



# Your Guide to Paying Off Your PIPP Balance

Natural gas customers of Columbia Gas of Ohio, Dominion East Ohio and Vectren Energy Delivery of Ohio will have an opportunity to reduce or eliminate their Percentage of Income Payment Plan (PIPP) balance. The PIPP program allows income-eligible customers to pay a percentage of their income toward their monthly natural gas bill year-round. Any remaining account balance is carried over each month and the amount owed continues to accumulate.

With this program, if a PIPP customer:

- ▶ Pays the PIPP amount on time and in full each month for one year, the company will reduce the PIPP balance the customer had at the beginning of the 12-month period by 33 percent.
- ▶ Pays the PIPP amount on time and in full each month for 24 months, the company will forgive 50 percent of the remaining balance.
- ▶ Pays the PIPP amount on time and in full each month for 36 months, the company will eliminate the entire debt.

After participating in the program for three years, if the customer continues to pay the

PIPP amount on time and in full, the company will forgive the customer's entire debt following each 12-month period. If at any time a customer misses a payment, he or she must start the process again and pay on time (by the due date) and in full for one year before the company will reduce the PIPP balance by 33 percent.

Remember to pay the PIPP amount each month even if the actual bill is a lower amount. Customers can contact their natural gas company toll free for more information at:

- ▶ Columbia Gas of Ohio  
1-800-344-4077
- ▶ Dominion East Ohio  
1-800-362-7557
- ▶ Vectren Energy Delivery of Ohio  
1-800-227-1376

Consumers with utility questions can contact the Office of the Ohio Consumers' Counsel toll free at 1-877-PICKOCC (1-877-742-5622) Monday through Friday between 8 a.m. and 5 p.m.

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

**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](mailto:occ@occ.state.oh.us) • Internet Address: [www.pickocc.org](http://www.pickocc.org)**