

The Public Utilities Regulatory Utility Commission of Ghana and The Public Utilities Commission of Ohio Partnership Program

April 11 – 15, 2005 Accra, Ghana

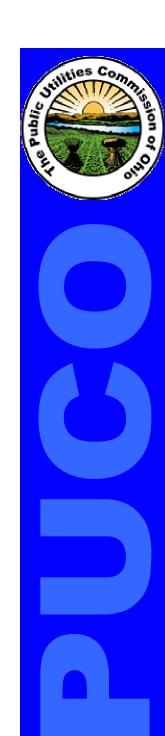
Conducted by the
National Association of
Regulatory Commissioners
Regulatory Partnership Program
Sponsored by:
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Affordable Access In A Regulatory Environment

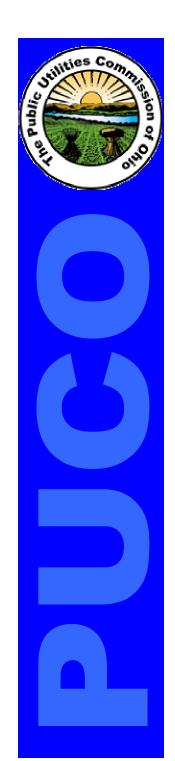


Tonja D. Goins Low Income Programs Specialist



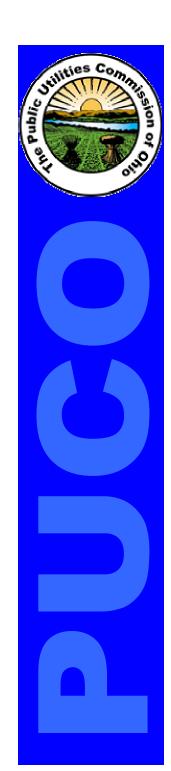
Overview of Presentation

- Percentage of Income Payment Plan (PIPP)
- Winter Reconnection Order (WRO)
- Medical Certificates
- Standard Payment Plans
- Telephone Lifeline Programs
- Tariff Related Provisions



What is PIPP?

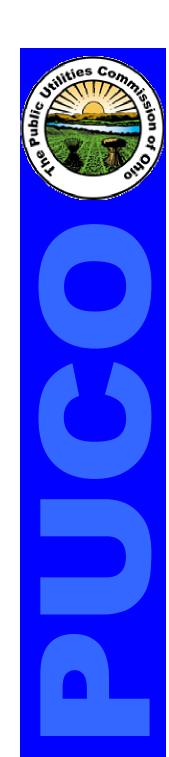
• PIPP is an extended payment plan based upon household income and size



PIPP Payment Guidelines

 Payment amount is based upon household income and size

Total payment 15% of household income



Eligibility Requirements

Must meet income guidelines

• Must receive their heat source from a regulated utility company

• Must apply for all other available assistance plans



150% Income Requirements

Household Size

- 1-person
- 2-persons
- 3-persons
- 4-persons
- 5-persons
- 6-persons
 - Add \$4,770 for each additional household member

Income Limit

- \$ 13,965 per year
- \$ 18,735 per year
- \$ 23,505 per year
- \$ 28,275 per year
- \$ 33,045 per year
- \$ 37,815 per year



150% Federal Poverty Guidelines

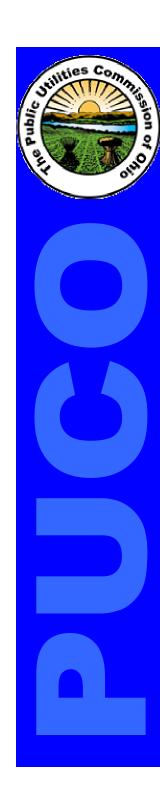
Example:

• Household Income: \$ 1000 per month

• Gas Payment: \$ 100 per month

• Electric Payment: \$ 50 per month

• Comb. Payment \$ 150 per month



Payment Incentive Program

Purpose of the program:

Encourage good payment behavior

Reduction in arrears for activePIPP customers

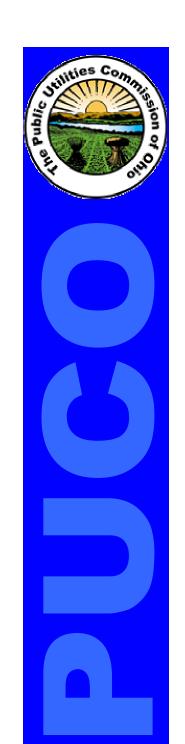


Arrearage Crediting Program

• Payment assistance on accumulated balance

Three year process

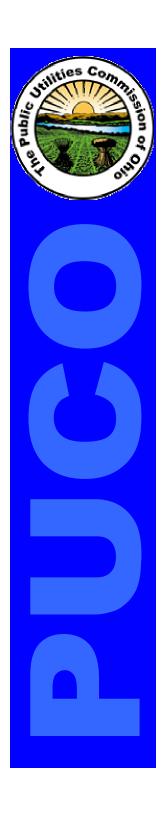
Utility company payment match



Medical Certificates

How medical certificate program works:

- Disconnection prohibited for 30 days
- Medical certification can be renewed twice
- Customer must make payment arrangements



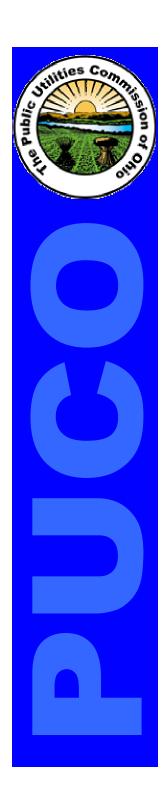
WINTER RECONNECT ORDER



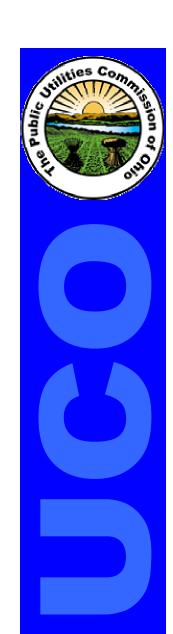
Winter Reconnect Order (WRO)

How WRO works:

- Reconnects or maintains utility service
- Requires customer to make a maximum payment
- No eligibility requirement to use the winter reconnect order
- Customer must enter into payment arrangement



OTHER ENERGY ASSISTANCE PROGRAMS



Home Energy Assistance Program (HEAP)

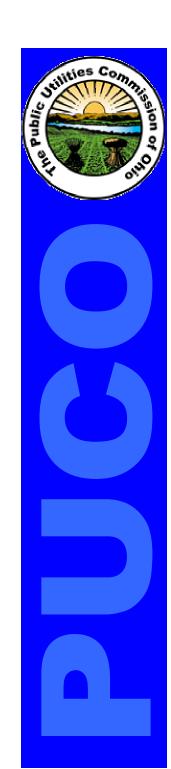
 Provides a one-time payment for utility assistance during the winter

Emergency Home Energy Assistance Program (EHEAP)

 Provides disconnection assistance for utility assistance during the winter

Home Weatherization Assistance Program (HWAP)

Reduces energy-use

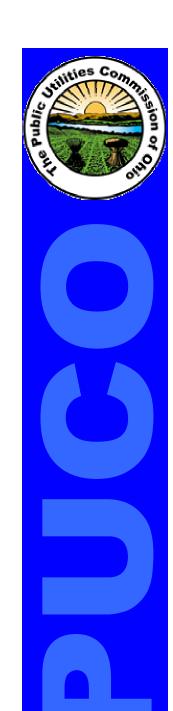


Standard Payment Plans

• One-sixth payment plans

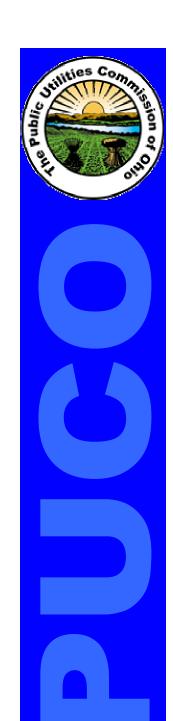
One–third payment plans

Budget plan



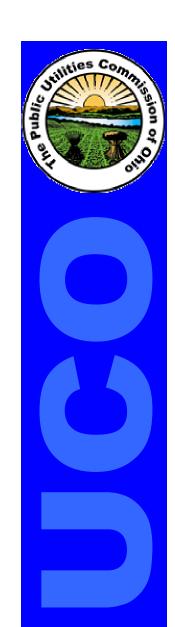
Telephone Assistance Plans

- Two federal programs
- State program
- Discount on monthly bill
- Reduction in installation/connection fees



Qualifications and Plan Benefits

- Based on 150% of federal income guidelines
- Discount on monthly bill
- Reduction in installation/connection fees



Tariff Related Provisions

Disconnections

Re-establishment of service

Deposits

Customer billing and late payments



For additional information

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