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Ohio Administrative Code

Rule 4901:1-18-17 Removal from or termination of customer participation in the percentage of income payment plan plus.

Effective: November 1, 2021

(A) The gas or natural gas utility company shall remove a percentage of income payment plan plus (PIPP plus) customer from PIPP plus when the customer fails to comply with the requirements set forth in paragraph (B), (C), or (D) of rule 4901:1-18-12 of the Administrative Code.

(B) If a customer is removed from PIPP plus for failure to timely reverify eligibility and fails to reverify and re-enroll in PIPP plus or to qualify for graduate PIPP plus pursuant to paragraph (D) of rule 4901:1-18-16 of the Administrative Code, the entire account arrearage will become due. The gas or natural gas utility company shall offer the customer an extended payment plan pursuant to paragraph (B) of rule 4901:1-18-05 of the Administrative Code. If the customer fails to make payment under the agreed payment plan, the former PIPP plus customer's service may be subject to disconnection in accordance with rules 4901:1-18-03 to 4901:1-18-06 of the Administrative Code.

(C) Fraudulent act. The gas or natural gas utility company shall terminate a customer's participation in PIPP plus or graduate PIPP plus when it is determined by the gas or natural gas utility company that the PIPP plus or graduate PIPP plus customer was fraudulently enrolled in the program or when the customer is found to be non-compliant by the Ohio department of development. The customer shall be required to pay the gas or natural gas utility company the difference between any PIPP plus and/or graduate PIPP plus income-based payments made and the actual bill amount and to pay any arrearage credits accrued for timely payments during the period the customer was fraudulently enrolled in PIPP plus and/or graduate PIPP plus. The gas or natural gas utility company shall credit such amounts received to the company's PIPP rider. The customer shall not be eligible to participate in PIPP plus, graduate PIPP plus, or to receive any other benefits available to PIPP plus customers or graduate PIPP plus customers for twenty-four months from when the customer is removed from PIPP plus or graduate PIPP plus and until any demand for restitution is satisfied. For this twenty-four month period, the gas or natural gas utility company shall treat such customer as subject to rules 4901:1-18-01 to 4901:1-18-11 of the Administrative code, should the customer return to the gas or natural gas utility company.

(D) Any PIPP plus customer who tampers with the gas or natural gas utility company's meter, metering equipment, or other property, or is the beneficiary of such act, shall comply with the requirements of paragraphs (E)(2)(a) to (E)(2)(d) of rule 4901:1-18-07 of the Administrative Code. Furthermore, to clarify the application of paragraph (E)(2)(b) of rule 4901:1-18-07 of the Administrative Code, the amount of the arrearages generated by the unauthorized usage shall be removed from the customer's arrearages and shall be paid by the customer before service is restored. Any usage charges previously credited to the customer as a result of the

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arrearage crediting program shall be reversed and are also due before service shall be restored.