

We deliver more.



2018 ANNUAL REPORT

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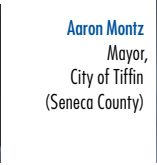
**Robert McCracken**  
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# Board of Directors

We negotiate with suppliers for better utility rates and terms.



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## A letter from the Chairman



Ron McVoy

2018 was another tremendous year of growth and membership value enhancement for NOPEC. The year was punctuated with numerous tangible examples of how NOPEC consistently delivers on its core mission — to serve our communities and our customers.

We started the year with a \$9.2 million customer give back. We gave an on-bill rate reduction directly to our 500,000 residential and small business customers on

their February through May electric bills. Each household saved roughly \$18 and each business around \$39 over the four-month program period.

We successfully launched two programs that gave dollars back to our communities as well. Our NOPEC Energized Community (NEC) grant initiative awarded more than \$5.89 million to 214 communities that, to-date, has funded 168 different energy-efficiency projects across our footprint. The Community Event Sponsorship program provided more than \$230,000 to our communities to help fund over 200 events in 197 NOPEC communities. We are pleased our General Assembly approved the continuation of these two exciting programs for 2019.

We also added 11 new electric and four new gas communities in 2018, including our first foray into the southwest portion of the state with the addition of the City of Springfield in Clark County as a member of our electric aggregation. The addition of these new communities, and several initiatives specifically designed to reduce opt-outs, boosted our electric customer count by 9% to over 510,000 while our gas customers grew to nearly 400,000.

The Preferred Pricing Program, which offers energy at-cost for municipal facilities, saved NOPEC member communities nearly \$67,000 on street lighting, \$79,000 on natural gas and \$102,000 on electric costs in its first year. We closed two more PACE loans and our first STEP loan in 2018, totaling almost \$500,000 in energy-efficiency financing. Our anti-solicitation Do Not Knock program was adopted by four new communities last year, adding more than 9,000 enrolled residents bringing our total enrollment to almost 13,000. And we launched a new brand campaign that significantly raised the awareness of NOPEC and debuted a new, better organized, more user-friendly website at [nopec.org](http://nopec.org) as well.

All this was accomplished while continuing to offer competitive pricing, staying diligent in our advocacy efforts to protect Ohio's ratepayers from unwarranted charges and educating and servicing our communities and consumers.

And these are just the highlights of another very busy and productive year at NOPEC. You can read more about these and many other programs and accomplishments in the pages that follow. As always, we appreciate your support and feedback and look forward to more great things ahead for YOUR organization in 2019 and beyond.

Ron McVoy, Chairman, NOPEC Board of Directors

Customer Growth  
and New  
Communities  
for 2018

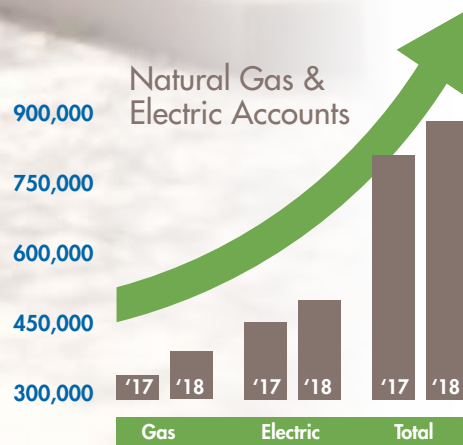
We lobby  
for laws that protect  
our communities.

**New Gas Communities**

- Cuyahoga County**  
– City of Cleveland Heights
- Seneca County**  
– City of Fostoria
- Stark County**  
– City of Alliance
- Summit County**  
– City of Cuyahoga Falls

**New Electric Communities**

- Clark County**  
– City of Springfield
- Columbiana County**  
– Fairfield Township
- Cuyahoga County**  
– City of Cleveland  
– City of Cleveland Heights  
– City of Seven Hills
- Geauga County**  
– Burton Township
- Medina County**  
– Village of Chippewa Lake  
– Village of Gloria Glens
- Richland County**  
– Village of Lexington
- Stark County**  
– City of Alliance
- Summit County**  
– Sagamore Hills Township



## Natural Gas and Electric Communities

### Ashtabula County

Ashtabula  
Ashtabula Township  
Conneaut  
Geneva  
Geneva-on-the-Lake  
Geneva Township  
Harpersfield Township  
Jefferson Township  
Jefferson Village  
Kingsville Township  
North Kingsville Village  
Plymouth Township  
Saybrook Township

### Columbiana County

Fairfield Township

### Cuyahoga County

Beachwood  
Bedford  
Bedford Heights  
Bentleyville  
Berea  
Bratenahl  
Brecksville  
Broadview Heights  
Brook Park  
Brooklyn  
Brooklyn Heights Village  
Chagrin Falls  
Cleveland  
Cleveland Heights  
Cuyahoga Heights  
Fairview Park  
Garfield Heights  
Gates Mills  
Glenwillow  
Highland Heights  
Highland Hills Village  
Hunting Valley  
Independence  
Lakewood  
Lindale Village  
Lyndhurst  
Maple Heights  
Mayfield Heights  
Mayfield Village  
Middleburg Heights  
Moreland Hills  
Newburgh Heights  
North Olmsted  
North Randall  
North Royalton

Oakwood Village  
Olmsted Falls  
Olmsted Township  
Orange Village  
Parma Heights  
Pepper Pike  
Rocky River  
Seven Hills  
Solon  
South Euclid  
Strongsville  
University Heights  
Valley View  
Walton Hills Village  
Warrensville Heights  
Woodmere Village

### Geauga County

Auburn Township  
Bainbridge Township  
Burton Township  
Burton Village  
Chardon  
Chester Township  
Claridon Township  
Hamden Township  
Huntsburg Township  
Middlefield Village  
Montville Township  
Munson Township  
Newbury Township  
Russell Township  
South Russell Village

### Huron County

Norwalk

### Lake County

Concord Township  
Eastlake  
Fairport Harbor  
Grand River  
Kirtland  
Kirtland Hills Village  
Lakeline Village  
Leroy Township  
Madison Township  
Madison Village  
Mentor  
Mentor-on-the-Lake  
Painesville Township  
Perry Township  
Perry Village  
Timberlake  
Waite Hill  
Wickliffe  
Willoughby  
Willoughby Hills  
Willowick

### Lorain County

Amherst Township  
Avon  
Avon Lake  
Carlisle Township  
Columbia Township  
Eaton Township  
Elyria  
Elyria Township  
Lorain  
New Russia Township  
North Ridgeville  
Sheffield Lake  
Sheffield Township  
Sheffield Village  
South Amherst

### Medina County

Brunswick  
Chippewa Lake  
Gloria Glens

### Portage County

Atwater Township  
Brimfield Township  
Charlestown Township  
Deerfield Township  
Edinburg Township  
Franklin Township  
Freedom Township  
Garrettsville  
Hiram Township  
Hiram Village  
Kent  
Mantua Township  
Nelson Township  
Palmyra Township  
Paris Township  
Randolph Township  
Ravenna Township  
Rootstown Township  
Shalersville Township  
Suffield Township  
Sugar Bush Knolls  
Windham Township

### Seneca County

Tiffin

### Stark County

Alliance

### Summit County

Clinton Village  
Macedonia  
Northfield Village  
Reminderville  
Richfield Village  
Sagamore Hills Township

### Trumbull County

Liberty Township  
Warren

## Natural Gas Communities

### Columbiana County

Butler Township  
Hanover Township  
Hanoverton Village  
Knox Township  
Leetonia Village  
Middleton Township  
Perry Township  
Unity Township  
West Township

### Cuyahoga County

Bay Village  
Parma  
Richmond Heights

### Geauga County

Troy Township

### Lake County

North Perry Village

### Lorain County

Grafton Township  
Penfield Township  
Vermilion

### Mahoning County

Goshen Township  
Milton Township  
Springfield Township

### Seneca County

Fostoria

### Summit County

Bath Township  
Boston Heights  
Boston Township  
Copley Township  
Coventry Township  
Cuyahoga Falls  
New Franklin City  
Northfield Center Township  
Richfield Township  
Springfield Township  
Twinsburg Township

### Trumbull County

Newton Falls

### Southeast Ohio

Southeast Ohio Public  
Energy Council (SOPEC)

## Electric Communities

### Ashtabula County

Andover Township  
Austinburg Township  
Cherry Valley Township  
Colebrook Township  
Denmark Township  
Dorset Township  
Hartsgrove Township  
Lenox Township  
Monroe Township  
Morgan Township  
New Lyme Township  
Orwell Township  
Orwell Village  
Pierpont Township  
Richmond Township  
Roaming Shores Village  
Rock Creek  
Rome Township  
Sheffield Township  
Trumbull Township  
Wayne Township  
Williamsfield Township  
Windsor Township

### Clark County

Springfield

### Cuyahoga County

East Cleveland  
Shaker Heights

### Geauga County

Chardon Township  
Middlefield Township  
Parkman Township  
Thompson Township

### Lorain County

LaGrange Township

### Richland County

Lexington Village

### Summit County

Lakemore Village  
Peninsula Village  
Twinsburg

### Trumbull County

McDonald Village

# Community Outreach

Interacting directly with our member communities and residential customers is very important to NOPEC. In-person interactions take several forms and are extremely helpful in allowing us to communicate who we are and the services we provide.

## Member Community Presentations:

In 2018, NOPEC conducted over 40 presentations at senior centers, community centers, and to civic organizations. These presentations allow us to communicate directly with the residents we serve, answer questions about NOPEC and share details about the many programs we offer.

Schedule a presentation for your residents: Contact our Community Outreach Manager Tony Ramos at [aramos@nopec.org](mailto:aramos@nopec.org).

## Energy Bike Presentations:

Since 2016, NOPEC's Energy Bike has been traveling to our member communities to engage with our younger energy users. The Energy Bike is a great tool to help educate children and adults on energy consumption and conservation. It's fun and effective, allowing riders to see and feel in real time how much effort is required to generate electricity. The Energy Bike is free and available to any member community.

Reserve the Energy Bike: Contact our Community Outreach Manager Tony Ramos at [aramos@nopec.org](mailto:aramos@nopec.org).



# We arm consumers with energy-saving ideas.

## 107.3 The Wave Senior Luncheons:

NOPEC partnered with local radio station 107.3 The Wave in 2018 as a sponsor of The Wave Senior Luncheon Series. Luncheons were held throughout northeast Ohio and were attended by over 800 residents. Helping our customers to understand their bills and how their personal behaviors and choices can result in lower energy bills is an important part of NOPEC's mission.

# Lake County Captains Family Fun Sunday Sponsorship

NOPEC again sponsored the Lake County Captains Family Fun Sundays at Classic Park. Throughout the season, we maintained a visible park presence through banners, promotional giveaways and commercials playing on the digital scoreboard. Over 24,000 people attended a Family Fun Sunday game and total season attendance exceeded 250,000 people.

Our Captains sponsorship included two Education Days that were attended by 3,500 students. Students got to learn more about NOPEC and energy.

NOPEC member community leaders were invited to join us at two member appreciation games to cheer on the Captains and enjoy a picnic lunch. Over 200 attendees from 24 NOPEC communities attended these events. Consumers attending Lake County Captains games were exposed to a bunch of fun ways to learn how to save money through the many energy-saving tips and ideas NOPEC shared with them.



# Community Event Sponsorship Program



In 2018, NOPEC made funds available to member communities to help support public events as part of our Community Event Sponsorship Program. This program provides financial support to organizations within member communities that host events for residents. NOPEC's goal

and are free and open to the public. The amount of funds allocated to each member community is determined by the average number of enrolled residential/business gas and/or electric accounts during the 2nd and 3rd quarters of the preceding year.

with this program is to help support events that rely on donations

In 2018, over \$230,000 was disbursed to organizations to help support over 200 events, many of which NOPEC representatives attended in person. The NOPEC General Assembly found this program very beneficial and has renewed it for 2019!

For questions about this program or assistance completing the disbursement process, contact our Community Outreach Manager Tony Ramos at [aramos@nopec.org](mailto:aramos@nopec.org).

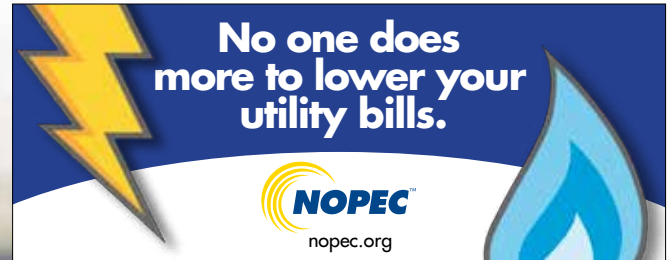
# Expanding Awareness of NOPEC

In 2018, NOPEC launched a new marketing campaign designed to increase brand awareness and understanding of the benefits of NOPEC membership by clearly explaining how NOPEC negotiates lower energy rates while providing additional benefits to our customers. Reaching 99.5% of Northeast Ohio households, the campaign included

television commercials, digital ads, billboards and print advertisements.

## Website Launch

The launch of NOPEC's new website provides an easy-to-use, streamlined communication tool that allows customers to easily access our rates, find information about our programs and gain a better understanding of the benefits of aggregation.





## How Consumers Feel About NOPEC

The results are in. After conducting an in-depth consumer research study, we found that NOPEC's 2018 marketing efforts helped to significantly improve brand awareness with existing NOPEC customers.

## Significantly Improved Awareness

86%

Recognize NOPEC Name

62%

Know Community is Aggregated

54%

Know NOPEC Supplies Community

73%

Residents with a Favorable Opinion of NOPEC

## Dramatically Improved Brand Perception



### Focus Group

NOPEC hosted small business focus groups in 2018 to get a better understanding of the needs of small commercial customers within NOPEC member communities. This valuable insight will help us develop programs that benefit our commercial customers, increase customer retention and provide feedback on how to best communicate with local businesses in the future.

## Enhanced Message Recall

Better

Understanding of Messaging



Increased

Consumer Consideration of NOPEC



Improved

Customer Retention Rates

# Energy Efficiency Financing

NOPEC supports the economic strength of our communities by making our business customers more competitive with attractive financing programs to enable money-saving energy efficiency upgrades. NOPEC added a second program for energy efficiency financing in June 2018, offering \$5,000 to \$100,000 loans for eligible commercial properties. STEP (Savings Through Efficiency Program) is made possible through the USDA's Rural Energy Savings Program. NOPEC is the first organization in Ohio – and one of the first in the country – to be awarded these USDA funds to help commercial property owners lower their energy consumption and costs through energy efficient upgrades. STEP loans have a fixed 3% interest rate with a 10-year term.

Anidraig Properties, LLC, became the first STEP borrower in September 2018. With its loan of just over \$61,500, it financed extensive improvements to the building housing its operating company, Advanced Accounting Consultants in Middlefield Village. The improvements included lighting, doors, heating and air conditioning, roof replacement and insulation, for a projected annual energy savings of 16%.

NOPEC also financed two energy efficiency projects through its PACE (Property Assessed Clean Energy) program in 2018. Launched in 2016, this program offers financing for projects that require \$100,000 to \$500,000. Fixed interest rates start at 2.5%.



The home of Chagrin Valley Soap & Salve Company in Solon used the PACE program to finance a roof replacement. The company secured financing of \$103,600 at 3.5% fixed-interest for 15 years. Thanks to our PACE financing, they'll reduce the energy loss through their roof by 65%.

The East Cleveland Public Library (ECPL) also financed a project with PACE in 2018. Like Anidraig

Properties, the ECPL is making extensive improvements to its facility. Projected annual energy savings from this \$250,000 project are over \$27,000. The planned improvements at the library include lighting, windows, boiler replacement, heating and controls. The library's financing was



structured with a 3.0% fixed-interest rate for a 10-year term.

Both PACE and STEP financing offer commercial property owners a tool to make their facilities more efficient and reduce utility costs. Eligible properties include private-sector offices, retail and industrial buildings, non-profit facilities, public-sector (government, health care, education) facilities and apartment buildings located in NOPEC member communities.

For more information about NOPEC's Energy Efficiency Financing programs, contact Norma Fox Horwitz at [nfhorwitz@nopec.org](mailto:nfhorwitz@nopec.org).



# NEC Grants

The NOPEC Energized Community (NEC) Grant Program, launched in January of 2018, was available to all NOPEC member communities (gas, electric and dual). The streamlined application process allowed communities to manage the grant program entirely online.

NEC Grants to implement lighting and HVAC improvements in their buildings.

As the following examples illustrate, many communities got creative in implementing projects that best fit their needs.

- The City of Athens is creating a solar-powered lighting system for public transit bus shelters.
- In the City of Macedonia, LED lighting upgrades will allow one of the Longwood Park ballfields to remain open for night time play.



This \$6M program aimed to increase energy efficiency and upgrade energy infrastructure in member communities. Selected projects are now being monitored for energy cost savings, a long-term goal of the NEC Grant Program.

There were 168 projects approved across NOPEC's jurisdiction for the 2018 calendar year. Funded projects ranged from a \$255 LED light replacement to a roof replacement costing \$167,768. Funding amounts were calculated based on the number of enrolled gas and/or electric accounts per community. Numerous communities utilized the 2018

- Both Knox Township and New Russia Township installed solar-powered LED stop signs at dangerous intersections to avert crashes.
- In Jefferson Village, the grant funded energy infrastructure at a pavilion built for special events.
- Walton Hills Village retrofitted existing holiday decorations with new LED lights.
- Orange Village is upgrading traffic signals and installing a battery backup system with generator hook-up to control the signals during power outages.

- The City of Norwalk is now using 20' fans to circulate air and balance out heating in its aquatic center thanks to the NEC Grant funding.

The NOPEC General Assembly has approved the continuation of this program with an additional \$6 million for 2019.

For more information about the NOPEC Energized Community Grant Program, contact [grants@nopec.org](mailto:grants@nopec.org).

Since 2001, NOPEC has awarded more than \$22 million in energy efficiency grants to our member communities.

# NEC Grant Funded Projects

## Ashtabula – Ashtabula

Annex Boiler Replacement

## Ashtabula County – Ashtabula

Lift Bridge Lighting Upgrade

## Ashtabula Township – Ashtabula

Peleg Park Christmas Lights

## Athens – Athens

Public Transit Solar Bus Shelters

## Auburn Township – Geauga

Streetlight LED Conversion Project  
Mapleshade Cemetery Lighting Project

## Avon – Lorain

Chester Road Improvements

## Bainbridge Township – Geauga

Back up Generator  
LED Lighting and Electrical Service Upgrades  
Supply Gas Heat to Lakeside Building

## Bay Village – Cuyahoga

Municipal Building Lighting

## Bedford – Cuyahoga

City Hall, Service Garage and Community  
Center Energy Efficiency Improvements

## Bedford Heights – Cuyahoga

Replacement of City Hall Doors, Police  
Department Doors, and Three Energy  
Efficient Fire Bay Doors

## Bentleyville – Cuyahoga

Generator Repair

## Boston Heights Village – Summit

AC Unit Replacements

## Boston Township – Summit

Door Replacement

## Brecksville – Cuyahoga

Service Garage Efficiency Improvements

## Brimfield Township – Portage

Energy Efficient Furnace Upgrades  
LED Lighting Upgrades

## Broadview Heights – Cuyahoga

Lighting Upgrades and AC Unit Upgrades

## Brooklyn – Cuyahoga

Street Light LED Upgrades

## Brooklyn Heights – Cuyahoga

HVAC Supply Line Upgrade

## Chagrin Falls – Cuyahoga

Hickory Hill Sanitary Pump Station  
Elimination Project

## Chardon – Geauga

LED Lighting Project

## Chester Township – Geauga

LED Lighting Upgrades  
and New Generator

## Claridon Township – Geauga

Street Light Upgrade

## Colebrook Township – Ashtabula

Lighting Upgrades

## Columbia Township – Lorain

Installation of Energy Efficient Metal Roof  
System for the Columbia Town Hall

## Concord Township – Lake

Fire Department Facility Improvements  
Service Department Energy Efficiency  
Improvements

## Conneaut – Ashtabula

Gas Pipeline Infrastructure

## Coventry Township – Summit

Window Replacement



## Cuyahoga Heights – Cuyahoga

Energy Efficient Police Door

## Dorset Township – Ashtabula

New Metal Roof on Township Garage

## Eastlake – Lake

City Hall Control System Upgrade  
Fire Department LED Lighting Upgrade  
Service Garage Heater Replacement

## Eaton Township – Lorain

Townhall Door Replacement & Outdoor  
Lighting Upgrade

## Edinburg Township – Portage

Road Garage Insulation

## Elyria – Lorain

State Route 113 Roadway Lighting Project

## Elyria Township – Lorain

HVAC and Steel Door Update

## Fairview Park – Cuyahoga

Senior Center Roof Replacement Project

## Franklin Township – Portage

AC Replacement  
Garage Lighting Project

## Freedom Township – Portage

Energy Efficiency Upgrades to  
Historical School House

## Garfield Heights – Cuyahoga

Dan Kostel Recreation Center Energy  
Improvement Project

## Gates Mills – Cuyahoga

Boiler Replacement Mills Building

## Geneva Township – Ashtabula

Replace Garage Roof

## Grafton Township – Lorain

Fire Department LED Lighting Upgrades

## Hanoverton Village – Columbiana

Village Hall Energy Improvements

## Harpersfield Township – Ashtabula

Fire Station Furnace Upgrade

## Hartsgrove Township – Ashtabula

Insulation

## Highland Heights – Cuyahoga

Fire Department LED Lighting Project  
City Hall Replacement Windows  
Shaker House Window Replacement

## Highland Hills – Cuyahoga

Emergency Boiler Repair

## Hunting Valley – Cuyahoga

HVAC Energy Upgrade

## Huntsburg Township – Geauga

New Energy Efficient Windows

## Jefferson Village – Ashtabula

Covered Bridge Pavilion Project

## Jefferson Township – Ashtabula

Garage Overhead Door Replacement

## Kingsville Township – Ashtabula

Township Garage Radiant Floor  
Heat Upgrade

## Kirtland – Lake

LED Lighting Upgrade

## Knox Township – Columbiana

Solar Powered LED Stop Sign

## LaGrange Township – Lorain

Replacement Energy Efficient Doors  
on the Township Hall

## Lake County – Lake

Nolan Building Window Replacement

## Lakewood – Cuyahoga

LED Streetlight Replacements  
Electric Vehicle Charging Stations  
LED Signal Poles Conversions

## LeRoy Township – Lake

Road Garage Heater  
Town Hall Ceiling Fans Installation,  
Lighting Repairs and Electrical  
Panel Replacement

## Macedonia – Summit

Longwood Park Field of Dreams Ballfield  
Lighting – Phase 1



**Madison Township – Lake**

Stanton – Admin HVAC Project

**Maple Heights – Cuyahoga**

Boiler System Replacement Project  
LED Municipal Lighting Project

**Mayfield Village – Cuyahoga**

Police Station Lighting Replacement

**Mentor – Lake**

Parking Lot Lighting  
Center Street Light Pole Project  
Mentor Police 911 Dispatch Center  
LED Lighting Upgrade

**Mentor-on-the-Lake – Lake**

HVAC Rooftop Unit Replacement

**Middlefield Village – Geauga**

Business District Street Lighting Upgrade

**Milton Township – Mahoning**

Town Hall Furnace

**Montville Township – Geauga**

Street Lighting

**Moreland Hills – Cuyahoga**

Police Department Roof Replacement

**Munson Township – Geauga**

Energy Efficiency and LED Lighting Project

**Nelson Township – Portage**

LED Lighting Upgrade

**New Franklin – Summit**

Manchester Road Street Lighting

**New Russia Township – Lorain**

Solar Powered LED Stop Signs

**Newbury Township – Geauga**

Street Light LED Conversion

**Newton Falls – Trumbull**

LED Holiday Decorations

**North Kingsville – Ashtabula**

Fire Dept. & Village Hall Improvements

**North Olmsted – Cuyahoga**

Fire Department Skylight  
Community Cabin HVAC  
& Electrical Lighting

**North Perry Village – Lake**

Update Lighting

**North Ridgeville – Lorain**

Insulation of Service Garage  
Lighting Upgrades  
Shady Drive Batting Cage Complex  
HVAC Upgrade Project

**North Royalton – Cuyahoga**

City Green Electrical Upgrades

**Norwalk – Huron**

City Hall Lighting Upgrades  
Police Station Electric Upgrades  
Aquatic Center Fan Upgrades

**Olmsted Falls – Cuyahoga**

Fire Department Energy Efficiency Initiative

**Orange Village – Cuyahoga**

Traffic Signal Upgrades and Enhancements

**Orwell Township – Ashtabula**

Facility Improvements for Township  
Administrative Building



**Painesville Township - Lake**

LED Lighting Upgrades and new  
Fire Department Furnace

**Paris Township - Portage**

Electrical Upgrade for Fire Department  
Annex Building

**Parkman Township – Geauga**

LED Lights for 3 Buildings

**Parma – Cuyahoga**

Fire Department HVAC update

**Parma Heights – Cuyahoga**

City of Parma Heights Library Roof  
Rehabilitation Phase 1

**Penfield Township – Lorain**

LED Light Replacement

**Pepper Pike - Cuyahoga**

Garage Bay Infrared Heaters

**Perry Village – Lake**

Replace Fluorescent Lights with LED  
Maintenance Building Vehicle Storage  
Lights

**Pierpont Township – Ashtabula**

Scrolling LED Sign for Townhall

**Randolph Township – Portage**

Randolph Library HVAC Replacement

**Ravenna Township – Portage**

Fire and Road Departments Improvements

**Reminderville – Summit**

Service Department Updates  
REC Center LED Update  
Heritage Hall Energy Efficiency  
Improvements

**Roaming Shores – Ashtabula**

Police Department LED Upgrades

**Russell Township – Geauga**

Admin Electric Service Upgrade  
Fire Station LED Conversion

**Sagamore Hills Township – Summit**

Safety Center Complete Roof Replacement

**Shaker Heights – Cuyahoga**

Energy Efficient Boiler Replacement at  
Police Department Building

**Shalersville Township – Portage**

2018 Shalersville Township  
Energy Efficient Project

**Sheffield Lake – Lorain**

LED Road Sign and Street Lighting  
Senior Center Energy Efficient Lighting

**Sheffield Village – Lorain**

Municipal Building HVAC Retrofit/LED  
Upgrade

**SOPEC – Athens**

Biogas Facility Feasibility Study

**South Euclid – Cuyahoga**

Traffic Signal Installation: Notre Dame  
College and Cuyahoga County Public  
Library Driveways on South Green Road

**South Russell Village – Geauga**

Village Hall and Service Building Siding  
and Insulation

**Springfield Township – Mahoning**

Fire Stations LED Replacements

**Strongsville – Cuyahoga**

Ehrnfelt Recreation Center Energy Efficiency  
Roof Replacement

**Suffield Township – Portage**

Road Department Garage Roof

**Tiffin – Seneca**

City Annex Boiler Replacement

**Timberlake – Lake**

Village Hall LED Replacements

**Troy Township – Geauga**

LED Lighting Installed at Community House  
and Grounds

**Twinsburg – Summit**

Fire Station Lighting Improvements  
Fitness Center Lighting Upgrades

**Twinsburg Township – Summit**

Twinsburg Township Lighting Upgrade

**Valley View – Cuyahoga**

Service Department Building  
Lighting Retrofit



**Vermilion – Lorain**

Vermilion Showse Park Lighting Project

**Waite Hill – Lake**

Town Hall Insulation

**Walton Hills Village – Cuyahoga**

Village Hall, Service Garage and  
Community Center LED Upgrades  
LED Holiday Decoration Retrofit

**Wayne Township – Ashtabula**

Community Center Ovens

**Wickliffe – Lake**

LED Upgrades  
Fire Department Window  
and Appliance Replacement  
Service Department Energy Efficient Glass  
Block Windows  
Traffic Building Door

**Willoughby – Lake**

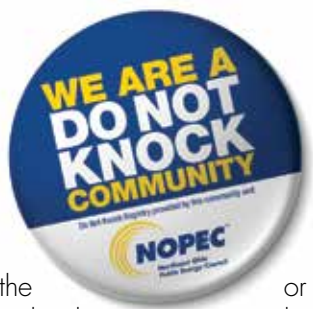
City Hall and Service Garage  
HVAC Upgrades  
Police Station Lighting Upgrades  
Downtown Traffic Control Box  
Replacements

**Willoughby Hills – Lake**

Fire Station Window and Door  
Replacement

**Woodmere Village – Cuyahoga**

Village Hall Lighting Upgrades



Since 2017, NOPEC has been working diligently to alleviate the growing problem of misleading and aggressive door-to-door energy solicitors with our Do Not Knock (DNK) Registry program. This program is designed to help protect residents in our member communities.

Our DNK program allows residents to add their address to their community's registry to prevent for-profit solicitors from any industry from knocking on their doors. To implement this program, NOPEC works with elected leaders in member communities to pass appropriate legislation to establish a Do Not Knock Registry.

NOPEC manages the registry at no cost to the member community or its residents. NOPEC also assists with educating the public about the program as well as informing them of their protected rights. Residents in communities with our DNK program can register online at [blocktheknock.com](http://blocktheknock.com) or by mail with postage paid registration cards available at their City or Village Hall. Once a resident signs up, they receive a window cling to display on their door.

# Do Not Knock Program

## Participating Communities

There are currently 12 NOPEC member communities participating in the Do Not Knock Program with almost 13,000 residents enrolled.

- Alliance
- Brook Park
- Eastlake
- Highland Hills
- Mentor-on-the-Lake
- Newburgh Heights
- Parma
- Roaming Shores
- Tiffin
- Warren
- Wickliffe
- Willowick

For more information about NOPEC's Do Not Knock Registry Program, contact Tony Ramos at [aramos@nopec.org](mailto:aramos@nopec.org).



# Community Employee Recognition Program

In 2018, NOPEC staff recognized the hard work of the Finance Directors and Fiscal Officers in our member communities. Our recognition program allowed NOPEC the opportunity to express our gratitude to these public

employees who help us do our jobs to support them and their residents. These amazing individuals received a certificate of appreciation and a modest gift from NOPEC as thanks for their efforts.



AUBURN TOWNSHIP



AVON LAKE



BAY VILLAGE



BRIMFIELD TOWNSHIP



CHESTER TOWNSHIP



EATON TOWNSHIP



GENEVA



GRAFTON TOWNSHIP



KIRTLAND



LYNDHURST



MADISON TOWNSHIP



VILLAGE OF MIDDLEFIELD



OLMSTED FALLS



VILLAGE OF RICHFIELD



SOUTH AMHERST



SOUTH RUSSELL



VERMILION



WILLOWICK

In 2019, we're recognizing the efforts of our member communities' safety forces.

To nominate your Police or Fire Chief, please contact our Community Outreach Manager Tony Ramos at [aramos@nopec.org](mailto:aramos@nopec.org).

# Energy Bike Project

Seventh grade girls from three Northeast Ohio middle schools participated in the 2018 NOPEC Energy Bike Project. Students from Olmsted Falls Middle School, West Geauga Middle School and Heskett Middle School spent two days building and wiring working energy bikes that were



HESKETT MIDDLE SCHOOL



OLMSTED FALLS MIDDLE SCHOOL



WEST GEAUGA MIDDLE SCHOOL

then donated to their schools to use in energy science curricula and share with organizations in their communities.

During the event, the students first learned the mechanics of the Energy Bike through educational materials provided by NOPEC. The girls then applied their knowledge by assembling and wiring the bikes so that the energy produced by peddling could power various light bulbs, radios, fans and hair dryers. They also participated in a variety of STEM (science, technology, engineering, and mathematics) related games and activities. NOPEC provided the funding and support necessary to bring this program to Northeast Ohio because we recognize the importance of helping encourage the development of the next generation of STEM innovators.





# Preferred Pricing Program

The Preferred Pricing Program (PPP) allows NOPEC member communities to buy electricity and natural gas for their municipal loads at cost. This program delivers significant cost savings to our member communities by offering the absolute best pricing available from NOPEC.

Since it was first introduced at the 2017 General Assembly, the program has saved member communities nearly \$67,000 on

street lighting, \$79,000 on natural gas, and \$102,000 on electric costs.

Community leaders can lock in 12, 24 or 36-month electric pricing and 12 or 24-month gas pricing for three municipal load categories.

## Municipal Load Categories:

- Mercantile Commercial Accounts: Over 500 Mcf/year or over 700,000 kWh/year.

- High Load Factor Commercial Accounts: Accounts that typically run 24 hours a day, seven days a week, such as water treatment facilities.
- Street Lighting Accounts: CEI territory only.

For more information about this program, contact your community's Relationship Manager at 440.248.1992 or email [team@nopec.org](mailto:team@nopec.org).

## Charging Station Program Update

NextEra, NOPEC's energy supplier, is providing cell phone charging stations for use in public spaces, such as libraries and community centers, in NOPEC member communities.



To learn more about these programs, contact your community's Relationship Manager at 440.248.1992.

## EV Pilot Program Update

NOPEC, in partnership with NextEra, is developing an electric vehicle car share pilot program. This pilot program will make electric vehicles, along with electric car charging stations, available to a limited number of NOPEC member communities.

# General Assembly

NOPEC General Assembly members and guests from NOPEC member communities met on November 13 for the 2018 General Assembly Meeting.

Executive Director Chuck Keiper spoke to nearly 200 attendees about the evolution of the energy marketplace in Ohio and how NOPEC uses honest practices to differentiate themselves from retail, for-profit competitors.

"We'll look out for you," he said.  
"We understand human nature and

we look out for the interests of our people. They don't want to constantly worry or watch."

NOPEC also announced the expansion of the electric program to include five additional rate options. Starting in January 2019, residents can remain in the program price option, a competitive rate that leverages the bulk-buying power of over 225 NOPEC member communities, or they can choose between a variable rate option, fixed rate options or 100% green options.



NOPEC announced the upcoming launch of two new programs for 2019: an electric vehicle car share pilot program and cell phone charging station program. Both programs were created in collaboration with NextEra Energy.





# We protect our customers from paying too much.

NOPEC utilizes the purchasing power of over 225 member communities to deliver savings to over 900,000 Ohio customers. But negotiating energy savings is just one of the ways that NOPEC works to deliver value to member communities and their residents. Our success and the value we bring to our members are based on a mission of aggregating, educating

and advocating. We exist to serve our communities and customers. As a not-for-profit organization, we negotiate for lower energy rates and better terms and conditions. We educate residents and customers in member communities on how they can conserve energy and save even more on their energy bills. And we advocate for consumer-friendly energy legislation at both the state and federal level.

Currently in Ohio, there are hundreds of energy suppliers trying to sell electric and natural gas to your residents. These electric and natural gas retail suppliers often attract customers with low introductory rates only to eventually increase their rates without notifying the customer first. When the customer does notice the price increase and tries to shop for a different rate, we often hear they are subject to paying large cancellation fees. Recently, we have seen many examples of residents in NOPEC member communities who have opted out of the aggregation to jump on a seemingly attractive retail offer and ended up paying two or three times the amount they would have paid had they stayed with NOPEC.

It's not just about price with NOPEC. Our customers benefit from the full value that NOPEC delivers.

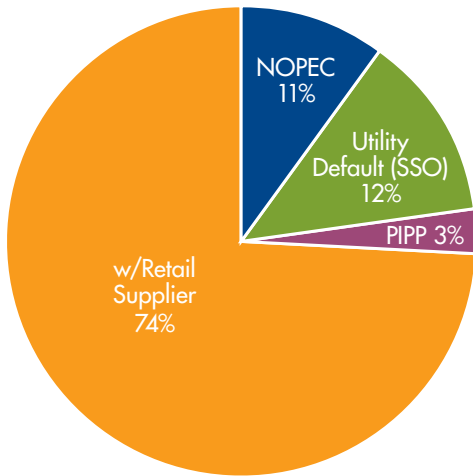
We have your back! We provide customers a safety net free of hidden expenses and predatory practices.

Our customers don't need to be worried about finding themselves paying two to three times over market. NOPEC negotiates market-competitive pricing to minimize rate volatility, offers no risk terms and conditions, and delivers peace of mind.



# Electric

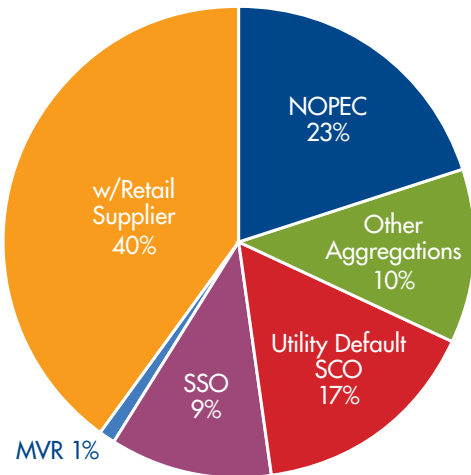
## FE Customer Mix



Source: FirstEnergy Ohio Utilities (CEI/OE)–12 Month Historical Load Data as of YE '18

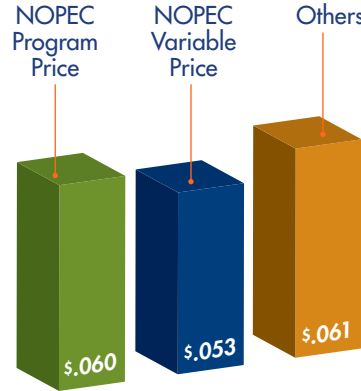
# Natural Gas

## DEO Customer Mix



Source: DEO SSO/ACO Auction Information Meeting 12/4/18

## 2018 NOPEC FirstEnergy (FE) Electric Residential Price vs. Other Market Options (\$/kWh)

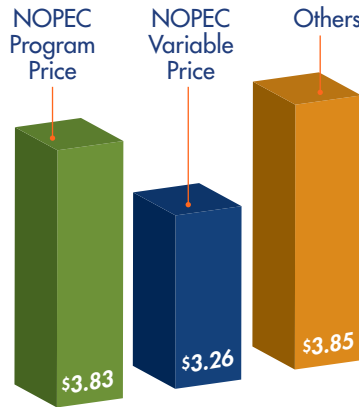


### ELECTRIC CHART – PRICE COMPARISON NOTES:

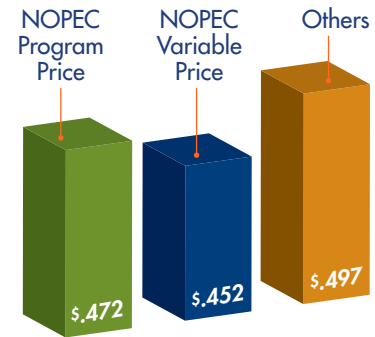
- 1) NOPEC Program Price blended for the FE Residential Portfolio (CEI/OE 73%/27%)
- 2) NOPEC Variable Price is 6% discount to the Utility's Price to Compare (PTC)
- 3) "Others" represents the blended average 12-month Fixed Priced Residential Offers provided by the largest Retail Electric Suppliers\* and the PTC in CEI/OE (72%/28%)

\*Largest retail electric suppliers based on sales volume as reported in PUCO submitted annual reports as of YE 2017

## 2018 NOPEC Dominion East Ohio (DEO) Price vs. Other Market Options (\$/MCF)



## 2018 NOPEC Columbia Gas of Ohio (COH) Price vs. Other Market Options (\$/CCF)



### NATURAL GAS CHARTS - PRICE COMPARISON NOTES:

- 1) NOPEC Variable Price is \$0.02/MCF (or \$0.002/CCF) discount to the utility Standard Choice Offer (SCO).
- 2) "Others" represents the blended price of the average 12-month Fixed Price Offers provided by the largest Retail Gas Suppliers\* and the SCO (DEO 70%/30%; COH 58%/42%).

\*Largest retail gas suppliers based on sales volume as reported in PUCO submitted annual reports as of YE 2017.



**GIVE  
BACK**

**In Spring 2018,  
NOPEC reduced  
electric rates for  
500,000  
Northeast Ohio electric  
customers.**

The reduced rates resulted in a \$9 million customer giveback. On average, the rate reduction equaled nearly \$18 for residential customers and \$39 for small business accounts over the four-month program period, February through May.



## More Electric Product Options to Choose From

NOPEC eligible residents and small businesses now have more electric program options than ever before. Our program price is a competitive rate that leverages the bulk-buying power of over 225 NOPEC member communities. Residents can also choose to join the variable rate option which is 6% less than the utility's price to compare (PTC) for residential accounts and 4% less than the PTC for commercial accounts. Customers who prefer to lock in a rate are now able to choose between a 12-month or 24-month fixed rate option.

NOPEC also introduced 100% renewable energy alternatives as well. In addition to complying with Ohio's Renewable Portfolio Standard, the electricity supplied by NESO to the NOPEC electric aggregation



includes EarthEra® Renewable Energy Credits (REC) for 50% of the customer's energy usage at no additional cost to NOPEC customers. But now NOPEC customers can choose to support growth in renewable energy by calling to upgrade their electric supply to include 100% renewable energy credits.

Pricing for NOPEC's new fixed rate and 100% renewable products is available at [www.nopec.org/option3](http://www.nopec.org/option3).

# Financials

(accrual basis)	Jan – Dec '18	Jan – Dec '17
REVENUE	(unaudited)	(unaudited)
Interest Income	\$692,832	\$524,230
Management Fees – Natural Gas	6,381,578	3,110,105
Management Fees – Electric	10,181,665	6,699,113
Other Fees	328,736	378,850
<b>TOTAL REVENUES</b>	<b>17,584,811</b>	<b>10,712,298</b>
<b>EXPENSES</b>		
Commercial Programs	133,502	122,429
Communication Services	61,280	69,880
Community Training	0	2,087
Community Sponsorships	234,250	0
Computer Support	52,978	28,337
Contract Labor	113,464	83,158
Customer Database Management – Electric/Gas	0	11,148
Customer Giveback	9,200,000	0
Depreciation Expense	57,581	51,269
Insurance	12,659	12,660
Legal Fees – Electric/Gas Aggregation	976,406	729,570
Marketing	1,718,508	1,118,882
Membership, Association & Training	74,441	104,099
Meetings	25,340	16,967
Office Equipment	15,407	6,757
Office Supplies	67,304	30,920
Organizational Development	83,806	41,742
Postage and Delivery	17,860	12,323
Professional Fees	85,851	179,647
Sales Support	147,340	79,581
Staff Fringe Benefits/Payroll Tax (NOTE A)	451,929	374,769
Staff Salaries	1,336,076	1,033,738
Grant to NOPEC, Inc. and support for CRES	7,300,000	800,000
Telephone	35,552	36,759
Travel	73,832	101,745
Utilities	19,301	13,939
<b>TOTAL EXPENSES</b>	<b>22,294,667</b>	<b>5,062,406</b>
<b>NET</b>	<b>(4,712,856)</b>	<b>5,649,892</b>
<b>OTHER INCOME/EXPENSE</b>		
Rental Office – Net	26,300	13,800
<b>NET REVENUES AFTER EXPENSE</b>	<b>\$(4,686,556)</b>	<b>\$5,663,692</b>

**NOTE A:** No expense effects of GASB 68/75 – Pension and OPE Benefits – on staff fringe benefits are included in the 2018 or 2017 amounts herein.

# PREFERRED PRICING PROGRAM

**We've saved our  
member communities nearly  
\$248,000...and counting!**

Want NOPEC's absolute best utility pricing? Ask about our Preferred Pricing Program. It allows your government to buy electricity and natural gas for your municipal loads at cost.

NOPEC offers 12, 24 or 36-month electric pricing and 12 or 24-month gas pricing. Choose the term that fits your community best!

Contact your NOPEC  
Relationship Manager today to learn more at

**440-248-1992**

or [team@nopec.org](mailto:team@nopec.org).



The Northeast Ohio Public Energy Council (NOPEC) is the largest non-profit retail energy aggregation in the United States. Currently, NOPEC supplies electricity and natural gas to more than 900,000 residential and small business customers in over 225 member communities in 17 Ohio counties.

Since 2001, NOPEC has saved its members more than \$300 million in cumulative energy savings and has awarded more than \$22 million in energy efficiency grants. For more information about NOPEC, visit [nopec.org](http://nopec.org).