



Celebrating 30 years of Consumer Advocacy — 1976 - 2006

PIPP Top 10

Percentage of Income Payment Plan

Updated September 2005

Before enrolling in PIPP, make sure that you:

1. Ask the Office of the Ohio Consumers' Counsel (OCC) or a Community Action Agency caseworker about PIPP and if it may be the right payment plan for you.
2. Know what you would pay on budget billing and inquire about other payment plans that might be available for you.
3. Know that if you use natural gas as the primary source of heat, you can pay 10 percent of your monthly income to your natural gas company and 5 percent to the electric company during the winter heating season, November 15 through April 15.
4. Understand that you may pay between 13 and 15 percent of your monthly income during the winter months for PIPP if your house is heated solely with electricity.
5. Ask about a special PIPP program if you have no monthly income.
6. Know that the difference between your PIPP payment and the amount you owe for your actual usage will continue to accumulate.

You are responsible for paying that amount when you are no longer on PIPP. However, you can help reduce that accumulated amount by participating in a natural gas forgiveness program.

After enrolling in PIPP, make sure that you:

7. Review your PIPP payments and balances on your bill and apply for other financial assistance programs that can help reduce your energy costs.
8. Report any income changes to the Community Action Agency or the utility company as soon as they occur and make sure to re-verify your household income as required.
9. Pay your PIPP amount on time and in full every month.
10. Contact the OCC or your utility company for information on how you can reduce your balance through crediting or forgiveness programs.

The OCC can be contacted toll free at 1-877-PICKOCC (1-877-742-5622) or on the Internet at www.pickocc.org.

The Office of the Ohio Consumers' Counsel (OCC), the residential utility advocate, represents the interests of 4.5 million consumers in proceedings before state and federal regulators and in the courts. The state agency educates consumers about electric, natural gas, telephone and water issues and resolves complaints from individuals. To receive utility information, brochures or to schedule a presentation, residential consumers may call 1-877-PICKOCC (1-877-742-5622) toll free in Ohio or visit the OCC website at www.pickocc.org.

For additional information from the Office of the Ohio Consumers' Counsel:

Call: 1-877-PICKOCC (1-877-742-5622) toll free or (614) 466-8574
Write: 10 West Broad Street, Suite 1800, Columbus, Ohio 43215-3485
E-mail: occ@occ.state.oh.us • Internet Address: www.pickocc.org