

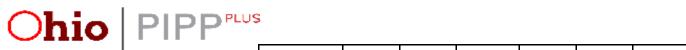
## PIPP Plus Tips (Effective 11-1-10 through 4-15-11)

## **Guide to PIPP Plus Enrollment During the Winter Reconnect Period**

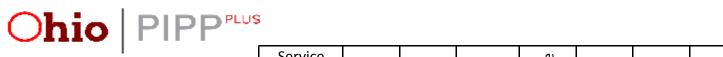
	Ser	vice			,	Fee	n 5)	u (		РІРР	
Customer is Currently <b>NOT</b> Active on PIPP	On	Off	Enroll on PIPP or Mark as Enrollment	Re-enroll on PIPP	Pay First Monthly PIPP Plus Installment	Pay Reconnect Fe	Pay non-PIPP Plan Amount (<= \$175)	Pay non-PIPP Plan Default (<= \$175)	Pay PIPP Default (<= \$175)	Pay all Missed Pll Installments	Pay Account Default (<= \$175)
1. Eligible for PIPP. Disconnect notice											
received. (First PIPP)	X		X		X						
2. Eligible for PIPP. Service is off due to non-											
payment. (First PIPP)		X	X			X					X
3. Eligible for PIPP. Disconnect notice										+ Disconnect to \$	• •
received for utility bill period prior to										10 3	1/3
November 1. (First PIPP)	X		X								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. (GAS ONLY)	X			X						X	X



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Customer is Currently <b>NOT</b> Active on PIPP	On	Off	Enroll on PIPP or Mark as Enrollment	Re-enroll on PIPP	Pay First Monthly PIPP Plus Installment	Pay Reconnect Fe	Pay Plan Amount (<= \$175)	Pay non-PIPP Plan Default (<= \$175)	Pay PIPP Default (<= \$175)	Pay all Missed PII Installments	Pay Account Default (<= \$175)
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. (GAS ONLY)		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							1/6 plan +	bill			
or 1/9 payment plan is best option.	X						X				
13. Not currently on a plan. Not eligible for									5, winter reco		voked.
PIPP but is eligible for HEAP. Disconnect							1	· · · · · ·	olan. If client ate PIPP is als		
notice.	X							onino, <b>o</b> rada		o un opnom	X
14. Customer eligible for PIPP. Enrolled on				_							
another payment plan. PIPP is the best							If client wa	s on PIPP in la	ast 12 months	s; Graduate	
option. Disconnect notice.	X		X		X			PIPP is also			



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Customer is Currently <b>NOT</b> Active on PIPP	On	Off	Enroll on PIPP or Mark as Enrollment	Re-enroll on PIPP	Pay First Monthly PIPP Plus Installment	Pay Reconnect Fe	Pay Plan Amount (<= \$175)	Pay non-PIPP Plan Default (<= \$175)	Pay PIPP Default (<= \$175)	Pay all Missed PII Installments	Pay Account Default (<= \$175)
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					\$10 minimum payment or for						
notice for utility bill period prior to November					electric; mark						
1.	X		X		as a waiver						
17. Zero-income household. Service is											
disconnected.		X	X			X					X
18. Transferring service. (First PIPP)		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						



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Customer is Currently <b>ACTIVE</b> on PIPP	On	Off	Enroll on PIPP or Mark as Enrollment	Re-enroll on PIPP	Pay First Monthly PIPP Plus Installment	Pay Reconnect Fe	Pay Plan Amount (<= \$175)	Pay non-PIPP Plan Default (<= \$175)	Pay PIPP Default (<= \$175)	Pay all Missed Pl Installments	Pay Account Default (<= \$175)
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								Transfer account default to PIPP Plus. Electric pa up to \$175.			
name.	X		X						up to	\$1/5.	