

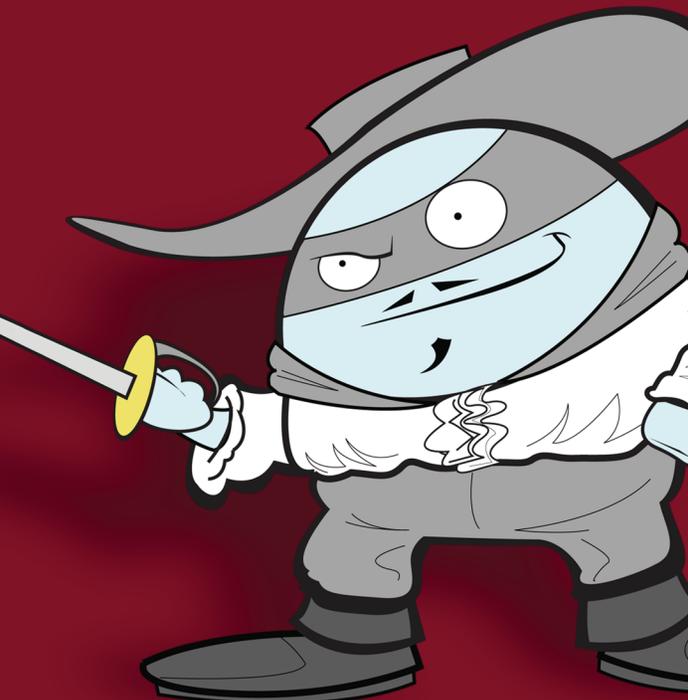
Participants must make monthly payments and verify income annually

If customers miss their PIPP Plus installments, they can be **removed** from the Program, their utilities **shut off**, and their entire account balance may become due.

Gas PIPP Plus customers have 30 days from their PIPP Plus anniversary date to make up any missed installments, or they will be **removed** from PIPP Plus.

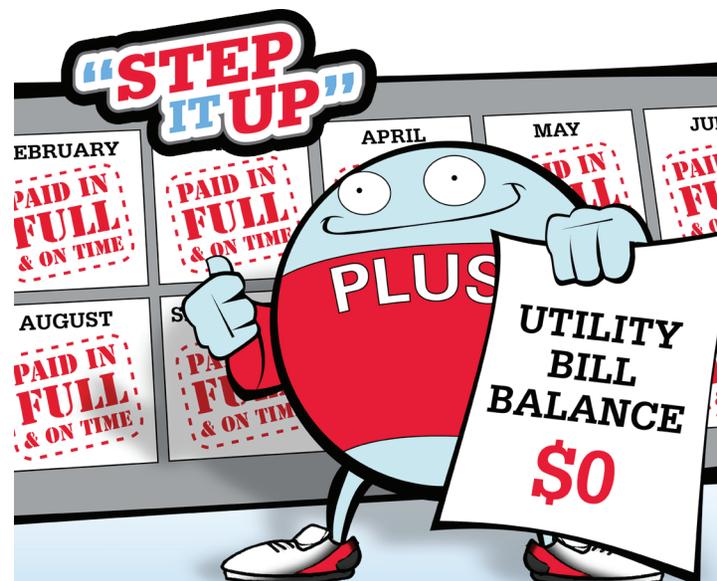
If customers do not **re-verify** their gross monthly household income at least one time **every 12 months**, they will be **removed** from PIPP Plus.

To keep their energy usage as low as possible, PIPP Plus participants must agree to take advantage of any energy efficiency programs offered.



To receive additional information please contact:

Ohio | PIPP PLUS



or

www.energyhelp.ohio.gov • (800) 282-0880

www.PUCO.ohio.gov • (800) 686-7826

Ohio | PIPP PLUS

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

David Goodman, Director
Ohio Development Services Agency

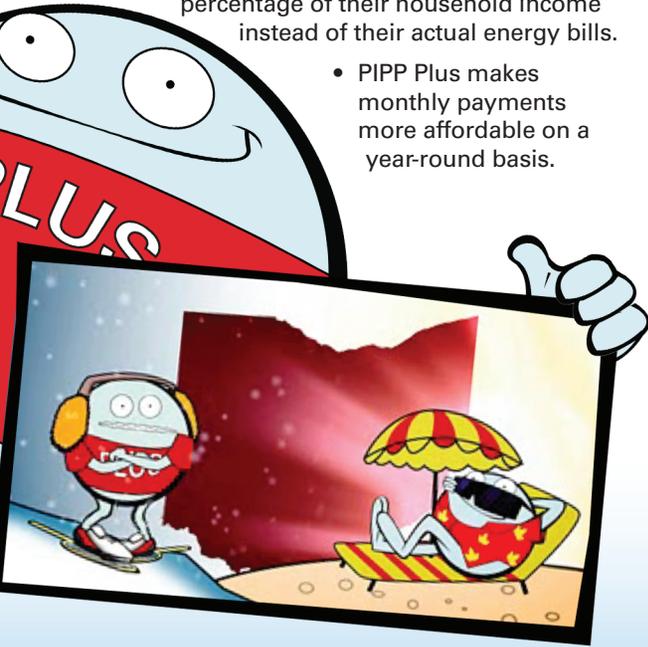
Todd A. Snitchler, Chairman
Public Utilities Commission of Ohio

Step It Up to PIPP Plus

Ohio's New Percentage of Income Payment Program

What is PIPP Plus?

- PIPP Plus is Ohio's income-based payment program.
- PIPP Plus helps lower-income households maintain gas and electric service by paying a percentage of their household income instead of their actual energy bills.
- PIPP Plus makes monthly payments more affordable on a year-round basis.



- Whenever a PIPP Plus customer pays their monthly PIPP Plus installment in-full and on-time, some of their old debt and the rest of that month's bill will go away in the form of credits on their utility account.
- Electric PIPP Plus is administered by the Ohio Development Services Agency.
- Natural gas PIPP Plus is overseen by the Public Utilities Commission of Ohio.

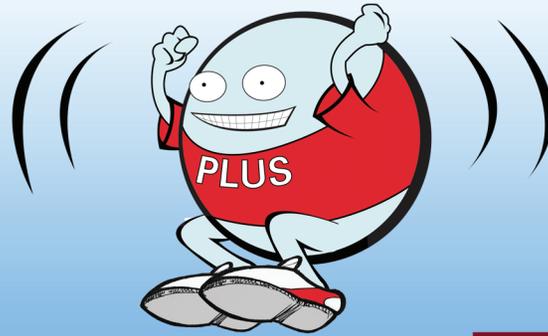
To be eligible for PIPP Plus, you must:

- Have a household income at or below 150 percent of federal poverty guidelines
- Be a customer of a regulated gas or electric utility company

Makes payments more affordable year-round

A PIPP Plus participant's monthly payment is the **greater** of:

- Gas: 6 percent of monthly income or \$10
- Electric: 6 percent of monthly income or \$10.
- All-electric: 10 percent of monthly income or \$10
- The electric PIPP Plus installment is a year-round installment the same as gas. No more high electric installments in the summer.



Reduces PIPP debt for paying customers

Each time a customer makes the required PIPP Plus monthly installment **on-time and in-full**, the customer:

- Avoids new utility debt
- Reduces old utility debt

Arrearage Example \$2,400	This will be calculated by the utility at the first billing cycle
Monthly Bill Example \$90	The customer's usage charges each month
PIPP Plus Installment Example \$40	What the customer must pay each month in full and on time
Current Bill Balance Example \$50	This is the current bill balance that is credited
Arrearage Credit Example \$100	This is the credit to the previous arrearage (old debt)
Total Debt Reduction \$1,200	What one year of on-time, in-full payments would do to reduce the customer's arrearage.

"STEP IT UP"

JANUARY

FEBRUARY

MARCH

APRIL

MAY

JUNE

JULY

AUGUST

SEPTEMBER

OCTOBER

NOVEMBER

DECEMBER