



**The Public Utilities Regulatory Utility
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Partnership Program**

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ORCA



Affordable Access In A Regulatory Environment



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PDCC



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**

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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

Income Limit

- 1-person \$ 13,965 per year
- 2-persons \$ 18,735 per year
- 3-persons \$ 23,505 per year
- 4-persons \$ 28,275 per year
- 5-persons \$ 33,045 per year
- 6-persons \$ 37,815 per year
 - Add \$4,770 for each additional household member



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 active PIPP customers**



Arrearage Crediting Program

- **Payment assistance on accumulated balance**
- **Three year process**
- **Utility company payment match**

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Medical Certificates

How medical certificate program works:

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

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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



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OTHER ENERGY ASSISTANCE PROGRAMS



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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**

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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**

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Tariff Related Provisions

- **Disconnections**
- **Re-establishment of service**
- **Deposits**
- **Customer billing and late payments**



For additional information

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