



Electric Anniversary Opt-Out Mailer Guide



Every three years NOPEC is required by the PUCO to give all of our customers an opportunity to opt-out or remain with a NOPEC product.

Over the last 15 years, NOPEC has saved our customers nearly \$250 million in electric savings. In addition, we have given back an additional 1% savings to our customers since 2009, totaling nearly \$25 million.

NOPEC/NextEra Electric Offers¹	Residential	Small Commercial (Under 700,000 kWh per year)
Opt-Out Enrollment Program		
Ohio Edison Company	\$0.04907 per kWh	\$0.05258 per kWh
The Cleveland Electric Illuminating Company	\$0.04978 per kWh	\$0.05246 per kWh
Monthly Variable Price Option²		
Ohio Edison Company	6% Off Utilities PTC ³	4% Off Utilities PTC ³
The Cleveland Electric Illuminating Company	6% Off Utilities PTC ³	4% Off Utilities PTC ³

¹Rate offers listed above available from January 2017 meter read to June 2017 meter read. After that, your price may change from month to month for the remaining term of the contract and will be published on NOPEC's website 30 days prior to its effective date.

²Monthly variable rate option available to up to 10,000 customers. To get this rate, customer must call 855.667.3201 to enroll.

³Each customer's PTC varies based on their meter read, usage, rate, winter vs. summer, etc. The price to compare is found on the upper left hand side of your bill.

Mailing Date:

Anniversary mailing will be in the mail by November 21, 2016.

Green Energy Product:

The electricity product provided by NOPEC/NextEra in 2017 will contain 50% renewable energy credits. That's power generated by a much cleaner energy source. All for no additional cost to our customers.

Customer Service: 855.667.3201 (855.NOPEC-01)

Complete training packet will be available on the Ambassador Portal on November 16:

nopecinfo.org/ambassador-portal/ambassador-login

Opt-Out Card

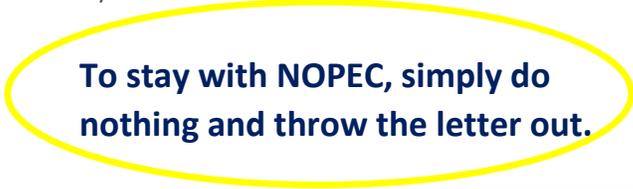
To opt-out, you must mail in the opt-out form included with the letter or you will automatically be enrolled for another three years.

Rescission

Your utility (CEI or Ohio Edison) may send a postcard/letter confirming that you have chosen NOPEC/NextEra as your supplier. If you decide you do not want to be a NOPEC customer, this allows you 7 calendar days to change your mind.

No Early Termination Fee

There is no (zero) early termination fee in the NOPEC/NextEra Electricity offer.





NOPEC, NextEra Energy team up to provide low price electricity to 500,000 Ohio customers with added sustainability focus

The Northeast Ohio Public Energy Council (NOPEC) has reached an agreement for NextEra Energy Services Ohio, LLC (NESO) to become the supplier of electricity for a program that currently serves almost 500,000 customers in 13 Northern Ohio counties.

FAQs About NOPEC's Electric Supplier To Post on Your Community Website

What do I have to do right now?

You do not need to do anything. Your electricity will continue to flow and there will be no disruption of service.

What do I have to do about this new electricity supplier?

You do not need to do anything. You will be receiving NOPEC's 3-year anniversary mailer in the next two weeks, explaining the price of the new products and the terms and conditions. At that time, you can do nothing, remain in the NOPEC aggregation and continue to enjoy favorable rates.

Who is the new electric supplier?

NextEra Energy Services Ohio, LLC (NESO) is the Ohio retail affiliate of NextEra Energy, Inc. (NYSE: NEE) NESO is a leading clean energy company with consolidated revenues of approximately \$17.5 billion, and approximately 14,300 employees in 27 states and Canada as of year-end 2015, as well as approximately 45,000 megawatts of generating capacity, which includes megawatts associated with noncontrolling interests related to NextEra Energy Partners, LP (NYSE: NEP), as of April 2016. For more information about NextEra Energy companies, visit these websites: www.NextEraEnergy.com, www.FPL.com, www.NextEraEnergyResources.com.

Why did NOPEC choose NextEra?

NOPEC knew it was crucial to find a financially strong company that was first-in-class among energy suppliers. With NESO, we have all that, plus the familiarity from our existing very successful partnerships. NOPEC and NESO have been working together to purchase Ohio-sourced natural gas and provide low-cost service to over 300,000 customers in 173 member communities since April 2014, and electricity to American Electric Power member communities since August 2015. We knew that expanding our relationship with NESO would result in a great opportunity for our customers.

How will I know if I can save money under NOPEC's electric governmental aggregation program?

Under the NOPEC-NESO retail electric aggregation supply agreement, customers will receive initial pricing from January 2017 through the summer high-demand period that will generate savings comparable to the expiring

NOPEC contract savings. After the initial price period, customers will receive competitive variable rates based on favorable wholesale purchase prices then available in the market.

Is there an early termination fee?

No. There will be zero cancellation fee and NO early termination fees.

Will there be a green product that I can choose?

NESO is providing NOPEC with additional Renewable Energy Certificates, or RECs for 2017. Basically, this means that the electricity product NOPEC and NESO will provide customers in 2017 contains 50 percent renewable energy credits – and that means the power has been generated by a much cleaner energy source. For comparison's sake, our former supplier's electricity was at less than 3 percent renewable. All for no additional cost. Additionally, NOPEC is participating in the EarthEra program, meaning more than \$10 million of NESO's electricity sales revenue from these 13 Northern Ohio counties will be used for the construction of NextEra Energy Resources renewable energy projects. Again, this is at no additional cost to NOPEC or our customers.

Will there be any other product offerings?

Yes, NOPEC-NESCO electricity customers will also have the option to choose a variable rate that will mirror the percentage off utility price savings contained in the expiring contract. That variable rate will be limited to the first 10,000 customers.

What do I need to do to be in the government aggregation?

If you're currently a customer, you don't need to do anything. If you're not a customer right now, you can call NOPEC at 1-855-667-3201 or 855-NOPEC01 and we will contact you when our offer becomes available shortly.

If I have a question about NOPEC/NESO who do I call?

For more information about the new contract, and answers to other questions, just dial: 1-855-667-3201 (855-NOPEC01).

I received a letter from FirstEnergy Solutions that says if I do nothing I will return to the utility company. Is that correct?

No. NOPEC has chosen its new electricity supplier – NextEra Energy Services Ohio. Now, NOPEC is working hard to have opt-out letters sent in time so that most customers will not have to return to the local utility for electric generation service at all. Depending on the timing, some customers may have to return to service provided by the local utility until everything is in place. We expect that to be a very brief period, and we're working to make this as seamless as possible.

What happens if I return to the utility?

It's simple. Your service will be provided by the local utility – there will be NO disruption in electricity service because of this change. Then, when you receive a mailer from NOPEC in the future, do nothing. You will return to the NOPEC aggregation program and will start enjoying the favorable rates and great service provided under the new NOPEC-NESO contract.

For any other questions or for more information:

Call us at 1-855-667-3201 (855-NOPEC01) or visit us at www.nopecinfo.org

November 21, 2016



Dear Valuable Residential Electric Customer,

The Northeast Ohio Public Energy Council (NOPEC) is the largest governmental public retail energy aggregation in the nation. Our aggregation is authorized by voters through ballot initiatives and currently serves almost 200 communities in thirteen Ohio counties. We negotiate on the behalf of our members with gas and electric suppliers to find favorable rates and terms for you. We help you learn how to save on your energy usage and buy energy saving products at a discount with our newest product, MyNOPEC™.

As Chairman of NOPEC, I am pleased to tell you we have chosen NextEra Energy Services Ohio, LLC ("NESO") to supply electricity to the NOPEC communities served by The Cleveland Electric Illuminating Company ("Utility") and provide you options under our electric aggregation program ("NOPEC Program"). NESO is a wholly owned, indirect subsidiary of NextEra Energy, Inc. a Fortune 200 company with an extremely strong financial standing and the largest generator of renewable energy from the wind and sun in North America.

This offer is exclusively for eligible residential customers in communities served by the Utility. Your account will automatically be included in the NOPEC Program unless you opt-out of the aggregation by notifying us on or before **December 12, 2016**. Your electric service is estimated to begin under the NOPEC Program with your January 2017 meter read date and will continue until your January 2020 meter read date. These dates are estimates and the actual dates may vary depending on your meter read cycle and the date when your local utility accepts your enrollment. You have the following pricing options as part of the NOPEC Program:

Option 1: As a valued NOPEC residential customer, your price will be \$0.04978 per kWh* from your January 2017 meter read date until your June 2017 meter read date. After that, your price may change from month to month for the remaining term of the contract and will be published on NOPEC's website at least 30 days prior to its effective date. Supplier and NOPEC will determine the new variable price based on various factors including, without limitation, competitor's prices, applicable industry charges, wholesale market conditions and electricity supply sources. If you choose Option 1 pricing, you need to take no action at all. You may receive a letter confirming your enrollment in NOPEC's Program. **There is no cost for enrollment and you will not be charged a switching fee. You do not need to do anything to participate.**

Option 2: You can also choose a monthly variable price* option. Under this option, the price will be 6% less your Utility's Price to Compare. **Enrollment in this option is limited and subject to availability.** Details can be found in the Terms and Conditions. To participate under this option you must call us at 1-855-NOPEC-01 (1-855-667-3201). Option choices are set for the term of the agreement.

You 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 do not want to participate, you must sign, date and return the attached reply card to us by mail on or before **December 12, 2016**. If you opt out, you will be provided service by the Utility at its standard service offer rate until you choose service from a competitive retail electric supplier.

Same Reliable Service: Only the supplier of your electric service will change. All other functions, delivery, repair, billing, and customer service, will continue to be provided by the Utility. You will continue to receive only one bill. There is no penalty for leaving the aggregation – please refer to the Terms and Conditions for details.

Please review all materials, including the Environmental Disclosure Label and the Terms and Conditions enclosed herein, and decide which option is best for you. We look forward to serving you.

Sincerely,

Ron McVoy
Chairman, NOPEC Board of Directors

You are receiving this notice today, because you have the right to opt-out of the NOPEC Program every three (3) years without penalty.

*All prices are exclusive of sales and other applicable taxes and utility charges. Please refer to the Terms and Conditions enclosed herein.

NOPEC Contact Information

Customer Service: 1-855-NOPEC-01 (1-855-667-3201)

Available 24 hours a day; 7 days a week

P.O. Box 39550, Solon, OH 44139-0550

All eligible residential customers in member communities are automatically included in the program unless you opt-out before December 12, 2016.

RON MCVOY
Chairman

CHUCK KEIPER
Executive Director

RON MCVOY
Ashtabula County

JOHN ZEHENTBAUER
Columbiana County

GEORGINE WELO
Cuyahoga County

JAMES FLAIZ
Geauga County

ROB DUNCAN
Huron County

DANIEL TROY
Lake County

DAVID GILLOCK
Lorain County

ROBERT MCCrackEN
Mahoning County

PAT HANEK
Medina County

MICKEY MAROZZI
Portage County

AARON MONTZ
Seneca County

JAN TULLEY
Summit County

JACK HANEY
Trumbull County

Terms and Conditions RESIDENTIAL- CEI

1. What We Agree To Do: NextEra Energy Services Ohio, LLC (“Supplier” or “we”) will supply all of customer’s (“you” or “your”) retail electricity needs, and The Cleveland Electric Illuminating Company (“Utility” or “CEI”), 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 Option 1 pricing, you agree to pay a price of \$0.04978 per kWh from your January 2017 meter reading date (the “Meter Reading Start Date”) until your June 2017 meter reading date (the “First 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 First Meter Reading End Date, this kWh variable price may change from month to month for the remaining period of your Term. Supplier and NOPEC will determine this subsequent per kWh price based on many different factors, which may include, without limitation, competitors’ prices, applicable industry charges, wholesale market conditions and electricity supply sources. If you choose Option 2 pricing, the monthly variable price option, which is subject to certain limitations as set forth in section 17 below, you will receive a market variable price that may change each month and such price will be 6% less than your Utility’s Price to Compare specified on your electricity bill. For all service provided under this agreement, the price under both options 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. The price under both options includes 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 under each option will be published on NOPEC’s website at www.nopecinfo.org at least thirty (30) days prior to its effective date. Once you are enrolled with Option 1 or Option 2 pricing, we will supply electricity to your account in accordance with the terms of your selection for the Term of the agreement.

4. Term: The term of this agreement will begin with your Meter Reading Start Date and will continue until your January 2020 meter reading date (“Term”). 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.

5. 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 them at 1-800-589-3101.

6. Eligibility: This agreement is for residential accounts located in a NOPEC member community in the Utility’s service territory. 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 a residential account. The Supplier reserves the right to void this agreement, without liability, if your account does not meet these eligibility requirements.

7. 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 13, 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.

8. 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 you move. 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.

9. 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.

10. 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.

11. 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.

12. Authorization: You authorize the Utility to release to the Supplier all information relating to your historical and current electricity usage, account number, address, phone number, billing and payment history. No other information shall be released. 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.

13. Customer Inquiries and Disputes: Supplier's hours of operation are 24 hours a day. If you wish to speak with us concerning your bill or any issue you dispute, please call toll-free 1-855-667-3201. 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 or fax toll-free to 1-800-238-5679. Please remember to include your account number. Visit us at our website at www.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 <http://www.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 <http://www.pickocc.org>. You may also visit NOPEC's website at www.nopecinfo.org. **You should report any service interruptions to the Utility.**

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

15. 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: <http://nexteraenergyservices.com/channel-partners/nopec-ohio>. We will also provide this information upon request.

16. 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.

17. Monthly Variable Price Option 2 Limit: Customers who do not opt out are automatically included in the Program, but may choose Option 2 pricing. The Option 2 monthly variable plan is limited in availability to approximately 7,000 NOPEC customers in the CEI service territory. Once there is no longer availability, customers choosing the Option 2 plan will be placed on the Option 1 plan, but these customers may cancel without penalty anytime by providing notice to us. To select Option 2 pricing, you must call us at 1-855-NOPEC-01 (1-855-667-3201).

**NextEra Energy Services Ohio, LLC
CRES certificate number 08-145E (5)**