2026 Opt-Out FAQs

What is NOPEC (Northeast Ohio Public Energy Council)?

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.

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 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 customers 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 check your enrollment letter for online opt out details.

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

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 N ot 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).