



Office of the Ohio Consumers' Counsel

Your Residential Utility Consumer Advocate

CONSUMERS' FACT SHEET

Office of the Ohio Consumers' Counsel

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KNOW THE FACTS: PIPP Plus

The Percentage of Income Payment Plan (PIPP Plus) is a payment arrangement to help eligible electric and natural gas customers pay their utility bills.

PIPP Plus Benefits

Instead of paying for the actual amount of electric or natural gas used, PIPP Plus customers pay a percentage of their income. They are billed six percent of the household's monthly income for electric and/or natural gas service. All-electric PIPP Plus customers are billed ten percent of their monthly income. The minimum PIPP Plus payment is \$10.

Customers are not responsible for the difference between the actual bill and the PIPP amount if the full PIPP Plus payment is made by the due date each month. Additionally, any outstanding balance on the account will receive a 1/24th credit with that on-time and in-full payment.

New PIPP Plus customers do not pay a security deposit and are not assessed late fees.

Who is Eligible?

To qualify, household income must be at or below 150% of the federal poverty level (see chart) based on either the last 30 days or the last 12 months. Customers must also:

- ▶ Be a customer of a participating, PUCO-regulated, electric or natural gas utility;
- ▶ Have an active utility account in his or her name; AND

- ▶ Apply for all other energy assistance and weatherization programs they are eligible for, such as the Home Energy Assistance Program (HEAP) and the Home Weatherization Assistance Program (HWAP).

Applying for PIPP Plus

To apply for PIPP Plus, customers should schedule an appointment with their local Community Action Agency (CAA). Customers may apply for PIPP Plus year-round. Customers will need to complete an application at the CAA, and bring:

- ▶ A photo ID;
- ▶ A list of all household members; AND
- ▶ Proof of income for all household members 18 or older for at least the past 30 days. (12 months proof of income may be required. Check with the CAA prior to the appointment.)

Countable income includes: Wages, alimony, disability, most pensions, Social Security, Social Security Disability, unemployment benefits, utility assistance, Ohio Works First and workers compensation, cash withdrawals from investments, lump sum payouts and interest income. Proof of income is required.

For a complete list of income that is counted, or to locate a local CAA, contact the Ohio Development Services Agency (ODSA) at 1-800-282-0880 or www.energyhelp.ohio.gov.

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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.

For more information, please visit the OCC website at www.occ.ohio.gov.



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

Staying on PIPP Plus

To remain on PIPP Plus, customers must:

- ▶ Make on-time, in-full payments each month;
- ▶ Report any changes in income or household size within 30 days;
- ▶ Reverify eligibility annually by their Reverification Date (see below) AND;
- ▶ Make up any missed payments by their Anniversary Date (date the customer first enrolled in the program).

Both the Reverification and Anniversary Dates are printed on the bill. The Reverification Date may change from year-to-year, but the Anniversary Date will remain the same.

Reverifying PIPP Plus

To remain on PIPP Plus, customers are required to reverify their income every 12 months from their previous Reverification Date. Customers must also reverify within 30 days of any change in household size and income. Reverification can be completed online at www.energyhelp.ohio.gov, in-person at the local Community Action Agency (CAA), or by completing an Energy Assistance application and mailing it to: Ohio Development Services Agency, P.O. Box 1240, Columbus, OH 43216. Mailed applications must include proof of income and can take up to 12 weeks to process. Households claiming zero income must reverify in person at the local CAA.

Customers who do not reverify will be removed from PIPP Plus. Removal from the program also occurs if missed PIPP payments are not made by the Anniversary Date. Any legal debt from PIPP Plus will then become due.

Graduate PIPP Plus

This is a 12-month payment plan to help customers who are no longer eligible, or who have voluntarily left the program, transition to regular utility payments. Once enrolled in Graduate PIPP Plus,

customers pay a transitional PIPP payment that averages their most recent PIPP Payment and a budget payment established by the utility. Each monthly, on-time, in-full Graduate PIPP Plus payment earns a 1/12 credit on the total remaining balance. Customer who make all 12 Graduate PIPP Plus payments will eliminate their entire balance

Post PIPP Plus

This 12-month plan provides an opportunity for former PIPP customers with outstanding arrearages who are no longer with the utility and who are current with their PIPP payments to reduce or pay off their arrearages. Credits are earned by making payments equal to 1/60th of the final balance. With each 1/60th payment, 1/12th of the outstanding balance is forgiven. The utility is not required to send a bill to Post PIPP Plus customers, so discuss the terms with the utility company thoroughly. Customers have 12 months from the date utility service is discontinued to earn Post PIPP credits. Those interested in Post PIPP Plus are encouraged to contact the utility as soon as possible in order to receive the maximum credit.

2018 Income Guidelines	
Size of household*	Total Gross Annual Household Income
	150% (PIPP Plus)**
1	\$18,210
2	\$24,690
3	\$31,170
4	\$37,650
5	\$44,130
6	\$50,610
7	\$57,090
8	\$63,570

* For families/households with more than 8 persons, please contact your local Community Action Agency.
** PIPP Plus and HEAP guidelines follow the state fiscal year and are updated in July.