

HEAP

HOME ENERGY ASSISTANCE PROGRAM

IMPACT Community Action provides an array of services to help families maintain safe, energy efficient homes:

- **Winter Crisis Program** - Provides gas, electric and bulk fuel payment assistance.
- **Summer Crisis Program** - Provides electric payment assistance to families with documented medical conditions and senior citizens 60 yrs. and older.
- **Neighbor to Neighbor** - In partnership with the Dollar Energy Fund, processes applications for eligible American Electric Power customers.
- **TCO Fuel Funds** - On a limited basis, gives utility assistance to Columbia Gas customers in targeted income brackets.
- **Education and Advocacy** - Provides speakers, trainers and outreach staff to help communities understand energy policies.

WHO WE SERVE

Serving Columbus and Franklin County



Make an appointment by calling (866) 747-1038

90-DAY INCOME GUIDELINES

Family Size	Income at 200%	Income at 175%	Income at 150%	Income at 125%
1	5,415.00	4,738.13	4,061.25	3,384.38
2	7,285.00	6,374.38	5,463.75	4,553.13
3	9,155.00	8,010.63	6,866.25	5,721.88
4	11,025.00	9,646.88	8,268.75	6,890.93
5	12,895.00	11,283.13	9,671.25	8,059.38
6	14,765.00	12,919.38	11,073.75	9,228.13
7	16,635.00	14,555.63	12,476.25	10,396.88
8	18,505.00	16,191.88	13,878.75	11,565.63
Each additional member add:	1,870.00	1,636.25	1,402.50	1,168.75

WHAT TO BRING:

- A photo I.D.
- Social Security cards for everyone in the household.
- Proof of gross household income for the last 90 days for everyone 18 yrs. and older.
- Copy of the most current gas and electric bills.
- A copy of your lease if your services are off or being transferred.

OUR MISSION

To reduce poverty by providing hope-inspiring help and real opportunities for self-sufficiency.

Ohio's New Percentage of Income Payment Program

On November 1, 2010, the State of Ohio will unveil a new and improved Percentage of Income Payment Plan (PIPP). The new program, called **PIPP Plus**, strives to make monthly payments more affordable on a year-round basis. If the PIPP Plus customer pays their monthly payment on-time and in-full, a portion of their *old debt* and the remainder of that month's bill will go away and appear as a credit on their utility bill.

Why Change PIPP?

- To make the program more manageable
- To create year-round equal monthly payments for gas and electric services
- To reduce the total amount due

What are the differences between the old PIPP and new PIPP Plus?

- Zero PIPP— Both AEP & Columbia Gas have a \$10 minimum payment however, AEP allows an 180 day waiver of the minimum payment.
- Annual Verification - Columbia Gas will place anniversary date and re-verification date on the bill. All customers must re-verify annually.
- Graduate PIPP Plus Program – Columbia Gas has a single plan. AEP customers may select from three plans.

What about Zero PIPP?

- There is NO Zero PIPP
- \$10 minimum payment for gas and electric service
- An 180 day electric waiver from the \$10 minimum payment is available
- You can only use this waiver ONCE every **5 years**

How does this benefit you?

- Rewards customer for every on-time and in-full payment
- Customer earns 1/24th credit on account balance beginning 11/01/2010
- When the customer makes their PIPP Plus payment amount, the balance of the current bill is forgiven

What are the penalties for failure to pay?

- The customer may be removed from the program
- The customer's utility service could be terminated
- The customer may have to pay the missed PIPP Plus payments and the current bill.
(This is for every month the customer has missed a payment!)
- The customer's entire account balance may come due