



Begins November 1, 2010

**Makes Payments More Affordable Year-Round
Clears PIPP Debt for Good-Paying Customers**

Affordable Monthly Installments

- 6 percent of monthly income for Gas or \$10 minimum payment.
- 6 percent of monthly income for Electric or \$10 minimum payment.
- Electrically Heated Homes pay 10 percent of monthly income or \$10 minimum payment.

On-Time Payment Incentives

- **Each time** you make the required PIPP^{Plus} monthly installment **on time and in full**,
 - you get credit for your billing difference, and
 - a credit toward your previous arrearages (old debt).

Removal from PIPP^{Plus}

- **If you miss** a PIPP^{Plus} installment, you can be **removed** from the program, your utilities **shut off**, and your entire account balance may become due.
- If you are a gas PIPP^{Plus} customer, you will have 30 days from your PIPP^{Plus} anniversary date to make up any missed payments, or you will be **removed** from PIPP^{Plus}.
- If you do not **re-verify** your gross monthly household income at least once **every 12 months**, you will be **removed** from PIPP^{Plus}.

Check for PIPP^{Plus} updates at your local community action agency.



**Department of
Development**



**6 Percent Payment Example for Gas or Electric PIPP^{Plus}
Customer with \$1,000 Monthly Income**

Total Arrearage (old debt owed to your utility) as of 11/1/10	\$2,400	
Actual Monthly Bill	\$100	
PIPP ^{Plus} Installment (6% of \$1,000 monthly income = \$60.00)	\$60	←What you pay
Billing Difference (Monthly bill minus PIPP ^{Plus} Installment)	\$40	←What you no longer owe, if you make your payment on-time, in full.
Arrearage Credit (1/24th of the old debt owed to your utility)	\$100	←Amount of old debt that you no longer owe, if you make your payment on-time, in full.
Total Arrearage Balance 12/1/10	\$2,300	

Keep paying on time and in full every month and you will earn credits that will eliminate all of your old debt from your account.



**Department of
Development**

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