



Ohio Administrative Code

Rule 4901:1-18-15 General percentage of income payment plan provisions.

Effective: November 1, 2021

(A) A PIPP plus customer who is current on his/her PIPP plus payments shall not be disconnected, refused reconnection, or denied a transfer of service to a new address, based solely on outstanding arrearages accrued while in the PIPP plus program.

(B) No gas or natural gas utility company shall require a deposit on PIPP plus customer accounts or new or reconnected accounts where the customer has signed up for PIPP plus. The gas or natural gas utility company may assess the customer the deposit if it is determined that the customer is ineligible for PIPP plus. Any deposit paid by a customer prior to signing up for PIPP plus, to initiate, retain, or restore service, shall, upon enrollment in PIPP plus, be credited to the customer's outstanding arrearage.

(C) No gas or natural gas utility company shall apply late fees to a PIPP plus customer's account.

(D) The gas or natural gas utility company shall include the PIPP plus customer's anniversary date on each monthly bill.

(E) A PIPP plus customer who voluntarily leaves PIPP plus and who was otherwise eligible for PIPP plus, and then within twelve months re-enrolls in PIPP plus must pay the PIPP plus payments due for the months the customer received service but was not on the program, less payment made by the customer during the same time period.

(F) A PIPP plus customer who voluntarily leaves PIPP plus with no outstanding arrearages and who was otherwise eligible for PIPP plus, and then re-joins PIPP plus after twelve months, the customer would be required to pay his or her first PIPP plus payment. If the customer re-joins PIPP plus after twelve months and has outstanding arrearages at the time he/she left the PIPP plus program, the customer would be required to pay the missed PIPP plus payments for the number of months, up to a maximum of 24 months, that he or she was not enrolled in PIPP plus, less any payments made by the customer up to the amount of the customer's arrearages at the time he/she left the PIPP plus program.



(G) Post PIPP plus. The gas or natural gas utility company shall offer on the final bill a payment agreement for PIPP plus customers with arrearages who are closing their utility account due to:

- (1) Moving beyond the gas or natural gas company's service territory,
- (2) Transferring to a residence where utility service is not in the former PIPP plus customer's name,
or
- (3) Moving to a master-metered residence.

The monthly payment shall be no more than the total accumulated arrearage divided by sixty. Each time the former PIPP plus customer makes his or her required payment by the due date, the company shall reduce the account arrearage by one-twelfth. This payment agreement is available to the former PIPP plus customer for twelve months from the time the account final.