

PIPP TIPS

Guide to PIPP Enrollment during the Winter Reconnect Period

Customer is Currently Not Active on PIPP	Service		Enroll On PIPP	Pay First PIPP	Pay Security Deposit (if required)	Pay Reconnect Fee	Pay Plan Amount (<=\$175)	Pay Plan Default (<=\$175)	Pay PIPP Default (<=\$175)	Pay Account Default (<=\$175)
	ON	OFF								
1. Eligible for PIPP. Disconnect Notice Received. (First PIPP)	●		●	●						
2. Eligible for PIPP. Service is off due to non-payment.(First PIPP)		●	●		●	●				●
3. Eligible for PIPP. Disconnect Notice (First PIPP) Utility bill for period prior to November 1.	●		●							● Disconnect Amount
4. Customer Dropped from PIPP. Now eligible for PIPP. Service on. Has disconnect notice.	●		●							●
5. Customer Dropped from PIPP. Eligible for PIPP. Service is off for non-payment.		●	●		●	●				●
6. Eligible for PIPP. Disconnect Notice. One-third extended payment plan is best option.	●						●			
7. Eligible for PIPP. Disconnect Notice. One-sixth extended payment plan is best option.	●						●	and current bill up to \$175		
8. Not currently on a Plan. Not eligible for PIPP but is eligible for HEAP. Disconnect notice.	●						Enroll in payment plan 1/6 or 1/3.	If disconnect < \$175, winter reconnect not invoked.		●

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	ON	OFF								
9. Customer eligible for PIPP. Enrolled on another payment plan. Disconnect Notice	●		●	●						
10. Customer eligible for PIPP. Enrolled on another payment plan. Service is off for non-payment.		●	●		●	●		●		
11. Zero-Income Household. Disconnect Notice. (Bill prior to Nov 1, see No. 3)	●		●							
12. Zero-Income Household. Service is Disconnected.		●	●		●	●				●
13. Transferring service. Service is off.		●	●	●	●					
14. Transferring service. Service is on. Disconnect status. Carries Account Default.	●		●							●
15. New Service.	●		●		●					
16. Eligible for PIPP. Disconnect notices on both gas and electric accounts	●		●	●						

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	ON	OFF								
1. Defaulted PIPP payments. Disconnect Notice	●		●						●	
2. Defaulted PIPP payments. Service is off.		●	●		●	●			●	
3. Zero-Income Household. Defaulted summer payments. Disconnect Notice	●		●						●	
4. Zero-Income Household. Defaulted summer payments. Service is off.		●	●		●	●			●	
5. Transfer service. Disconnect Notice	●		●						●	
6. Name Transfer. Account De- fault in new name.	●		●		●					●