



## Ohio Administrative Code

### Rule 4901:1-18-14 Incentive programs for percentage of income payment plan plus and graduate percentage of income payment plan plus customers.

Effective: November 1, 2021

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(A) Percentage of income payment plan plus (PIPP plus) and graduate PIPP plus customers shall be provided the incentive of a reduction in their outstanding arrearages in return for making on-time payments.

(1) PIPP plus customer. Each time the PIPP plus customer makes his/her required income-based on-time payment or more, as determined pursuant to rule 4901:1-18-13 of the Administrative Code, to the gas or natural gas utility company, the gas or natural gas utility company shall reduce the customer's account arrearage by the difference between the amount of the required income-based payment and the current monthly bill plus one twenty-fourth of the customer's accumulated arrearages, as calculated at the time of enrollment or in the event of late or missed payments, at the anniversary date.

(2) Graduate PIPP plus customer. Each time the graduate PIPP plus customer makes his/her required payment or more, as determined pursuant to rule 4901:1-18-13 of the Administrative Code, to the gas or natural gas utility company, the gas or natural gas utility company shall reduce the customer's account arrearage by the difference between the amount of the required payment and the current monthly bill plus one-twelfth of the customer's accumulated arrearages, as calculated at the time of enrollment in the graduate PIPP plus program.

(B) If a PIPP plus or graduate PIPP plus customer's account balance becomes a credit balance, the customer will no longer be eligible for incentive credits until such time that the account balance is no longer a credit.

If the credit balance is not a result of any incentive credits, any PIPP plus payment credit balance may be refunded to the customer upon request. At the time of such refund, the gas or natural gas utility company shall remove the account from PIPP plus and inform the customer of the availability of a more suitable payment plan option (e.g., budget payment plan). If the customer wishes to re-enroll in PIPP plus, the company shall follow the requirements set forth in paragraph (E) of rule



4901:1-18-15 of the Administrative Code.

(C) At the completion of the graduate PIPP plus plan, the gas or natural gas company shall review the account to determine if a credit balance appears. If the credit balance is a result of incentive credits as outlined in paragraph (A) of rule 4901:1-18-14 of the Administrative Code the gas or natural gas utility company shall apply those credits as an offset to the PIPP plus rider.