



How to Pay Off Your Electric PIPP Balance

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In Ohio, over 71,000 electric customers are enrolled in the Percentage of Income Payment Plan (PIPP), a program that assists income eligible consumers receive or maintain their utility service. Each year, the Ohio Department of Development (ODOD) asks electric customers enrolled in PIPP to reverify that they are eligible. Customers may reverify or re-enroll by completing a Home Energy Assistance Program (HEAP) application and contacting their local Community Action Agency. Those customers who fail to reverify for PIPP are removed from the program. The Office of the Ohio Consumers' Counsel (OCC), the residential utility consumer advocate, is providing this information to inform customers about a program available to those who are no longer eligible for PIPP.

PAC Program

Customers of Ohio's electric utilities, American Electric Power, Dayton Power & Light, Duke Energy and FirstEnergy, 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 payment to paying a full monthly electric bill.

How to Pay Off your Electric PIPP Balance:

- ▶ Pay the PIPP Amount for the first 12 months after you leave the PIPP Program.

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 and resolves complaints from individuals. To receive utility information, brochures, schedule a presentation or file a utility complaint, residential consumers may call 1-877-PICKOCC (1-877-742-5622) toll free in Ohio or visit the OCC website at 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, Suite 1800, Columbus, Ohio 43215-3485
E-mail: occ@occ.state.oh.us • Internet Address: www.pickocc.org

- ▶ Pay your full monthly electric bill for the next 12 months (second year of program).
- ▶ Pay your full monthly electric bill plus a payment toward the PIPP balance (not to exceed \$20) during each additional 12 months until your PIPP balance is paid off.
- ▶ Once you start paying both your electric bill and the payment toward the PIPP balance, your electric company will match your payment that goes toward the PIPP balance.
- ▶ You have the amount of time you were on PIPP plus an additional 24 months to pay off your PIPP balance.

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.

For more information about assistance programs contact the Office of the Ohio Consumers' Counsel, your residential utility consumer advocate, and request the fact sheets on HEAP and PIPP at 1-877-PICKOCC (1-877-742-5622), or view the fact sheets online at www.pickocc.org.