



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 consumer assistance program that helps income-eligible electric and natural gas customers afford their utilities.

Unlike other residential customer bills, PIPP Plus customers are billed six percent of their monthly household income, or \$10 whichever is greater, for their electric and/or natural gas service(s). Eligible customers who have all electric homes are billed ten percent of their monthly household income. Customers are responsible for any debt that accrues between the actual bill and the PIPP Plus bill. However, this debt can be eliminated provided that customers pay their PIPP Plus bill in-full and on-time each month.

Applying for PIPP Plus

To apply, consumers should set up an appointment with their local Community Action Agency (CAA). To find the CAA in their county, consumers can visit oacaa.org. Eligible consumers will have:

- ▶ A regulated, electric utility company or large natural gas company;
- ▶ Utility service in the customer's name;
- ▶ Total household income at or below 150 percent of the federal poverty level; and
- ▶ Applied for all consumer assistance programs, such as the Home Energy Assistance Program (HEAP) and the Home Weatherization Assistance Program (HWAP).

Eligible applicants should submit Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) for all household members and proof of income for the past 90 days from every member of the household age 18 and older. This income includes alimony, child support, disability, employment, pensions/retirement, social security, social security disability, unemployment benefits, welfare, and worker's compensation. Applicants must also submit an Energy Assistance Programs Application from the Ohio Development Services Agency at 1-800-282-0880 (development.ohio.gov/files/is/HEAPApp.pdf).

In the application, consumers must include a recent utility bill, proof of citizenship and records of applications to all other assistance programs, like HEAP and HWAP. Sign and send application materials to HEAP at P.O. Box 1240, Columbus, OH 43216.

Staying on PIPP Plus

To stay enrolled in PIPP Plus, consumers must:

1. Pay their PIPP Plus payment every month.
2. Any missed PIPP Plus payments have to be paid as a condition for staying on PIPP Plus.
3. Report any changes in income or the number of people in the home within 30 days to the local Community Action Agency or the Ohio Development Services Agency. This may affect the consumer's PIPP Plus payment

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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.



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amount or make them ineligible for the program.

4. Verify their income annually with their local Community Action Agency.

If a consumer is removed from PIPP Plus for failure to meet these requirements, they may re-enroll once they have paid missed PIPP Plus payments and paid any applicable fees from the Public Utilities Commission of Ohio.

Paying off PIPP Plus

While consumers enrolled in PIPP Plus are responsible for repaying past utility bills, or any debt that accumulates while enrolled in the program, payments made on time and in full will help alleviate the outstanding balance. In-full and on-time payments will eliminate the remaining balance on the current bill and forgive one-twenty-fourth of the existing outstanding balance. Therefore, PIPP Plus consumers who make 24 consecutive payments on time and in full can have all PIPP arrearages forgiven.

Transitioning to full utility payments

The Graduate PIPP Plus program is a payment program designed to help consumers transition to regular utility payments. To be eligible for the Graduate program, consumers must be ineligible for PIPP Plus or have voluntarily left the PIPP Plus program and be current with PIPP Plus payments. Graduate PIPP Plus payments made on time will eliminate the remaining balance on the current utility bill and forgive one-twelfth of the arrearage plus the accruing arrearage. Graduate PIPP Plus consumers can earn credits for longer than 12 months if they make consecutive payments on time each month.

Former PIPP Plus customers who have closed their utility accounts but still have a balance with the utility may also enroll in a Post PIPP Plus program. In this program, the consumer has 12 months to earn credits toward their balance by making monthly payments to the utility company. For every payment equal to one-sixtieth of the outstanding balance, the consumer earns credit equal to one-twelfth of the outstanding balance.

2018 Income Guidelines

Size of household*	Total Gross Annual Household Income			
	135% (Lifeline)	150% (PIPP Plus)**	175% (HEAP)**	200% (HWAP)
1	\$16,389	\$18,210	\$21,245	\$24,280
2	\$22,221	\$24,690	\$28,805	\$32,920
3	\$28,053	\$31,170	\$36,365	\$41,560
4	\$33,885	\$37,650	\$43,925	\$50,200
5	\$39,717	\$44,130	\$51,485	\$58,840
6	\$45,549	\$50,610	\$59,045	\$67,480
7	\$51,381	\$57,090	\$66,605	\$76,120
8	\$57,213	\$63,570	\$74,165	\$84,760

* 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.