Barberton's NOPEC Onboarding

What is NOPEC?

NOPEC is the largest public retail energy aggregation in Ohio, serving nearly 1,000,000 customers in 250 member communities. We buy electricity and natural gas in bulk, passing the benefits on to our customers. Since 2001, NOPEC has saved our customers hundreds of millions of dollars on their energy costs.

Why did I receive a letter from NOPEC?

The City of Barberton has recently joined NOPEC's electric aggregation program. This means that the residents in your community voted to allow governmental opt-out energy aggregation, and your community leaders chose to join NOPEC, providing residents the opportunity to benefit from collectively negotiated electricity rates.

NOPEC is required by the Public Utilities Commission of Ohio (PUCO) to send enrollment letters to all newly eligible NOPEC customers, informing them about the aggregation program and letting you know you qualify to participate.

What do I need to do?

To remain a NOPEC customer, there is no action required from you. You don't need to fill out or return anything. All eligible electric accounts will be enrolled into NOPEC's Standard Program Price. You can view additional NOPEC rate options, including Monthly Variable, 12- and 24-month Fixed Term products, and 100% renewable content options online at nopec.org/electric or by calling NOPEC's 24/7 Customer Care Center at 1-855-667-3201.

I want to opt out of NOPEC. What do I need to do?

If you want to choose another electric supplier or return to the utility's Price to Compare (PTC), fill out the opt-out form included with your letter and return it according to the instructions provided.

What does NOPEC charge for its services?

NOPEC receives no public funds, and its member communities and customers are not charged any dues or fees. NOPEC's administrative expenses, such as the cost of enrollment mailings, staffing, and expenses, are paid for by fees from our energy supplier.



Are there any monthly fees that will be added to my bill if I enroll in NOPEC’s Electric Program?

No. You will be billed only for the electricity that you use. There are no additional fees from NOPEC.

Is NOPEC an additional charge on my bill?

No, NOPEC is not an additional charge on your bill. In Ohio, everyone’s electric bills are split into two costs: one to the supplier and one to the utility. The supply charge goes to the entity that provides the actual electricity. NOPEC leverages its bulk purchasing power to secure competitive supply rates for its customers, and this appears on your bill as the supply charge. The transmission fee is paid to your local utility company for delivering the electricity to your home or business. Whether you are a NOPEC customer or choose a different supplier, you will always see both the supply charge and the transmission fee on your bill, as both are necessary parts of receiving electric service in Ohio.

If I enroll in NOPEC, will I be switching utilities?

No, you will not. Your utility will still be Ohio Edison. They will continue to deliver your electricity, read your meter, and send your bill. NextEra Energy Services, through NOPEC, will provide your electric supply. Your electric supply charges show up as a separate line item on the bill you receive from your utility.

Will my service be interrupted when I switch suppliers?

No, your electric service will not be interrupted.

What do I need to do to enroll in NOPEC?

If you received an enrollment letter in the mail, you do not need to do anything to stay in NOPEC’s electric program. Your account will automatically be enrolled beginning with your June usage.

What are NOPEC’s rates?

In the enrollment letter you received, the rate for NOPEC’s Standard Program option is listed for NOPEC customers. You can verify NOPEC’s Standard Program price online at nopec.org/electric. All eligible accounts will be automatically enrolled in this option beginning with your June usage.

NOPEC also offers a Monthly Variable Price that is 6% below the utility’s Price to Compare (PTC) and 12- and 24-Month Fixed Term rates. To view pricing on these electric program



options, visit nopec.org/electric or call NOPEC's 24/7 Customer Care Center at 855-667-3201.

Enrollment in the Monthly Variable Price is limited and subject to availability.

If I enroll in NOPEC and change my mind, are there any termination fees?

You may terminate the agreement at any time without penalty. You will have to pay for the electricity supplied by NOPEC until the date the switch takes effect, but there are no early termination fees.

I want to enroll in NOPEC, but I didn't receive an enrollment letter. What do I do?

There are several reasons why some customers may not have received an enrollment letter:

- You may have previously signed a notice from the utility that prohibits them from releasing a customer's information to independent suppliers.
- You may be under contract with another supplier and therefore are not eligible.
- You may have been inadvertently excluded from the database acquired from the utility.
- You may be ineligible because you are on a Percentage of Income Payment Plan (PIPP) or Home Energy Assistance Program (HEAP) or are not current on your payments to the utility.
- You may have requested to be on the "Do Not Aggregate" list.

For more information, contact NOPEC's 24/7 Customer Care Center at 855-667-3201.

Why do I have to pay for the stamp to mail my opt-out form?

NOPEC is a Council of Governments representing our member communities. We give all our customers an opportunity to opt out of NOPEC at any time without any termination fees or penalties. To control operating costs, we do not pay postage costs to mail in an opt-out notice.

How do I permanently get removed from the aggregation enrollment mailing list?

Call NOPEC's Customer Care Center at 855-667-3201.



I'd like to speak to someone regarding my questions. Who can I call?

Call NOPEC's Customer Care Center at 855-667-3201. They are available 24/7 to take your call. We also encourage you to visit our website at nopec.org for more information.