



## Office of the Ohio Consumers' Counsel

Your Residential Utility Consumer Advocate

# CONSUMERS' FACT SHEET

Utility questions, concerns or complaints?

**CALL TOLL FREE:  
1-877-PICKOCC**

(1-877-742-5622)  
or (614) 466-8574

**Office of the Ohio Consumers' Counsel**

10 West Broad Street  
Suite 1800, Columbus, OH  
43215-3485

**E-MAIL:  
occ@occ.state.oh.us**

**WEB SITE:  
www.pickocc.org**

# HOW TO PAY OFF YOUR ELECTRIC PIPP BALANCE



In Ohio, more than 260,000 electric customers are enrolled in the Percentage of Income Payment Plan (PIPP), a program that helps income-eligible consumers receive or maintain their utility service. These customers are asked regularly to verify that they are still eligible to receive assistance.

The Office of the Ohio Consumers' Counsel (OCC), the residential utility consumer advocate, is providing this information to help customers better understand the verification process and inform them about a program available to those customers who are no longer eligible for PIPP.

### Electric PIPP Verification

Each year, the Ohio Department of Development (ODOD), the program administrator, asks electric customers enrolled in PIPP to verify that they are eligible. Those customers who are on zero-income PIPP must verify every 90 days. Customers may verify or re-enroll by completing a Home Energy Assistance Program (HEAP) application and contacting their local community action agency. Customers who fail to verify for PIPP will be removed from the program.

### PIPP Arrearage Crediting

Customers of Ohio's electric utilities, such as Ohio Edison, who are no longer income eligible for PIPP may enroll in

the company's PIPP Arrearage Crediting program. The program assists with the transition from paying a monthly PIPP payment to paying monthly electric bills in full.

This program allows customers to:

- ▶ Pay their PIPP amount for the first 12 months after leaving the PIPP program;
- ▶ Pay their full monthly electric bill for the second 12 months;
- ▶ Pay their full monthly electric bill plus a payment toward their PIPP arrearage (not to exceed \$20) during the third 12 months. Once customers begin paying their current bill plus a payment toward their PIPP arrearage, they will receive a credit equal to the arrearage payment.

The amount of time customers stay in the program is determined by the length of time they were on PIPP plus 24 months.

The requirements for the electric PIPP arrearage crediting plans will change effective November 2010. The new requirements will provide the opportunity to eliminate any debt that occurs while on PIPP, provided that payments are made on time. Contact the OCC or your community action agency later this summer for more specific information.

## HOW TO PAY OFF YOUR ELECTRIC PIPP BALANCE

# CONSUMERS' FACT SHEET

The Office of the Ohio Consumers' Counsel (OCC), the residential utility consumer advocate, represents the interests of 4.5 million households in proceedings before state and federal regulators and in the courts.

The state agency also educates consumers about electric, natural gas, telephone and water issues and resolves complaints from individuals.

To receive utility information, brochures, schedule a presentation or file a utility complaint, residential consumers may call 1-877-PICKOCC (1-877-742-5622) toll free in Ohio or visit the OCC Web site at [www.pickocc.org](http://www.pickocc.org).



The Office of the Ohio Consumers' Counsel is an equal opportunity employer and provider of services.

### Income Guidelines

To be eligible for PIPP, customers must meet the following income guidelines (at or below 150 percent of the federal poverty guidelines), as well as apply for all energy assistance programs for which they may be eligible (such as the Home Energy Assistance Program).

### Who can help

Customers who need assistance with enrolling in the PAC program can contact the OCC toll free at 1-877-PICKOCC (1-877-742-5622).

Additional information about utility assistance programs, including the natural gas PIPP crediting forgiveness programs, can be received by calling the OCC or visiting online at [www.pickocc.org](http://www.pickocc.org).

### Phone numbers for reference

**American Electric Power**  
1-800-272-2177

**Cleveland Electric  
Illuminating**  
1-800-589-3101

**Dayton Power & Light**  
1-800-433-8500

**Duke Energy Ohio**  
1-800-544-6900

**Office of the Ohio  
Consumers' Counsel**  
1-877-PICKOCC  
(1-877-742-5622)

**Ohio Department of  
Development**  
1-800-282-0880

**Ohio Edison**  
1-800-633-4766

**Toledo Edison**  
1-800-477-3333

### 2009 - 2010 PIPP Income Guidelines

A household whose total income is less than the following income guidelines may qualify for PIPP assistance.

Size of household	Total household income	
	for 3 months	for 12 months
1	\$4,061	\$16,245
2	\$5,464	\$21,855
3	\$6,866	\$27,465
4	\$8,269	\$33,075
5	\$9,671	\$38,685
6	\$11,074	\$44,295

\* For households with more than six members, add \$1,402.50 per person for 3 months and \$5,610 per person for 12 months.

### Ohio electric companies that offer PIPP

- ▶ American Electric Power
- ▶ Cleveland Electric Illuminating
- ▶ Dayton Power & Light
- ▶ Duke Energy Ohio
- ▶ Ohio Edison
- ▶ Toledo Edison