

Q. What is NOPEC?

A. NOPEC (Northeast Ohio Public Energy Council) is a non-profit governmental energy aggregator representing approximately 500,000 residential and small business customers in Ashtabula, Cuyahoga, Geauga, Lake, Lorain, Medina, Portage, Summit and Trumbull counties. Under governmental aggregation, local officials bring citizens together to gain group buying power for the purchase of competitively priced electricity from a retail electric generation supplier certified by the Public Utilities Commission of Ohio. NOPEC is the largest governmental retail energy aggregator in the nation.

Q. What is Gexa?

A. Gexa Energy is an electric generation supplier that is affiliated with FPL Group, Inc. NOPEC has selected FirstEnergy Solutions to replace Gexa as the electric generation supplier for NOPEC's member communities.

Q. Why have I received this postcard/mailing?

A. This mailing is to inform you of the change to NOPEC/FirstEnergy Solutions as NOPEC's electric generation supplier. You will notice this change on your bill within a few months.

Q. I signed up with FirstEnergy Solutions through a previous offer, how will this affect me?

A. The contract that you entered into with FirstEnergy Solutions will remain in effect until the scheduled end date. Your savings will not be altered as a result of this change.

Q. When will FirstEnergy Solutions become my electric generation supplier?

A. FirstEnergy Solutions will become your electric generation supplier starting on your meter read date within the next two months.

Q. Will I receive a separate bill from FirstEnergy Solutions?

A. No, you will continue to receive only one bill from your electric utility – either The Illuminating Company or Ohio Edison. You will see NOPEC/FirstEnergy Solutions listed as the supplier on your bill.

Q. What will FirstEnergy Solutions charge me for electric generation in 2010?

A. FirstEnergy Solutions will continue to offer you the fixed price savings established for NOPEC customers through 2010.

Q. What will my discount on electric generation be in 2011?

A. Beginning January 2011, standard eligible residential customers will receive 6 percent off the Price to Compare and small business customers will receive 4 percent off the Price to Compare. The Price to Compare is the generation price customers would have been charged if they purchased electric generation service from their local electric utility.

Q. When does my contract with FirstEnergy Solutions end?

A. Your *current* contract, which Gexa Energy assigned to FirstEnergy Solutions, will run through 2010. In late 2010, you will have the option to continue your contract and continue to receive savings from the NOPEC program supplied by FirstEnergy Solutions, or opt out of the program with no cancellation charge. Your new contract with FirstEnergy Solutions will run from January 1, 2011 through the end of 2019, but you will have the opportunity to opt out of the NOPEC program supplied by FirstEnergy Solutions every three years.

Q. The postcard I received says my contract with FirstEnergy Solutions runs through the end of 2019. Can I end my contract with FirstEnergy Solutions before 2019?

A. Yes, approximately every three years, NOPEC will send you a letter, giving you the opportunity to opt out of NOPEC's program and exit your contract without any cancellation fee.

Q. Are there any cancellation fees?

A. There are no fees if you move or if you leave the program during the next opt out period. If you choose to leave the program for any other reason, residential customers will be assessed a \$25 cancellation fee. You'll find that the majority of suppliers charge cancellation fees. FirstEnergy Solutions' fee helps cover our costs for any power we have secured in anticipation of serving you. The average residential customer's savings under this program should total more than \$25 in less than one year. There is a \$50 cancellation fee for business customers with an annual usage less than 12 megawatt-hours (MWhs); \$300 for annual usage greater than 12MWhs.

Q. Why can't I opt out now?

A. You were enrolled in NOPEC's governmental aggregation program last year. At that time, Gexa Energy was the electric generation supplier. Recently, Gexa assigned your contract to FirstEnergy Solutions, but you will continue to receive the same offer. You will have the opportunity to opt out at the end of your current contract, which runs through 2010.

Q. I have a question about my charges from Gexa Energy. Who should I talk to?

A. Please call Gexa at 1-800-292-9284, weekdays from 8 a.m. to 5 p.m.

Q. Can I remain on budget billing?

A. Yes, you can remain on budget billing; however, the budget billing program does not apply to your charges from FirstEnergy Solutions – only to charges from the electric utility. Your total charges from FirstEnergy Solutions will fluctuate from month to month according to your usage.