

# Social Programs



National  
Association of  
Regulatory  
Utility  
Commissioners

**Ohio**

**Public Utilities  
Commission**



# Payment Plans & the Percentage of Income Payment Plan Plus (PIPP Plus)

# Payment Plans

**One-Ninth Plan:** Requires nine equal monthly payments on the arrearages in addition to a budget payment plan.

**One-Sixth Plan:** Requires six equal monthly payments on the arrearages, in addition to the current bill each month.

**One-Third Plan:** Plan requires the customer to pay  $\frac{1}{3}$  of the total account balance each month. Offered from November 1 through April 15<sup>th</sup>. (Winter Heating Season)

# PIPP Plus

- Since the inception of PIPP (1983), there continue to be customers who, because of limited financial resources, have difficulty maintaining utility services.
- Electric PIPP is funded through a rider on all residential, commercial and industrial customers' bills, through the Universal Service Fund (USF) created by Senate Bill 3 (1999). This rider is on a per kilowatt basis.

# PIPP Plus Goals

- Contain escalating costs of the low-income energy program.
- Create more affordable payments for participants.
- Improve payment patterns and encourage responsible behavior.
- Interrupt seasonal cycle of disconnection.
- Encourage PIPP customers' successful migration from PIPP.

# PIPP Plus Eligibility

- Income must be at or below 150% of federal poverty guidelines.
- Customer must apply for public energy assistance programs.
- Customer must apply for and accept weatherization programs.
- Customer must verify income annually.

# PIPP Plus Program Highlights

- Customer pays 6% or 10% (if all-electric) of monthly income to electric company.
- Year round payment plan.
- No deposits or late fees on PIPP Plus accounts.

# PIPP Plus Program Highlights (cont.)

## Payment Incentives:

Rewards customer for every on-time and in-full payment.

- Customer earns 1/24<sup>th</sup> credit on account balance.
- Customer's bill will be credited for the difference between the PIPP Plus installment and the current month's utility charges.



# Disconnection of Service

## **Residential Disconnection Process:**

- The utility company must give at least 14 days notice prior to disconnection.
- The disconnection notice may be mailed separately or included on the regular monthly bill.
- Disconnection amount cannot be greater than the delinquent amount.

# Disconnection of Service (cont.)

Additional **Ten Day** Winter Heating Season  
Notice Provision:

From November 1 – April 15

- The utility company must make contact with the customer **ten days prior** to disconnection of service by personal contact, telephone, mail or hand delivered written notice.

# Reconnection of Service

Reconnection of service after payment:

If service has been off for **less** than ten business days:

- Utility companies are required to restore service the same day if the payment is received prior to 12:30 p.m.
- If the payment is received after 12:30 p.m., the utility company has until the close of following business day to restore service.

## Reconnection of Service (cont.)

Reconnection of service after payment:

If service has been off for **more** than ten business days:

- Utility companies can treat customer as a new customer and connect service per the electric service standards.
  - Electric – 99% within three business days to connect service
- Customers can also be charged a reconnection charge.