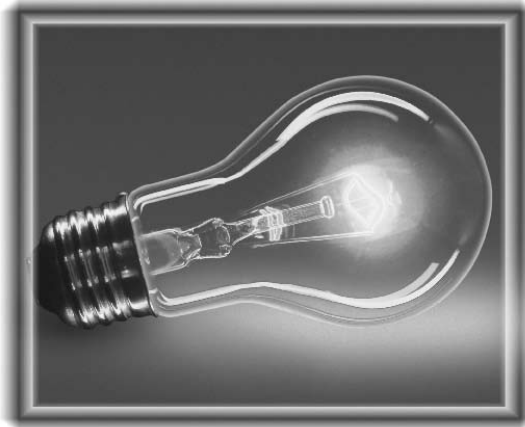




# The Basics of the Electric PIPP Arrearage Crediting Program

In Ohio, more than 249,000 electric customers are enrolled in the Percentage of Income Payment Plan (PIPP), a program that helps income-eligible consumers receive or maintain their utility service. These customers are asked regularly to verify that they are still eligible to receive assistance. The Office of the Ohio Consumers' Counsel (OCC), the residential utility advocate, is providing this information to help customers better understand the verification process and inform them about a program available to those customers who are no longer eligible for PIPP.



payment to paying monthly electric bills in full.

This program allows customers to:

- Pay their PIPP amount for the first 12 months after leaving the PIPP program.
- Pay their full monthly electric bill for the second 12 months.
- Pay their full monthly electric bill plus a payment toward their PIPP arrearage (not to exceed \$20) during the third 12 months. Once customers begin paying their current bill plus a payment toward their PIPP arrearage, they will receive a credit equal to the arrearage payment.

## Electric PIPP Verification

Each year, the Ohio Department of Development (ODOD) asks electric customers enrolled in PIPP to verify that they are eligible. Those customers who are on 0 percent PIPP must verify every 90 days. Customers may verify or re-enroll by completing a Home Energy Assistance Program (HEAP) application and contacting their local community action agency. Customers who fail to verify for PIPP will be removed from the program.

## PAC Program

Customers of Ohio's electric utilities, such as Ohio Edison, who are no longer income eligible for PIPP may enroll in the company's PIPP Arrearage Crediting program (PAC). The PAC program assists with the transition from paying a monthly PIPP

The amount of time customers stay in the PAC program is determined by the length of time they were on PIPP plus 24 months.

## Income Guidelines

To be eligible for PIPP, customers must meet the following income guidelines (at or below 150 percent of the federal poverty guidelines), as well as apply for all energy assistance programs for which they may be eligible (such as the Home Energy Assistance Program).

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## Guidelines

Size of household	Total household income	
	for 3 months	for 12 months
1 .....	\$ 4,061.00	\$ 16,245
2 .....	\$ 5,463.50	\$ 21,855
3 .....	\$ 6,866.00	\$ 27,465
4 .....	\$ 8,268.50	\$ 33,075
5 .....	\$ 9,671.00	\$ 38,685
6 .....	\$11,073.50	\$ 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.

## Who can help

Customers who need assistance with enrolling in the PAC program can contact the OCC toll free at 1-877-PICKOCC (1-877-742-5622). Additional information about utility assistance programs, including the natural gas PIPP crediting forgiveness programs, can be received free of charge by calling the OCC or visiting online at [www.pickocc.org](http://www.pickocc.org).

*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, 18th Floor, 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)**