

2019 ANNUAL REPORT

The safe choice.



Board of Directors

Ron McVoy
CHAIRMAN
Councilman,
Village of North Kingsville
(Ashtabula County)



Georgine Welo
VICE CHAIR
Mayor,
City of South Euclid
(Cuyahoga County)



John Zehentbauer
Trustee,
Hanover Township
(Columbiana County)



Dr. William Koons
Mayor,
Village of
South Russell
(Geauga County)

Paul Barnett
Service Director,
City of Brunswick
(Medina County)



Mickey Marozzi
Engineer,
Portage County
(Portage County)



Andrew Smallstey
Administrative Director,
Village of Lexington
(Richland County)

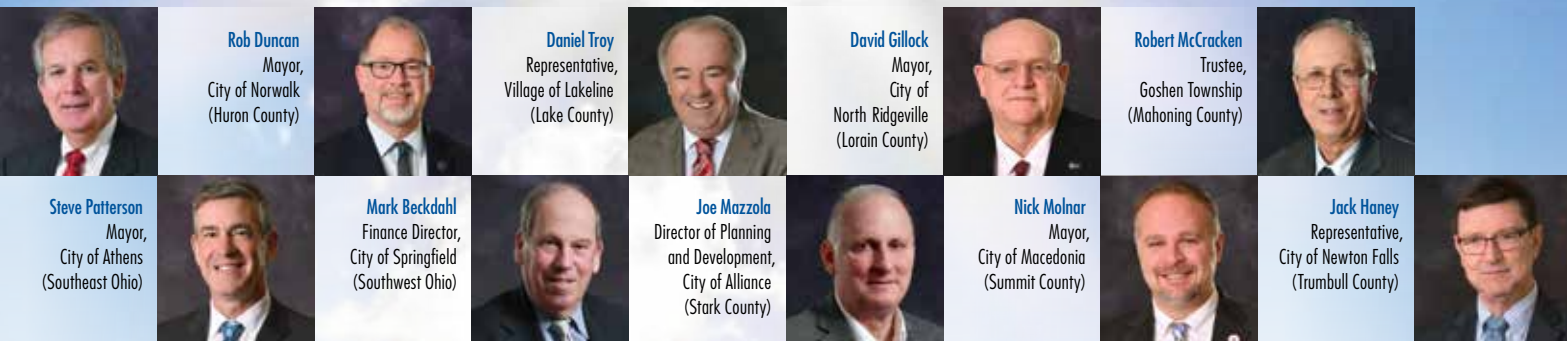


Aaron Montz
Mayor,
City of Tiffin
(Seneca County)



We protect you from being soaked by rate surprises.





Rob Duncan
Mayor,
City of Norwalk
(Huron County)

Daniel Troy
Representative,
Village of Lakeline
(Lake County)

David Gillock
Mayor,
City of
North Ridgeville
(Lorain County)

Robert McCracken
Trustee,
Goshen Township
(Mahoning County)

Steve Patterson
Mayor,
City of Athens
(Southeast Ohio)

Mark Beckdahl
Finance Director,
City of Springfield
(Southwest Ohio)

Joe Mazzola
Director of Planning
and Development,
City of Alliance
(Stark County)

Nick Molnar
Mayor,
City of Macedonia
(Summit County)

Jack Haney
Representative,
City of Newton Falls
(Trumbull County)

A letter from the Chairman

2019 brought more outstanding growth and expansion for NOPEC. We added 9 new natural gas communities and 14 new electric communities to our aggregation, bringing our total to 235 member communities in 19 Ohio counties – including our first program in Central Ohio with the addition of the City of Lancaster in Fairfield County.

Our growth has also necessitated adding three new seats to our Board in 2019 for Stark County (Joe Mazzola, City of Alliance), Richland County (Andy Smallstey, Village of Lexington) and Southwest Ohio (Mark Beckdahl, City of Springfield). We will be officially adding the Central Ohio board position in early 2020. We also bid farewell to two longtime board members at year-end 2019 with the retirement of Dave Gillock, our longtime Lorain County representative, and Jack Haney, our Trumbull County board member for more than a decade. I want to personally thank them for their many years of dedicated service and meaningful contributions to NOPEC.

2019 was also the second year for two of our most successful member benefit programs – the NOPEC Energized Community (NEC) grant and NOPEC Community Event Sponsorship programs. The \$6 million in NEC grants we awarded in 2019 resulted in 223 separate energy efficiency/infrastructure projects that will deliver long-term energy savings to NOPEC member communities. The \$275,750 awarded through our event sponsorship initiative helped 194 of our communities host events for their residents and provided many opportunities for our Community Outreach team to engage with and educate citizens about NOPEC.

We were also present at dozens of senior centers, schools and civic gatherings and in front of hundreds of thousands of folks through our sponsorship of the Lake County Captains, various county fairs and events with the Cleveland Metroparks, including our presenting



Ron McVoy

sponsorship of Wild Winter Lights which exposed more than 100,000 people to NOPEC's mission and value proposition during the return of holiday lights at the Cleveland Zoo.

We began installing mobile device charging stations around our footprint this past year as well with 21 of our communities taking delivery of stations for their libraries, community centers and other high-traffic public spaces. There are dozens of more communities scheduled for installations in 2020.

Our PACE and STEP energy efficiency financing programs continued to grow as lending approached the \$1.5 million mark for 6 new projects for NOPEC communities and customers in 2019.

We continued our advocacy efforts, publishing our second white paper highlighting the indisputable financial benefits of electric deregulation for Ohio consumers and we strategically intervened in a number of legislative and regulatory issues in Columbus to help protect ratepayers, including a victory at the Ohio Supreme Court.

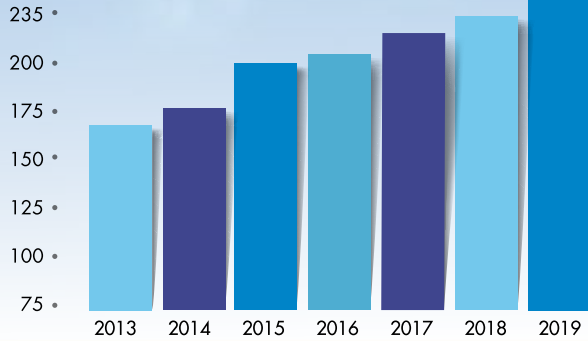
We kicked off our 20th anniversary year and announced the establishment of the NOPEC Foundation at our annual meeting in November. More to come on both of these initiatives in the year ahead.

What a year it was! More details on all we've accomplished together in 2019 are included in this report. The NOPEC Board of Directors and staff are committed to serving our members and our small business and residential customers. We are successful because of all the support and hard work of the elected and public officials in the NOPEC family who work tirelessly on so many NOPEC programs and initiatives. That combination of effort is exactly why we say, "No one does more to lower YOUR utility bills." Thank you.

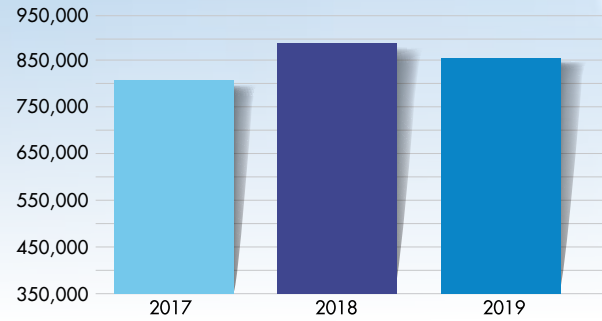
Ron McVoy, Chairman, NOPEC Board of Directors

Customer Growth

New Community Growth



Natural Gas & Electric Accounts



We guard against unpredictable utility rate swings.



NOPEC Member Communities

New Communities for 2019

Gas Communities

Mahoning County

- Beaver Township
- Berlin Township
- Ellsworth Township
- Green Township
- Jackson Township
- Smith Township

Richland County

- Village of Lexington

Summit County

- City of Norton
- Village of Lakemore

Electric Communities

Columbiana County

- Perry Township
- Hanover Township

Fairfield County

- City of Lancaster

Lorain County

- City of Vermilion

Mahoning County

- Beaver Township
- Berlin Township

- Coitsville Township

- Ellsworth Township

- Goshen Township

- Green Township

- Jackson Township

- Milton Township

- Sebring Village

- Springfield Township

- Mahoning County

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
- Hanover Township
- Perry 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
- East Cleveland
- Fairview Park
- Garfield Heights
- Gates Mills
- Glenwillow
- Highland Heights
- Highland Hills Village
- Hunting Valley
- Independence
- Lakewood
- Linndale 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

Gauga County

- Auburn Township
- Bainbridge Township
- Burton Township
- Burton Village
- Chardon
- Chester Township
- Claridon Township
- Hambden 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
- Vermilion

Mahoning County

- Beaver Township
- Berlin Township
- Ellsworth Township
- Goshen Township
- Green Township
- Milton Township
- Jackson Township
- Springfield Township

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
- Lakemore Village
- Macedonia
- Northfield Village
- Reminderville
- Richfield Village
- Sagamore Hills Township

Trumbull County

- Liberty Township
- Warren

Natural Gas Communities

Columbiana County

- Butler Township
- Hanover Township
- Knox Township
- Leetonia Village
- Middleton Township
- Unity Township
- West Township

Cuyahoga County

- Bay Village
- Parma
- Richmond Heights

Gauga County

- Troy Township

Lake County

- North Perry Village

Lorain County

- Grafton Township
- Penfield Township

Mahoning County

- Smith Township

Richland County

- Lexington Village

Seneca County

- Fostoria

Summit County

- Bath Township
- Boston Heights
- Boston Township
- Copley Township
- Coventry Township
- Cuyahoga Falls
- New Franklin City
- Northfield Center Township
- Norton
- 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

- Shaker Heights

Fairfield County

- Lancaster

Gauga County

- Chardon Township
- Middlefield Township
- Parkman Township
- Thompson Township

Lorain County

- LaGrange Township

Mahoning County

- Coitsville Township
- Sebring Village

Richland County

- Lexington Village

Summit County

- Peninsula Village
- Twinsburg

Trumbull County

- McDonald Village

NOPEC Member Community Benefits

Do Not Knock Program

Thanks to our Do Not Knock (DNK) Registry, residents in participating communities are protected from misleading, aggressive door-to-door solicitation from for-profit energy suppliers.

To date this program is operating in 13 communities totaling 14,592 enrollees in Alliance, Brook Park, Eastlake, Highland Hills, Mentor-on-the-Lake, Newburgh Heights, Northfield Center, Parma, Roaming Shores, Tiffin, Warren, Wickliffe and Willowick.



13
communities

14,592
enrollees

To learn more, contact **Caitlin Albright** at outreach@nopec.org.

Energy Efficiency Financing

**STEP \$5,000-
LOANS \$100,000**

Savings Through Efficiency Program

**PACE \$100,000-
LOANS \$500,000**

Property Assessed Clean Energy

NOPEC offers two low-interest loan programs for commercial and industrial property energy improvements.

These programs provide commercial property owners the capital they need to lower their energy costs through energy-efficiency upgrades.

Eligible properties include private-sector offices, retail and industrial buildings, non-profit facilities, apartment buildings and public sector (government, healthcare, education) facilities in NOPEC member communities.

To learn more about **STEP and PACE** financing, contact **Norma Fox Horwitz** at nfhorwitz@nopec.org.

2019 Financing Projects

STEP RECIPIENTS	COMMUNITY	FINANCED	INT. RATE	IMPROVEMENTS	EST. ENERGY SAVINGS
Terrace House	East Cleveland	\$85,000	3%	New boiler, LED lighting	\$4,535 per year
Marlboro House	East Cleveland	\$90,000	3%	New boiler, LED lighting	\$1,914 per year
Allen House	Cleveland	\$45,000	3%	New boiler, LED lighting	\$3,233 per year
Balance Solutions	Beachwood	\$100,000	3%	New lighting, windows, insulation	\$5,116 per year

PACE RECIPIENTS	COMMUNITY	FINANCED	INT. RATE	IMPROVEMENTS	EST. ENERGY SAVINGS
Antlers Apartments	Lorain	\$153,500	3%	Replace original windows	\$5,800 per year
The Vineyard Hotel Group LLC	Village of Madison	\$1,000,000	3.5%	HVAC, lighting, insulation, windows and more	\$22,685 per year

Preferred Pricing Program

The Preferred Pricing Program delivers significant savings to NOPEC member communities by offering them the opportunity to buy electricity and natural gas for their municipal loads at cost. It's our absolute best pricing, and it's saved our communities thousands on their municipal and street lighting accounts.

In 2019, 13 communities enrolled or renewed 362 of their electric accounts, and 27 communities enrolled or renewed 137 of their gas accounts. Together, these enrollments saved participants \$460,770.

To learn more, contact your community's Relationship Manager at 440-248-1992 or email team@nopec.org.

\$460,770 SAVED



by **13** communities with
362 electric accounts
and **27** communities with
137 gas accounts

Charging Station Program Update

In 2019, through an agreement with our energy supplier NextEra Energy Services Ohio, LLC., NOPEC provided 21 cell charging stations for use in member community public spaces across our footprint such as libraries and community centers.

ASHTABULA COUNTY
BAY VILLAGE
BEDFORD
BROOK PARK
BROOKLYN HEIGHTS
BRUNSWICK
CHARDON TOWNSHIP
CLEVELAND HEIGHTS
CLEVELAND METROPARKS ZOO
INDEPENDENCE
KNOX TOWNSHIP
LAKEWOOD
LORAIN COUNTY COMMUNITY COLLEGE

MAYFIELD VILLAGE
MORGAN TOWNSHIP
NORTH CHAGRIN NATURE CENTER
NORTH RIDGEVILLE
NORTH ROYALTON
PARIS TOWNSHIP
ROCKY RIVER NATURE CENTER
SHEFFIELD TOWNSHIP



NOPEC Energized Community (NEC) Grants

Launched in 2018, our NEC grant program is available to all NOPEC member communities to help them increase energy efficiency and upgrade energy infrastructure.

NOPEC approved 223 projects in 2019 for a broad spectrum of improvements, from HVAC and lighting to new roofs, windows and doors.

Since 2001, NOPEC has awarded more than \$28 million in energy-efficiency grants to our member communities.

Ashtabula

Ashtabula – LED Lighting Upgrades: Municipal Building and Point Park

Ashtabula County – LED Lighting Upgrades, HVAC, Roof Replacements, Insulation: Multiple County Buildings

Austinburg Township – Townhall Door Replacement

Cherry Valley Township – Window Replacement: Townhall

Colebrook Township – LED Lighting Upgrades: Township Garage

Conneaut – Gas Pipeline Infrastructure

Dorset Township – Garage Door Repair and Updates: Township Garage

Geneva – HVAC: Street Department and Maintenance Garage

Geneva Township – Roof Replacement

Geneva-on-the-Lake – LED Lighting Upgrades: Fire Department, Street Lights; Heating Upgrades: Fire Department

Harpersfield Township – HVAC: Administrative Building

Jefferson – HVAC: Recreation Building, Town Hall

Jefferson Township – Door Replacement: Township Garage



Kingsville Township – Radiant Floor Heat System: Township Garage

Lenox Township – LED Emergency Lights Upgrades: Lenox Community Center and Township Garage

Morgan Township – Furnace Replacement: Township Garage

North Kingsville – Insulation: Village Hall

Orwell – Weatherization Project: Fire Department

Orwell Township – Generator

Plymouth Township – LED Lighting Updates: Community Room and Fire Department; Air Conditioning Upgrade, Door Replacement: Community Room

Richmond Township – LED lighting Upgrades

Trumbull Township – Roof Updates: Administration Building

Williamsfield Township – Door Replacement, Electric Upgrades, LED Lighting Upgrades: Williamsfield Community Center

Windsor Township – LED Lighting Upgrades: Windsor Community Center Gym

Southeast Ohio

Athens – Solar Powered Personal Device Charging Stations

SOPEC – Biogas Facility Feasibility Study

Clark

Springfield – Roof Replacement: Fire Station

Columbiana

Fairfield Township – LED Lighting Upgrades: Township Administrative Building

Hanover Township – HVAC: Guilford Lake Ruritan Club

Hanoverton Village – LED Lighting Upgrades: Village Council Chambers

Knox Township – Insulation: Township Garage

Unity Township – Insulated Garage Door: Township Garage

Cuyahoga

Bay Village – LED Lighting Upgrades: Bay Village Family Aquatic Center

Bedford Heights – Door Replacement: City Hall

Bentleyville – LED Light and Appliance Updates

Berea – HVAC Installation and Window Replacement: Police Department; Insulation, Window Replacement and HVAC Installation: Fire Department

Broadview Heights – Boiler Replacement: City Hall and Recreation Building

Brooklyn – LED Lighting Upgrades: Recreation Center and Parks

Brooklyn Heights – Tube Heater Repairs; Window Replacements: Community Center; Air Compressor Replacement, Pneumatic Pressure Valve Installation: Municipal Center

Chagrin Falls – Water Pump Station Electrical Updates

Cuyahoga Heights – Energy Efficient Marquee: Cuyahoga Heights Schools & Village Hall

Fairview Park – LED Lighting, HVAC Upgrades, Kitchen Appliances and Charging Stations: Police and Fire Stations

Garfield Heights – Energy-Efficient Kitchen Appliances: Fire Station; Solar Powered Speed Signs

Highland Heights – Windows and Patio Doors Replacement: Community Center

Lakewood – LED Lighting Upgrades, Electric Vehicle Charging Stations

Maple Heights – Outdoor Lighting: Fire Station, City Hall, Police Station

Mayfield Heights – HVAC Improvements: City Hall

Mayfield Village – LED Lighting Upgrades: Fire Station

Middleburg Heights – LED Light Upgrades: Service Center and Community Center; Window Replacements: Fire Station and City Hall

North Olmsted – HVAC Project: City Hall

North Royalton – LED Holiday Lighting

Oakwood – LED Lighting Upgrade: Village Offices

Olmsted Falls – Garage Door Replacements: Fire Department and Police Department

Olmsted Township – Energy Efficient Upgrades: Community Center, Administrative Offices

Orange Village – HVAC System Upgrade

Parma – Evaporator Condenser Replacement: Ice Rink

Parma Heights – LED Lighting Upgrades: Service Garage; Library Roof Replacement

Pepper Pike – LED Lighting Upgrades: Street Lighting; Air Handler Replacement: Fire Station; Infrared Heaters: Police Station

Richmond Heights – Boiler & Air Handling Motor Replacement: Police Department

Shaker Heights – Generator Replacement and Electrical Upgrades: City Hall

Strongsville – HVAC & LED Lighting Upgrades: Fire Station #1

University Heights – Pedestrian & Traffic Signal Upgrades

Valley View – Roof Project: Community Center

Walton Hills Village – LED Lighting Upgrades; Door Replacements

Woodmere Village – Holiday Light Displays and Electrical Outlet Installation

Geauga

Auburn Township – LED Lighting Updates: Fire Station; Door Replacements: Administration Building

Bainbridge Township – Furnace and A/C Replacement: Burns-Lindow Building; Window, Furnace, and A/C Upgrades: Town Hall

Burton – Generator: Police Department; Insulated Garage Door: Street Department

Chardon – LED Lighting Upgrades: Street Lights

Chardon Township – LED Lighting Upgrades: Road Garage, Town Hall; Furnace Replacement: Township Garage

Chester Township – LED Lighting Upgrades: Town Hall, Fire Station, Chester Park, Road Department; A/C Unit: Fire Station; Heater & Doors Upgrades: Road Department Garage

Hambden Township – Window and Door Replacement: Town Hall

Huntsburg Township – Window Replacements: Community Center

Middlefield Village – LED Lighting Upgrade: Municipal Building; Street Light Improvements

Montville Township — Air Conditioning System: Social Room

Munson Township — Furnace Replacement: Fire Department; LED Lighting Upgrades

Newbury Township — LED Lighting Upgrades: Fire Station

Parkman Township — Generators: Parkman Community House

Russell Township — LED Lighting Upgrades: Administration Building, Road Department, Zoning Department; LED Holiday Display; Door Replacement: Road Department

South Russell Village — Generator: Service Building

Troy Township — LED Lighting Upgrade

Huron

Norwalk — HVAC Upgrades: City Hall

Lake

Eastlake — LED Lighting Upgrades, Window Replacement, Door Sealing: City Hall

Grand River — LED Lighting Upgrades: Fire and Road Departments

Kirtland — LED Lighting Upgrades: City Hall

Lake County — Window Replacement: Nolan Building

LeRoy Township — Vinyl Siding: Fire Station



Madison Township — Window Replacements & HVAC Upgrades: Bill Stanton Park Banquet Hall; LED Lighting Upgrades

Mentor — LED Lighting Upgrades: Senior Center, Window Replacement: Police Department

Mentor-on-the-Lake — Generator Upgrades: Service Department and Fire Department; LED Lighting Upgrades: Service Department and Police Department

Painesville Township — Furnace Replacement and Insulation Project: Fire Station; Door Replacement: Service Garage; Furnace and A/C Replacement: Township Hall

Perry Township — LED lighting Updates

Perry Village — LED Lighting Upgrades and Electrical Updates: Police Station

Timberlake — LED Lighting Upgrades: Village Hall

Waite Hill — Solar Powered Intersection Signs

Wickliffe — LED Upgrades: Service Garage, Street Lights

Willoughby — LED Traffic Signs; Solar Powered Radar Speed Signs; LED Sports Lighting; HVAC Upgrades: Fire House #2, Street Department, Cemetery Office

Willoughby Hills — Window & Door Replacement: City Hall Complex

Lorain

Amherst Township — Back Up Generator

Avon — Solar Powered Radar Speed Signs

Avon Lake — Boiler Replacement: Bleser Park Pool; Furnace Replacement: Fire Department; Window Replacement: City Hall

Columbia Township — LED Lighting Upgrades: Fire Station Parking Area; Door Replacements: Town Hall; Back Up Generator: Service Garage

Eaton Township — LED Lighting Upgrades: Town Hall, Storage Building, Fire Station, and Road Service Building

Elyria — Electrical Panel and LED Updates

Elyria Township — Exterior Door Replacements, HVAC Updates: Elyria Township Complex

Grafton Township — LED Lighting Upgrades

LaGrange Township — Garage Doors Replacement: Fire Station

Lorain — Window Sealing, Door and Hatch Replacement on Roof, Panic Bar Replacement, Elevator Door Operator Upgrade: City Hall

New Russia Township — Overhead Door Replacement: Service Complex

North Ridgeville — Engineering of Energy Efficient Traffic Roundabout

Penfield Township — LED Sign: Community Center

Sheffield Lake — LED Street Pole and Sign Updates; Window and Door Replacement: Senior Center

Sheffield Township — Window Replacements, LED Lighting Upgrades, Energy-Star Refrigerator: Administrative Building

Sheffield Village — LED Lighting Upgrades: Fire Station

Vermilion — Door Replacements: Water & Waste Water Treatment Plants

Mahoning

Goshen Township — Roof Repairs: Administration Building

Milton Township — Door Replacement: Police Department

Springfield Township — Overhead Doors Replacement: Fire Station #22

Medina

Brunswick — HVAC Upgrades: City Hall, Police Station; Door and Window Replacement: Fire Station #1

Portage

Atwater Township — Lighting Upgrades and Insulated Doors: Town Hall; Park Pavilion Updates

Brimfield Township — Garage Doors Replacement: Road Department; LED Lighting Upgrade: Police Department; Furnace Upgrades: Fire Department

Charlestown Township — LED Lighting Upgrades: Town Hall, Fire Station, Garages

Deerfield Township — Hot Water Tank, Doors, LED Lighting Upgrades: Town Hall

Edinburg Township — Insulation: Road Garage

Freedom Township — Electric Update, Windows, Doors, Insulation: Freedom Historical School

Garrettsville — LED Lighting Upgrades: Street Department; LED Traffic Light Upgrades

Mantua Township — LED Lighting Upgrades: Township Buildings

Palmyra Township — Window and Door Upgrades: Cemetery Chapel Project

Paris Township — LED Sign: Community Center

Randolph Township — Electric Outlet Installations

Ravenna Township — Garage Door Replacement: Zoning & Fire Department; HVAC Updates; Bay Door Replacements: Fire Department

Shalersville Township — LED Lighting Upgrades: Township Garage; Furnace Upgrades: Historical Society House

Suffield Township — LED Digital Sign: Town Hall

Windham Township — Generator Installation: Town Hall and Maintenance Garage, LED Lighting Upgrades

Seneca

Tiffin — Energy Improvements: Fire Station #2

Stark

Alliance — LED Lighting Upgrades: Street Lights, Administration Building, Court House, Police Station, Ball Fields; EV Charging Station Install

Summit

Clinton Village — Window Replacements: Fire Station

Coventry Township — Window Replacements: Administration Building, Fire Department

Lakemore — LED Lighting Upgrades

Macedonia — LED Lighting Upgrade: Ball Field

New Franklin — Lighted Sign: Tudor House; Street Light Addition

Northfield — Roof: Service Department

Northfield Center Township — Overhead Doors Replacement: Service Department Building

Reminderville — Back Up Generator: Service Department, LED Street Lighting Upgrades

Richfield — LED Lighting Upgrades: Fire Department

Sagamore Hills Township — Garage Door Replacement: Police Department; Door Replacement and AC Unit Replacement: Service Garage, Lighting Upgrade: Police Station

Summit County — Boiler Replacement: Animal Control Facility

Twinsburg — Electric Vehicle Charging Stations

Twinsburg Township — Window Replacement: Township Hall

Trumbull

Liberty Township — LED Lighting Upgrades, LED Outdoor Digital Sign



McDonald Village — LED Lighting Upgrades: Police, Fire, and Street Departments' Garages; Breaker Panel: Municipal Building

Newton Falls — Water Tower Lighting

Warren — HVAC System: City Hall

To learn more about NEC Grants, contact
Jessica Chiano at grants@nopec.org.

Community Employee Recognition Program

In 2019, NOPEC staff recognized the hard work of our member communities' safety forces, executive assistants, council clerks, and fiscal officers. Our recognition program allowed NOPEC the opportunity to express our gratitude to these public employees who keep our communities

running safely and smoothly. These amazing individuals, nominated by a leader in their community, received a certificate of appreciation and a modest gift from NOPEC as thanks for their efforts.



ASHTABULA COUNTY



BRIMFIELD TOWNSHIP



CHARDON TOWNSHIP



CHIPPEWA LAKE



EATON TOWNSHIP



FRANKLIN TOWNSHIP



GLENWILLOW



HIGHLAND HILLS



LINNDALE



LYNDHURST



MACEDONIA



MAPLE HEIGHTS



MAPLE HEIGHTS



MIDDLEFIELD



MORELAND HILLS



ORANGE VILLAGE



PARIS TOWNSHIP



PARMA



REMINDERVILLE



ROOTSTOWN TOWNSHIP



SOUTH AMHERST



SOUTH EUCLID



SOUTH RUSSELL



SUFFIELD TOWNSHIP



WILLOUGHBY HILLS



WOODMERE VILLAGE

In 2020, we're recognizing Service Directors. To nominate your Service Director, fill out the nomination form at nopec.org/recognition-program or contact our Community Outreach Liaison Caitlin Albright at outreach@nopec.org.

Community Outreach

Community Presentations

The more residents in NOPEC member communities know about who we are and what we provide, the better we can serve them. That's why we routinely conduct free, in-person presentations at senior centers, community centers, civic gatherings and more.

In 2019, we made presentations to many senior groups, answering their questions and sharing details of our many program offerings.

We also conducted 14 Energy Bike presentations. The Energy Bike is a fun, effective way to educate all ages on energy consumption and conservation, allowing riders to see and feel in real time how much effort is required to generate electricity.

To schedule a presentation or reserve the Energy Bike, contact our Community Outreach Liaison Caitlin Albright at outreach@nopec.org.

Youth Leadership Summit

In October, NOPEC partnered with Ohio Energy Project (OEP) to host Northeast Ohio's first Youth Leadership Summit. Over two days, this free science-based program exposed 7th–12th grade students from nine local schools to the exciting world of electricity, circuits, energy efficiency and more.



The following month, NOPEC hosted an Energy Workshop through OEP for elementary students from three local schools. Previously trained Youth Leadership teams demonstrated hands-on activities about energy, efficiency, heat, light and sound.



YOUTH LEADERSHIP SUMMIT PARTICIPANTS:

Wickliffe Middle School
Conneaut High School
Almira Academy
Brookside High School
North Ridgeville Middle School
Hawken School

Memorial Jr. High School
Dike School of the Arts
Maple Heights High School

ENERGY WORKSHOP PARTICIPANTS

Barack Obama Elementary School
Dike School of the Arts
Lincoln Elementary School



Community Event Sponsorship Program

This popular program offers financial support to organizations in member communities that host events for residents. In 2019, 194 communities received a combined total of \$275,750. Each community's allocation of sponsorship funds was determined based on the number of enrolled electric and/or natural gas accounts in the aggregation program. From car shows and bake-offs to movie nights and festivals, NOPEC helped bring communities together.



For more information or help with the sponsorship disbursement process, contact our Community Outreach Liaison Caitlin Albright at outreach@nopec.org.



Regional Sponsorships

We continue to expand our visibility and engage with residents through strategic regional sponsorships with the Cleveland Metroparks and the Lake County Captains. These sponsorships exposed the NOPEC brand to over 350,000 people while giving us the opportunity to talk with them one-on-one about energy savings.

Cleveland Metroparks Zoo:

NOPEC was the presenting sponsor of the zoo's Wild Winter Lights during the 2019 holiday season. Families from across Northeast Ohio were drawn to a winter wonderland filled with more than a million colored lights. Our NOPEC banners and information booth exposed over 100,000 zoo-goers to our brand and savings story.

Our Wild Winter Lights sponsorship also included a Community Member Appreciation reception at Stillwater



Place in November. Thanks to our sponsorship, we were able to provide nearly 300 tickets to community leaders and their families for the event.

During the summer we hosted a NOPEC day at the Zoo, offering discounted tickets to NOPEC customers. We also provided a cell phone charging station at the Zoo and at the Metroparks' Rocky River and North Chagrin nature centers. NOPEC was also a supporting sponsor of the Zoo's Party for the Planet, two Edgewater Live shows, two Euclid Beach live shows, and the Cleveland Metroparks Zoo Kids Day.

Lake County Captains:

NOPEC sponsored Saturday Night Fireworks at Classic Park, reaching an average of 4,500 patrons on each of the 10 Saturday home games with banners, promotional giveaways and scoreboard commercials. We also sponsored two Education Days for over 7,700 students and attendees, as well as two Member Community Appreciation events, attended by community leaders and their families.



County Fair Sponsorships



Our community outreach extended to the Summit County and Lorain County Fairs. We sponsored Summit County's Family Day and we were able to give away 100 free tickets. That sponsorship included a gate giveaway, information table, posts on the fair's Facebook page and more, helping us reach nearly 10,000 county residents.

Our Lorain County Fair sponsorship included a booth on the day of their popular Tractor Pull event and had NOPEC banners hanging around the fairgrounds all week reaching nearly 20,000 attendees.



The Safe Choice

Customer Research

After a successful launch of our brand campaign in early 2018, NOPEC assembled residential customers in early 2019 to test their perceptions of our brand. We conducted six focus groups made up of current and lapsed NOPEC customers across our market area.

The results were revealing. Customers trust us for lower rates but will shop for better rates if they're not convinced of NOPEC's competitive pricing. When shown a graph of NOPEC's stable pricing vs. volatile for-profit pricing, they found it particularly compelling.

That focus group testing led us to add additional product options to our portfolio. More importantly, it drove the development of new messaging for 2020 and beyond.

Customers agree: NOPEC is the safe choice.

We have refreshed our messaging to incorporate the lessons learned from our customer research. It builds on existing, positive perceptions of our brand while differentiating NOPEC more sharply from our for-profit competitors.

- **Peace of mind:** a safe alternative to for-profit suppliers' unpredictable price volatility and often predatory behavior
- **No risk terms** and conditions
- **Numerous product choices** competitively-priced
- **Flexibility:** penalty-free movement within the NOPEC portfolio
- **Stability:** a 20-year track record of service

Energy Connection Newsletter

We launched a residential e-newsletter in February 2019 to remind customers of NOPEC's commitment to educating residents about energy usage. Each month, more than 10,000 subscribers receive energy-saving tips, chances to win smart home technology and more.

To sign up, go to nopec.org/subscribe.



Community Leader Testimonials

We boosted the awareness of NOPEC's many member benefit programs in 2019 with testimonial videos and radio spots from many

of our mayors, city managers and township trustees. Consumers saw and heard from their local community leaders how NOPEC saves them

money and supports their communities through NEC grants, community event sponsorships, advocacy and more.



“There’s no cancellation fee. There’s no fine print. It is just a service that can be delivered at a cost savings.”

Patrick Ward, Mayor, City of Lyndhurst

“NOPEC’s ability to negotiate for consumer friendly legislation in Columbus is crucial for us to be able to deliver quality energy pricing for our residents here locally.”

Trevor Elkins, Mayor, Newburgh Heights

“There is more involved to NOPEC than the price. Their community involvement far exceeds any other supplier of utilities.”

Sue Fields, Brimfield Township Trustee



“They provide stability. I know they’re honest. I know they’re looking out for the best interest of everyone in the community.”

Randy Sharpe, Chardon City Manager

“We received a \$68,000 NOPEC Energized Community Grant for a new furnace. This is a company that gets it.”

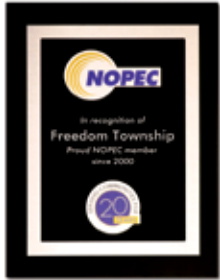
Annette Blackwell, Mayor, City of Maple Heights



“With the rates that are negotiated for our residents, for the businesses, it’s just a good savings for everyone in the community.”

Dennis Morley, Mayor, City of Eastlake

General Assembly



Community Plaques and Profiles

At this year's General Assembly, we greeted each of our community leaders

with a 20th Anniversary plaque recognizing their NOPEC membership and the year that they joined. Each leader also received a community profile that detailed how many of their households were members of the aggregation and quantified the benefits to their community.

Our 20th Anniversary

To celebrate our first 20 years of service to our members, NOPEC unveiled our 20th Anniversary logo. Throughout the coming year, this logo will appear on our marketing and communications materials, reminding everyone of our long commitment to lower utility rates.





NOPEC Foundation

In 2019, our board created the NOPEC Foundation as a 501(c)3 not-for-profit. Once funded, it will offer our members another source of dollars for improving their communities. Our current supply



contracts provide for foundation funding once we achieve specific growth metrics (measured by customer counts and load increases). Once those metrics are met, the NOPEC Foundation will be eligible to receive cash contributions from NextEra, NOPEC's natural gas and electric supplier.

The foundation is currently enlisting the assistance of the Cleveland Foundation, arguably one of the strongest charitable giving organizations in the nation, to

help chart its path forward. Within a very short time, the foundation hopes to make interest earnings available as grants to NOPEC communities. Those challenges will be met by NOPEC Foundation board members Joseph Ruby, Jeff Linton and Dave Gillock.



Sustainability

Helping Our Members Be More Sustainable

NOPEC offers products and programs to help member communities, small businesses and residents implement energy-saving and renewable energy initiatives.

Energy Supply and Renewable Energy Credits

Since beginning our electric supply agreement with NextEra Energy Services Ohio, LLC. (NESO), NOPEC has provided our customers with energy backed by EarthEra® renewable energy credits (RECs) for 50% of the customer's energy usage at no additional cost. NOPEC customers can also choose to enroll in a range of electric products that are backed by RECs for 100% of their energy usage.

EarthEra® RECs are national voluntary RECs created by wind or solar energy projects located in North America. The EarthEra® program was established by NESO's affiliate, NextEra Energy Resources (NextEra), to provide an innovative way for businesses and consumers to support the development and construction of new wind and solar projects in the United States.

NOPEC's supply relationship with NextEra gives NOPEC customers an unparalleled opportunity to help make the world a more environmentally friendly place by guaranteeing that a portion of the money every NOPEC customer spends on their energy will actually go to create utility scale renewable energy generation. NextEra puts a portion of every dollar NOPEC customers spend with them into the EarthEra® Renewable Energy Trust (Trust). The Trust is overseen by an independent trustee and acts as a lock-box for revenue from all EarthEra products. Since 2017, NextEra has contributed more than \$42 million from NOPEC's aggregation programs into the EarthEra® Trust. We're not aware of any other aggregator in Ohio doing that kind of good for our environment.

**Since 2017,
NextEra has
contributed more
than \$42 million from
NOPEC's aggregation
programs into
the EarthEra® Trust.**



Energy Savings Tools for Communities



In 2019, NOPEC became an ENERGY STAR®

partner and created an Energy Savings Road Map, a step-by-step guide to developing and implementing energy efficiency and renewable energy policies for our member communities. Visit nopec.org/energyroadmap for tips on how to create an energy management plan, instructions for conducting an energy audit, possible funding sources as well as links to our sustainability blog series with valuable information about becoming a more sustainable community.

Additionally, for residents and businesses, NOPEC offers seasonal energy-efficiency tips and the opportunity to sign-up for money-saving maintenance reminders on our website at www.nopec.org.

2019 NOPEC Dominion East Ohio (DEO)
Price vs. Other Market Options (\$/MCF)



2019 NOPEC Columbia Gas of Ohio (COH)
Price vs. Other Market Options (\$/CCF)



2019 NOPEC FirstEnergy (FE)
Electric Residential Price vs. Other Market Options (\$/kWh)



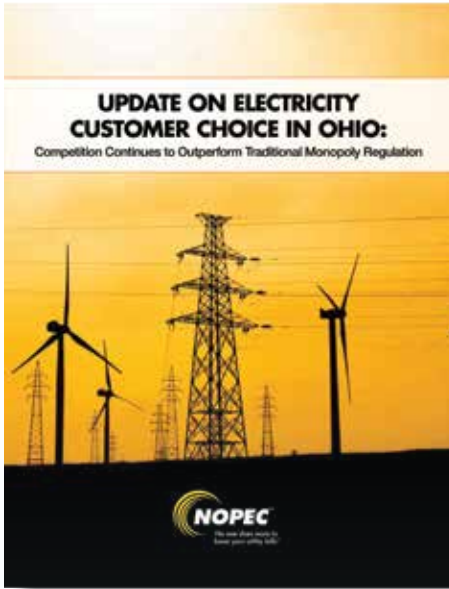
NATURAL GAS CHARTS - PRICE COMPARISON NOTES:

- 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 term offers published by the largest Retail Gas Suppliers* on EnergyChoiceOhio.gov and the SCO (DEO 73%/27%; COH 48%/52%).
- *Includes top 4 largest retail gas suppliers based on sales volume as reported in PUCO submitted annual reports as of YE 2018.

ELECTRIC CHART – PRICE COMPARISON NOTES:

- 1) NOPEC Program Price blended for the FE Residential Portfolio (CEI/OE 67%/33%).
 - 2) NOPEC Variable Price is 6% discount to the Utility's Price to Compare (PTC)
 - 3) "Others" represents the blended average 12-month term offers published by the largest Retail Electric Suppliers* on EnergyChoiceOhio.gov and the PTC in CEI/OE (85%/15%).
- *Includes top 5 largest retail electric suppliers based on sales volume as reported in PUCO submitted annual reports as of YE 2018.

We've Got Your Back



Thanks to the power of aggregation, NOPEC delivers cost savings to over 900,000 Ohio customers in our 235 member communities. But our efforts don't stop there. We actively advocate for consumer-friendly legislation and utility regulatory policies, fighting to preserve customer choice and deregulation and against unfair utility charges.

Last year, consumers were faced with a well-funded and often misleading campaign from investor-owned utility companies seeking to erode the public's confidence in deregulation. NOPEC fought back. We updated our 2016 Cleveland State/Ohio State study, proving once again that deregulation has saved Ohioans about \$3 billion dollars a year from 2011 through 2018, for a total of \$24 billion in savings.

When necessary, we also intervene in PUCO cases. When FirstEnergy charged customers an extra \$202 million a year for 3 years to modernize their grid without actually having to spend any of the money, NOPEC and our partners at the Ohio Consumers' Counsel pursued the case all the way to the Ohio Supreme Court. We prevailed with the Supreme Court finding the charge unlawful. This stopped FirstEnergy from collecting that charge for the remainder of the 3 years saving consumers hundreds of millions of potential future charges. We also joined with the Ohio Consumers' Counsel in a settlement at the PUCO requiring FirstEnergy to return hundreds of millions of dollars to consumers, and an extra \$40 million for residential customers, from the 2017 corporate tax cut passed by Congress.

It's just one more very big way that NOPEC has your back!



Financials

(accrual basis)	Jan – Dec '19	Jan – Dec '18
REVENUE	(unaudited)	(unaudited)
Interest Income	\$772,259	\$692,832
Management Fees – Natural Gas	4,438,375	6,381,578
Management Fees – Electric	8,635,900	10,181,665
Other Fees	333,638	328,736
TOTAL REVENUES	14,186,118	17,584,811
EXPENSES		
Commercial Programs	54,079	133,502
Communication Services	71,185	61,280
Community Sponsorships	303,550	234,250
Computer Support	55,486	52,978
Contract Labor	131,264	113,464
Consulting – Gas & Electric	80,680	0
Customer Giveback!	0	9,200,000
Depreciation Expense	66,306	57,581
Insurance	12,902	12,659
Legal Fees – Electric/Gas Aggregation	827,864	908,869
Marketing	1,523,185	1,731,808
Meetings	32,072	25,340
Office Equipment	9,072	15,407
Office Supplies	51,574	67,304
Organizational Development	63,092	83,806
Postage and Delivery	25,031	17,860
Professional Fees	93,036	48,351
Relationship Management	55,995	151,040
Staff Fringe Benefits/Payroll Tax (NOTE A)	855,956	452,029
Staff Salaries	1,638,014	1,336,076
Support Services	86,951	74,441
Grant to NOPEC, Inc. and support for CRES (NOTE B)	6,500,000	7,300,000
Telephone	53,190	35,552
Travel	111,649	73,832
Utilities	20,310	19,302
TOTAL EXPENSES	12,722,442	22,206,731
NET	1,463,677	(4,621,920)
OTHER INCOME/EXPENSE		
Rental Office – Net	18,000	26,300
NET REVENUES AFTER EXPENSE	\$1,481,677	\$(4,595,620)

NOTE A: No expense effects of GASB 68/75 – Pension and OPE Benefits – on staff fringe benefits are included in the 2019 or 2018 amounts herein.

NOTE B: NOPEC, INC. uses this funding to administer the Energized Community Grants (described on pages 8 & 9)

NOPEC Preferred Pricing Program

OUR ABSOLUTE BEST PRICING SAVES COMMUNITIES THOUSANDS.

Want to buy electricity and natural gas for your municipal loads at cost? NOPEC's Preferred Pricing Program offers substantial

savings on municipal and street lighting accounts.

Last year, participating communities saved \$460,770.

FOR MORE INFORMATION, CALL NOPEC'S RELATIONSHIP MANAGEMENT TEAM TODAY AT 440-248-1992.



*No one does more to
lower your utility bills.SM*

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 235 member communities in 19 Ohio counties. Since 2001, NOPEC has saved Ohio consumers hundreds of millions of dollars on energy costs. NOPEC has also awarded more than \$28 million in energy efficiency grants. For more information about NOPEC, visit nopec.org.