



Percentage of Income Payment Plan

2009-2010 PIPP Guidelines

The Percentage of Income Payment Plan (PIPP) is an extended payment program for income-eligible customers of electric and natural gas utilities. Customers of rural electric co-ops, municipal utilities or users of delivered fuel are not eligible for PIPP.

If a consumer qualifies for PIPP, he or she is required to pay a percentage of their monthly household income to the company that provides the primary and/or secondary source of heat. Consumers who use natural gas as the primary source of heat pay 10 percent of their income to their natural gas company and five percent (or less, depending upon their level of income) to the electric company. Consumers who have all electric pay 15 percent. Consumers are responsible for any debt or arrearage (the difference between their remaining PIPP balance and their actual bill) once they end participation, become ineligible for PIPP or are disconnected for missed payments.

How to Qualify for PIPP

Consumers must:

- have a utility service in their name;
- have a total household income at or below 150 percent of the federal poverty level; and
- apply for all available assistance programs, such as the Home Energy Assistance Program (HEAP).

How to Apply for PIPP

Consumers can apply for this program at any time during the year. To find out if you qualify, contact your utility company or call your local community action agency.

Consumers should be sure to have proof of the past three months' income for every member of the household who is 18 years or older. This amount is used to determine if the household meets the income guidelines. If the income amount for three months is above the limit, then the household could calculate their income for 12 months to try to qualify. Income is defined as the total earnings of the household. Food stamps and cash payments for food stamps do not qualify as income.

Information for the following types of income are needed to verify eligibility:

- child support
- disability
- pensions
- social security income
- unemployment benefits
- welfare
- worker's compensation
- employment (through a copy of the most recent paycheck or a self-employment quarterly tax estimate form.)

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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..

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In addition to proving income, a copy of your most recent utility bill is needed when applying.

Consumers can apply for PIPP using the Energy Assistance Program Application. Customers who have no income can participate in the zero-income PIPP program and must verify income every 90 days. Consumers also can apply for PIPP at their local community action agency or through some utility companies. To locate the nearest community agency consumers should call toll free 1-800-282-0880 or contact their utility company. The first PIPP payment is usually due with the application.

Staying on PIPP

To stay with the PIPP program consumers must pay the required monthly amount and verify household income each year. When reapplying, consumers must update the income information within 30 days of receiving notification from the utility company. Consumers are removed from the program if their information is not updated.

If a PIPP customer has been disconnected for non-payment, the consumer can be placed back on PIPP once they have paid any missed PIPP payments. They also may have to pay a reconnection fee before service is restored.

In addition, the consumer must report any changes in income status or number of people in the household within 30 days of the change to both the utility company and community action agency. These changes will affect the amount the consumer is required to pay.

Arrearage Crediting

Arrearage crediting provides consumers a way to pay off their "arrearage" or debt when they are no longer eligible for PIPP. Once a consumer has been removed from the PIPP program, they must pay their regular PIPP amount for an additional 12 months. Beginning with the 13th month, they must pay their current bill for the next 12 months.

After this two-year period, consumers must pay their current utility bill plus an additional amount, not to exceed \$20 per month to each utility, to pay off their debt. Former PIPP customers can use the same amount of time it took to build the debt while they were on PIPP plus an additional 24 months to settle the debt.

Cleveland Electric Illuminating, Toledo Edison, Dayton Power & Light, Dominion East Ohio, Columbia Gas of Ohio and Vectren Energy Delivery of Ohio have different programs for customers to pay off their remaining balance than the state standard program described above. Consumers should contact the companies or OCC for more information.

Additional Programs

PIPP Balanced Payment Plan

This plan is based on the consumer's winter PIPP payments and actual summer usage. The bills should balance through the year instead of paying higher bills in the summer. This program is available only from utilities that provide electric service.

Three Percent PIPP

Households that use electricity as a secondary heating source and are at or below 50 percent of the poverty level are eligible to pay 3 percent instead of 5 percent to their electric company during the winter heating season.

Cleveland Electric Illuminating and Toledo Edison do not offer the PIPP Balanced Payment Plan or the Three Percent PIPP. These companies offer a 7 percent discount off the utility bill. Consumers should contact the companies or the OCC for more information.

Consumers can contact the utilities listed here for more information at:

Cleveland Electric Illuminating	1-800-589-3101
Toledo Edison	1-800-633-4766
Dayton Power & Light	1-800-433-8500
Vectren Energy Delivery of Ohio	1-800-227-1376

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 • Internet Address: www.pickocc.org

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