



## 2025 Opt-Out FAQs

### **What are these enrollment letters NOPEC is sending out?**

NOPEC is required by the Public Utilities Commission of Ohio (PUCO) to give all eligible customers the chance to “opt-out” of NOPEC’s aggregation programs. In other words, you can choose to leave NOPEC and select another electric or natural gas supplier or return to the Price to Compare or Standard Choice Offer from your local utility. If you would like to continue to be served by NOPEC, there is no action required from you. You don’t have to fill out or return anything.

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

There are several reasons some residents or small business owners may not have received an opt-out notice:

- Customers may be under contract with another supplier and are not eligible.
- Customers may have been inadvertently excluded from the database acquired from the utility.
- Customers may have been excluded due to having an ineligible rate code on their account.
- Customers may have previously signed notice from the utility that prohibits them from releasing a customer’s information to independent suppliers.
- Customers may be ineligible because they are on Percentage of Income Payment Plan (PIPP) or Home Energy Assistance Program (HEAP) or are not current on their payments to the utility.

Customers who did not receive a notice and want to join the program should call NOPEC’s Customer Care Center at 855-667-3201 (855-NOPEC01).

### **Why do I have to pay for the stamp on the opt-out card?**

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.

### **What happens if I opt out?**

If you choose to opt out, you can select another natural gas or electricity supplier or default back to the utility for your energy supply.

### **How do I opt out?**

If you do not want to participate in NOPEC’s natural gas or electric program, sign, date, and return the opt-out form included in your enrollment letter by mail or by fax to 440-774-4422.

**If someone previously opted out, do they have to opt out again?**

By law, if the customer opted out previously but did not choose an alternative supplier and remained with the utility, they are required to opt out again every 2 years for natural gas and every 3 years for electricity.

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

All consumers who do not opt out are enrolled for a period of up to two years for natural gas and three years for electricity, after which they can be given another opportunity to opt out.

There are no early termination fees if you decide to leave the aggregation program. You may terminate the agreement anytime without penalty. You will have to pay for the electricity or natural gas supplied by NOPEC until the date of the switch.

For more information, contact NOPEC's Customer Care Center at 855-667-3201 (855-NOPEC01).

**If I opt out and then change my mind, can I re-enroll with NOPEC?**

If you opt out of NOPEC's electric program, you can easily re-enroll by calling our Customer Care Center at 855-667-3201. If you signed up with another supplier, check with them 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.

If you opt out of NOPEC's natural gas program, you are ineligible to rejoin the aggregation program until the next open enrollment period which occurs every 2 years for natural gas.

If you have questions about re-enrolling with NOPEC, contact our Customer Care Center at 855-667-3201.

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

You can file with the Public Utilities Commission of Ohio (PUCO) to be on the "Do Not Aggregate" list.

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

Call NOPEC's Customer Care Center at 855-667-3201 (855-NOPEC01).