



Gas 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 voted to allow your locally elected officials to contract for an electric generation and/or natural gas supplier on your behalf. Your local officials chose NOPEC in order to gain additional group buying power.



How does gas aggregation/customer choice/deregulation work?

It simply means that YOU have a choice of who supplies your natural gas.

I am currently with another supplier but would like to join the NOPEC natural gas 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 natural gas call center at 855.667.3201 to enroll.

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

All consumers who do not opt out are enrolled for a period of up to two years after which they will be given another opportunity to opt-out. Consumers who wish to leave before the end of the gas program may do so without charge.

What if I choose to participate and allow NOPEC/NextEra Energy Services Ohio to become my supplier and later decide to switch back to my utility before the two years are over? Is there a penalty involved?

No. You may terminate the agreement any time without penalty. You will have to pay the natural gas supplied by us until the date of the switch.

Who will deliver my natural gas once I choose a new supplier?

If you choose a new supplier, your local natural gas utility will continue to deliver the power or natural gas to your home or business. Your local utility will also continue to maintain and repair the pipes and meters. 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.

Can I remain on budget billing?

You can remain on budget billing for the natural gas program for the service charges and the charges for NextEra's natural gas supply.

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

NOPEC is required – every two 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 two years?

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

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 be 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 the NOPEC natural gas call center at 855.667.3201.

Who is NextEra Energy Services Ohio?

NextEra Energy Services Ohio (NESO) is a dynamic retail natural gas supplier serving Ohio. As a subsidiary of NextEra Energy, Inc., a Fortune 200 company, NextEra Energy Services is part of a trusted group of companies with over 80 years of excellence, exceptional credit ratings, and financial stability.

Can you tell me what other communities are participating in NOPEC's Natural Gas Aggregation Program?

NOPEC currently serves over 200 communities in 13 counties in Northeast Ohio. For a list of communities, visit NOPEC's website at www.nopecinfo.org.

Do I have to choose you as my natural gas supplier?

No, but NOPEC went through a competitive process to choose the best supplier of natural gas for all NOPEC customers including you. That supplier is NextEra Energy Services LLC, Ohio.

What does NOPEC charge for its services?

NOPEC receives no public funds, and its member communities are not charged any dues or fees. The chair and members of the Board of Directors serve without compensation. NOPEC's administrative expenses, such as the cost of the opt-out mailings, staffing and expenses, are paid by fees from the energy suppliers. The NOPEC budget is approved annually by the General Assembly.

How do I opt-out?

If you do not want to participate, you must do one of the following: Sign, date and return the opt-out reply card or fax us at 800.238.5676 your name, address, phone and utility account number.

What happens if I opt-out?

You have the right to opt-out of NOPEC's Natural Gas Aggregation Program every two years without penalty.

If your local utility is Columbia Gas of Ohio (COH), you will be returned to the Standard Choice Offer (SCO).

If your local utility is Dominion East Ohio (DOE) and you were previously in NOPEC's natural gas aggregation program before opting out, you will return to DOE's Standard Service Offer (SSO) for up to two billing periods. After which, you are then assigned to a retail supplier at the supplier's Monthly Variable Rate (MVR). The Monthly Variable Rate (MVR) is an unregulated rate that you may have to pay for your natural gas consumption if you have not selected another retail natural gas supplier.

If you want to return to Dominion's Standard Choice Offer (SCO), you must call and request to be on the SCO, otherwise you automatically will be enrolled in the SSO and consequently the MVR.

Can you further explain what the SCO, MVR and SSO are?

SCO – The Standard Choice Offer is a regulated price available to all customers. The SCO is set by the competitive auction overseen by the Public Utilities Commission of Ohio and is based on the market price of natural gas. The standard choice offer can adjust on a monthly basis.

MVR – The Monthly Variable Rate (MVR) is an unregulated rate that former Energy Choice or municipal aggregation opt-in customers may pay for their natural gas consumption if they have not selected a retail natural gas supplier or aggregation program. Eligible nonresidential and large volume customers who don't choose an Energy Choice supplier will also be placed on an MVR commodity service. Customers on an MVR rate purchase their natural gas from an assigned MVR retail supplier.

SSO – The Standard Service Offer (SSO) is the commodity rate charged to customers who are ineligible to participate in the Energy Choice program or in a governmental aggregation program.

Will my service be interrupted when I switch suppliers?

No, your gas service will not be interrupted.

How will I be billed?

You will still receive one bill from your utility. On the bill, you will see NextEra Energy Services Ohio, LLC, listed as the supplier.

Do you offer variable rates? How much are the variable rates? How can I select the monthly variable price option?

Under our monthly variable price option, you will receive a market variable price that will change each month based on the monthly settled gas price. This price will be \$0.02/Mcf less than the monthly Utility Standard Choice Offer price. Enrollment under this option is limited and subject to availability, and you must call to enroll if you want this option.

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 Dominion East Ohio?

Dominion East Ohio (DEO) is one of the companies that own the natural gas pipes and meters that may serve your home. The natural gas industry in your area has deregulated, which allows customers to choose which company will supply your gas that's delivered through DEO's pipes.

Who is Columbia Gas of Ohio?

Columbia Gas of Ohio (COH) is one of the companies that own the natural gas pipes and meters that may serve your home. The natural gas industry in your area has deregulated, which allows customers to choose which company will supply your gas that's delivered through COH's pipes.

What is NOPEC's relationship with NextEra Energy Services Ohio, LLC?

In September 2013, NOPEC entered into an agreement to buy Natural Gas for NOPEC customers from NextEra Energy Services Ohio, LLC.

If someone opted out two years ago, do they have to opt out again?

By law if the customer opted out two years ago and did not choose an alternative supplier (remains with standard service offer SCO) they have to opt out again.

If I am currently in the variable price option will I automatically be re-enrolled in the same product?

No you will be enrolled in the traditional opt out product which is the fixed product. You must re-enroll in the variable pricing option.

How do I permanently get removed from the natural gas opt out mailing list?

For natural gas, call customer service at NextEra Energy Service, LLC Ohio at 1.855.667.3201.

What is Energy Choice?

Allowing customers to purchase natural gas from a supplier other than the utility that delivers the natural gas, has created competition by allowing many companies the right to sell natural gas.

