

How to Sign Up for PIPP Plus

Applying for PIPP Plus is easy and convenient. You can choose one of three ways:

- Call the Ohio Department of Development at 1-800-282-0880
- Download an application at development.ohio.gov/individual/energy-assistance
- Apply in person at your local Energy Assistance Provider

To complete your application, you will need copies of your recent utility bills and the following for each household member:

- Proof of income
- Social Security numbers
- Birthdates
- Proof of U.S. citizenship or legal residency

PIPP Plus and Customer Choice

If you receive electric supply from a third-party supplier at enrollment, your account will be returned to the default service and you will be charged the current Price to Compare (PTC) rate. The supplier may charge fees or penalties for early termination or cancellation.



For more information on available payment assistance programs, visit firstenergycorp.com/billassist.

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Percentage of Income Payment Plan Plus, also known as PIPP Plus, is a year-round program that helps income-eligible households keep their gas and electric services.

Instead of paying your full bill, you pay a percentage of your household income —making it easier to manage your energy costs.



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PIPP Plus helps make your monthly electric bill more affordable by providing credits toward your payment.

When you pay your PIPP Plus bill in full and on time each month, a portion of your past-due balance may also be forgiven.

How to Qualify for PIPP Plus

- Have a household income at or below 175% of federal poverty guidelines
- Be a customer of a regulated gas or electric utility company
- Customers who are no longer eligible due to the PIPP Plus income guidelines may participate in the Graduate PIPP Plus plan. Graduate PIPP Plus helps customers pay off their account balance that was deferred at enrollment.

PIPP Plus Payment Details

- You will pay a percentage of your household income for each month.
- If you do not have electric heat, your monthly bill will be 5% of your gross household income or \$10 (whichever is more).
- If you have electric heat, your monthly bill will be 10% of your gross household income or \$10 (whichever is more).

Benefit of Paying Each Month

- Each time you pay the required monthly payment on time and in full, you no longer owe the rest of that month's bill. When you make full, on-time payments for 24 months in a row, your outstanding balance will be cleared from your account.



Program Requirements

1. Your first payment will be due when you enroll in PIPP Plus. If you are unable to pay at enrollment, the installment will be added to your next bill, and you will be billed for two installments.
2. You must make full, on-time monthly payments to receive program credits that reduce your account balance.
3. You must re-verify your household income at least once every 12 months or you will be removed from the plan.
4. To stay enrolled in PIPP Plus, your payments must be up to date through your anniversary billing.
5. If you're removed from the plan, please call 1-800-995-0095 to learn how to re-enroll. Payment may be required to re-enroll.
6. To keep energy usage as low as possible, you agree to take advantage of any energy-efficiency programs offered by the state.

