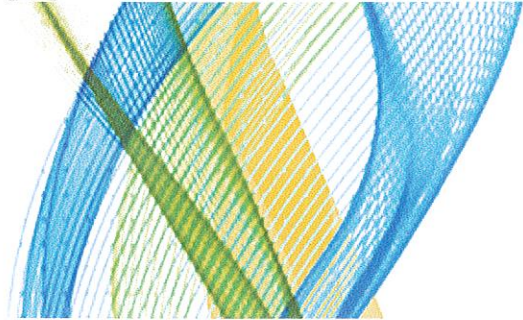


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8/10/2015

Attention NOPEC Community Leaders:

We have been getting several reports of door to door solicitors from at least one energy marketer going door to door to residents in NOPEC communities stating to the homeowner that their community is no longer a member of NOPEC and that they must choose another supplier. As you know, this is completely false. Since its inception in 2000, NOPEC has continued to be the governmental opt-out aggregation choice in almost 200 communities for both natural gas and electricity. We would strongly suggest that you make your community aware that they are still a member of NOPEC.

If a resident in your community believes that he or she has been moved or slammed to another supplier, they should call their utility company and report it. However, before any supplier can move a customer to another program the customer will receive a rescission letter from their utility. He or she will have 7 or 10 days to rescind an enrollment with a supplier you don't want and will need to call the phone number provided in the rescission letter.

We also suggest that if any of your residents complain about door to door solicitors making untrue statements, they should report inappropriate sales behavior to the PUCO (Public Utilities Commission of Ohio) at <http://www.puco.ohio.gov/puco/index.cfm/contact-us/contact-us-form/?intype=complaint> or call the PUCO consumer complaint line at 800.686.7826.

Your residents and small commercial customers can always verify your community membership at NOPEC by visiting <http://www.nopecinfo.org> or by calling your customer service number for natural gas at 855.667.3201 or electricity at 800.292.9284.



[nopecinfo.org](http://www.nopecinfo.org)  
855.667.3201