Energy Assistance Resource Guide

2016–2017

- PIPP Plus
- Graduate PIPP Plus
- Winter Reconnect Order
- Energy Assistance Programs
- Payment Plans
- Disconnect and Reconnect Procedures
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GENERAL PIPP PLUS INFORMATION

1. What is PIPP Plus?

PIPP Plus is an extended payment arrangement that requires regulated gas and electric companies to accept payments based on a percentage of the household income for those customers who are at or below 150% of the federal poverty income guidelines.

- If a gas customer qualifies for PIPP Plus, he or she would pay 6% of the household’s current gross monthly income to the gas company or a minimum of ten dollars, whichever is greater, year-round.

- If electricity is not the primary heat source, a customer pays 6% of the household’s current gross monthly income to the electric company or a minimum of ten dollars, whichever is greater, year-round.

- The customer of an all-electric household pays 10% of the household’s monthly income or a minimum of ten dollars, whichever is greater, year-round.

- A customer served by Duke who has a gas heating account and an electric baseload account would pay 12% (6% gas, 6% electric) of the monthly household income or $10 per utility whichever is greater, year-round.

- A customer served by Duke Energy with an all electric home will pay 10% of the monthly household income or $10, whichever is greater, year-round.

The Development Services Agency (ODSA), Office of Community Assistance, administers PIPP Plus for electric customers statewide. In PUCO case number 08-723-AU-ORD, the PIPP Plus gas rules were created. Development created electric PIPP Plus rules in Chapter 122:5-3, Ohio Administrative Code (O.A.C.).

A PIPP Plus customer is also required to apply for all public energy assistance and weatherization programs for which he/she is eligible. PIPP Plus customers must apply for the regular Home Energy Assistance Program (HEAP) and the Home Weatherization Assistance Program (HWAP).
2. **How does one qualify for PIPP Plus?**

In order to qualify for PIPP Plus, a customer must:

(A) receive his or her gas heat or electric service from a company regulated by the PUCO;

(B) apply for all energy assistance and weatherization programs for which he or she is eligible; and

(C) have a total household income which is at or below 150% of the federal poverty income guidelines.

### PIPP PLUS INCOME GUIDELINES

**150% Federal Poverty Income Guidelines 2016-2017**

<table>
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<tr>
<th>SIZE OF HOUSEHOLD</th>
<th>INCOME LIMIT - 3 MONTHS</th>
<th>INCOME LIMIT YEARLY</th>
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<tbody>
<tr>
<td>1- Person</td>
<td>$4,455.00</td>
<td>$17,820.00</td>
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<tr>
<td>2- Persons</td>
<td>$6,007.50</td>
<td>$24,030.00</td>
</tr>
<tr>
<td>3- Persons</td>
<td>$7,560.00</td>
<td>$30,240.00</td>
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<td>4- Persons</td>
<td>$9,112.50</td>
<td>$36,450.00</td>
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<td>5- Persons</td>
<td>$10,665.00</td>
<td>$42,660.00</td>
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<td>6- Persons</td>
<td>$12,217.50</td>
<td>$48,870.00</td>
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Households with more than six members add $1,560 qtr. or $6,240/yr. for each additional member.
Emergency and Regular HEAP Income Guidelines
175% Federal Poverty Income Guidelines 2016-2017

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<thead>
<tr>
<th>SIZE OF HOUSEHOLD</th>
<th>INCOME LIMIT - 3 MONTHS</th>
<th>INCOME LIMIT YEARLY</th>
</tr>
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<tbody>
<tr>
<td>1- Person</td>
<td>$ 5,197.50</td>
<td>$ 20,790.00</td>
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<td>2- Persons</td>
<td>$ 7,008.75</td>
<td>$ 28,035.00</td>
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<td>3- Persons</td>
<td>$ 8,820.00</td>
<td>$ 35,280.00</td>
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<td>4- Persons</td>
<td>$ 10,631.25</td>
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<td>$ 12,422.50</td>
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<td>6- Persons</td>
<td>$ 14,253.75</td>
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Households with more than six members add $1,820/qtr. or $7,280/yr. for each additional member.

3. Heating sources

Rule 122:5-3-01, O.A.C.

- “Electrically heated” residence means a residence for which the primary source of heating is an electric appliance such as an electric furnace, heat pump, or electric baseboard heater.

- Electric “baseload” means a residence for which electricity is not the primary source of heat.

Rule 4901:1-18-13(A) (1), O.A.C.

Gas PIPP Plus is only available to customers who heat with natural gas. (The Duke Energy Ohio hybrid plan is an exception to this statement.)

Examples

If a customer has a gas furnace with an electric thermostat or blower, the primary source of heat would be gas and the electric service is considered baseload. The customer would pay a monthly installment based on 6% of the household income for gas service and a monthly installment based on 6% of the household income for electric service.
If a customer has both natural gas space heaters and electric space heaters, but the natural gas heaters are used to heat the largest portion of the residence, the primary source of heat would be gas. The customer would pay a monthly installment based on 6% or a minimum of $10, (whichever is greater) of the household income for gas service and a monthly installment based on 6% of the household income for electric service.

A customer has an unregulated source of heat (fuel oil, propane, wood, electric co-op) and a regulated source of heat which is used to heat the largest portion of the residence. This customer receives regular HEAP benefits for the regulated source of heat. In that instance, the customer is eligible for PIPP Plus for the regulated utility. The customer would pay a monthly installment based on 6% or a minimum of $10, (whichever is greater) of the household income, or a minimum of $10, whichever is greater for the regulated source of heat.

4. **How does a customer sign up for PIPP Plus?**

   Customers may sign up for PIPP Plus by going to their local HEAP Provider or they can apply through the energy assistance programs application. The customer must also apply for all energy assistance and weatherization programs for which he or she is eligible. For the mail-in application process, companies may also require that every adult member of the household sign a statement affirming that the information on the application is true and giving the company permission to verify the information provided.

5. **What is the percentage of income amount paid by a natural gas customer?**

   PIPP Plus customers who use natural gas to heat the largest portion of their residence will pay 6% of their monthly household income or $10, whichever is greater, year-round.

6. **What is the percentage of income amount paid by an electric customer?**

   PIPP Plus customers who use electric as baseload will pay 6% of their monthly household income or $10, whichever is greater, year-round.

   PIPP Plus customers who use electric as their primary heating source will pay 10% of their monthly household income or $10, whichever is greater year-round.
7. **What is the minimum amount that a customer can pay on PIPP Plus?**

   A customer who is determined zero income must pay a $10 minimum installment.

8. **What if the household income or size changes?**

   The customer must report income changes to the local HEAP provider or OCA within 30 days. If the household income decreases, this will lower the PIPP Plus installment amount. If the household income increases, the customer's PIPP Plus installment amount will increase. Electric and gas companies must accept the income as reported by OCA.

9. **What if the household's income rises above 150% of the poverty income guidelines?**

   If the household's income rises above 150% of the poverty income guidelines, the customer becomes ineligible for PIPP Plus. Graduate PIPP Plus is available to customers who are no longer income eligible for PIPP Plus. The customer must be current with PIPP Plus installments to join Graduate PIPP Plus; therefore, the customer has one billing cycle to make up missed PIPP Plus payments (the grace period). The customer’s eligibility begins no later than the end of the grace period. (See Graduate PIPP Plus Section).

10. **What are the benefits of PIPP Plus?**

    - PIPP Plus customers will receive arrearage reduction for on-time and in-full payments.
    - Customers will earn 1/24th credit on the arrearage.
    - PIPP Plus customer bills will be adjusted for the difference between the required installment payment and the current month’s utility charges.
    - No deposit or late fees will be applied to the account.
11. **When can a customer enroll on PIPP Plus?**

Customers may enroll on PIPP Plus at any time. However, before enrolling on PIPP Plus, the customer must have utility service in his/her name. The customer must then meet the income guidelines for PIPP Plus.

12. **When is the first PIPP Plus installment due?**

The first PIPP Plus installment is owed to the company by the due date of the current bill. If the due date of the current bill has passed and the customer has not made a payment the customer will be required to make two installment payments by the due date of the next bill (one installment will be applied to the past due bill, and one installment will cover the current installment amount due).

13. **What is considered an on-time payment?**

For the purpose of applying incentive credits, the PIPP Plus installment payment must be received by the utility company prior to the date that the next bill is issued.

14. **What happens if the PIPP Plus installment is not received by the due date?**

If the installment payment is not received before the next month’s bill is issued; the customer is not eligible to receive the incentive credit (the difference between the required installment payment and the current month’s utility charges). Also, the customer will not receive the 1/24th credit for the month.

15. **If a customer makes multiple payments in one billing cycle equal to the amount of the PIPP Plus installment, will the customer receive an arrearage credit?**

Yes, as long as the total of all payments made during the billing cycle equal the PIPP Plus installment and is paid by the due date.

16. **Will the utility company change the due date for the customer?**

No, the utility company is not obligated to change the due date for a customer; some utility companies may be willing to adjust the due date so customers can meet their payment obligations and receive credits.
17. **May the utility company charge a PIPP Plus customer a security deposit?**

Utilities are not permitted to charge PIPP Plus customers a security deposit. Any deposit paid by a customer prior to enrolling in PIPP Plus shall be credited to the customer’s outstanding arrearage.

18. **How much does an income eligible PIPP Plus customer with an arrearage have to pay to get service at a new address if the most recent PIPP Plus account has been finalized?**

The customer will be required to pay any missed payments (which may include actual bill charges), including previous PIPP Plus installments which would have been due for the months the customer is disconnected from service. The amount owed shall not exceed the amount of the customer’s arrearages.

During the winter heating season, PIPP Plus customers may utilize the winter reconnect order to have service restored for a maximum of $175.00. (See Special Reconnection Procedures).

19. **If a customer is on another type of payment plan, is he or she still eligible for PIPP Plus?**

Yes, if the customer meets the eligibility requirements of PIPP Plus, he or she may enroll on PIPP Plus at any time. The customer will not be required to complete the terms of the previous payment arrangement or be current on the previous arrangement to go on PIPP Plus. If the customer has PIPP Plus debt, the PIPP Plus default needs to be paid prior to re-enrolling on PIPP Plus.

20. **May the company pursue collections from the PIPP Plus customer for his or her arrearages?**

Yes, the arrearages are a legal debt. The company may use any standard means of collection after a judgment is obtained from a court, such as the garnishment of wages or the placing of a lien on the customer's property. The company may also turn the debt over to a collection agency. The company may not disconnect service to collect the arrearage as long as the customer remains current on the PIPP Plus plan.
21. If a customer overpays his or her PIPP Plus installment one month, will it be credited to the next month's payment?

**Gas:** No, any overpayments of installments are used to offset the arrearage balance. Gas utilities may review any overpayments made by a customer on a case by case basis and may apply the overpayment toward a future installment as a courtesy.

**Electric:** Yes, any overpayments of installments are applied to future installments once any missed installments have been cured. An overpayment made by the customer will be eligible for an incentive credit for the month. *(Duke will follow the electric practice.)*

22. Can the company refuse to transfer service if the customer has a PIPP Plus default?

Yes, the customer must cure any PIPP Plus default (not pay the entire account balance) in order to transfer service. If the customer has reverified his/her income within the last 12 months and the installments are current, the PIPP Plus account balance shall transfer to the new address.

23. Does a customer have to go on PIPP Plus for both gas and electric service if the customer needs the plan for only one of them?

No, a customer may elect to go on the plan for either or both utilities. However, gas PIPP Plus is only available to customers who heat with natural gas.

24. Are gas and electric companies regulated by the PUCO the only companies required to offer PIPP Plus?

Yes, only companies regulated by the Commission are required to offer PIPP Plus. Non-regulated utilities may offer PIPP Plus, but they are not required by law to do so. *(Some small gas companies may continue to offer the old PIPP Plan. (See Appendix C for details).*
25. Are PIPP Plus customers allowed to choose a Certified Retail Natural Gas Supplier (CRNGS) or Certified Retail Electric Supplier (CRES)?

No, PIPP Plus customers can not choose a supplier (CRNGS, CRES) on an individual basis.

26. How does aggregation benefit PIPP Plus Customers?

PIPP Plus customers must continue to pay the installment amount based upon the total household income as determined by the HEAP Provider or OCA, however PIPP Plus customers will see overall lower bills, which will reduce their total arrearages.

27. What happens if a customer who is with a supplier (CRNGS or CRES) wants to enroll in PIPP Plus?

When the HEAP Provider enrolls a customer in PIPP Plus and notifies the electric distribution utility (EDU) or the local distribution company (LDC) of the enrollment, the utility will then notify the supplier of the change. However, it is strongly advised that the customer also notify the supplier of the change. The change will take place within one or two billing cycles after the EDU/LDC enrolls the customer in PIPP Plus.

Note: The supplier may charge a cancellation fee if allowed per contract.

28. Can a customer who is with a supplier (CRNGS or CRES) receive energy assistance?

Yes, customers who are with a supplier but meet the income eligibility guidelines can still receive energy assistance (WCP, SCP, HEAP, and fuel funds). Energy assistance payments will go to the regulated utility company to be applied to the customer’s account.
CREDIT BALANCE

29. What happens if a PIPP Plus or Graduate PIPP Plus customer’s account becomes a credit balance?

In order to remain on PIPP Plus or Graduate PIPP Plus the customer must continue to make his/her installment payments.

30. Will the customer earn incentive credits if there is a credit balance on the account?

No. The customer will no longer earn incentive credits until the account balance is no longer a credit. The difference between the current usage and the installment is reduced from the credit balance.

31. Can the credit balance be used in lieu of making installment payments?

No. If the customer would like to remain on PIPP Plus or Graduate PIPP Plus he/she must make the required installment payments.

32. Can the customer request a refund of the credit balance?

Yes. The customer can request a refund of the credit balance if the credit balance is not a result of incentive credits. The account will be removed from PIPP Plus at the time of the refund is issued. The utility company should inform the customer of the availability of a more suitable payment plan option. (See PIPP Plus Re-enrollment Section).

33. Does the account have to be removed from PIPP Plus if the customer requests a refund of the credit balance?

Yes, if the customer requests a refund of the credit balance, the company will remove the account from PIPP Plus. (See PIPP Plus Re-enrollment Section)
34. Can the customer re-enroll on PIPP Plus after the credit balance has been refunded?

Yes, as long as the customer meets the income guidelines for PIPP Plus he/she can re-enroll on PIPP Plus. However, if the customer re-enrolls on PIPP Plus within 12-months he/she will be required to make up installment payments. Please see PIPP Plus Re-enrollment Section.

GRADUATE PIPP PLUS and POST PIPP PLUS

35. What is Graduate PIPP Plus?

Graduate PIPP Plus allows customers who are no longer eligible to participate in PIPP Plus as a result of an increase in the household income or a change in the household size to continue to receive a reduction in their outstanding arrearages in return for making timely payments. PIPP Plus customers who choose to no longer participate in PIPP Plus can also join Graduate PIPP Plus. Customers must be current on all PIPP Plus payments to enroll in Graduate PIPP Plus. Graduate PIPP Plus is a 12-month payment plan.

36. What are the benefits of Graduate PIPP Plus?

- Graduate PIPP Plus customers will receive arrearage reduction for on-time and in-full payments.

- Customer will earn 1/12th credit on the arrearage.

- Graduate PIPP Plus customer bills will be adjusted for the difference between the required installment payment and the current month’s utility charges.

- No deposit or late fees will be applied to the account.

37. How much is a Graduate PIPP Plus customer required to pay?

Graduate PIPP Plus customers will be placed on a Transition Installment Amount (TIA). The TIA payment is based on the customer’s most recent PIPP Plus installment plus a budget plan amount (established by the utility company) divided by two.
Example:  
$ 30 (PIPP Plus installment)  
$ 110 (Budget Plan Amount)  
$ 140/2 = $70 (Monthly Graduate PIPP Plus installment (TIA))

38. **How does a customer enroll on Graduate PIPP Plus?**

A customer who is income ineligible (or no longer wishes to participate) and has an arrearage will automatically be enrolled (via a nightly file sent from OCA to the utility company) on Graduate PIPP Plus at the time of reverification. A customer must be current on all PIPP Plus payments to enroll in Graduate PIPP Plus. Customers who are not current with PIPP Plus payments will have one billing cycle to make up any missed PIPP Plus payments; otherwise he/she will be removed from the Graduate PIPP Plus program.

39. **Does a customer have to be income ineligible for PIPP Plus to enroll in Graduate PIPP Plus?**

No, a customer may elect to terminate participation in PIPP Plus and enroll in Graduate PIPP Plus at any time. However, customers must be current on all PIPP Plus payments to enroll in Graduate PIPP Plus. The customer must contact the utility company to enroll.

40. **What is the maximum amount of time a customer can remain on Graduate PIPP Plus?**

Graduate PIPP Plus is offered for a period of 12 months that begins when the customer is removed from PIPP Plus due to being over income or when the customer voluntarily removes themselves from PIPP Plus.

41. **Is a customer eligible for Graduate PIPP Plus if he/she moves outside of the company’s service territory?**

No, in order to be eligible for Graduate PIPP Plus, the customer must remain a customer of the same utility in which he/she was enrolled in PIPP Plus. (See Post PIPP Plus question 45).
42. **How can a customer who has been removed from Graduate PIPP Plus for non-payment get reinstated?**

The customer must make up any missed graduate PIPP Plus payments to get reinstated on graduate PIPP Plus. Graduate PIPP Plus ends 12 months from the date of the customer’s initial enrollment on Graduate PIPP Plus. At the end of twelve months the customer can enroll on an extended payment for the remaining arrearages. *(See question 122 for extended payment plan).*

43. **Can a Graduate PIPP Plus customer choose a supplier (CRNGS or CRES)?**

No, Graduate PIPP Plus customers can not choose a supplier (CRNGS, CRES) on an individual basis. Graduate PIPP Plus accounts remain as part of the PIPP Plus pool. *(See question 25).*

44. **How much does a PIPP Plus/Graduate PIPP Plus customer have to pay if he/she moves out of the utility company’s service territory or no longer need utility service?**

Customers who are currently enrolled on PIPP Plus or Graduate PIPP Plus and owe an arrearage are eligible for Post PIPP Plus if they move out of the service territory or no longer need utility service in their name. *(See question 45).*

45. **What is Post PIPP Plus?**

Post PIPP Plus is a 12 month payment plan for former PIPP Plus or former Graduate PIPP Plus customers who are no longer customers of the utility but still have an arrearage. Post PIPP Plus is only available in the 12 months immediately after a PIPP Plus account is closed.

46. **Who is eligible for Post PIPP Plus?**

PIPP Plus or Graduate PIPP customers who contact the utility company to close their account for the following reason(s):

a. Moving beyond the utility companies service territory

b. Transferring to a residence where utility service is not in the former PIPP Plus or Graduate PIPP Plus customer’s name.
c. Moving to a master-metered residence.

47. **How does a customer enroll on Post PIPP?**

The utility company may offer Post PIPP on the final bill or the company may automatically enroll a customer on Post PIPP when contacted by the customer to close his/her account. (See question 46).

48. **How much does a customer pay on Post PIPP?**

The customer enters into a payment plan to pay at least 1/60th of the finaled account arrears for 12 months. For each payment made, the utility will credit 1/12th of the customer's arrears.

**Example:** A customer whose total arrearage is $2400 would be required to make a minimum payment of $40 each month (1/60th payment equals $2400/60=$40). Arrearage credit adjustment on outstanding debt is $200 (1/12th arrearage credit equals $2400/12=$200). At the end of 12 months, the outstanding debt will be credited.

49. **Does the customer have to be current with PIPP Plus or Graduate PIPP Plus payments to enroll on Post PIPP Plus?**

Yes, customers are required to be current (in good standing) with his/her PIPP Plus or Graduate PIPP Plus installments in order to enroll on Post PIPP Plus.

50. **How long does a customer have to enroll on Post PIPP Plus?**

Customers can join Post PIPP Plus within 12 months from when the account is finaled. The time period is not extended if the customer does not join or bring the account current right away.

51. **Can a customer be enrolled on Post PIPP and PIPP Plus at the same time?**

Yes, a customer can be enrolled on Post PIPP Plus with the former utility and enroll on PIPP Plus (must be income eligible) with the new utility company.
52. Is the former utility company required to send a bill each month?

The former utility company is not required to send a monthly bill to customers who are enrolled on Post PIPP Plus. However, some utility companies may provide a monthly statement. Customers should discuss the terms of Post PIPP Plus with the utility company.

APPLICATION PROCESS

In order for a person to qualify for the Percentage of Income Plan Plus (PIPP), he or she must 1) be a customer of a regulated gas or electric utility, 2) be income eligible, and 3) apply for all public energy and weatherization assistance programs for which the household is eligible.

53. What is the difference between a customer and a consumer?

A customer is any person who enters a contractual agreement with the company to receive electric or gas service. A consumer is any person who is the ultimate user of electric or gas service. In other words, a customer has the account in his or her name.

54. May the company require that the PIPP Plus applicant also be the household member with income?

No, provided the PIPP Plus applicant is a household member, he or she need not provide a source of income to the household.

55. May a PIPP Plus customer have more than one account?

Yes, a customer may have an account at a different location; however, only one account may be a PIPP Plus account. The PIPP Plus account must be at the primary residence.

56. What happens if a PIPP Plus customer is determined to be fraudulently enrolled in PIPP Plus?

The utility company or ODSA will terminate a customer’s participation in PIPP Plus when it is determined that the PIPP Plus customer was fraudulently enrolled
in the program. The customer will be required to pay the utility the actual bill for energy consumed during the period in which the customer was fraudulently enrolled. In addition, the customer will be prohibited from re-enrolling in PIPP Plus or Graduate PIPP Plus for twenty-four months. The arrearage credits which accrued to the customer’s account will be reversed.

57. What happens if a PIPP Plus customer is charged with tampering?

The customer must pay the tampering charges which may include damages, investigation fees, and unauthorized usage prior to re-enrolling on PIPP Plus. The arrearage credits which accrued to the customer’s account will be reversed.

58. What happens if a PIPP Plus customer writes a bad check?

The customer must pay the amount of the returned check, and the company’s approved tariff returned check charge(s). Any arrearage credits applied to the customer’s account will be reversed.

59. When two meters of the same type (i.e., two gas and/or two electric) are situated at one household/family dwelling, how should the utility company determine the PIPP Plus payment (e.g., a duplex unit that has been converted into a single family dwelling)?

The utility company should divide the customer’s PIPP Plus installment between the two accounts.

60. What if the utility service is not in the PIPP Plus applicant’s name?

If the service is not in the applicant’s name, the applicant is ineligible for PIPP Plus. The applicant must first become a customer before he or she can go on PIPP Plus; however, the applicant can still apply for energy assistance for the household.

61. When a customer with an account balance moves out, how much must a consumer who lived with that person pay to obtain or to maintain service and get on PIPP Plus?

The consumer will be asked to provide proof that the customer has left the residence in order for the consumer to establish service in his/her name. The
consumer is almost never responsible for the customer's bill if the household has changed. The consumer will need to apply for PIPP Plus at the HEAP Provider who will then determine if the consumer is income eligible.

62. **What criteria are used to define income?**

The criterion used is the same poverty income guidelines as those used to determine eligibility for energy assistance (i.e., HEAP). Income is defined as the gross income for all household members. Any questions regarding unusual situations should be brought to the attention of Office of Community Assistance at 1-800-282-0880. *(Please see Energy Assistance income guidelines in Appendix B.)*

63. **Is a minor's income included in household income?**

All wage or salary earned by a dependent minor (less than 18 years of age) in the household is excluded from calculation. Only an emancipated minor may be considered a head of household. *(Please see Energy Assistance income guidelines in Appendix B.)*

64. **How long does someone have to be at or below 150% of the federal poverty income guidelines to qualify for PIPP Plus?**

There are two tests used to determine eligibility.

- First, if the customer's household income for the past three months annualized (multiplied by 4) is at or below 150% of the federal poverty income guidelines, the customer is eligible.

- Second, if the customer is over-income using the first test, then the actual gross income for the past 12 months is used. If this income is less than 150% of the federal poverty income guidelines, the customer is eligible for the plan. *(See page 3 for income eligibility chart.)*

65. **What if the customer disagrees with the PIPP Plus installment amount?**

The PIPP Plus installment amount is calculated by OCA based on the income documentation provided by the customer. If a customer disagrees with the calculated amount of the PIPP Plus installment, the customer can contact OCA or
the local HEAP Provider to appeal. The customer may be required to provide additional documentation to support his/her dispute.

66. What information should be provided to verify income?

(A) EMPLOYMENT INCOME VERIFICATION—Companies and OCA will accept the following:
   • Pay Stubs must be within the past 30 days from the application date and must cover income period of (at least) the last 90 days/3 months. If the customer uses the one year test to verify income, he or she will have to provide information for the past twelve months.
   • Statement from employer (must list customer’s name) with company name/letterhead. Handwritten documentation without a company name, address, contact name, telephone number is not acceptable.
   • Garnished Wages, Chapter 13 Bankruptcy and elective payroll deductions are included in total gross household income calculation even though these are usually listed in the deduction section of a paystub.

(B) UNEMPLOYMENT COMPENSATION VERIFICATION—Companies and OCA will accept the following:
   • Copy of check/award amount letter
   • ODJFS documents must list the name and social security number and date.
   • Eligibility letter with amounts and date
   • Most recent IRS Form 1040/IRS Tax Transcript
   • Most recent IRS Form 1099-G (box 1)

(C) PUBLIC ASSISTANCE VERIFICATION—Companies and Office of Community Assistance will accept the following:
   • Copy of check
   • ODJFS documents
   • Bank statement

(D) SUPPLEMENTAL SECURITY INCOME (SSI), SOCIAL SECURITY DISABILITY INCOME (SSDI), PENSIONS AND SOCIAL SECURITY VERIFICATION—The OCS will accept the following:
   • Award/benefit letter from the Social Security Administration,
   • Bank statement with deposit amount
   • Copy of check
   • Printout from Social Security Office,
• Medicare Part D as verification

(E) SELF-EMPLOYMENT INCOME VERIFICATION - OCA will accept the following documents:
  • Most recent IRS form 1040 (line 12, with schedule C-EZ, Line 17 with Schedule E or Line 18 with Schedule F.
  • IRS Transcript
  • Quarterly statements and estimated tax payment (past 3 months/90 days)
  • Copy of financial statements or accounting records for at least the past 90 days/3 months.

(F) SELF-DECLARATION OF INCOME FORM AND ZERO INCOME FORM
  • If all adults in the household claim zero income then additional documentation must be provided to demonstrate how the household has been able to maintain cost of living.
  • All household members 18 years of age and older claiming zero income, must complete an Energy Assistance Program/Zero Income Self-Declaration Form

67. What if the household income is zero?

A customer whose household has no countable income is still eligible for PIPP Plus. A zero-income customer must be able to explain why he or she is not on an entitlement program or, if the customer expects to receive benefits on such a program, when the benefits are due. The customer must be able to document how the household has existed.

68. How often must zero-income PIPP Plus customers re-verify their income?

Zero-income customers must re-verify their household income when there is a change in income/or household size or when requested to do so by the utility company. Otherwise, zero-income customers must reverify no less than annually (once every 12 months).
69. **How much does a current PIPP Plus customer who is in default and is found to have zero income have to pay to enroll on zero-income PIPP Plus?**

A customer who is currently on PIPP Plus and is reverified at zero income must cure any previous PIPP Plus default. When the customer’s default is cured, the customer will then begin paying $10 per month minimum installment.

70. **How should income be calculated when someone living in the unit pays rent to the customer?**

Persons sharing a common kitchen and/or bath must be included as part of the household size and their income must be considered part of the household gross income.

71. **Can Winter Crisis Program payments be applied as a PIPP Plus or Graduate PIPP Plus installment?**

Yes, 2016-2017 Winter Crisis Program payments may be applied toward the current PIPP Plus/Graduate PIPP Plus default. To re-join PIPP Plus or Graduate PIPP Plus the customer must cure any remaining default over $175. *(See question 101).*

72. **Can a Regular HEAP payment be applied as a PIPP Plus installment?**

No. Regular HEAP payments may not be applied as monthly PIPP Plus payments. Energy assistance payments (winter, summer and Regular HEAP payments) will not be eligible for arrearage credits.

73. **How are Energy Assistance payments applied?**

- **Regular HEAP-** Payments are applied to the arrearages on the primary heating account, if any. If no arrearages are owed, the Regular HEAP payment will be applied as a credit balance on the account.

- **Winter Crisis-** Payments are applied toward the current PIPP Plus/Graduate PIPP Plus default balance. Winter Crisis payments can be applied toward both the primary or secondary heating source.
• **Summer Crisis (Electric only)**- Payments are applied toward the current PIPP Plus/Graduate PIPP Plus default balance. However, prior to receiving the credit/pledge the customer must pay the difference between the default and pledge amount.

• **Utility Company Energy Assistance**-Payments (i.e., Salvation Army, Neighbor to Neighbor, HEAT Share, and Fuel Funds) are applied toward the current PIPP Plus/Graduate PIPP Plus default balance. Any remaining credit is applied toward the arrearages.

74. **What types of assistance must a customer apply for in order to go on PIPP Plus?**

The customer must apply for and accept assistance from those public energy assistance and weatherization programs provided on a regular basis through the Office of Community Assistance.

75. **Does a customer have to apply for weatherization programs?**

Yes, customers must apply for and accept assistance from all weatherization programs for which he/she is eligible.

76. **Can a customer be removed from PIPP Plus if the customer refuses weatherization services?**

Yes. The account can be removed from PIPP Plus if the customer refuses weatherization services offered by OCA.

77. **Does a HEAP Provider have to verify an applicant's income?**

All electric and large gas PIPP Plus customers are reverified through the local HEAP Provider. Gas companies may not demand that a customer go to the HEAP Provider for verification unless they have established specific reverification procedures with OCA. Some small gas companies may verify income at their local office for PIPP Plus.
78. Can the company require a customer to apply for Temporary Assistance for Needy Families (TANF) or Ohio Works First (OWF)?

No, the company may only advise a customer of these public assistance programs. However, customers are required to apply for all public energy and weatherization assistance.

**REVERIFICATION DATE AND ANNIVERSARY DATE**

79. What is the reverification date?

The reverification date is the actual date on which the customer completed documentation of household income. Reverification must occur no more than 12 months from the previous reverification date. Since the customer is required to re-verify any change in household size and income, the customer’s reverification date may change from year to year.

80. When must a customer re-verify the household income?

Any time there is a change in household income or size, the customer must re-verify his/her income. If there is no change in household income or size, customers are required to re-verify once every twelve months. The utility company may also request that the customer re-verify his/her income. When a customer goes to the HEAP Provider to apply for energy assistance, his or her income will be reported to the company by the HEAP Provider or the OCA.

81. What is required for PIPP Plus reverification?

Customers must provide proof of income for everyone living in the household who is 18 years of age and older. Examples of documents that prove income are: payroll stubs, statements from employers, public assistance payment history, benefit letters from social security, worker’s compensation, unemployment compensation, tax forms/schedule, etc. **(See Appendix B).**
82. **What happens if a PIPP Plus customer does not re-verify his or her income on the re-verification date?**

A PIPP Plus customer must re-verify his/her income no later than the re-verification date which is printed on the bill. A customer has a 60-day grace period to re-verify income before being removed from the program. A customer who does not re-verify his/her income when requested to do so, will be removed from PIPP Plus. The customer will be responsible for the total account balance if the account is removed from PIPP Plus.

83. **What is a PIPP Plus anniversary date?**

The PIPP Plus anniversary date is the date by which a PIPP Plus customer must make up any missed PIPP Plus installments in order to continue on PIPP Plus. If the customer has missed payments in the past 12 months, the 1/24th arrearage credit will be recalculated at the anniversary date. (If the customer has made the past 12 installments on time the arrearage will not be recalculated).

84. **What happens if the customer can not pay his/her missed installments by the anniversary date?**

A customer who does not cure the missed installments at the anniversary date will be removed from PIPP Plus. Customers will have one billing cycle to make up the missed installments before being removed from PIPP Plus.

85. **How will the customer be aware of his/her PIPP Plus anniversary date?**

The anniversary date is shown on the customer’s bill.

86. **Is the customer required to go to the HEAP Provider at the anniversary date?**

No, the customer is not required to return to the HEAP Provider at the anniversary date unless he/she is in default on PIPP Plus and is seeking energy assistance to cure the missed installments.
DISCONNECTION AND RECONNECTION

87. **How much is a PIPP Plus customer required to pay to reconnect if service is disconnected for non-payment?**

A PIPP Plus customer must pay the amount sufficient to cure the PIPP Plus default in order to reconnect service. The defaulted amount may include actual bill charges and PIPP Plus installments for those months the customer’s service was disconnected, minus payments made, up to the customer’s arrearage. The customer will also be charged a tariffed reconnect fee. *(See Special Reconnection Procedures Section).*

*During the winter heating season, PIPP Plus customers may utilize the winter reconnect order to have service restored for a maximum of $175, plus a tariffed reconnect fee (no more than $36 up front).*

88. **If a customer defaults on PIPP Plus, how much would he or she have to pay to avoid shut-off?**

The customer can maintain service by paying the defaulted PIPP Plus installments. During the winter heating season, PIPP Plus customers may utilize the Winter Reconnect Order to maintain service for a maximum of $175.00. *(See Special Reconnection Procedures).*

89. **What does a customer have to pay to avoid disconnection when the total account balance is less than the PIPP Plus default?**

To *remain* on PIPP Plus and avoid disconnection, the customer is required to pay the PIPP Plus default amount. If the customer no longer wants to be on PIPP Plus but wants to avoid disconnection, he/she can have the account removed from PIPP Plus and pay the total account balance or go on another payment plan with the utility company.
90. **Is the PIPP Plus installment amount due shown on the bill or disconnection notice?**

Yes, the PIPP Plus installment amount is shown on the bill. Also, the company must state on the disconnection notice the minimum amount required to avoid disconnection.

91. **If a customer misses a PIPP Plus installment, is the company allowed to shut service off without further notice?**

No, the company must give the required notice of disconnection prior to terminating service. The company may begin the notice process the day after the payment was due provided there is a 30-day account arrearage.

92. **What is the earliest date a company may terminate service after the customer has defaulted on PIPP Plus?**

During the **non-heating season**, the earliest date a company may terminate service is the date stated on the 14-day disconnection notice unless payment or payment arrangements are made before this date.

During the **heating season** (Nov. 1 through April 15), the company must give a 14-day notice **and** an additional 10-day notice. The earliest date a company may terminate service is the date stated on the 10-day notice. Utility companies may send the 10-day notice by regular U.S. mail; however the companies must allow three calendar days for mailing.

*If the customer has selected both the electronic bill and notice option, the notices will be delivered electronically to the customer.*

93. **What are the reconnection requirements?**

If the service has been disconnected for **10 business days or less:**

1. The customer must provide proof of payment to the utility no later than 12:30 p.m. in order to guarantee reconnection of service the same day.

2. If payment is not received by 12:30 p.m., the utility company will reconnect service by the close of the following regular utility company working day.
(3) Customers may request reconnection of service after normal business hours, **if the company offers such service**. The Company may require the customer to pay the approved tariff rate for this service prior to reconnection.

If the service has been disconnected for **more than 10 business days**, regardless of the time of day the customer payment is made:

(1) The company may treat the customer as a new customer.

(2) Gas service will be reconnected within **three** business days.

(3) Electric service will be reconnected within **three** business days.

(4) The utility company may assess a reconnection charge and a security deposit (Non-PIPP Plus account) to reestablish service.

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**PIPP PLUS RE-ENROLLMENT**

94. **Re-enrollment on PIPP Plus if service has been disconnected for non-payment**

A PIPP Plus customer must pay the amount sufficient to cure the PIPP Plus default in order to reconnect service. The defaulted PIPP Plus amount may include actual bill charges and PIPP Plus installments for those months the customer’s service was disconnected, minus payments made, up to the customer’s arrearage. Once the default amount is paid, the customer can re-enroll on PIPP Plus. The customer will also be charged a tariffed reconnect fee. *(See Special Reconnection Procedures Section).*

*During the winter heating season, PIPP Plus customers may utilize the winter reconnect order to have service restored for a maximum of $175, plus a tariffed reconnect fee (no more than $36 up front). However, to re-enroll on PIPP Plus/Graduate PIPP Plus customers must pay the balance of the default on or before the due date of the next bill to re-enroll on PIPP Plus/Graduate PIPP Plus.*
95. What must a former PIPP customer (enrolled prior to November 2010) pay to establish service and then enroll on PIPP Plus?

During the winter heating season, a customer who has never been enrolled on PIPP Plus and is income eligible for PIPP Plus can re-establish service by paying no more than $175 or his/her first PIPP Plus installment (whichever is less). Any remaining balance will be added to the arrearages and will be eligible for 1/24\textsuperscript{th} arrearage credits.

Customers who wish to enroll in PIPP Plus at any other time of the year will be required to pay the delinquent amount as stated on the final bill to re-establish service. After the service has been reconnected the customer may enroll on PIPP Plus if eligible.

96. Re-enrollment on PIPP Plus if dropped for failure to re-verify (still has active service)

The customer must re-verify his/her household income. The customer must pay any defaulted PIPP Plus installments owed prior to being dropped and full bills for the months the customer received service but was not on PIPP Plus (less any payments made by the customer after being dropped). This includes PIPP Plus payments for any months in which the customer was disconnected. The amount owed shall not exceed the amount of the customer’s arrearages.

97. Re-enrollment on PIPP Plus if dropped at the anniversary date

The customer must pay any defaulted PIPP Plus installments owed prior to being dropped and full bills for the months the customer received service but was not on PIPP Plus (less any payments made by the customer after being dropped). This includes PIPP Plus payments for any months in which the customer was disconnected. The amount owed shall not exceed the amount of the customer’s arrearages.

98. Re-enrollment on PIPP Plus after being on Graduate PIPP Plus

If a customer who was on Graduate PIPP Plus becomes income eligible for PIPP Plus the customer must cure any Graduate PIPP Plus default amount prior to re-enrollment on PIPP Plus. During the winter months the customer can apply for the Winter Crisis Program (WCP) for assistance up to $175. The customer must
cure any remaining default over $175 before the account can be re-enrolled on PIPP Plus.

99. **Re-enrollment on PIPP Plus after receiving a refund of the credit balance**

After receiving a refund of the credit balance, if the customer requests to re-enroll on PIPP Plus within a twelve-month period the customer must pay the difference between the amount of previous PIPP Plus installments and customer payments during those months the customer was not enrolled on PIPP Plus.

**Note:** Returning to PIPP Plus within a twelve month period after receiving a refund of the credit balance could result in the customer having to pay more than the actual account balance.

100. **Re-enrollment on PIPP Plus if default is higher than total account balance**

If the PIPP Plus default is higher than the total account balance and the customer wants to re-enroll on PIPP Plus within a twelve-month period, the customer must pay the difference between the amount of PIPP Plus installments owed and customer payments during those months the customer was not enrolled in PIPP Plus.

**Note:** This could result in the customer having to pay more than the actual account balance to remain on PIPP Plus.

101. **Re-enrollment on PIPP Plus or Graduate PIPP Plus after using the Winter Reconnect Order**

To re-join PIPP Plus or Graduate PIPP Plus, the customer must cure any remaining default over $175 by the due date of the next bill. Once the default amount is paid, the customer can begin paying his/her PIPP Plus or Graduate PIPP Plus installment. *The time period (twelve months) is not extended to participate in Graduate PIPP Plus.*

The customer should contact the utility company to determine the exact amount of the remaining balance and the due date by which the bill needs to be paid to get the account re-enrolled on PIPP Plus/Graduate PIPP Plus.
102. **Re-enrollment on PIPP Plus within twelve months after voluntary drop (customer request)**

A PIPP Plus customer who voluntarily leaves *with no outstanding arrearages* and then *within* twelve months re-enrolls in PIPP Plus must pay the PIPP Plus payments due for the months the customer received service but was not on the program, less payment made by the customer during the same time period.

**Note:** This could result in the customer having to pay more than the actual account balance to remain on PIPP Plus.

A PIPP Plus customer who voluntarily leaves *with outstanding arrearages* and then *within* twelve months re-enrolls in PIPP Plus must pay the PIPP Plus payments due for the months the customer received service but was not on the program, less payment made by the customer during the same time period.

103. **Re-enrollment on PIPP Plus after twelve months after voluntary drop (customer request)**

A PIPP Plus customer who voluntarily leaves the program *with no outstanding arrearages* and then *after* twelve months re-enrolls in PIPP Plus would be required to pay his or her first PIPP Plus payment to re-join the program.

A PIPP Plus customer who voluntarily leaves the program *with outstanding arrearages* and then *after* twelve months re-enrolls in PIPP Plus would be required to pay the missed PIPP Plus payments for the number of months that he/ she was not enrolled in PIPP Plus, less any payments made by the customer up to the amount of the arrearages.

**MEDICAL CERTIFICATES**

104. **When can a medical certificate be used?**

If a *residential* customer or consumer who is a permanent resident in the household is facing a situation where disconnection of service would be especially dangerous to his/her health, a medical certificate may used to maintain service or reconnect utility service within 21 days after the disconnection.

*PIPP Plus customers will not be eligible for any arrearage crediting for the months the customer uses the medical certificate unless on time and in full payments are made.*
105. **Who may request a medical certificate?**

Upon request of any residential consumer, or a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse midwife or local board of health physician the utility company must provide a medical certificate form. The medical certificate is available via the Public Utilities Commission of Ohio website (www.puco.ohio.gov).

106. **How long does a utility company have to reconnect service after a medical certificate is presented to the utility company?**

If certification is provided to the utility company prior to 3:30 p.m., the utility company must restore the customer’s service the same day. If certification is received after 3:30 p.m., the company shall reconnect service by the earliest time possible on the following business day. If the certification is received after 3:30 p.m. on a day that precedes a non-business day, the utility company shall make an effort to restore service by the end of the day.

107. **How often can a medical certificate be used?**

The total certification period is not to exceed 90 days in any 12 month period. Medical certificates are valid for 30 days each, for a maximum of three times.

**NOTE:** If a medical certification is used to avoid disconnection, the customer must enter into an extended payment plan prior to the end of the medical certification period or be subject to disconnection. The initial payment on the plan shall not be due until the end of the certification period. *PIPP Plus customers must make-up these missed installments at the Anniversary Date* (See question 81).

108. **Can a company disconnect service for non-payment if life-support equipment is in operation?**

Yes, unless the customer uses a medical certificate.
109. **Can a medical certificate be denied based on the customer’s medical condition?**

No, as long as a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse mid-wife or local board of health physician signs the medical certificate.

110. **Can a medical certificate be used for a cooking only account?**

Yes, a medical certificate may be used for a cooking only account as long as the medical condition is certified by a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse mid-wife or local board of health physician calls, writes or faxes the company and confirms to the company that the denial of service would be especially dangerous to the health of someone living in the household (within 21 days after the termination of service), the company must restore service or cancel the termination order.

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**MASTER METERED ACCOUNTS**

111. **What accounts are considered master metered?**

An account is master metered if two or more residential premises share a common gas and/or electric meter.

112. **Can a consumer who lives in a master-metered residence enroll on PIPP Plus?**

The consumer is not eligible for PIPP Plus for the main heating source if it is master-metered; however, the consumer may still be eligible for PIPP Plus for the secondary heating source.

113. **Are master-metered accounts eligible for HEAP/E HEAP assistance?**

Yes, if the household is responsible for paying utility costs separately from his/her rent costs, he/she is eligible for an energy assistance benefit.

**NOTE:** Master-metered accounts are eligible for Weatherization Assistance.
114. **Is the company required to issue a disconnect notice to the tenants of a master-metered premise?**

Yes, the utility company must provide a 10-day notice to the tenants prior to disconnect. The company must make a good faith effort to provide this notice to each unit of a multi-unit dwelling and also to post it in a conspicuous place.

115. **What should the tenant do who has received such a notice or whose service has been disconnected?**

A tenant who has received such a notice or whose service has been disconnected should immediately contact the utility company for further information or Ohio State Legal Services Association at 1-866-529-6446 for information about tenants' rights and landlord/tenant provisions.

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**SPECIAL RECONNECTION ORDER PROCEDURES FOR THE WINTER OF 2016-2017**

116. **What is the Winter Reconnect Order?**

The Winter Reconnect Order (WRO) is issued by the PUCO. The WRO allows a customer to pay less than what he/she actually owes to avoid disconnection or reconnect service. A customer may pay a maximum of $175.00 to maintain service. If the customer’s service has already been disconnected, the customer must pay the $175.00 and a **tariffed** reconnect fee of no more than $36 up front to restore service. The company will be the remainder of the reconnect fee, if applicable.

117. **Who offers the Winter Reconnect Order?**

All regulated gas and electric companies must offer the Winter Reconnect Order.

118. **Who is eligible to use the Winter Reconnect Order?**

There is no income eligibility requirement to use the Winter Reconnect Order. Any residential customer who is served by a regulated utility company may use the Winter Reconnect Order to maintain or restore his/her service **one time** during the winter heating period.
119. When can the Winter Reconnect Order be used?

The Winter Reconnect Order may be used once from Monday, October 17, 2016 through Friday, April 14, 2017.

120. How much is a customer required to pay with the Winter Reconnect Order?

Customers are required to pay no more than $175 to maintain service under the reconnection order. If the customer’s service has already been disconnected, the customer must pay the $175 and a tariffed reconnection fee of no more than $36 up front to restore service.

NOTE: If paying at an authorized agent, the customer will need to call the company with the receipt number to report the payment. Some companies may require that the customer notify them that the Winter Reconnect Order is being used.

121. How does a customer sign up for the Winter Reconnect Order?

There is no sign up required. The Winter Reconnect Order is not based on any income requirements. Anyone, (regardless of income) can use the Winter Reconnect Order if service has been disconnected or is being threatened with disconnection.

122. What if a customer owes more than $175 to the utility company?

Customers who use the Winter Reconnect Order are required to enroll on a payment plan for the remaining balance. Regulated gas and electric companies are required to offer the following payment plans:

- **One-Sixth Payment Plan (offered year round)**-A plan that requires either six equal monthly payments on the arrearages in addition to full payment of current bills; or

- **One-Ninth Payment Plan (offered year round)**-A plan that requires nine equal monthly payments on the arrearages in addition to a budget payment plan (established by the utility company); or
- **One-Third Payment Plan** (offered from November 1 through April 15)-A plan that requires payment of one-third of the balance due each month (arrearages plus current bill).

- **PIPP Plus/Graduate PIPP Plus** customers must pay the balance of the default on or before the due date of the next bill to re-enroll on PIPP Plus/Graduate PIPP Plus.

**NOTE:** The customer or the HEAP Provider must contact the utility company to enroll the customer in a payment plan other than PIPP Plus.

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123. **When does the remaining PIPP Plus default have to be paid after the $175 payment/pledge?**

The remaining balance of the PIPP Plus default must be paid by the due date of the next bill.

124. **Can the $175 payment be split between the gas and electric utility companies?**

**Yes.** If the customer is served by two regulated utility companies (gas and electric) and is facing disconnection or service has been disconnected the utility companies involved may split the $175 (either by apportionment based on the arrearages or in half). For customers who are eligible for the Winter Crisis program the split will be calculated by the HEAP Provider (via OCEAN).

125. **When is the Winter Reconnect Order applied?**

The Winter Reconnect Order allows customers to pay less than what they owe to maintain service or reconnect service. Therefore, the WRO is invoked only when customers pay less than the amount actually owed to prevent a disconnection or reconnect their service.

**Example:** If a customer receives a disconnection notice in the amount of $150 and the customer receives assistance through an agency for $150, the WRO should **not** be applied because the agency payment covered the amount needed to avoid disconnection. The customer could invoke the WRO using his/her own funds at a later time.
126. Will the $175 payment maintain service?

Yes, the $175 payment/pledge will maintain service for a minimum of thirty days. Non-PIPP Plus customers are required to enroll on an extended payment plan for the remaining balance. PIPP Plus/Graduate PIPP Plus customers must pay the balance of the default on or before the due date of the next bill to re-enroll on PIPP Plus/Graduate PIPP Plus. (See question 122 for payment plan options).

127. Will the $175 payment reconnect utility service?

Yes. The customer may be required to pay a tariffed reconnection charge of no more than $36 up front to restore service.

128. What is a tariffed reconnection charge?

A tariffed charge is one which has been approved by and is on file with the Public Utilities Commission of Ohio (PUCO). The Winter Reconnect Order procedures do not allow companies to charge more than they otherwise are allowed in their tariff as a reconnection charge. Any company that doesn’t have a tariffed reconnection charge may not assess one.

129. What if the company’s tariffed reconnection charge is more than $36, what happens to the difference between the $36 paid and the tariffed amount?

The company can bill the difference between the $36 and the tariffed reconnection charge on the customer’s next monthly bill or the company may bill the entire tariffed reconnect fee on the customer’s next monthly bill.

130. Can the $175 payment be made by an agency?

Yes, the $175 may be paid by any agency providing energy assistance (i.e., Salvation Army, HEAT Share, Neighbor to Neighbor, Fuel Funds, etc.).

131. Can the utility company disconnect service if the customer has a pending appointment with a HEAP Provider for the Winter Crisis Program?

No, the utility company will delay disconnection if the customer has a confirmed appointment with a local HEAP Provider for the winter crisis program and the
customer has not already utilized the WRO with their own funds. The utility company will delay the disconnection until five business days after a customer’s confirmed appointment.

The utility company is only required to hold a disconnection for an appointment once per heating season.

132. Can the utility company require a security deposit before reconnecting service?

Yes, customers who are not eligible for PIPP Plus may be assessed a security deposit. However, the total amount the company may require a customer to pay, including the security deposit, may not exceed the Winter Reconnect Order ($175) amount for reconnection.

133. Can the Winter Reconnect Order be used in lieu of paying a security deposit?

Yes, in lieu of paying the required security deposit customers who are requesting new service with no previous balance may establish new service upon payment of $175. The company may add the remaining balance of the required security deposit to the customer’s next bill. **NOTE: Customers who are enrolled in PIPP Plus will not be charged a security deposit.**

134. Can a customer transfer service using the Winter Reconnect Order?

Yes, a customer who requests service at a new address and has an outstanding balance greater than $175 can transfer service upon payment of $175. The customer must contact the company and enter into a payment arrangement on the remaining balance. If a PIPP Plus/Graduate PIPP Plus customer has reverified his/her income within the last 12 months, the company shall transfer service upon payment of $175.

135. What happens if a customer uses the Winter Reconnect Order using his/her own money and later goes to an agency for assistance?

If a customer pays the $175 with his/her own funds and later (during the winter) goes to an agency for assistance, the customer must immediately pay the difference between the total amount owed and the $175 that the agency is willing to pledge to avoid disconnection.
136. Is the utility company required to reconnect service the same day under the Winter Reconnect Order?

See question 93 for reconnection procedures.

137. Can a customer with multiple residential accounts use the Winter Reconnect Order?

Customers with multiple residential accounts who wish to utilize the winter reconnection order to maintain or reconnect service may do so only at the property where the customer resides.

138. Can a customer who is with a supplier (CRNGS or CRES) use the Winter Reconnect Order?

Yes, customers who have a supplier may use the Winter Reconnect Order to stop a disconnection or reconnect their utility service. All provisions of the winter reconnect order would apply to customers that have a supplier.
APPENDIX A

ENERGY ASSISTANCE PROGRAMS OVERVIEW

Home Energy Assistance Program (HEAP) (also called ‘Regular HEAP’ or State HEAP) – is a federally funded program designed to help income-eligible Ohioans with their winter heating bills. The program runs from July 1 to June 30 each year. Eligible customers receive a benefit in the form of a direct payment toward their energy heating bill. HEAP benefits are typically credited directly towards the eligible customer’s energy heating bill beginning in the month of January. Applications that are mailed into the Office of Community Assistance (OCA) may take 12 to 16 weeks for processing. Applications may also be processed at the local Energy Assistance Provider/Community Action Agency.

The total household income of an applicant must be at or below 175% of the federal poverty guidelines. See income guidelines question 3.

Winter Crisis Program (WCP) (also called ‘Emergency HEAP’ or E-HEAP) – provides financial assistance to income-eligible households that are threatened with disconnection of their heating source; have already had service disconnected; need to establish new service or pay to transfer service; or in the case of bulk fuel customers, have 25 percent or less of the tank’s fuel capacity on hand. The WCP program year runs from November 1 to March 31. Agencies have until April 15 to finish processing incomplete or pending applications for the current year’s program.

Households whose gross income is at or below 175% of the federal poverty income guidelines are eligible for the Emergency Program. See income guidelines question 3.

Summer Crisis Program (SCP) (also called ‘Summer Cooling’) - provides financial assistance to income-eligible Ohioans to help with their summer cooling costs. Income-eligible individuals age 60 or older or with a certified medical condition are eligible. The SCP program year runs from July 1 to August 31. Agencies have until September 15 to finish processing any incomplete or pending applications for the current year’s program.

Percentage of Income Payment Plan (PIPP) Plus – helps income-eligible Ohioans manage their energy bills year round. The program allows eligible Ohioans to pay their energy bill based on a percentage of their income each month. To be eligible for the program, a customer must receive his/her electric or gas service from a company regulated by the Public Utilities Commission of Ohio (PUCO), must have a total household income which is at or below 150 percent of the federal poverty level, and must apply for all ODSA energy assistance programs for which he or she is eligible.
**Home Weatherization Assistance Program (HWAP)** - Ohio's Home Weatherization Assistance Program (HWAP) is a federally funded low-income residential energy efficiency program. The HWAP program reduces low-income households' energy use, thus creating more affordable housing for those in most need. HWAP services may include attic, wall, and basement insulation; blower door guided air leakage reduction; heating system repairs or replacements; and health and safety testing and inspections. All measures are provided based on an on-site energy audit and cost effective guidelines developed using the National Energy Audit Tool (NEAT) energy audit software program. Individualized client education is an important component of the HWAP program.

Households at or below 150% of the federal poverty income guidelines or households participating in Home Energy Assistance Program, Temporary Assistance for Needy Families, or Supplemental Security Income qualify for this no cost program.

**Electric Partnership Program (EPP)** - is a no-cost program designed to improve the electric energy efficiency of households who participate in, or who are eligible for, PIPP Plus. The goal of EPP is to reduce the customer’s electric usage by installing energy efficient items and creating a customized action plan. The program provides: A snapshot of how electricity is used in the client’s home, an energy consumption analysis of all refrigeration appliances, suggested actions that the consumer can take to reduce electric usage without sacrificing comfort, installation of cost-effective energy efficient items and a report of the projected energy and dollar savings for the installed measures and actions.

To be eligible the customer must have a regulated electric utility, be a PIPP Plus participant or PIPP Plus eligible, have a minimum annual electric baseload usage of 5,000 kWh and have lived at the residence for one year.
APPENDIX B

ENERGY ASSISTANCE GUIDELINES FOR THE DETERMINATION OF INCOME

Total household income is defined as the gross income for all household members. All wage or salary earned by a dependent minor (less than 18 years of age) in the household is excluded from calculation. Only an emancipated minor may be considered a head of household. Gross household income includes wages, interest, dividends, annuities, and pensions. Household Income-

**COUNTABLE INCOME**
(Included Income)

- Active Military Pay (Basic pay)
- Adoption Assistance
- Alimony
- Annuity
- Black Lung
- Capital Gains – proceeds from sale of property, home and stock
- Cash Withdrawals from Individual Retirement Accounts (IRA)
- Child Support Received
- Company Disability and Black Lung
- Disability Assistance (DA)
- Gifts
- Estate and Trust Settlements – minus attorney fees – (one-time payment or lump sum)
- Farm Income
- Garnisheed Wages, including Bankruptcy/Chapter 13
- Grants/Training Stipends – living expenses only
- Immigrant Relocation Allowance
- Income received from Gas and Oil Leases
- Interest earned from Savings Accounts
- Loans
- Lump Sum Distribution
- Odd Jobs
- Ohio Electronic Child Care (Ohio ECC) - Provider Income
- Pensions – Government/Veterans/Private Industry
- Rental Income earned from rental property
- Self-Employment Income
- Social Security, Supplemental Security Income (SSI), Social Security Disability (SSDI)
- Strike Benefits
- Temporary Assistance to Needy Families (TANF) / General Assistance (GA)
- Unearned income paid to or on the behalf of minors
- Unemployment Benefits
- Utility Allowances (as discretionary income)
- Wages / Tips
- Widows/Widower’s Benefits
- Workers' Compensation
APPENDIX B

EXCLUDED INCOME

- Agent Orange Compensation/Benefit
- Assets from bank withdrawals
- Attorney’s fees for Estate and Trust Settlements
- Child Support Paid Out
- FEMA – Cash Payments
- Food Assistance Benefit – Food Stamps, SNAP, etc. (Cash or equivalent)
- Funds/training stipends designated for specific purposes (i.e., educational grants/training stipends for tuition and/or books only-not living expenses)
- Handicapped Income – self-sufficiency programs (example: work expenses for the blind)
- Health Care Spending Accounts – non-taxable health care spending accounts are allowable deductions from income and should be treated the same as health insurance premiums in OCEAN
- Health Insurance Premiums (dental, vision, health and supplemental insurance)
- Income earned by dependent minors less than 18 years of age
- Loans from individuals or institutions requiring repayment of either principle or principle and interest
- Medicaid spend-down
- Medicare Part D (prescription premium)
- Medicare Payments
- Military Allowances for Subsistence, Housing, Family Separation, etc.
- Title 20 Benefits
- Prevention, Retention, and Contingency (PRC) – assistance to attempt to divert families from long term financial dependency
- Reimbursement for Work Expenses
- Proceeds from Reverse Mortgages
- Stipend for Foster Care
- Tax refunds and rebates
- Title III Disaster Relief Emergency Assistance Program (DREAP)
- Title V Wages/Senior Community Employment Programs (SCEP) – Older Americans’ Act (Public Law 100-175) Experience Works (formerly Green Thumb), Foster Grandparents Program, Mature Services
- Transportation Allowances (i.e., Workforce Investment Act (WIA), Job Training Partnership Act (JTPA), Workfare
- Veterans Affairs (VA) Service-Related Disability/including surviving dependents
- Volunteers in Service to America (Vista) or other AmeriCorps Stipends
- Work Allowances (i.e., Learning Earning and Parenting [LEAP]
APPENDIX C

SMALL GAS COMPANIES PIPP

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APPENDIX D

DEFINITION OF TERMS

**Anniversary Date** – The calendar date by which the PIPP Plus customer must be current on his/her installment payments to remain on the PIPP Plus program for the next year. The customer will have one billing cycle to make up any missed installment payments to remain on the program. Additionally, the customer’s 1/24th credit will be recalculated at this time. The amount will not change if the customer has made on-time and in-full payments the previous 12 months. This date will be on the monthly utility bill.

**Reverification Date** - The actual date on which the customer completed documentation of household income. Reverification must occur no more than 12 months from the previous reverification date. Since the customer is required to re-verify any change in household size and income, the customer’s reverification date may change from year to year.

**PIPP Plus Annual Verification Date** – The calendar date at or about 12 months from the customer’s most recent reverification date.

**PIPP Plus Default** - The amount the customer owes in missed monthly PIPP Plus installments. (E.g., customer’s PIPP amount is $50.00 per month and the customer has not paid for two months, the PIPP default is $100.00).

**Graduate PIPP Plus Default** - The amount the customer owes in missed monthly Graduate PIPP Plus installments. (E.g., customer’s Graduate PIPP amount is $72.00 per month and the customer has not paid for two months, the Graduate PIPP default is $144.00). **The time period is not extended to participate in the Graduate PIPP Plus.**

**PIPP Plus Arrears** - The customer’s arrearage as of the customer’s PIPP Plus enrollment date. This amount will increase or decrease depending on the customer’s future on-time payments. The customer is not obligated for the amount as long as he/she remains current on PIPP Plus. (E.g., customer owes the company $850.00, prior to going on PIPP Plus, the customer makes his/her first PIPP Plus payment of $50.00 the remaining $800.00 is the PIPP Plus arrears).

**Total Account Balance** - The full amount of the customer’s bill, which includes all charges that the customer currently owes the company. If the customer remains current on PIPP Plus, at no time shall the total account balance become due. If the customer becomes ineligible for PIPP, due to a change in income or household size, he/she would then be eligible for the Graduate PIPP Plus program.
**Total Balance Due** - Utility companies may use this term interchangeably, as the total account balance or the total balance due to keep service on. (E.g., a customer’s total balance could be $5,000; however, the total balance due to keep service on could be $200).

These definitions are to be used as a guide to help you understand the terms that are used interchangeably by utility companies when discussing account information. In all cases, please ask the company representative to explain the term that is being used to discuss the customer’s account.
## APPENDIX E

**ELECTRIC COMPANIES RECONNECTION CHARGES**  
(Subject to Change Upon Commission Approval)

<table>
<thead>
<tr>
<th>Company</th>
<th>Meter Fee</th>
<th>Pole Fee</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>AEP Ohio</td>
<td>$53.00</td>
<td>$154.00</td>
<td>at pole</td>
</tr>
<tr>
<td>Cleveland Electric Illuminating</td>
<td>$35.00</td>
<td>$60.00</td>
<td>same day after 12:30 p.m.</td>
</tr>
<tr>
<td>Dayton Power &amp; Light (Electric)</td>
<td>$20.00</td>
<td>$48.75</td>
<td>at pole</td>
</tr>
<tr>
<td>Duke Energy Ohio</td>
<td>$25.00</td>
<td>$65.00</td>
<td>at pole</td>
</tr>
<tr>
<td></td>
<td></td>
<td>$38.00</td>
<td>both electric and gas</td>
</tr>
<tr>
<td>Ohio Edison</td>
<td>$35.00</td>
<td>$60.00</td>
<td>same day after 12:30 p.m.</td>
</tr>
<tr>
<td>Toledo Edison</td>
<td>$35.00</td>
<td>$60.00</td>
<td>same day after 12:30 p.m.</td>
</tr>
</tbody>
</table>
### APPENDIX F

**GAS COMPANIES RECONNECTION CHARGES**  
(Subject to Change Upon Commission Approval)

<table>
<thead>
<tr>
<th>Company</th>
<th>Charge</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arlington Gas</td>
<td>$21.00</td>
<td></td>
</tr>
<tr>
<td>Brainard Gas</td>
<td>$25.00</td>
<td>$37.50 after hours</td>
</tr>
<tr>
<td>Columbia Gas</td>
<td>$52.00</td>
<td></td>
</tr>
<tr>
<td>Dominion East Ohio Gas</td>
<td>$33.00</td>
<td></td>
</tr>
<tr>
<td>Duke Energy Ohio</td>
<td>$17.00 due payment problems</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$38.00 both gas and electric</td>
<td></td>
</tr>
<tr>
<td>Eastern Natural Gas</td>
<td>$30.00</td>
<td>$35.00 after hours</td>
</tr>
<tr>
<td>Foraker Gas Company</td>
<td>$25.00</td>
<td></td>
</tr>
<tr>
<td>Glenwood Energy of Oxford</td>
<td>$50.00</td>
<td></td>
</tr>
<tr>
<td>Northeast Ohio Natural Gas</td>
<td>$35.00</td>
<td></td>
</tr>
<tr>
<td>Ohio Cumberland Gas</td>
<td>$30.00</td>
<td></td>
</tr>
<tr>
<td>Ohio Gas Company</td>
<td>$20.00</td>
<td>$30.00 after hours</td>
</tr>
<tr>
<td>Ohio Valley Gas</td>
<td>$80.00</td>
<td></td>
</tr>
<tr>
<td>Orwell Natural Gas</td>
<td>$30.00</td>
<td></td>
</tr>
<tr>
<td>Piedmont Gas Company</td>
<td>$50.00</td>
<td></td>
</tr>
<tr>
<td>Pike Natural Gas</td>
<td>$30.00</td>
<td></td>
</tr>
<tr>
<td>Sheldon Gas Co.</td>
<td>$25.00</td>
<td></td>
</tr>
</tbody>
</table>
# APPENDIX F

## GAS COMPANIES RECONNECTION CHARGES

(Subject to Change Upon Commission Approval)

<table>
<thead>
<tr>
<th>Company</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suburban Natural Gas</td>
<td>$ 20.00</td>
</tr>
<tr>
<td>Swickard Gas Co.</td>
<td>$ 21.00</td>
</tr>
<tr>
<td>Vectren</td>
<td>$ 60.00</td>
</tr>
<tr>
<td>Waterville Gas &amp; Oil</td>
<td>$ 50.00</td>
</tr>
</tbody>
</table>
The Public Utilities Commission of Ohio

180 E. Broad Street
Columbus, Ohio 43215
(800) 686-PUCO (7826)

Chairman
Asim Z. Haque

Commissioners
Lynn Slaby
M. Beth Trombold
Thomas W. Johnson
M. Howard Petricoff

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