

**PIPP Plus Tips (Effective 11-1-10 through 4-15-11)**  
**Guide to PIPP Plus Enrollment During the Winter Reconnect Period**

Customer is Currently <b>NOT</b> Active on PIPP	Service		Enroll on PIPP or Mark as Enrollment	Re-enroll on PIPP	Pay First Monthly PIPP Plus Installment	Pay Reconnect Fee	Pay non-PIPP Plan Amount (<= \$175)	Pay non-PIPP Plan Default (<= \$175)	Pay PIPP Default (<= \$175)	Pay all Missed PIPP Installments	Pay Account Default (<= \$175)
	On	Off									
1. Eligible for PIPP. Disconnect notice received. <b>(First PIPP)</b>	X		X		X						
2. Eligible for PIPP. Service is off due to non-payment. <b>(First PIPP)</b>		X	X			X					X
3. Eligible for PIPP. Disconnect notice received for utility bill period prior to November 1. <b>(First PIPP)</b>	X		X							+ Disconnect amount up to \$175	↓ X
4. Customer dropped from PIPP for being over income. Now eligible for PIPP. Has disconnect notice.	X			X	X						X
5. Customer dropped from PIPP for being over income. Now eligible for PIPP.	X			X	X						
6. Customer dropped from PIPP for failure to reverify. Eligible for PIPP. Has disconnect notice.	X			X						X	X
7. Customer dropped from PIPP for non-payment at anniversary date. Eligible for PIPP. Has disconnect notice. <b>(GAS ONLY)</b>	X			X						X	X

Customer is Currently **NOT** Active on PIPP

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	On	Off									
8. Customer dropped from PIPP for being over income. Now eligible for PIPP. Service is off for non-payment.		X		X		X					X
9. Customer dropped from PIPP for failure to reverify. Eligible for PIPP. Service is off for non-payment.		X		X		X					X
10. Customer dropped from PIPP for non-payment. Eligible for PIPP. Service is off for non-payment. <b>(GAS ONLY)</b>		X		X		X				X	
11. Eligible for PIPP. Disconnect notice. 1/3 payment plan is best option.	X						X				
12. Eligible for PIPP. Disconnect notice. 1/6 or 1/9 payment plan is best option.	X						1/6 plan + bill ↓ X				
13. Not currently on a plan. Not eligible for PIPP but is eligible for HEAP. Disconnect notice.	X						If disconnect < \$175, winter reconnect not invoked. Enroll in 1/3, 1/6, or 1/9 plan. If client was on PIPP in last 12 months; Graduate PIPP is also an option.				↓ X
14. Customer eligible for PIPP. Enrolled on another payment plan. PIPP is the best option. Disconnect notice.	X		X		X		If client was on PIPP in last 12 months; Graduate PIPP is also an option.				

Customer is Currently **NOT** Active on PIPP

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	On	Off									
15. Customer eligible for PIPP. Enrolled on another payment plan. Service is off for non-payment.		X	X		X	X		X			
16. Zero-income household. Disconnect notice for utility bill period prior to November 1.	X		X		\$10 minimum payment or for electric; mark as a waiver						
17. Zero-income household. Service is disconnected.		X	X			X					X
18. Transferring service. <b>(First PIPP)</b>		X	X		X						
19. Transferring service. Disconnect status. Carries account default.	X		X								X
20. New service. No arrearage.	X		X		X						
21. Eligible for PIPP. Disconnect notices on both gas and electric accounts. (Split payment)	X		X		X						

Customer is Currently **ACTIVE** on PIPP

	Service		Enroll on PIPP or Mark as Enrollment	Re-enroll on PIPP	Pay First Monthly PIPP Plus Installment	Pay Reconnect Fee	Pay Plan Amount (<= \$175)	Pay non-PIPP Plan Default (<= \$175)	Pay PIPP Default (<= \$175)	Pay all Missed PIPP Installments	Pay Account Default (<= \$175)
	On	Off									
1. Defaulted PIPP payments. Disconnect notice.	X								X		
2. Defaulted PIPP payments. Service is off for non-payment.		X				X			X		
3. Zero-income household. Defaulted summer payments. Disconnect notice.	X		X						X		
4. Zero-income household. Defaulted summer payments.		X		X		X			X		
5. Transfer service. Disconnect notice.	X		X						X		
6. Name transfer. Account default in new name.	X		X					Transfer account default to PIPP Plus. Electric pay up to \$175.			