



November 13, 2019

**Dear Electric Customer,**

Your community has chosen NOPEC as the preferred supplier for your electric governmental aggregation program. Under this voter-approved program, you benefit from the buying power of NOPEC's more than 900,000 customers in 235+ member communities in 19 Ohio counties by receiving favorable rates and terms. As an existing eligible customer, you will be automatically enrolled in NOPEC's program and do not need to take any further action to receive exclusive member pricing for your home or business through our chosen supplier NextEra Energy Services Ohio, LLC ("Supplier"), beginning with your January 2020 meter read date and continuing until your January 2023 meter read date.

**Program Details:**

Your initial price for three months will be \$0.04899 per kWh (4.899 cents per kWh) from your January 2020 meter read date until your April 2020 meter read date. After your initial three-month price, your price may change from month to month but not more than once in a 30 day period for the remaining term of the contract and will be published on NOPEC's website ([nopec.org/electric](http://nopec.org/electric)) at least 30 days prior to its effective date. Supplier and NOPEC will determine the new variable rate based on the following factors: competitor's prices, applicable industry charges, wholesale market conditions and electric supply sources.

NOPEC has other product offers, including monthly variable, 12 and 24-month fixed term pricing and 100% renewable products. For information, please visit [nopec.org/checkrates](http://nopec.org/checkrates) or call 1-855-667-3201. **If you are currently enrolled in the Monthly Variable Price (formerly known as "Option 2"), which provides a 4% commercial discount or a 6% residential discount off the utility's Price to Compare and wish to remain on that product after your January 2020 meter read date, you must contact us to confirm that selection by calling 1-855-667-3201. Enrollment in the Monthly Variable Price is limited and subject to availability.** Details can be found in the enclosed Terms and Conditions.

All prices are exclusive of sales and other applicable taxes and utility charges. Electric customers may be charged a late fee equal to 1.5% per month or the maximum permitted by law, whichever is lower, if charges for electric supply are not paid when due.

If you decide not to participate, you must sign, date and return to us, either by mail or fax to 440-774-4422, the enclosed form by **December 13, 2019**. If you choose to opt out of the program, you will be provided service from your utility at its standard service offer rate until you choose to take service from a competitive supplier.

**Same Reliable Service:** As a reminder, all functions, delivery, repair, billing and customer service, will continue to be provided by your utility. You will continue to receive only one bill from your utility. If you switch back to your utility, you may not be served under the same rates, terms, and conditions that apply to other customers served by your utility.

Please visit our website ([www.nopec.org](http://www.nopec.org)) and carefully review all materials, including the enclosed Terms & Conditions to help you decide which option is best for you. If you have questions, please contact NOPEC's Customer Care Center at 1-855-667-3201 24 hours a day; 7 days a week.

We look forward to serving you.

Sincerely,

A handwritten signature in black ink, appearing to read "Ron McVoy", is written over a light blue horizontal line.

Ron McVoy  
Chairman, NOPEC Board of Directors  
Ashtabula County, Ohio

You are receiving this notice because you have the right to opt-out at least once every three (3) years for electric without penalty. All eligible customers in member communities are automatically included in the program unless you opt-out by **December 13, 2019**.

## Terms and Conditions CEI and OEC

**1. What We Agree To Do:** NextEra Energy Services Ohio, LLC (“Supplier”, “us” or “we”) will supply all of customer’s (“you” or “your”) retail electricity needs, and The Cleveland Electric Illuminating Company or Ohio Edison (“Utility” or “CEI” or “OEC”), your electric distribution utility company, will deliver the electricity you buy under this agreement. This agreement is made pursuant to Northeast Ohio Public Energy Council’s (“NOPEC”) electricity aggregation program (“Program”).

**2. What You Agree To Do:** You agree to pay in full the bill for electricity and for the Utility’s charges on or before the due date on the bill. You will receive a single monthly bill from the Utility that will include its charges as well as the Supplier’s charges. The Utility’s normal billing standards apply, including budget billing. If you don’t pay the full amount that you owe by the due date of your bill, the Utility may charge you a late fee. We reserve the right to charge you a late fee equal to 1.5% per month or the maximum rate permitted by law, whichever is lower, for the Supplier charges that are not paid when due.

**3. Price:** If you choose the Program Price, you agree to pay a price of \$0.04899 per kWh (4.899 cents per kWh) from your January 2020 meter reading date (the “Meter Reading Start Date”) until your April 2020 meter reading date (the “Meter Reading End Date”). This kWh price may vary in the event that any tax included in the price, or related expense, is modified due to legislation or regulation applicable to Ohio electricity service. After your Meter Reading End Date, your price may change at any time but not more than once in a 30 day period for the remaining period of your term. Supplier and NOPEC will determine this subsequent price based on many different factors, which will include, without limitation, competitors’ prices, applicable industry charges, wholesale market conditions and electricity supply sources.

If you choose the Monthly Variable Price, subject to certain limitations as set forth in section 18 below, you will receive a market variable price that may change each month and such price will be 4% (if you are a small commercial customer) or 6% (if you are a residential customer) less than your Utility’s Price to Compare specified on your electricity bill. Service provided under this agreement does not include applicable Ohio taxes and you will continue to be responsible for all charges assessed by the Utility, including any fees, surcharges, certain transmission related components or taxes associated with providing your service. Supplier’s prices include a fee for the administrative services provided by NOPEC and charges attributable to certain by-passable transmission related components. We reserve the right to adjust or cause the Utility to adjust your then current or subsequent bills to compensate for previous billing errors, meter read errors, or other errors or omissions. The applicable price will be published on NOPEC’s website at [nopec.org/electric](http://nopec.org/electric) at least thirty (30) days prior to its effective date. Once enrolled, we will supply electricity to your account in accordance with the terms of your selection for the Term of the agreement, as defined below.

**4. Term:** The term of this agreement will begin with your Meter Reading Start Date and will continue until your January 2023 meter reading date (“Term”). Supplier will make commercially reasonable efforts to provide your electric service, but does not guarantee a continuous supply of electricity. Supplier will not be responsible for any failure to commence or terminate Generation Service on the relevant date described herein.

**5. Payment History:** You have the right to request twice within a twelve (12) month period up to twenty-four (24) months of payment history for services provided by Supplier without charge.

**6. Rescission:** Your Utility may send you a written notice confirming your decision to enroll with Supplier. If applicable, you have the right to rescind this agreement without penalty within seven (7) calendar days following the postmark of the enrollment confirmation letter from the Utility by calling The Cleveland Electric Illuminating Company at 1-800- 589-3101 or Ohio Edison at 1-800-633-4766.

**7. Eligibility:** This agreement is for residential or small commercial accounts consuming less than 700,000 kWh per year and not part of national account involving multiple facilities in one or more states, located in a NOPEC member community in the Utility’s service territory. An account’s designation as small commercial is determined in accordance with Utility rules. Customers in the Percentage of Income Payment Plan, with certain arrearages, served by a competitive supplier or other customers determined not eligible for service under the Program by the Public Utilities Commission of Ohio (“PUCO”) or Utility rules are not eligible. By accepting these terms, Customer represents that Customer is not currently enrolled with a competitive supplier and is eligible for service under the Program as described above. The Supplier reserves the right to void this agreement, without liability, if your account does not meet these eligibility requirements.

**8. Cancellation/Amendments:** You may terminate this agreement at no cost, by written notice to the Supplier or by telephone to the Supplier at the address and telephone number for them listed in paragraph 14, but you will not be relieved of your obligation to pay for your supply from us through the actual date of the termination. You also have the right to opt-out of the NOPEC aggregation program at least every three (3) years at no cost. Upon thirty (30) days written notice to you, the Supplier may amend this agreement and/ or adjust the price for electricity due to any court decision or regulatory, legislative, tariff, or procedural change that adversely affects its ability to serve you under this agreement as provided in the NOPEC/Supplier agreement. Upon cancellation or expiration of this agreement, you may choose to receive electricity from the Utility, or enroll with another competitive supplier. If you switch back to the Utility, you may not be served under the same rates, terms or conditions of service that apply to its other customers. This agreement automatically terminates if the requested service location is not served by the Utility, in the event of a Program termination as set forth below, or if the Supplier returns you to the Utility’s default electricity service. Should you fail to pay the bill or fail to meet any agreed-upon payment arrangement, your contract may be terminated by the Supplier and your service may be terminated in accordance with the Utility’s tariff on file with the Public Utilities Commission of Ohio with at least fourteen (14) days written notice, but such termination will not relieve you of your obligation to pay for supply through the date of such termination. Should you cancel service with the Supplier and return to standard offer service with Utility, you may not be served under the same rates, terms and conditions that apply to other Utility customers.

**9. If You Move:** You have the right to terminate this agreement at no cost if you move, but you must pay for your supply from us through the date your Utility closes your Account with us. If you move outside the Utility’s service territory, this agreement will terminate automatically at no cost to you but you must pay for your supply from us through the date you move. If you move to a new address in a NOPEC member community within the Utility’s service territory, you may contact the Utility and Supplier and request that, at Supplier’s discretion, your new address be substituted for your old address under this agreement.

**10. Title:** Title and risk of loss to electricity provided hereunder shall

pass to you at the point of its delivery by Supplier to the Utility.

**11. Assignment:** The Supplier may assign this agreement to an affiliate or third party, in whole or in part, upon thirty (30) days written notice to you subject to any regulatory approvals and NOPEC's consent, if applicable.

**12. Program Termination:** In the event the Utility's Electric Security Plan ("ESP") or Market-Rate Offer is terminated prior to the end of this agreement, this agreement shall automatically terminate.

**13. Authorization:** You authorize Supplier to obtain information from the Utility that includes, but is not limited to: your billing history, payment history, historical and expected electricity usage, meter-readings, and characteristics of electricity service. You understand this agreement is under the NOPEC Program and authorize Supplier to share your account information with NOPEC. Supplier will not release your account number(s) or social security number without your written consent, unless ordered by PUCO, a court of competent jurisdiction, to our assignee or in connection with its own collections efforts and/or credit reporting.

**14. Customer Inquiries and Disputes:** Supplier's hours of operation are 24 hours a day. To contact Supplier with any questions concerning the terms of service, billing questions, disputes and complaints please call toll-free 1-855-667-3201, 24 hours a day, 7 days a week. You can also write to NextEra Energy Services Ohio, LLC at 20455 State Highway 249, Suite 200, Houston, TX 77070 or email at [nopeccare@nexteraenergyservices.com](mailto:nopeccare@nexteraenergyservices.com) or fax toll-free to 1-800-238-5679. Please remember to include your account number. Visit us at our website at [nexteraenergyservices.com](http://nexteraenergyservices.com). We will investigate and attempt to resolve the matter within five (5) business days. If your complaint is not resolved after you have called your electric supplier and/or your electric utility, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at [puco.ohio.gov](http://puco.ohio.gov). Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from 8 a.m. to 5 p.m. weekdays, or at [pickocc.org](http://pickocc.org). You may also visit NOPEC's website at [nopec.org](http://nopec.org). **You should report any service interruptions to the Utility.**

**15. Liability Limit:** THE REMEDY IN ANY CLAIM OR SUIT BY YOU AGAINST US WILL BE LIMITED TO DIRECT, ACTUAL DAMAGES, AND NEITHER NEXTERA ENERGY SERVICES OHIO, LLC NOR ANY OF ITS AFFILIATES WILL BE LIABLE FOR CONSEQUENTIAL, SPECIAL, INCIDENTAL, INDIRECT (INCLUDING LOSS OF PROFITS) OR PUNITIVE DAMAGES.

**16. Environmental Disclosure:**

You agree that Supplier will provide the required annual and quarterly environmental disclosures updates electronically by making such disclosures available on Supplier's website: [nexteraenergyservices.com/aggregations/communities-we-serve/ohio/](http://nexteraenergyservices.com/aggregations/communities-we-serve/ohio/). We will also provide this information upon request.

**17. Governing Law and Venue:** This agreement shall be governed by and construed, enforced and performed in accordance with the laws of the state of Ohio, including any rules promulgated by or orders issued by the PUCO and/or applicable ISO, and exclusive venue for any suit, claim, action or other proceedings, whether at law or in equity, relating to this Agreement, shall be in the state or federal courts of competent jurisdiction sitting in Columbus, Ohio.

**18. Monthly Variable Price Limit:** Customers who do not opt out are automatically included in the Program, but may choose the Monthly

Variable Price. The Monthly Variable Price is limited in availability to 2.5% of NOPEC customers in the CEI or OEC service territory. Once there is no longer availability, customers choosing the Monthly Variable Price will be placed on the Program Price, but these customers may cancel without penalty at any time by providing notice to us. To select the Monthly Variable Price, you must call us at 1-855-667-3201. We reserve the right to discontinue enrollment in the Monthly Variable Price at any time in our sole discretion, but customers enrolled prior to such discontinuance will continue to receive the Monthly Variable Price for the Term.

**19. Net Metering:** If one or more of your accounts have behind the meter generation and the volume of electricity which you generate for a given billing period is greater than the volume of electricity which you consume for such account during such billing period, you will receive a credit for such excess generation at a price which is equal to the Energy Charge portion of the Generation Service Rider for the Utility's Electric Service Tariff in which the service address for such account is located, as published on the Utility's website. We will calculate the amount of any such credit, if one is due, quarterly, and will pay any such credit by issuing a refund check within fourteen (14) business days after the date on which we calculate the amount of such credit.

**NextEra Energy Services Ohio, LLC**  
**CRES Certificate number 08-145E**