

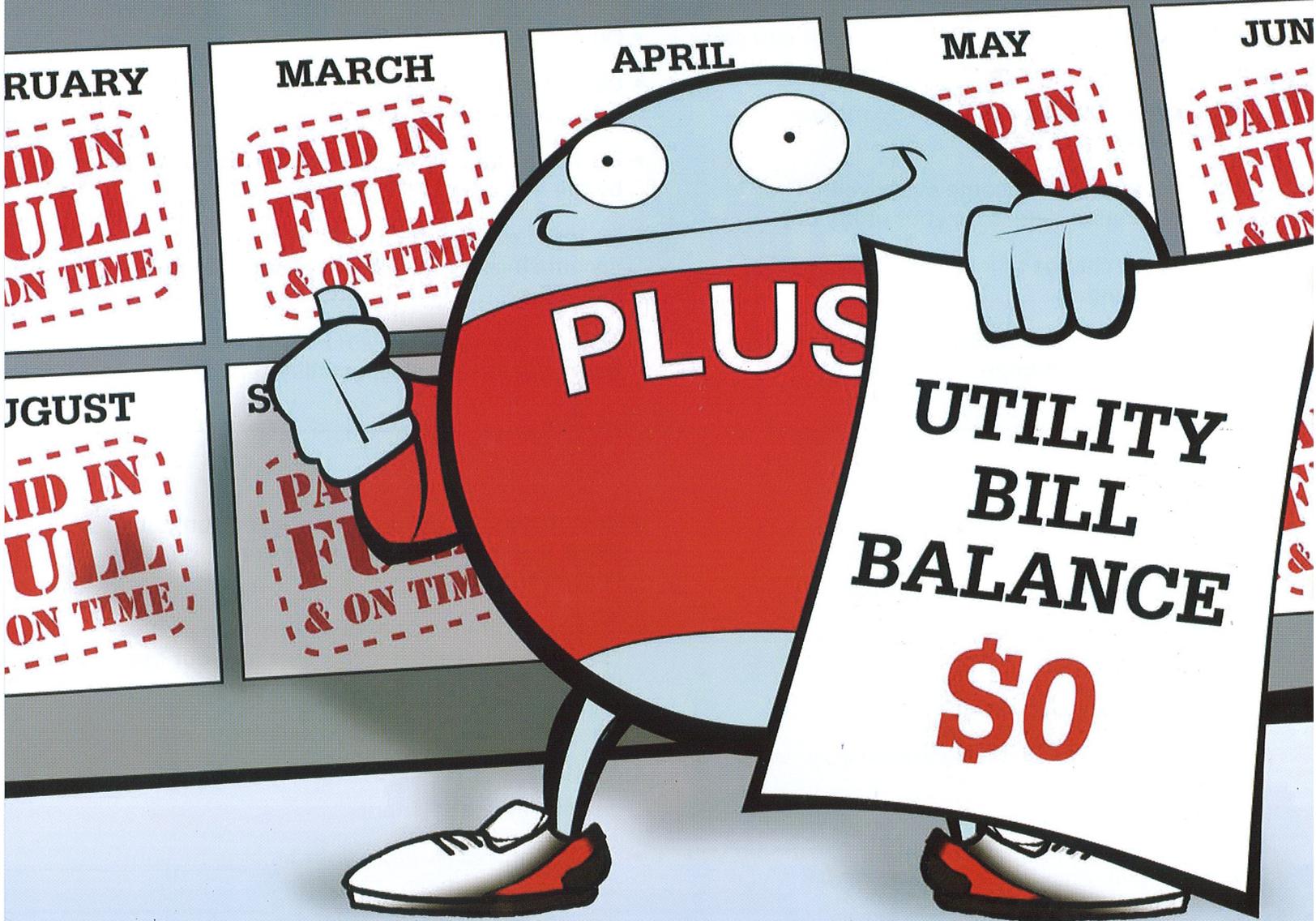
Ohio

PIPP PLUS

John R. Kasich, Governor
Mary Taylor, Lt. Governor

Christiane Schmenk, Director
Ohio Department of Development
Todd A. Snitchler, Chairman
Public Utilities Commission of Ohio

**"STEP
IT UP"**



Have you stepped up to PIPP Plus?

**Must Do's and Definite Don'ts for customers on
the Percentage of Income Payment Plan Plus**



Must Do's

- Do pay your installment no later than the due date and in full every month
- Do earn arrearage credits each month you pay your installments by the due date in full
- Do pay a little extra to make up missed installments
- Do re-verify your income every year. The re-verification date is on your utility bill
- Do report change of income within 30 days of the change
- Do report change of household size within 30 days of the change
- Do practice energy conservation daily
- Do apply for and accept Electric Partnership Program (EPP) services
- Do check on your Home Weatherization Assistance Program (HWAP) eligibility
- Do read your utility bill
- Do make up missed gas installments before your anniversary date
- Do ask for help if you can't make installments by the due date and/or in full
- Do learn about Graduate PIPP Plus if you become income ineligible or choose to leave PIPP Plus
- Do learn about POST PIPP Plus in case you move from your current electric utility service area



Definite Don'ts

- Don't miss or skip installments
- Don't submit incorrect information at re-verification
- Don't ignore notices from your utility companies
- Don't delay in contacting your utility should you become over income, so they can enroll you into Graduate PIPP Plus
- Don't forget to call your old electric company when you move so you can be enrolled in Post PIPP Plus
- Don't wait until your anniversary date arrives to make up missed installments for your gas PIPP Plus
- Don't pay your PIPP Plus installments late
- Don't be afraid to ask for help before you miss an installment payment
- Don't forget to re-verify your income by your re-verification date



Step up to PIPP Plus and stay connected year round.