KNOW THE FACTS: PIPP PLUS

Office of the Ohio Consumers' Counsel
"Your Residential Utility Consumer Advocate"
www.occ.ohio.gov



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 energy used, PIPP Plus customers pay a percentage of their income. They are billed five percent of the household's monthly income for electric and/or natural gas services. PIPP Plus customers in all-electric homes are billed ten percent of the household's 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?

Customers of participating PUCO-regulated, electric or natural gas utilities with a household income at or below 175 percent of the federal income level may qualify (see chart). Eligibility is based on income from either the past 30 days or the previous 12 months. Customers must have an active utility account in their name and must apply for all 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 can apply online at www.energyhelpohio.gov, or contact their local Energy Assistance Provider/Community Action Agency (CAA). Customers may apply for PIPP Plus year-round. Customers are required to provide the following documentation to apply for PIPP Plus:

- A photo ID;
- A list of all household members;
- Copies of your most recent utility bills; and
- Proof of income for all household members 18 or older for the past 30 days. (12 months proof of income may be required. Check with the local Energy Assistance Provider/Community Action Agency prior to the appointment.)

For a complete list of income that is counted, or to locate a local Energy Assistance Provider/Community Action Agency, visit www.energyhelp.ohio.gov.

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 annually by their Reverification Date (see below); and

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- Make up any missed payments by their Anniversary Date (date the customer enrolled in the program).

Both the Reverification and Anniversary Dates are printed on the bill. The reverification date is the date on which the most recent application was processed and the date by which the customer must verify the household size and income each year. The Anniversary Date is the date the client first enrolled in the PIPP program. The anniversary date remains 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 or, within 30 days of any change in household size and income. Reverification can be completed online at www.energyhelp.ohio.gov, or in-person at the local Energy Assistance Provider/ Community Action Agency (CAA)., Applications must include proof of income and can take up to 12 weeks to process.

Customers who do not reverify will be removed from PIPP Plus. Program removal can also occur if missed PIPP payments are not made by the Anniversary Date or service is disconnected for non-payment. Any legal debt from PIPP Plus can become due and is subject to credit and collection actions.

Re-enrolling in PIPP Plus

PIPP Plus customers dropped for nonpayment, failure to re-verify, or to bring account current by the Anniversary Date may re-enroll if missed PIPP Plus payments are paid, up to a maximum of 24 months. The amount due includes charges for months when PIPP Plus was inactive or service was disconnected, up to the amount owed in arrearage. In some cases, charges for when the customer was not enrolled in PIPP Plus or was disconnected from service can be excluded.

Graduate PIPP Plus

This is a 14-month payment plan to help customers who are no longer eligible, or who have voluntarily left the program, transition to regular utility payments. To enroll, the former PIPP Plus customer must be current with PIPP payments or make up any missed PIPP payments within two billing cycles of enrolling. Once enrolled in Graduate PIPP Plus, customers pay a transitional PIPP payment that averages their most recent PIPP payment, and a budget amount established by the utility. Each monthly, on-time, in-full Graduate PIPP Plus payment earns a credit on the total remaining balance. Customers who make at least 12 Graduate PIPP Plus payments in that 14-month period can eliminate any remaining PIPP debt.

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 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 payment, 1/12th of the outstanding balance is forgiven. Utilities are not required to bill Post PIPP Plus customers, so customers should thoroughly understand the terms. Customers have 12 months from the date service is discontinued to earn Post PIPP credits. Those interested in Post PIPP Plus should contact the utility as soon as possible to receive the maximum credit.

2026-2027 Income Guidelines

Size of household*	12-Month Limit	30-Day Limit
	175%	175%
1	$27,930	$2,295.62
2	$37,870	$3,112.60
3	$47,810	$3,929.59
4	$57,750	$4,746.58
5	$67,690	$5,563.56
6	$77,630	$6,380.55
7	$87,570	$7,197.53

* For families/households with more than 7 members, please contact your local Energy Assistance Provider.