



## **Natural Gas 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 natural gas customer every two years.

### **I live in a NOPEC community, but I am with a different 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 natural gas aggregation program, who will deliver my natural gas, read my meter, send my bill, and respond to emergencies?**

Your local natural gas utility will be responsible for the delivery of natural gas to your home or business. Since your natural gas utility owns the pipes, they will continue to read your meter usage and send you your bill. On the bill, there will be a line item for NOPEC/NextEra Energy Services Ohio, LLC for your natural gas supply. In the case of a power outage, you would still call your local utility company. The PUCO will still oversee the safety and reliability of the service provided by your natural gas utility.

### **Is there a termination fee if I decided to switch suppliers after enrolling with NOPEC?**

There are no cancellation fees for our Standard Program Price and Monthly Variable Price Products. 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 natural gas 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.

### **Are there any monthly fees I should be aware of?**

No. There are no additional fees from NOPEC/NextEra Energy Services Ohio, LLC aside from your gas supply charge. You will have separate charges for the delivery services performed by the utility.

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

NOPEC buys electricity and natural gas in bulk from NextEra Energy Services Ohio, LLC, a subsidiary of NextEra Energy, Inc., a trusted group of companies with more than 80 years of performance excellence, exceptional credit ratings, and financial stability.

### **Does NOPEC require selected gas suppliers to have a "buy Ohio gas" procurement commitment?**

We believe in using our buying power to strengthen the Ohio economy. In fact, from April 2014 through December 2019, NextEra Energy Services Ohio, LLC, procured approximately 70% of natural gas to serve the NOPEC load from Ohio shale natural gas resources.

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