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September 4, 2020

VIA ELECTRONIC FILING

Ms. Kimberley A. Campbell, Chief Clerk
North Carolina Utilities Commission
Dobbs Building
430 North Salisbury Street
Raleigh, North Carolina 27603

Re: *DEC and DEP's Late Filed Exhibit No. 6*
Docket No. E-7, Sub 1214
Docket No. E-2, Sub 1219

Dear Ms. Campbell:

Per the request of Commissioner Clodfelter on August 31, 2020, during the consolidated phase of the evidentiary hearing, enclosed for filing on behalf of Duke Energy Carolinas, LLC ("DEC") and Duke Energy Progress, LLC ("DEP" and together with DEC, the "Companies") in the above-referenced proceedings is Late-Filed Exhibit No. 6. Late-Filed Exhibit No. 6 provides information on the Duke Energy Ohio Percentage Income of Payment Plan.

Please do not hesitate to contact me should you have any questions. Thank you for your assistance with this matter.

Very truly yours,

/s/Mary Lynne Grigg

MLG:sjg

Enclosure

Late Filed Exhibit No. #6

Docket No. E-7, Sub 1214

Docket No. E-2, Sub 1219

Request: Duke Energy Ohio Percentage Income of Payment Plan – Number of Customers and Analysis of Program

Response: As of August 31, 2020, DEO had 16,381 residential electric accounts out of 648,625 total residential electric accounts on PIPP Plus.

Duke Energy Ohio has not performed any analysis on the PIPP Plus program nor have we identified analysis performed on the PIPP Plus program by a third-party.

Included with this response are Attachments A and B, which detail information about the PIPP Plus program:

Attachment A: 2019-2020 Energy Resource Assistance Guide by the Ohio Public Utilities Commission and

Attachment B: 2020-2021 Energy Assistance Programs Guidelines by the Ohio Development Services Agency



**Public Utilities
Commission**

Energy Assistance Resource Guide

2019–2020

- PIPP Plus
- Graduate PIPP Plus
- Winter Reconnect Order
- Energy Assistance Programs
- Payment Plans
- Disconnect and Reconnect Procedures

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GENERAL PIPP PLUS INFORMATION

1. What is PIPP Plus?

The Percentage of Income Payment Plan or PIPP Plus is an extended payment arrangement that requires regulated gas and electric companies to accept payments based on a percentage of the household income for those customers who are at or below 150% of the federal income guidelines. The PIPP Plus payment amount is based on the household's countable income received during the previous 30 days.

- If a gas customer qualifies for PIPP Plus, he or she would pay 6% of the household's current gross monthly income to the gas company or a minimum of ten dollars, whichever is greater, year-round.
- If electricity is not the primary heat source, a customer pays 6% of the household's current gross monthly income to the electric company or a minimum of ten dollars, whichever is greater, year-round.
- The customer of an all-electric household pays 10% of the household's monthly income or a minimum of ten dollars, whichever is greater, year-round.
- A customer served by Duke who has a gas heating account and an electric baseload account would pay 12% (6% gas, 6% electric) of the monthly household income or \$10 per utility whichever is greater, year-round.
- A customer served by Duke Energy with an all electric home will pay 10% of the monthly household income or \$10, whichever is greater, year-round.

The Development Services Agency (ODSA), Office of Community Assistance (OCA), administers PIPP Plus for electric customers statewide. The Public Utilities Commission of Ohio (PUCO) created the PIPP Plus gas rules in PUCO case number 08-723-AU-ORD. Development created electric PIPP Plus rules in Chapter 122:5-3, Ohio Administrative Code (O.A.C.).

A PIPP Plus customer is also required to apply for all public energy assistance and weatherization programs for which he/she is eligible. PIPP Plus customers must apply for the regular Home Energy Assistance Program (HEAP) and the Home Weatherization Assistance Program (HWAP).

2. How does one qualify for PIPP Plus?

In order to qualify for PIPP Plus, a customer must:

- (A) Receive his or her gas heat or electric service from a company regulated by the PUCO;
- (B) Apply for all energy assistance and weatherization programs for which he or she is eligible; and
- (C) Have a total household income which is at or below 150% of the federal income guidelines.

PIPP PLUS INCOME GUIDELINES 150% Federal Income Guidelines 2019-2020

<u>SIZE OF HOUSEHOLD</u>	<u>12-Month Income Limit</u>	<u>30-Day Income Limit</u>
1- Person	\$ 18,735.00	\$ 1,539.86
2- Persons	\$ 25,365.00	\$ 2,084.79
3- Persons	\$ 31,995.00	\$ 2,629.73
4- Persons	\$ 38,625.00	\$ 3,174.66
5- Persons	\$ 45,255.00	\$ 3,719.59
6- Persons	\$ 51,885.00	\$ 4,264.52

Households with more than six members add \$544.93 or \$6,630/yr. for each additional member.

**Winter Crisis and Regular HEAP Income Guidelines
175% Federal Income Guidelines 2019-2020**

<u>SIZE OF HOUSEHOLD</u>	<u>12-Month Income Limit</u>	<u>30-Day Income Limit</u>
1- Person	\$ 21,857.50	\$ 1,796.51
2-Persons	\$ 29,592.50	\$ 2,432.26
3- Persons	\$ 37,327.50	\$ 3,068.01
4- Persons	\$ 45,062.50	\$ 3,703.77
5- Persons	\$ 52,797.50	\$ 4,339.52
6- Persons	\$ 60,532.50	\$ 5,611.03

Households with more than six members add \$635 or \$7,735/yr. for each additional member.

3. Heating sources

Rule 122:5-3-01, O.A.C.

- “Electrically heated” residence means a residence for which the primary source of heating is an electric appliance such as an electric furnace, heat pump, or electric baseboard heater.
- Electric “baseload” means a residence for which electricity is not the primary source of heat.

Rule 4901:1-18-13(A) (1), O.A.C.

Gas PIPP Plus is only available to customers who heat with natural gas. (The Duke Energy Ohio hybrid plan is an exception to this statement.)

Examples

If a customer has a gas furnace with an electric thermostat or blower, the primary source of heat would be gas and the electric service is considered baseload. The customer would pay a monthly installment based on 6% of the household income for gas service and a monthly installment based on 6% of the household income for electric service.

If a customer has both natural gas space heaters and electric space heaters, but the natural gas heaters are used to heat the largest portion of the residence, the primary source of heat would be gas. The customer would pay a monthly installment based on 6% or a minimum of \$10, (whichever is greater) of the household income for gas service and a monthly installment based on 6% of the household income for electric service.

A customer has an unregulated source of heat (fuel oil, propane, wood, electric co-op) and a regulated source of heat which is used to heat the largest portion of the residence. This customer receives regular HEAP benefits for the regulated source of heat. In that instance, the customer is eligible for PIPP Plus for the regulated utility. The customer would pay a monthly installment based on 6% or a minimum of \$10, (whichever is greater) of the household income, or a minimum of \$10, whichever is greater for the regulated source of heat.

4. How does a customer sign up for PIPP Plus?

- Individuals who are applying for PIPP Plus for the first time must go to the local HEAP Agency.
 - Customers who need to reverify their household income and size can do so the following ways:
 - Online at www.energyhelp.ohio.gov
 - Download and complete an Energy Assistance application by going to www.development.ohio.gov
- Mail completed applications with documentation to:*
Ohio Development Services Agency
P. O. Box 1240
Columbus, OH 43216
- If applying by mail, customers must submit proof of income documentation as required by ODSA (See Appendix B for income documentation).
 - Mailed applications will not be accepted for first time PIPP Plus enrollees.
 - Mailed applications will not be accepted for households claiming zero income. All applicants who claim zero income must apply for assistance in person at the local HEAP agency.
 - For the mail-in application process, companies may also require that every adult member of the household sign a statement affirming that the information on the application is true and giving the company permission to verify the information provided.
 - The customer must also apply for all energy assistance and weatherization programs for which he or she is eligible.

5. What is the percentage of income amount paid by a natural gas customer?

PIPP Plus customers who use natural gas to heat the largest portion of their residence will pay 6% of their monthly household income or \$10, whichever is greater, year-round.

6. What is the percentage of income amount paid by an electric customer?

PIPP Plus customers who use electric as baseload will pay 6% of their monthly household income or \$10, whichever is greater, year-round.

PIPP Plus customers who use electric as their primary heating source will pay 10% of their monthly household income or \$10, whichever is greater year-round.

7. What is the minimum amount that a customer can pay on PIPP Plus?

A customer who is determined zero income must pay a \$10 minimum installment. **All applicants who claim zero income** must apply for assistance in person at the local HEAP agency.

8. What if the household income or size changes?

The customer must report income changes to the local HEAP provider or OCA within 30 days. If the household income decreases, this will lower the PIPP Plus installment amount. If the household income increases, the customer's PIPP Plus installment amount will increase. Electric and gas companies must accept the income as reported by OCA.

9. What if the household's income rises above 150% of the federal income guidelines?

If the household's income rises above 150% of the federal income guidelines, the customer becomes ineligible for PIPP Plus. Graduate PIPP Plus is available to customers who are no longer income eligible for PIPP Plus. The customer must be current with PIPP Plus installments to join Graduate PIPP Plus; therefore, the customer has one billing cycle to make up missed PIPP Plus payments (the grace period). The customer's eligibility begins no later than the end of the grace period. **(See Graduate PIPP Plus Section).**

10. What are the benefits of PIPP Plus?

- PIPP Plus customer bills will be adjusted for the difference between the required installment payment and the current month's utility charges.
- Customers will earn 1/24th credit on the arrearage for on-time and in-full payments.
- No deposit or late fees will be applied to the account.

11. When can a customer enroll on PIPP Plus?

Customers may enroll on PIPP Plus at any time. However, before enrolling on PIPP Plus, the customer must have utility service in his/her name. The customer must then meet the income guidelines for PIPP Plus.

12. When is the first PIPP Plus installment due?

The first PIPP Plus installment is owed to the company by the due date of the current bill. If the due date of the current bill has passed and the customer has not made a payment the customer will be required to make two installment payments by the due date of the next bill (one installment will be applied to the past due bill, and one installment will cover the current installment amount due).

13. What is considered an on-time payment?

For the purpose of applying incentive credits, the PIPP Plus installment payment must be received by the utility company prior to the date that the next bill is issued.

14. What happens if the PIPP Plus installment is not received by the due date?

If the installment payment is not received before the next month's bill is issued; the customer is not eligible to receive the incentive credit (the difference between the required installment payment and the current month's utility charges). Also, the customer will not receive the 1/24th credit for the month.

15. **If a customer makes multiple payments in one billing cycle equal to the amount of the PIPP Plus installment, will the customer receive an arrearage credit?**

Yes, as long as the total of all payments made during the billing cycle equal the PIPP Plus installment and is paid prior to the date that the next bill is issued.

16. **Will the utility company change the due date for the customer?**

No, the utility company is not obligated to change the due date for a customer; some utility companies **may be** willing to adjust the due date so customers can meet their payment obligations and receive credits.

17. **May the utility company charge a PIPP Plus customer a security deposit?**

Utilities are **not** permitted to charge PIPP Plus customers a security deposit. Any deposit paid by a customer prior to enrolling in PIPP Plus shall be credited to the customer's outstanding arrearage.

18. **How much does an income eligible PIPP Plus customer with an arrearage have to pay to get service at a new address if the most recent PIPP Plus account has been finalized?**

The customer will be required to pay any missed payments (which may include actual bill charges), including previous PIPP Plus installments which would have been due for the months the customer is disconnected from service. The amount owed shall not exceed the amount of the customer's arrearages.

During the winter heating season, PIPP Plus customers may utilize the winter reconnect order to have service restored for a maximum of \$175.00. **(See Special Reconnection Procedures).**

19. **If a customer is on another type of payment plan, is he or she still eligible for PIPP Plus?**

Yes, if the customer meets the eligibility requirements of PIPP Plus, he or she may enroll on PIPP Plus at any time. The customer will not be required to complete the terms of the previous payment arrangement or be current on the previous arrangement to go on PIPP Plus. If the customer has PIPP Plus default, the PIPP Plus default needs to be paid prior to re-enrolling on PIPP Plus.

20. May the company pursue collections from the PIPP Plus customer for his or her arrearages?

Yes, the arrearages are a legal debt. The company may use any standard means of collection after a judgment is obtained from a court, such as the garnishment of wages or the placing of a lien on the customer's property. The company may also turn the debt over to a collection agency. The company may *not* disconnect service to collect the arrearage as long as the customer remains current on the PIPP Plus plan.

21. If a customer overpays his or her PIPP Plus installment one month, will it be credited to the next month's payment?

Gas: No, any overpayments of installments are used to offset the arrearage balance. Gas utilities may review any overpayments made by a customer on a case by case basis and may apply the overpayment toward a future installment as a courtesy.

Electric: Yes, any overpayments of installments are applied to future installments once any missed installments have been cured. An overpayment made by the customer will be eligible for an incentive credit for the month. **(Duke will follow the electric practice.)**

22. Can the company refuse to transfer service if the customer has a PIPP Plus default?

Yes, the customer must cure any PIPP Plus default (customer is not required to pay the entire account balance) in order to transfer service. If the customer has reverified his/her income within the last 12 months and the installments are current, the PIPP Plus account balance shall transfer to the new address.

23. Does a customer have to go on PIPP Plus for both gas and electric service if the customer needs the plan for only one of them?

No, a customer may elect to go on PIPP Plus for gas or electric or both. Gas PIPP Plus is only available to customers who heat with natural gas.

- 24. Are gas and electric companies regulated by the PUCO the only companies required to offer PIPP Plus?**

Yes, only companies regulated by the Commission are required to offer PIPP Plus. Non-regulated utilities may offer PIPP Plus, but they are not required by law to do so. (Some small gas companies may continue to offer the old PIPP Plan. (See **Appendix C for details**).

- 25. Are PIPP Plus customers allowed to choose a Certified Retail Natural Gas Supplier (CRNGS) or Certified Retail Electric Supplier (CRES)?**

No, PIPP Plus customers can not choose a supplier (CRNGS, CRES) on an individual basis.

- 26. Are PIPP Plus customers eligible for a governmental aggregation program?**

No, PIPP Plus customers must continue to pay the installment amount based upon the total household income as determined by the HEAP Provider or OCA, however PIPP Plus customers will see overall lower bills, which will reduce their total arrearages.

- 27. What happens if a customer who is with a supplier (CRNGS or CRES) wants to enroll in PIPP Plus?**

When the HEAP Provider enrolls a customer in PIPP Plus and notifies the electric distribution utility (EDU) or the local distribution company (LDC) of the enrollment, the utility will then notify the supplier of the change. However, it is strongly advised that the customer also notify the supplier of the change. The change will take place within one or two billing cycles after the EDU/LDC enrolls the customer in PIPP Plus.

Note: The supplier may charge a cancellation fee if allowed per contract.

- 28. Can a customer who is with a supplier (CRNGS or CRES) receive energy assistance?**

Yes, customers who are with a supplier but meet the income eligibility guidelines can still receive energy assistance (WCP, SCP, HEAP, and fuel funds). Energy

assistance payments will go to the regulated utility company to be applied to the customer's account.

CREDIT BALANCE

- 29. What happens if a PIPP Plus or Graduate PIPP Plus customer's account becomes a credit balance?**

In order to remain on PIPP Plus or Graduate PIPP Plus the customer must continue to make his/her installment payments.

- 30. Will the customer earn incentive credits if there is a credit balance on the account?**

No, the customer will no longer earn incentive credits until the account balance is no longer a credit. The difference between the current usage and the installment is reduced from the credit balance.

- 31. Can the credit balance be used in lieu of making installment payments?**

No, if the customer would like to remain on PIPP Plus or Graduate PIPP Plus he/she must make the required installment payments.

- 32. Can the customer request a refund of the credit balance?**

Yes, the customer can request a refund of the credit balance. The utility company will review the account to ensure that the credit balance is not a result of incentive credits. If the credit balance is not a result of incentive credits, the customer will be eligible for a refund. In order to receive a refund of the credit balance the account will be removed from PIPP Plus. The utility company should inform the customer of the availability of a more suitable payment plan option. **(See PIPP Plus Re-enrollment Section).**

33. Does the account have to be removed from PIPP Plus if the customer requests a refund of the credit balance?

Yes, if the customer requests a refund of the credit balance, the company will remove the account from PIPP Plus. **(See PIPP Plus Re-enrollment Section)**

34. Can the customer re-enroll on PIPP Plus after the credit balance has been refunded?

Yes, as long as the customer meets the income guidelines for PIPP Plus he/she can re-enroll on PIPP Plus. However, if the customer re-enrolls on PIPP Plus within 12-months he/she will be required to make up installment payments. **Please see PIPP Plus Re-enrollment Section.**

GRADUATE PIPP PLUS and POST PIPP PLUS

35. What is Graduate PIPP Plus?

Graduate PIPP Plus allows customers who are no longer eligible to participate in PIPP Plus as a result of an increase in the household income or a change in the household size to continue to receive a reduction in their outstanding arrearages in return for making timely payments. PIPP Plus customers who choose to no longer participate in PIPP Plus can also join Graduate PIPP Plus. Customers must be current on all PIPP Plus payments to enroll in Graduate PIPP Plus. **Graduate PIPP Plus is a 12-month payment plan.**

36. What are the benefits of Graduate PIPP Plus?

- Graduate PIPP Plus customers will receive arrearage reduction for on-time and in-full payments.
- Customer will earn 1/12th credit on the arrearage.
- Graduate PIPP Plus customer bills will be adjusted for the difference between the required installment payment and the current month's utility charges.
- No deposit or late fees will be applied to the account.

37. How much is a Graduate PIPP Plus customer required to pay?

Graduate PIPP Plus customers will be placed on a Transition Installment Amount (TIA). The TIA payment is based on the customer's most recent PIPP Plus installment plus a budget plan amount (established by the utility company) divided by two.

Example: \$ 30 (PIPP Plus installment)
\$ 110 (Budget Plan Amount)
\$ $140/2 = \$70$ (Monthly Graduate PIPP Plus installment (TIA))

38. How does a customer enroll on Graduate PIPP Plus?

A customer who is income ineligible (or no longer wishes to participate) and has an arrearage will automatically be enrolled (via a nightly file sent from OCA to the utility company) on Graduate PIPP Plus at the time of reverification. A customer must be current on all PIPP Plus payments to enroll in Graduate PIPP Plus. Customers who are not current with PIPP Plus payments will have one billing cycle to make up any missed PIPP Plus payments; otherwise he/she will be removed from the Graduate PIPP Plus program.

39. What happens if the customer does not make up the required PIPP Plus payments within one billing cycle to enroll in Graduate PIPP Plus?

A customer can enroll in Graduate PIPP Plus within 12 months from being removed from PIPP Plus. The customer must pay any defaulted PIPP Plus installments and current bills for the months the customer received service but was not on Graduate PIPP Plus (less any payments made by the customer after being dropped).

40. Does a customer have to be income ineligible for PIPP Plus to enroll in Graduate PIPP Plus?

No, a customer may elect to terminate participation in PIPP Plus and enroll in Graduate PIPP Plus at any time. However, customers must be current on all PIPP Plus payments to enroll in Graduate PIPP Plus. The customer must contact the utility company to enroll.

41. What is the maximum amount of time a customer can remain on Graduate PIPP Plus?

Graduate PIPP Plus is offered for a period of 12 months that begins when the customer is removed from PIPP Plus due to being over income or when the customer voluntarily removes themselves from PIPP Plus.

42. Is a customer eligible for Graduate PIPP Plus if he/she moves outside of the company's service territory?

No, in order to be eligible for Graduate PIPP Plus, the customer must remain a customer of the same utility in which he/she was enrolled in PIPP Plus. (See Post PIPP Plus question 46).

43. How can a customer who has been removed from Graduate PIPP Plus for non-payment get reinstated?

The customer must make up any missed graduate PIPP Plus payments to get reinstated on graduate PIPP Plus. Graduate PIPP Plus ends 12 months from the date of the customer's initial enrollment on Graduate PIPP Plus. At the end of twelve months the customer can enroll on an extended payment for the remaining arrearages. (See question 123 for extended payment plan).

44. Can a Graduate PIPP Plus customer choose a supplier (CRNGS or CRES)?

No, Graduate PIPP Plus customers can not choose a supplier (CRNGS, CRES) on an individual basis. Graduate PIPP Plus accounts remain as part of the PIPP Plus pool. (See question 25).

45. How much does a PIPP Plus/Graduate PIPP Plus customer have to pay if he/she moves out of the utility company's service territory or no longer need utility service?

Customers who are currently enrolled on PIPP Plus or Graduate PIPP Plus and owe an arrearage are eligible for Post PIPP Plus if they move out of the service territory or no longer need utility service in their name. (See question 46).

46. What is Post PIPP Plus?

Post PIPP Plus is a 12 month payment plan for former PIPP Plus or former Graduate PIPP Plus customers who are no longer customers of the utility but still have an arrearage. Post PIPP Plus is only available in the 12 months immediately after a PIPP Plus account is closed. Post PIPP Plus is offered by electric and gas companies.

47. Who is eligible for Post PIPP Plus?

PIPP Plus or Graduate PIPP customers who contact the utility company to close their account for the following reason(s):

- a. Moving beyond the utility companies service territory
- b. Transferring to a residence where utility service is not in the former PIPP Plus or Graduate PIPP Plus customer's name.
- c. Moving to a master-metered residence.

48. How does a customer enroll on Post PIPP?

The utility company may offer Post PIPP on the final bill or the company may automatically enroll a customer on Post PIPP when contacted by the customer to close his/her account. (See question 46).

49. How much does a customer pay on Post PIPP?

The customer enters into a payment plan to pay at least $1/60^{\text{th}}$ of the finalized account arrears for 12 months. For each payment made, the utility will credit $1/12^{\text{th}}$ of the customer's arrears.

Example: A customer whose total arrearage is \$2400 would be required to make a minimum payment of \$40 each month ($1/60^{\text{th}}$ payment equals $\$2400/60=\40). Arrearage credit adjustment on outstanding debt is \$200 ($1/12^{\text{th}}$ arrearage credit equals $\$2400/12=\200). At the end of 12 months, the outstanding debt will be credited.

50. Does the customer have to be current with PIPP Plus or Graduate PIPP Plus payments to enroll on Post PIPP Plus?

Yes, customers are required to be current (in good standing) with his/her PIPP Plus or Graduate PIPP Plus installments in order to enroll on Post PIPP Plus.

51. How long does a customer have to enroll on Post PIPP Plus?

Customers can join Post PIPP Plus within 12 months from when the account is finalized. The time period is not extended if the customer does not join or bring the account current right away.

52. Can a customer be enrolled on Post PIPP and PIPP Plus at the same time?

Yes, a customer can be enrolled on Post PIPP Plus with the former utility and enroll on PIPP Plus (must be income eligible) with the new utility company.

53. Is the former utility company required to send a bill each month?

The former utility company is not required to send a monthly bill to customers who are enrolled on Post PIPP Plus. However, some utility companies may provide a monthly statement. Customers should discuss the terms of Post PIPP Plus with the utility company.

APPLICATION PROCESS

In order for a person to qualify for the Percentage of Income Plan Plus (PIPP), he/she must 1) be a customer of a regulated gas or electric utility, 2) be income eligible, and 3) apply for all public energy and weatherization assistance programs for which the household is eligible.

54. What is the difference between a customer and a consumer?

A *customer* is any person who enters a contractual agreement with the company to receive electric or gas service. A *consumer* is any person who is the ultimate user of electric or gas service. In other words, a customer has the account in his or her name.

55. May the company require that the PIPP Plus applicant also be the household member with income?

No, provided the PIPP Plus applicant is a household member, he or she need not provide a source of income to the household.

56. May a PIPP Plus customer have more than one account?

Yes, a customer may have an account at a different location; however, only one account may be a PIPP Plus account. The PIPP Plus account must be at the primary residence.

57. What happens if a PIPP Plus customer is determined to be fraudulently enrolled in PIPP Plus?

The utility company or ODSA will terminate a customer's participation in PIPP Plus when it is determined that the PIPP Plus customer was fraudulently enrolled in the program. The customer will be required to pay the utility the actual bill for energy consumed during the period in which the customer was fraudulently enrolled. In addition, the customer will be prohibited from re-enrolling in PIPP Plus or Graduate PIPP Plus for twenty-four months. The arrearage credits which accrued to the customer's account will be reversed.

58. What happens if a PIPP Plus customer is charged with tampering?

The customer must pay the tampering charges which may include damages, investigation fees, and unauthorized usage prior to re-enrolling on PIPP Plus. The arrearage credits which accrued to the customer's account will be reversed.

59. What happens if a PIPP Plus customer writes a bad check?

The customer must pay the amount of the returned check, and the company's approved tariff returned check charge(s). Any arrearage credits applied to the customer's account will be reversed.

60. **When two meters of the same type (i.e., two gas and/or two electric) are situated at one household/family dwelling, how should the utility company determine the PIPP Plus payment (e.g., a duplex unit that has been converted into a single family dwelling)?**

The utility company should divide the customer's PIPP Plus installment between the two accounts.

61. **What if the utility service is not in the PIPP Plus applicant's name?**

If the service is not in the applicant's name, the applicant is ineligible for PIPP Plus. The applicant must first become a customer before he or she can go on PIPP Plus; however, the applicant can still apply for energy assistance for the household.

62. **When a customer with an account balance moves out, how much must a consumer who lived with that person pay to obtain or to maintain service and get on PIPP Plus?**

The consumer will be asked to provide proof that the customer has left the residence in order for the consumer to establish service in his/her name. The consumer is almost never responsible for the customer's bill if the household has changed. The consumer will need to apply for PIPP Plus at the HEAP Provider who will then determine if the consumer is income eligible.

63. **What criteria are used to define income?**

The household income is the gross income amount before taxes (minus exclusions) for all household members 18 years or older. Income earned by a dependent minor (less than 18 years old) in the household is excluded from the total household income calculation. Any questions regarding unusual situations should be brought to the attention of Office of Community Assistance at 1-800-282-0880. **(Please see Energy Assistance income guidelines in Appendix B.)**

64. **Is a minor's income included in household income?**

All wage or salary earned by a dependent minor (less than 18 years old) in the household is excluded from calculation. Only an emancipated minor may be considered a head of household. **(Please see Energy Assistance income guidelines in Appendix B.)**

65. How long does someone have to be at or below 150% of the federal income guidelines to qualify for PIPP Plus?

To be eligible for PIPP Plus, the total household eligible income for the last 30 days or 12 months from the date of the application must be equal to or less than 150% of the federal income guidelines. Seasonal and self-employed households must provide 12 months of income documentation.

- The lowest poverty level for either 30-day or 12 month period will be used to determine the benefit amount and threshold.

66. What if the customer disagrees with the PIPP Plus installment amount?

The PIPP Plus installment amount is calculated by the HEAP Agency or ODSA based on the income documentation provided by the customer. If a customer disagrees with the calculated amount of the PIPP Plus installment, the customer can contact ODSA or the local HEAP Agency to appeal. The customer may be required to provide additional documentation to support his/her dispute.

67. What information should be provided to verify income?

See Appendix B for Documentation and Calculation of Income

68. What if the household income is zero?

A customer whose household has no countable income is eligible for PIPP Plus. A zero-income customer must be able to explain why he/she is not on an entitlement program or, if the customer expects to receive benefits on such a program, when the benefits are due. The customer must be able to document how the household has existed. All applicants who claim zero income must apply for assistance in person at the local HEAP agency. **Mailed in applications will not be accepted.**

69. How often must zero-income PIPP Plus customers re-verify their income?

Customers who are zero-income must re-verify their household income no less than once every 12 months (within 60 days of the reverification date on the utility bill) or when there is a change in income/or household size or when requested to do so by the utility company. All applicants who claim zero income must apply for assistance in person at the local HEAP agency. **Mailed in applications will not be accepted.**

70. How much does a current PIPP Plus customer who is in default and is found to have zero income have to pay to enroll on zero-income PIPP Plus?

A customer who is currently on PIPP Plus and is reverified at zero income must cure any previous PIPP Plus default. When the customer's default is cured, the customer will then begin paying \$10 per month minimum installment.

71. How should income be calculated when someone living in the unit pays rent to the customer?

Persons sharing a common kitchen and/or bath must be included as part of the household size and their income must be considered part of the household gross income.

72. Can Winter Crisis Program payments be applied as a PIPP Plus or Graduate PIPP Plus installment?

Yes, 2018-2019 Winter Crisis Program payments may be applied toward the current PIPP Plus/Graduate PIPP Plus default. To re-join PIPP Plus or Graduate PIPP Plus the customer must cure any remaining default over \$175. **(See question 102).**

73. Can a Regular HEAP payment be applied as a PIPP Plus installment?

No. Regular HEAP payments may not be applied as monthly PIPP Plus payments. Energy assistance payments (winter, summer and Regular HEAP payments) will not be eligible for arrearage credits.

74. How are Energy Assistance payments applied?

- Regular HEAP- Payments are applied to the arrearages on the primary heating account, if any. If no arrearages are owed, the Regular HEAP payment will be applied as a credit balance on the primary heating account.
- Winter Crisis- Payments are applied toward the current PIPP Plus/Graduate PIPP Plus default balance. Winter Crisis payments can be applied toward both the primary or secondary heating source.

- Summer Crisis (Electric only) - Payments are applied toward the current PIPP Plus/Graduate PIPP Plus default balance. However, prior to receiving the credit/pledge the customer must pay the difference between the default and pledge amount.
- Utility Company Energy Assistance-Payments (i.e., Salvation Army, Neighbor to Neighbor, HEAT Share, and Fuel Funds) are applied toward the current PIPP Plus/Graduate PIPP Plus default balance. Any remaining credit is applied toward the arrearages.

75. What types of assistance must a customer apply for in order to go on PIPP Plus?

The customer must apply for and accept all ODSA energy assistance and weatherization programs for which he/she is eligible.

76. Does a customer have to apply for weatherization programs?

Yes, customers must apply for and accept assistance from all ODSA sponsored weatherization programs for which he/she is eligible.

77. Can a customer be removed from PIPP Plus if the customer refuses weatherization services?

Yes, the account can be removed from PIPP Plus if the customer refuses weatherization services offered by ODSA.

78. Does a HEAP Agency have to verify an applicant's income?

All electric and large gas PIPP Plus customers are reverified through the local HEAP Provider. Gas companies may not demand that a customer go to the HEAP Agency for verification unless they have established specific reverification procedures with ODSA. Some small gas companies may verify income at their local office for PIPP Plus.

79. Is the customer required to apply for non-energy assistance programs (i.e., Temporary Assistance for Needy Families (TANF)) to enroll on PIPP Plus?

No, the customer may be advised of these public assistance programs. However, customers **are required** to apply for all public energy and weatherization assistance.

REVERIFICATION DATE AND ANNIVERSARY DATE

80. What is the reverification date?

The reverification date is the actual date on which the customer completed documentation of household income. Reverification must occur no less than once every 12 months from the previous reverification date. A customer has a 60-day grace period to re-verify income before being removed from the program. The customer is required to re-verify whenever there is a change in household size and income. The customer's reverification date may change from year to year.

81. When must a customer re-verify the household income?

Any time there is a change in household income or size, the customer must re-verify his/her income. If there is no change in household income or size, customers are required to re-verify once every twelve months. The utility company may also request that the customer reverify his/her income. When a customer goes to the HEAP Provider to apply for energy assistance, his or her income will be reported to the company by the HEAP Agency or the ODSA.

82. How does a customer reverify his/her income for PIPP Plus?

A PIPP Plus customer must re-verify his/her income no later than the reverification date which is printed on the bill.

- Customers who need to reverify their household income and size can do so the following ways:
- Online at www.energyhelp.ohio.gov

- Download and complete an Energy Assistance application by going to www.development.ohio.gov
Mail completed applications with documentation to:
Ohio Development Services Agency
P. O. Box 1240
Columbus, OH 43216
- Mailed applications could take up to twelve weeks for processing.
- If applying by mail, customers must submit proof of income documentation as required by ODSA (See Appendix B for income documentation).
- Mailed applications will not be accepted for households claiming zero income. All applicants who claim zero income must apply for assistance in person at the local HEAP agency.
- For the mail-in application process, companies may also require that every adult member of the household sign a statement affirming that the information on the application is true and giving the company permission to verify the information provided.

83. What happens if a PIPP Plus customer does not re-verify his or her income on the reverification date?

A PIPP Plus customer must re-verify his/her income no later than the reverification date which is printed on the bill. A customer has a 60-day grace period to re-verify income before being removed from the program. A customer who does not re-verify his/her income when requested to do so, will be removed from PIPP Plus. The customer will be responsible for the total account balance if the account is removed from PIPP Plus.

84. What is a PIPP Plus anniversary date?

The PIPP Plus anniversary date is the date by which a PIPP Plus customer must make up any missed PIPP Plus installments in order to continue PIPP Plus. If the customer has missed payments in the past 12 months, the 1/24th arrearage credit will be recalculated at the anniversary date. (If the customer has made the past 12 installments on time the arrearage will not be recalculated).

85. What happens if the customer can not pay his/her missed installments by the anniversary date?

A customer who does not cure the missed installments at the anniversary date will be removed from PIPP Plus. Customers will have one billing cycle to make up the missed installments before being removed from PIPP Plus.

86. How will the customer be aware of his/her PIPP Plus anniversary date?

The anniversary date is shown on the customer's bill.

87. Is the customer required to go to the HEAP Provider at the anniversary date?

No, the customer is not required to return to the HEAP Provider at the anniversary date unless he/she is in default on PIPP Plus and is seeking energy assistance to cure the missed installments.

DISCONNECTION AND RECONNECTION

88. How much is a PIPP Plus customer required to pay if service is disconnected for non-payment?

A PIPP Plus customer must pay the amount sufficient to cure the PIPP Plus default (as stated on the disconnection notice) in order to reconnect service. The defaulted amount may include actual bill charges and PIPP Plus installments for those months the customer's service was disconnected, minus payments made, up to the customer's arrearage. The customer will also be charged a tariffed reconnect fee. **(See Special Reconnection Procedures Section).**

*During the winter heating season, PIPP Plus customers may utilize the winter reconnect order to have service restored for a maximum payment of \$175, plus a tariffed reconnect fee (no more than \$36 up front).

89. If a customer defaults on PIPP Plus, how much would he or she have to pay to avoid shut-off?

The customer can maintain service by paying the defaulted PIPP Plus installments as stated on the disconnection notice. During the winter heating season, PIPP Plus

customers may utilize the Winter Reconnect Order to maintain service for a maximum payment of \$175.00. (See **Special Reconnection Procedures**).

90. **What does a customer have to pay to avoid disconnection when the total account balance is less than the PIPP Plus default?**

To remain on PIPP Plus and avoid disconnection, the customer is required to pay the PIPP Plus default amount. If the customer no longer wants to be on PIPP Plus but wants to avoid disconnection, he/she can have the account removed from PIPP Plus and pay the total account balance or go on another payment plan with the utility company.

91. **Is the PIPP Plus installment amount due shown on the bill or disconnection notice?**

Yes, the PIPP Plus installment amount is shown on the bill. Also, the company must state on the disconnection notice the minimum amount required to avoid disconnection.

92. **If a customer misses a PIPP Plus installment, is the company allowed to shut service off without further notice?**

No, the company must give the required notice of disconnection prior to terminating service. The company may begin the notice process the day after the payment was due provided there is a 30-day account arrearage.

93. **What is the earliest date a company may terminate service after the customer has defaulted on PIPP Plus?**

During the *non-heating season*, the earliest date a company may terminate service is the date stated on the 14-day disconnection notice unless payment or payment arrangements are made before this date.

During the *heating season* (Nov. 1 through April 15), the company must give a 14-day notice *and* an additional 10-day notice. The ten-day notice will extend the date of disconnection, as stated on the fourteen-day notice. Utility companies may send the 10-day notice by regular U.S. mail; however, the companies must allow three calendar days for mailing.

If the customer has selected both the electronic bill and notice option, the notices will be delivered electronically to the customer.

94. What are the reconnection requirements?

If the service has been disconnected for **10 business days or less**:

- (1) The customer must provide proof of payment to the utility no later than 12:30 p.m. in order to guarantee reconnection of service the same day.
- (2) If payment is not received by 12:30 p.m., the utility company will reconnect service by the close of the following regular utility company working day.
- (3) Customers may request reconnection of service after normal business hours, **if the company offers such service**. The Company may require the customer to pay the approved tariff rate for this service prior to reconnection.

If the service has been disconnected for **more than 10 business days**, regardless of the time of day the customer payment is made:

- (1) The company may treat the customer as a new customer.
- (2) Gas service will be reconnected within **three** business days.
- (3) Electric service will be reconnected within **three** business days.
- (4) The utility company may assess a reconnection charge and a security deposit (Non-PIPP Plus account) to reestablish service.

PIPP PLUS RE-ENROLLMENT

95. Re-enrollment on PIPP Plus if service has been disconnected for non-payment

A PIPP Plus customer must pay the amount sufficient to cure the PIPP Plus default (as stated on the disconnection notice) in order to reconnect service. The defaulted PIPP Plus amount may include actual bill charges and PIPP Plus installments for those months the customer's service was disconnected, minus payments made, up to the customer's arrearage. Once the default amount is paid, the customer can re-

enroll on PIPP Plus. The customer will also be charged a tariffed reconnect fee. **(See Special Reconnection Procedures Section).**

*During the winter heating season, PIPP Plus customers may utilize the winter reconnect order to have service restored for a maximum payment of \$175, plus a tariffed reconnect fee (no more than \$36 up front). However, to re-enroll on PIPP Plus/ Graduate PIPP Plus customers must pay the balance of the default on or before the due date of the next bill to re-enroll on PIPP Plus/Graduate PIPP Plus.

96. What must a former PIPP customer (enrolled prior to November 2010) pay to establish service and then enroll on PIPP Plus?

During the winter heating season, a customer who has never been enrolled on PIPP Plus and is income eligible for PIPP Plus can re-establish service by paying up to \$175 or, his/her first PIPP Plus installment (whichever is less). Any remaining balance will be added to the arrearages and will be eligible for 1/24th arrearage credits.

Customers who wish to enroll in PIPP Plus at any other time of the year will be required to pay the delinquent amount as stated on the final bill to re-establish service. After the service has been re-established the customer may enroll on PIPP Plus if eligible.

97. Re-enrollment on PIPP Plus if dropped for failure to re-verify (still has active service)

The customer must re-verify his/her household income. The customer must pay any defaulted PIPP Plus installments owed prior to being dropped and full bills for the months the customer received service but was not on PIPP Plus (less any payments made by the customer after being dropped). This includes PIPP Plus payments for any months in which the customer was disconnected. The amount owed shall not exceed the amount of the customer's arrearages.

98. Re-enrollment on PIPP Plus if dropped at the anniversary date (still has active service)

The customer must pay any defaulted PIPP Plus installments owed prior to being dropped and full bills for the months the customer received service but was not on PIPP Plus (less any payments made by the customer after being dropped). This

includes PIPP Plus payments for any months in which the customer was disconnected. The amount owed shall not exceed the amount of the customer's arrearages.

99. Re-enrollment on PIPP Plus after being on Graduate PIPP Plus (active service)

If a customer who was on Graduate PIPP Plus becomes income eligible for PIPP Plus the customer must cure any Graduate PIPP Plus default amount prior to re-enrollment on PIPP Plus. During the winter months the customer can apply for the Winter Crisis Program (WCP) for assistance up to \$175. The customer must cure any remaining default over \$175 before the account can be re-enrolled on PIPP Plus.

100. Re-enrollment on PIPP Plus after receiving a refund of the credit balance

After receiving a refund of the credit balance, if the customer requests to re-enroll on PIPP Plus within a twelve-month period the customer must pay the difference between the amount of previous PIPP Plus installments and customer payments during those months the customer was not enrolled on PIPP Plus.

Note: Returning to PIPP Plus within a twelve-month period after receiving a refund of the credit balance could result in the customer having to pay more than the actual account balance.

101. Re-enrollment on PIPP Plus if default is higher than total account balance

If the PIPP Plus default is higher than the total account balance and the customer wants to re-enroll on PIPP Plus within a twelve-month period, the customer must pay the difference between the amount of PIPP Plus installments owed and customer payments during those months the customer was not enrolled in PIPP Plus.

Note: This could result in the customer having to pay more than the actual account balance to remain on PIPP Plus.

102. Re-enrollment on PIPP Plus or Graduate PIPP Plus after using the Winter Reconnect Order

To re-join PIPP Plus or Graduate PIPP Plus, the customer must cure any remaining default over \$175 by the due date of the next bill issued. Once the default amount is paid, the customer can begin paying his/her PIPP Plus or Graduate PIPP Plus installment. *The time period (twelve months) is not extended to participate in Graduate PIPP Plus.*

The customer should contact the utility company to determine the exact amount of the remaining balance and the due date by which the bill needs to be paid to get the account re-enrolled on PIPP Plus/Graduate PIPP Plus.

103. Re-enrollment on PIPP Plus within twelve months after voluntary drop (customer request)

A PIPP Plus customer who voluntarily leaves **with no outstanding arrearages** 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.

Note: This could result in the customer having to pay more than the actual account balance to remain on PIPP Plus.

A PIPP Plus customer who leaves **with outstanding arrearages** 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.

104. Re-enrollment on PIPP Plus after twelve months after voluntary drop (customer request)

A PIPP Plus customer who leaves the program with **no outstanding arrearages** and then **after** twelve months re-enrolls in PIPP Plus would be required to pay his or her first PIPP Plus payment to re-join the program.

A PIPP Plus customer who leaves the program with **outstanding arrearages** and then **after** twelve months re-enrolls in PIPP Plus would be required to pay the missed PIPP Plus payments for the number of months that he/ she was not enrolled in PIPP Plus, less any payments made by the customer up to the amount of the arrearages.

MEDICAL CERTIFICATES

105. When can a medical certificate be used?

If a residential customer or consumer who is a permanent resident in the household is facing a situation where disconnection of service would be especially dangerous to his/her health, a medical certificate may be used to maintain service or reconnect utility service within 21 days after the disconnection.

*PIPP Plus customers will not be eligible for any arrearage crediting for the months the customer uses the medical certificate unless on time and in full payments are made.

106. Who may request a medical certificate?

Upon request of any residential consumer, or a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse midwife or local board of health physician the utility company must provide a medical certificate form. The medical certificate is available via the Public Utilities Commission of Ohio website (www.puco.ohio.gov).

107. How long does a utility company have to reconnect service after a medical certificate is presented to the utility company?

If certification is provided to the utility company prior to 3:30 p.m., the utility company must restore the customer's service the same day. If certification is received after 3:30 p.m., the company shall reconnect service by the earliest time possible on the following business day. If the certification is received after 3:30 p.m. on a day that precedes a non-business day, the utility company shall make an effort to restore service by the end of the day.

108. How often can a medical certificate be used?

The total certification period is not to exceed 90 days in any 12-month period. Medical certificates are valid for 30 days each, for a maximum of three times.

NOTE: If a medical certification is used to avoid disconnection, the customer must enter into an extended payment plan prior to the end of the medical certification period or be subject to disconnection. The initial

payment on the plan shall not be due until the end of the certification period. *PIPP Plus customers must make-up these missed installments at the Anniversary Date (See question 84).*

109. Can a company disconnect service for non-payment if life-support equipment is in operation?

Yes, unless the customer uses a medical certificate.

110. Can a medical certificate be denied based on the customer's medical condition?

No, if a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse mid-wife or local board of health physician signs the medical certificate.

111. Can a medical certificate be used for a cooking only account?

Yes, a medical certificate may be used for a cooking only account as long as the medical condition is certified by a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse mid-wife or local board of health physician calls, writes or faxes the company and confirms to the company that the denial of service would be especially dangerous to the health of someone living in the household (within 21 days after the termination of service), the company *must* restore service or cancel the termination order.

MASTER METERED ACCOUNTS

112. What accounts are considered master metered?

An account is master metered if two or more residential premises share a common gas and/or electric meter.

113. Can a consumer who lives in a master metered residence enroll on PIPP Plus?

The consumer is not eligible for PIPP Plus for the main heating source if it is master-metered; however, the consumer *may* still be eligible for PIPP Plus for the secondary heating source.

114. Are master-metered accounts eligible for HEAP/Winter Crisis?

Yes, if the household is responsible for paying utility costs separately from his/her rent costs, he/she is eligible for an energy assistance benefit.

NOTE: Master-metered accounts are eligible for Weatherization Assistance.

115. Is the company required to issue a disconnect notice to the tenants of a master-metered premise?

Yes, the utility company must provide a 10-day notice to the tenants prior to disconnect. The company must make a good faith effort to provide this notice to each unit of a multi-unit dwelling and to post it in a conspicuous place.

116. What should the tenant do who has received such a notice or whose service has been disconnected?

A tenant who has received such a notice or whose service has been disconnected should immediately contact the utility company for further information or Ohio State Legal Services Association at 1-866-529-6446 for information about tenants' rights and landlord/tenant provisions.

**SPECIAL RECONNECTION ORDER PROCEDURES
FOR THE WINTER OF 2019-2020**

117. What is the Winter Reconnect Order?

The Winter Reconnect Order (WRO) is issued by the PUCO. The WRO allows a customer to pay less than what he/she owes to avoid disconnection or reconnect service. A customer may pay a maximum of \$175.00 to maintain service. If the customer's service has already been disconnected, the customer must pay the \$175.00 and a tariffed reconnection fee of no more than \$36 up front to restore service. The company will bill the remainder of the reconnect fee, if applicable.

118. Who offers the Winter Reconnect Order?

All regulated electric and gas companies must offer the Winter Reconnect Order.

119. Who is eligible to use the Winter Reconnect Order?

There is no income eligibility requirement to use the Winter Reconnect Order. Any residential customer who is served by a regulated utility company may use the Winter Reconnect Order to maintain or restore his/her service **one time** during the winter heating period.

120. When can the Winter Reconnect Order be used?

The Winter Reconnect Order may be used **once** from Monday, October 14, 2019 through Wednesday, April 15, 2020 (close of business).

121. How much is a customer required to pay with the Winter Reconnect Order?

Customers are required to pay no more than \$175 to maintain service under the reconnection order. If the customer's service has already been disconnected, the customer must pay the \$175 and a tariffed reconnection fee of no more than \$36 up front to restore service.

NOTE: If paying at an authorized agent, the customer will need to call the company with the receipt number to report the payment. Some companies may require that the customer notify them that the Winter Reconnect Order is being used.

122. How does a customer sign up for the Winter Reconnect Order?

There is no sign up required. The Winter Reconnect Order is not based on any income requirements. Anyone, (regardless of income) can use the Winter Reconnect Order if service has been disconnected or is being threatened with disconnection.

123. What if a customer owes more than \$175 to the utility company?

Customers who use the Winter Reconnect Order are required to enroll on a payment plan for the remaining balance. Regulated gas and electric companies are required to offer the following payment plans:

- **One-Sixth Payment Plan (offered year-round)**-A plan that requires either six equal monthly payments on the arrearages in addition to full payment of current bills; or
- **One-Ninth Payment Plan (offered year-round)**-A plan that requires nine equal monthly payments on the arrearages in addition to a budget payment plan (established by the utility company); or
- **One-Third Payment Plan (offered from November 1 through April 15)**-A plan that requires payment of one-third of the balance due each month (arrearages plus current bill).
- **PIPP Plus/Graduate PIPP Plus** customers must pay the balance of the default on or before the due date of the next bill to re-enroll on PIPP Plus/Graduate PIPP Plus.

NOTE: The customer or the HEAP Agency must contact the utility company to enroll the customer in a payment plan other than PIPP Plus.

124. When does the remaining PIPP Plus default have to be paid after the \$175 payment/pledge?

The remaining balance of the PIPP Plus default must be paid by the due date of the next bill that is issued.

125. Can the \$175 payment be split between the gas and electric utility companies?

Yes. If the customer is served by two regulated utility companies (gas and electric) and is facing disconnection or service has been disconnected the utility companies involved may split the \$175 (either by apportionment based on the arrearages or in half). For customers who are eligible for the Winter Crisis program the split will be calculated by the HEAP agency.

126. Can the \$175 payment be split between the gas and electric utility companies to begin new service?

Yes, if the customer is served by two regulated utility companies the WRO can be split in order to establish new service with both companies.

127. When is the Winter Reconnect Order applied?

The Winter Reconnect Order allows customers to pay less than what they owe to maintain service or reconnect service. Therefore, the WRO is invoked only when customers pay less than the amount owed to prevent a disconnection or reconnect their service.

Example: If a customer receives a disconnection notice in the amount of \$150 and the customer receives assistance through an agency for \$150, the WRO should **not** be applied because the agency payment covered the amount needed to avoid disconnection. The customer could invoke the WRO using his/her own funds at a later time.

128. Will the \$175 payment maintain service?

Yes, the \$175 payment/pledge will maintain service for a minimum of thirty days. Non-PIPP Plus customers are required to enroll on an extended payment plan for the remaining balance. PIPP Plus/ Graduate PIPP Plus customers must pay the balance of the default on or before the due date of the next bill to re-enroll on PIPP Plus/Graduate PIPP Plus. **(See question 123 for payment plan options).**

129. Will the \$175 payment reconnect utility service?

Yes, the customer may be required to pay a tariffed reconnection charge of no more than \$36 up front to restore service. The remaining amount of the reconnection fee will be billed on the next bill issued.

130. What is a tariffed reconnection charge?

A tariffed charge is one which has been approved by and is on file with the Public Utilities Commission of Ohio (PUCO). The Winter Reconnect Order procedures do not allow companies to charge more than they otherwise are allowed in their tariff as a reconnection charge. Any company that doesn't have a tariffed reconnection charge may not assess one.

- 131. What if the company's tariffed reconnection charge is more than \$36, what happens to the difference between the \$36 paid and the tariffed amount?**

The company can bill the difference between the \$36 and the tariffed reconnection charge on the customer's next monthly bill or the company may bill the entire tariffed reconnect fee on the customer's next monthly bill.

- 132. Can the \$175 payment be made by an agency?**

Yes, the \$175 may be paid by any agency providing energy assistance (i.e., Salvation Army, HEAT Share, Neighbor to Neighbor, Fuel Funds, etc.).

- 133. Can the utility company disconnect service if the customer has a pending appointment with a HEAP Provider for the Winter Crisis Program?**

No, the utility company will delay disconnection if the customer has a confirmed appointment with a local HEAP Agency for the winter crisis program and the customer has not already utilized the WRO with their own funds. The utility company will delay the disconnection until five business days after a customer's confirmed appointment.

The utility company is only required to hold a disconnection for an appointment once per heating season.

- 134. Can the utility company require a security deposit before reconnecting service?**

Yes, customers who are not eligible for PIPP Plus may be assessed a security deposit. However, the total amount the company may require a customer to pay, including the security deposit, may not exceed the Winter Reconnect Order (\$175) amount for reconnection.

- 135. Can the Winter Reconnect Order be used in lieu of paying a security deposit?**

Yes, in lieu of paying the required security deposit customers who are requesting new service with no previous balance may establish new service upon payment of \$175. The company may add the remaining balance of the required security deposit to the customer's next bill. *NOTE: Customers who are enrolled in PIPP Plus will not be charged a security deposit.*

136. Can a customer transfer service using the Winter Reconnect Order?

Yes, a customer who requests service at a new address and has an outstanding balance greater than \$175 can transfer service upon payment of \$175. The customer **must** contact the company and enter into a payment arrangement on the remaining balance. If a PIPP Plus/Graduate PIPP Plus customer has reverified his/her income within the last 12 months, the company shall transfer service upon payment of \$175.

137. What happens if a customer uses the Winter Reconnect Order using his/her own money and later goes to an agency for assistance?

If a customer pays the \$175 with his/her own funds and later (during the winter) goes to an agency for assistance, the customer **must** immediately pay the difference between the default amount and the \$175 that the agency is willing to pledge to avoid disconnection.

138. Is the utility company required to reconnect service the same day under the Winter Reconnect Order?

See question 94 for reconnection procedures.

139. Can a customer with multiple residential accounts use the Winter Reconnect Order?

Customers with multiple residential accounts who wish to utilize the winter reconnection order to maintain or reconnect service may do so only at the property where the customer resides.

140. Can a customer who is with a supplier (CRNGS or CRES) use the Winter Reconnect Order?

Yes, customers who have a supplier may use the Winter Reconnect Order to stop a disconnection or reconnect their utility service. All provisions of the winter reconnect order would apply to customers that have a supplier.

APPENDIX A

ENERGY ASSISTANCE PROGRAMS OVERVIEW

Home Energy Assistance Program (HEAP) (also called 'Regular HEAP' or State HEAP)

– is a federally funded program designed to help income-eligible Ohioans with their winter heating bills. The program runs from November 1 through March 31. Eligible customers receive a benefit in the form of a direct payment toward their energy heating bill. HEAP benefits are typically credited directly towards the eligible customer's energy heating bill beginning in the month of January. Applications that are mailed into the Office of Community Assistance (OCA) may take 12 to 16 weeks for processing. Applications may also be processed at the local HEAP Agency.

The total household income of an applicant must be at or below 175% of the federal income guidelines. **See income guidelines question 3.**

Winter Crisis Program (WCP) (also called 'Emergency HEAP' or E-HEAP) – provides financial assistance to income-eligible households that are threatened with disconnection of their heating source; have already had service disconnected; need to establish new service or pay to transfer service; or in the case of bulk fuel customers, have 25 percent or less of the tank's fuel capacity on hand. The WCP program year runs from November 1 to March 31. Agencies have until April 15 to finish processing incomplete or pending applications for the current year's program.

Households whose gross income is at or below 175% of the federal income guidelines are eligible for the Emergency Program. **See income guidelines question 3.**

Summer Crisis Program (SCP) (also called 'Summer Cooling') – provides financial assistance to income-eligible Ohioans to help with their summer cooling costs. Income-eligible individuals age 60 or older or with a certified medical condition are eligible. The SCP program year runs from July 1 to August 31. Agencies have until September 15 to finish processing any incomplete or pending applications for the current year's program.

Percentage of Income Payment Plan (PIPP) Plus – helps income-eligible Ohioans manage their energy bills year-round. The program allows eligible Ohioans to pay their energy bill based on a percentage of their monthly household income. To be eligible for the program, a customer must receive his/her electric or gas service from a company regulated by the Public Utilities Commission of Ohio (PUCO), must have a total household income which is at or below 150 percent of the federal income level, and must apply for all ODSA energy assistance programs for which he or she is eligible.

Home Weatherization Assistance Program (HWAP) – Ohio's Home Weatherization Assistance Program (HWAP) is a federally funded low-income residential energy

efficiency program. The HWAP program reduces low-income households' energy use, thus creating more affordable housing for those in most need. HWAP services may include attic, wall, and basement insulation; blower door guided air leakage reduction; heating system repairs or replacements; and health and safety testing and inspections. All measures are provided based on an on-site energy audit and cost-effective guidelines developed using the National Energy Audit Tool (NEAT) energy audit software program. Individualized client education is an important component of the HWAP program.

Households at or below 150% of the federal income guidelines or households participating in Home Energy Assistance Program, Temporary Assistance for Needy Families, or Supplemental Security Income qualify for this no cost program.

Electric Partnership Program (EPP) - is a no-cost program designed to improve the electric energy efficiency of households who participate in, or who are eligible for, PIPP Plus. The goal of EPP is to reduce the customer's electric usage by installing energy efficient items and creating a customized action plan. The program provides: A snapshot of how electricity is used in the client's home, an energy consumption analysis of all refrigeration appliances, suggested actions that the consumer can take to reduce electric usage without sacrificing comfort, installation of cost-effective energy efficient items and a report of the projected energy and dollar savings for the installed measures and actions. To be eligible the customer must have a regulated electric utility, be a PIPP Plus participant or PIPP Plus eligible, have a minimum annual electric baseload usage of 5,000 kWh and have lived at the residence for one year.

APPENDIX B

Documentation and Calculation of Income

Countable Income Types:		
Category:	Type:	Acceptable Documentation of Income:
Fixed Countable Income	<input type="checkbox"/> Supplemental Security Income (SSI) <input type="checkbox"/> Social Security Disability Insurance (SSDI) <input type="checkbox"/> Social Security Administration (SSA) <input type="checkbox"/> Pension <input type="checkbox"/> Widow/Widower's benefit <input type="checkbox"/> Alimony <input type="checkbox"/> Black Lung Pension	<input type="checkbox"/> Award/Benefit Letter <input type="checkbox"/> Payment Printout/statement from issuing agency <input type="checkbox"/> Copy of Check or Bank Statement showing deposit <input type="checkbox"/> Most recent IRS Form 1099 <input type="checkbox"/> Most recent filed copy of IRS Form or Tax transcript
	<input type="checkbox"/> Wages <input type="checkbox"/> Active Military Pay	<input type="checkbox"/> All pay stubs received 30 days from the date of the application that include gross and year-to-date amounts received <input type="checkbox"/> Completed and signed Employment Verification Form (Appendix VI) <input type="checkbox"/> Check Stub/Pay Statement
Other Earned Countable Income	<input type="checkbox"/> Seasonal Employment (includes construction workers, teachers, landscapers, etc.)	<input type="checkbox"/> Pay stubs indicating amount received within the previous 12 months from the date of the application <input type="checkbox"/> Seasonal income will be determined by dividing the 12-month amount by 12 to arrive at a monthly average (Appendix VII)
	<input type="checkbox"/> Self-employment (includes owning own business, babysitting, home party sales, odd jobs, Ohio Electronic Child Care etc.)	<input type="checkbox"/> Most recent filed copy of IRS Form 1040 and Schedule 1 using the amount listed on line 12, 17, and/or 18 <input type="checkbox"/> Most recent IRS Form 1099 Misc. <input type="checkbox"/> Most recent IRS Record of Account Transcript <input type="checkbox"/> Self-Employment Income Form (Appendix V) for the previous 12 months and
Supplemental Countable Income	<input type="checkbox"/> Unemployment	<input type="checkbox"/> Copy of check <input type="checkbox"/> ODJFS documents/Eligibility letter with amounts and dates <input type="checkbox"/> Most recent IRS Form 1099
	<input type="checkbox"/> Utility Assistance	<input type="checkbox"/> Housing Authority Documentation, <input type="checkbox"/> Lease/Rental Agreement
	<input type="checkbox"/> Workers' Compensation	<input type="checkbox"/> Award letter issuing agency (BWC) <input type="checkbox"/> Copy of check or bank statement
	<input type="checkbox"/> Ohio Works First (Temporary Assistance for Needy Families (TANF). Aid to Dependent Children (ADC))	<input type="checkbox"/> Award/Benefit Letter, or <input type="checkbox"/> Payment Printout/statement from issuing agency, or <input type="checkbox"/> Copy of Check or Bank Statement showing deposit

Countable Income Types Continued:		
Category:	Type:	Acceptable Documentation of Income:
Other Countable Income	<input type="checkbox"/> Cash withdraws from: IRA, Annuities, Other investments <input type="checkbox"/> Lump sum payout from: SSI, SSDI; Estate & Trust settlements, Divorce settlements, insurance payout, lottery winnings <input type="checkbox"/> Interest Income <input type="checkbox"/> Other	<input type="checkbox"/> Statement from Financial Institution <input type="checkbox"/> Copy of Check or Bank Statement showing deposit <input type="checkbox"/> Most Recent IRS Form 1099 <input type="checkbox"/> Calculate lump sums received by dividing the total amount by 12 months
	No Income	<input type="checkbox"/> Self-Declaration of Income Worksheet (Appendix IV) <input type="checkbox"/> An IRS tax transcript or an IRS Verification of Non-Filing Letter may be provided by the customer at the discretion of the LDA

Deductions:		
Category:	Type:	Acceptable Documentation of Income:
Deductions	<input type="checkbox"/> Health Insurance Premiums (Dental and Vision Insurance) <input type="checkbox"/> Short-and Long-Term Disability Premiums (AFLAC, supplemental, etc). <input type="checkbox"/> Prescription plans <input type="checkbox"/> Health Care Spending Accounts <input type="checkbox"/> Medicaid Spend Down (deductibles) <input type="checkbox"/> Medicare Part B <input type="checkbox"/> Medicare Part D (RX premium)	<input type="checkbox"/> Copy of Premium Statement showing payment <input type="checkbox"/> Proof of Payment i.e. cancelled check or paystub
	<input type="checkbox"/> Child Support paid-out	<input type="checkbox"/> Proof of Payment i.e. cancelled check or paystub identifying garnishment
	<input type="checkbox"/> Attorney fees for estate or trust settlements	<input type="checkbox"/> Proof of Payment i.e. cancelled check
	<input type="checkbox"/> Self-employment IRS allowable business expenses	<input type="checkbox"/> Most recent filed copy of IRS Form 1040 <input type="checkbox"/> Self-Employment Income and Expense Form and IRS Verification of Non-Filing Letter (if applicable)
	<input type="checkbox"/> Reimbursement for work expenses (i.e. travel, mileage, meals, etc.)	<input type="checkbox"/> Pay Statement

Excluded Income:		
Category:	Type:	Acceptable Documentation of Income:
Excluded Income* *Only documented if the household's total Eligible Income (Countable Income - Deductions) is below the required threshold.	<input type="checkbox"/> Gifts	<input type="checkbox"/> Signed statement from provider of gift indicating amount and frequency, provider name, address and phone number
	<input type="checkbox"/> Loans <input type="checkbox"/> Education assistance (grants stipends for tuition/books)	<input type="checkbox"/> Official notification of loan on institution letterhead including loan amount and repayment terms from issuing financial institution <input type="checkbox"/> Signed statement from lender indicating amount and payment terms, lender's name, address and phone number <input type="checkbox"/> School documentation demonstrating education assistance amount
	<input type="checkbox"/> Child Support Received <input type="checkbox"/> Stipends for foster care <input type="checkbox"/> Adoption Assistance	<input type="checkbox"/> Award/Benefit Letter, or Payment Printout/statement from issuing agency, Pay Statement or copy of canceled check or bank statement
	<input type="checkbox"/> Agent Orange Pension	<input type="checkbox"/> Payment Printout/statement from issuing agency
	<input type="checkbox"/> Service Connected Veterans Disability, VA Compensation/Dependent Indemnity Compensation (DIC)	<input type="checkbox"/> Statement from Issuing Agency <input type="checkbox"/> Award Letter with Benefit Amounts <input type="checkbox"/> Bank Statement (if income type is specified) <input type="checkbox"/> Special Monthly Compensation (SMC), Person Care Services/Caregiver Stipend Program
	<input type="checkbox"/> Work programs for people with disabilities (i.e., work programs for the blind or disabled) <input type="checkbox"/> Transportation allowances (WIOA) <input type="checkbox"/> Volunteers in Service to America Stipend (VISTA) <input type="checkbox"/> Work allowances (work requirement to receive OWF assistance) <input type="checkbox"/> Title V wages (i.e. senior employment programs) <input type="checkbox"/> Ohio waiver program (Medicaid benefit for caregiver)	<input type="checkbox"/> Award/Benefit Letter, or Payment Printout/statement from issuing agency, Pay Statement

Excluded Income Continued:		
Category:	Type:	Acceptable Documentation of Income:
Excluded Income	<input type="checkbox"/> Income earned by dependent minors	<input type="checkbox"/> All pay stubs received 30 days from the date of the application that include gross and year-to-date amounts received <input type="checkbox"/> Completed and signed Employment Verification Form (Appendix VI)
	<input type="checkbox"/> Tax refunds/rebates	<input type="checkbox"/> Most recent IRS Form
	<input type="checkbox"/> Military allowances for subsistence	<input type="checkbox"/> Award/Benefit Letter, or Payment Printout/statement from issuing agency
	<input type="checkbox"/> Prevention retention and contingency (i.e. emergency services, rental asst.) <input type="checkbox"/> FEMA, cash payments <input type="checkbox"/> Title III Disaster relief emergency assistance	<input type="checkbox"/> Award/Benefit Letter, or Payment Printout/statement from issuing agency
	<input type="checkbox"/> Proceeds from reverse mortgage	<input type="checkbox"/> Payment Printout/statement from issuing agency
	<input type="checkbox"/> Fair market value of service in lieu of rent	<input type="checkbox"/> Signed statement from the Landlord <input type="checkbox"/> Lease/Rental Agreement

APPENDIX C SMALL GAS COMPANIES PIPP

	Grandfathered PIPP (10% of monthly household income)	PIPP Plus 6% monthly household income	Will accept new Enrollees	Re-enroll on Grandfathered PIPP	Alternative Arrearage Credit Program
Arlington Natural Gas	Yes	No	No	No	No
Brainard Gas Company	Yes	No	No	No	No
Eastern Natural Gas	No	Yes	Yes	No	Yes
Glenwood Energy of Oxford*	No	Yes	Yes	No	Yes
Northeast Ohio Natural Company	No	Yes	Yes	No	Yes
Ohio Cumberland Gas	Yes	No	No	No	No
Ohio Gas Company	No	Yes	Yes	No	Yes
Ohio Valley Gas**	No	Yes	Yes	Yes	Yes
Orwell Natural Gas Company	Yes	No	No	No	No
Piedmont Gas Company	Yes	No	No	No	No
Pike Natural Gas	No	Yes	Yes	No	Yes
Sheldon Gas Company	Yes	No	No	No	No
Southeastern Natural Gas	No	Yes	Yes	No	Yes
Waterville Gas and Oil Company	Yes	No	No	No	No

APPENDIX D DEFINITION OF TERMS

Anniversary Date - The calendar date by which the PIPP Plus customer must be current on his/her installment payments to remain on the PIPP Plus program for the next year. The customer will have one billing cycle to make up any missed installment payments to remain on the program. Additionally, the customer's 1/24th credit will be recalculated at this time. The amount will not change if the customer has made on-time and in-full payments the previous 12 months. This date will be on the monthly utility bill.

Reverification Date- The actual date on which the customer completed documentation of household income. Reverification must occur no more than 12 months from the previous reverification date. Since the customer is required to re-verify any change in household size and income, the customer's reverification date may change from year to year.

PIPP Plus Annual Verification Date - The calendar date at or about 12 months from the customer's most recent reverification date.

PIPP Plus Default - The amount the customer owes in missed monthly PIPP Plus installments. (E.g., customer's PIPP amount is \$50.00 per month and the customer has not paid for two months, the PIPP default is \$100.00).

Graduate PIPP Plus Default - The amount the customer owes in missed monthly Graduate PIPP Plus installments. (E.g., customer's Graduate PIPP amount is \$72.00 per month and the customer has not paid for two months, the Graduate PIPP default is \$144.00). **The time period is not extended to participate in the Graduate PIPP Plus.**

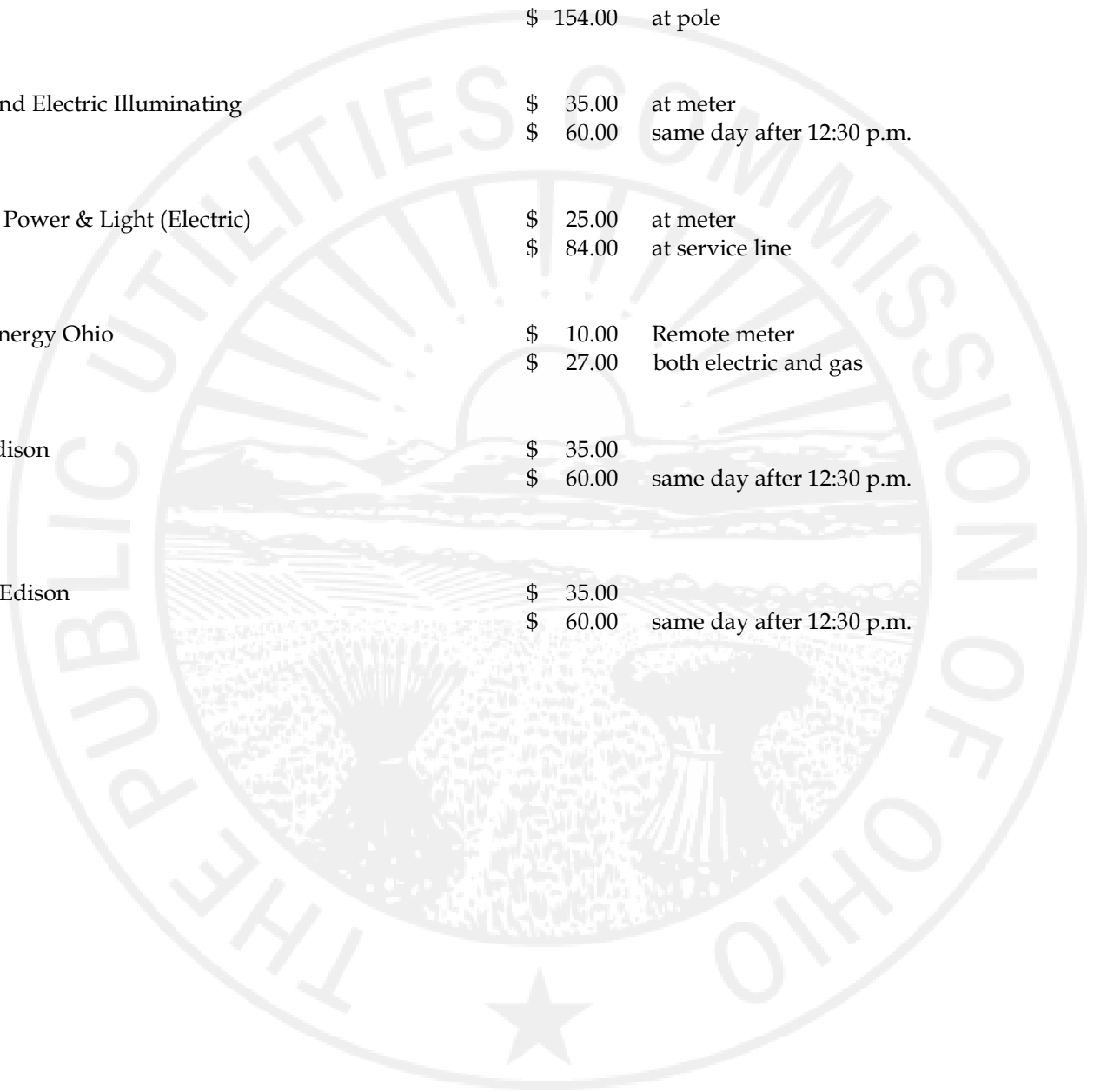
PIPP Plus Arrears - The customer's arrearage as of the customer's PIPP Plus enrollment date. This amount will increase or decrease depending on the customer's future on-time payments. The customer is not obligated for the amount as long as he/she remains current on PIPP Plus. (E.g., customer owes the company \$850.00, prior to going on PIPP Plus, the customer makes his/her first PIPP Plus payment of \$50.00 the remaining \$800.00 is the PIPP Plus arrears).

Total Account Balance - The full amount of the customer's bill, which includes all charges that the customer currently owes the company. If the customer remains current on PIPP Plus, at no time shall the total account balance become due. If the customer becomes ineligible for PIPP, due to a change in income or household size, he/she would then be eligible for the Graduate PIPP Plus program.

Total Balance Due - Utility companies may use this term interchangeably, as the total account balance or the total balance due to keep service on. (E.g., a customer's total balance could be \$5,000; however, the total balance due to keep service on could be \$200).

These definitions are to be used as a guide to help you understand the terms that are used interchangeably by utility companies when discussing account information. In all cases, please ask the company representative to explain the term that is being used to discuss the customer's account.

APPENDIX E
ELECTRIC COMPANIES RECONNECTION CHARGES
(Subject to Change Upon Commission Approval)



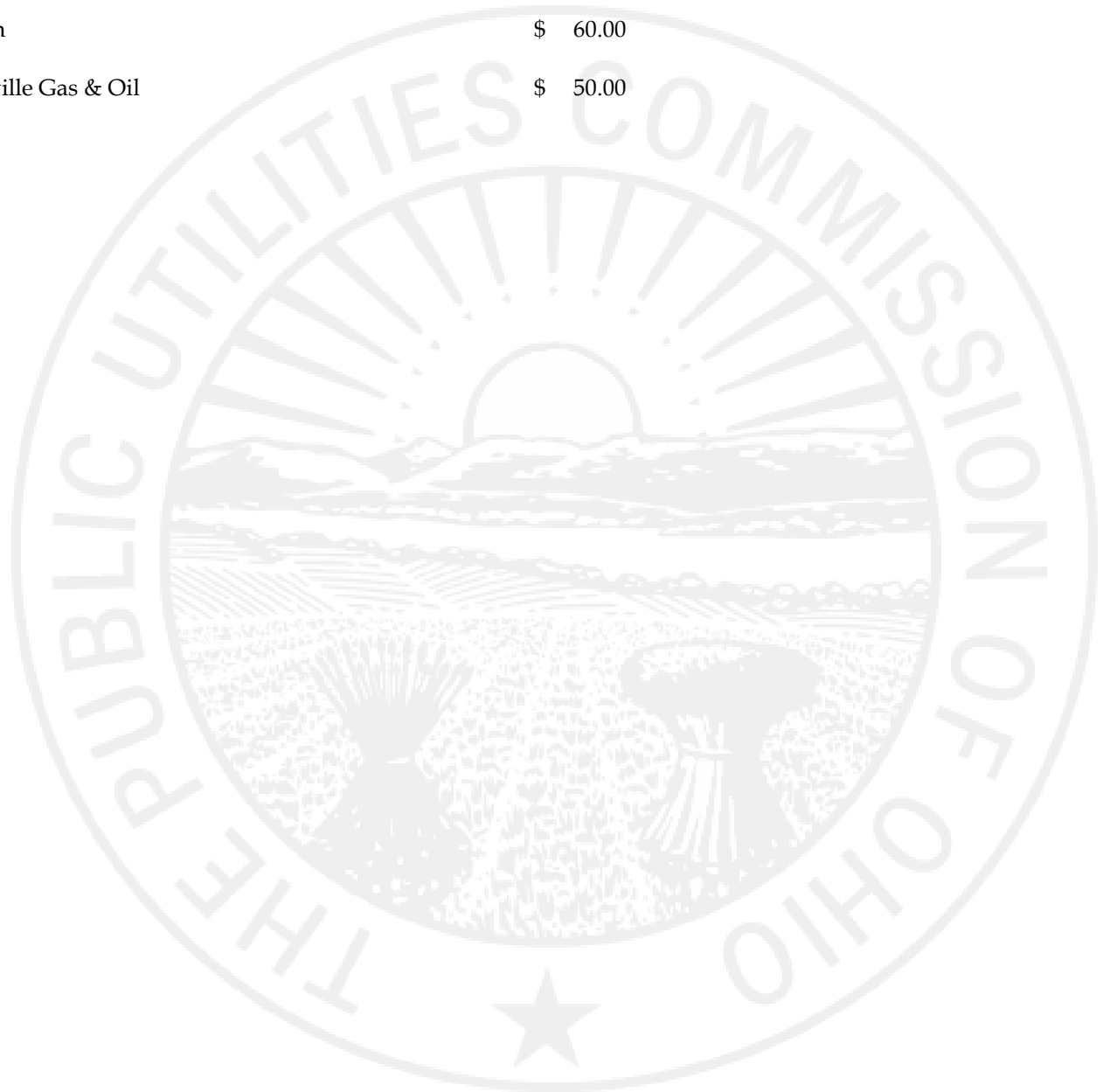
AEP Ohio	\$ 53.00	
	\$ 154.00	at pole
Cleveland Electric Illuminating	\$ 35.00	at meter
	\$ 60.00	same day after 12:30 p.m.
Dayton Power & Light (Electric)	\$ 25.00	at meter
	\$ 84.00	at service line
Duke Energy Ohio	\$ 10.00	Remote meter
	\$ 27.00	both electric and gas
Ohio Edison	\$ 35.00	
	\$ 60.00	same day after 12:30 p.m.
Toledo Edison	\$ 35.00	
	\$ 60.00	same day after 12:30 p.m.

APPENDIX F
GAS COMPANIES RECONNECTION CHARGES
(Subject to Change Upon Commission Approval)

Arlington Gas	\$ 21.00	
Brainard Gas	\$ 25.00	
	\$ 37.50	after hours
Columbia Gas	\$ 52.00	
Dominion East Ohio Gas	\$ 33.00	
Duke Energy Ohio	\$ 17.00	due payment problems
	\$ 27.00	both gas and electric
Eastern Natural Gas	\$ 30.00	
	\$ 35.00	after hours
Foraker Gas Company	\$ 25.00	
Glenwood Energy of Oxford	\$ 50.00	
Northeast Ohio Natural Gas	\$ 35.00	
Ohio Cumberland Gas	\$ 30.00	
Ohio Gas Company	\$ 40.00	
Ohio Valley Gas	\$ 80.00	
Orwell Natural Gas	\$ 30.00	
Piedmont Gas Company	\$ 50.00	
Pike Natural Gas	\$ 30.00	
Sheldon Gas Co.	\$ 25.00	

APPENDIX F
GAS COMPANIES RECONNECTION CHARGES
(Subject to Change Upon Commission Approval)

Suburban Natural Gas	\$ 20.00
Swickard Gas Co.	\$ 30.00
Vectren	\$ 60.00
Waterville Gas & Oil	\$ 50.00





The Public Utilities Commission of Ohio

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Columbus, Ohio 43215
(800) 686-PUCO (7826)

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Commissioners
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2020-2021 **Energy Assistance Programs** **Guidelines**

Effective July 1, 2020

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Energy Assistance Programs Guidelines – SUMMARY OF POLICY UPDATES

Introduction:

The 2020-2021 Energy Assistance Programs Guidelines (Guidelines) outline the policies and procedures for the administration and processing of Ohio's Energy Assistance Programs and Application (in person, submitted online, or mailed in). These Guidelines are effective July 1, 2020.

The following is a summary of the most significant policy changes, organized by section of the Guidelines. This list is not a comprehensive listing of all the Guidelines revisions, clarifications, or updates:

E-2 Eligibility Requirements

- The requirement for households at or below the 30% of the Federal Poverty Guidelines (FPG) and for new Percentage of Income Payment Plan Plus (PIPP) clients to complete an application in person has been removed.

E.2.1 Household Size

- Clarified Non-citizen definition.

E-2.2 Income Guidelines for HEAP, WCP, PIPP and SCP

- Updated the Federal Poverty Guidelines Table.

E-2.3 Determining and Calculating Household Eligible Income

- Fixed income now includes lump sum payouts received within the most recent 30 days from a source that is fixed income.
- If a household is missing one pay stub from the otherwise consecutive pay stubs, the missing pay stub information may be verified by utilizing the year-to-date difference.

E-2.4 Documentation of Income

- Moved Required Documentation table to Appendix XXIV

E-4 Utility Information

- The eligibility requirement of a dwelling unit, including campers, was added.

E-5 Application Review Process

- An application review process was added.

E-5.1 Client Quality Assurance Review Process

- The Review Tool in the Portal must be used to track the required percentage of files reviewed.

E-5.2 Client File Content

- Energy Assistance Providers (EAPs) may maintain hard copies but the electronic copy is the official client file.

E-5.3 Client File Data Accuracy

- This section was added to define data accuracy, notes, and comments requirements.

E-14 Energy Assistance Programs Compliance

- Clarification added regarding investigations. No one may discourage or inhibit clients from applying for or continuing benefits for which they are entitled.

E-14.1 Reasons for Client Compliance Review

- Updated reasons for client compliance review to reflect the Compliance Review Tool.

E.14.2 Steps of Client Compliance Review

- Steps were added to the review process to verify the correct client is selected, request additional documentation in writing, and upload all documentation.

E.-14.3 Compliance Referrals to Development

- An additional step was added for processing ineligible noncompliant clients after an EAP's investigation.

P-4.1 Graduate PIPP

- Clarification was added for clients transitioning to Graduate PIPP.

W-4.4 Bulk Fuels

- A household is eligible to receive a delivery of fuel if the household's bulk fuel tank contains **25% or less** of its fuel supply.
- **A 30-day** line of credit may be arranged for propane clients that use 100-pound (25-gallon) or up to and including 420-pound (100-gallon) propane tanks, **or** for oil/kerosene clients that have tanks that are 100 gallons or smaller.
- **100-Pound Cylinders** – A maximum of four, 100-pound (25-gallon) cylinders may be filled/refilled/exchanged within the 14-day period. A maximum number of eight, 100-pound (25-gallon) cylinders may be filled in a 30-day period.
- **420-Pound Tank** – For tanks larger than 100 pounds (25 gallons) and up to 420 pounds (100 gallons), clients may receive two tank fills in a 30-day period.
- **Existing Credits** – Regardless of the amount of the credit, if the credit is due to the client being on a fuel company budget plan, the credit is to be ignored.
- **Campers** – Updated clarification on what to do if the primary heat source is not electric but requires electric to function. Additional clarification is provided for mobile units and waivers.
- **Heating Unit Repair** – The need for heating unit repair must be identified at the time of application or immediately after restoration of service.
- **Kerosene (K-1)** – Winter Crisis Program (WCP) funds are not authorized to purchase kerosene heaters or ventless gas heaters.

S-1 Eligibility Determination: Individuals with a Documented Medical Condition

- Licensed medical professionals who are qualified under Ohio law to write prescriptions can now document a medical condition for a household member.

S-1 Eligibility Determination: Individuals with a Disconnection, Termination or Transfer of Services or a COVID-19 diagnosis

- This section was added as a new condition for Summer Crisis Program (SCP).

S-1.4 Restrictions

- Clients residing in garden apartments with an air conditioner wall unit are eligible for an air conditioner window unit for another room in the apartment.

Appendix XVI: PUCO and Utility Contacts

- Updated to reflect current staff information.

Appendix XXI: Appeals Process

- Replaced the Document & Calculation of Income Flow Chart

Appendix XXIII: HEAP Benefit Amounts

- Added to provide more information on the HEAP benefit Matrix

Appendix XXIV: Required Documentation Table

- Earned Countable Income – Wages now include salary, tips, commission, bonuses, etc.
- Supplemental Countable Income – Employment Disabilities Payouts and Strike Benefits were added as an Income Type. Lease agreements were removed as acceptable documentation for Utility Assistance.
- Other Countable Income – Lump sums from Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI) and Other were removed as an Income Type.
- Deductions – All Medicare Premiums were added as a deduction type.
- Excluded Income – Social Security (SS)/SSI, SSDI Overpayments, Census Wages and Workforce Investment Opportunity Act (WIOA) Stipends were added as types of excluded income. Agent Orange was removed as a type of excluded income.

I – ENERGY ASSISTANCE PROGRAMS

E-1 Energy Assistance Programs Overview

Home Energy Assistance Program (HEAP) (also called “Regular HEAP”) – is a federally funded program designed to help income-eligible Ohioans with their winter heating bills. The program runs from July 1 to May 31 this year. Clients at or below 175% of the Federal Poverty Guidelines (FPG) receive a benefit in the form of a direct payment toward their main heating account. HEAP benefits are typically credited directly towards the eligible client’s energy heating bill beginning in the month of January. The benefit amount depends on funding received from the U.S. Department of Health and Human Services, household poverty level, household main heating source, household location, if someone in the home is disabled, if a person in the home is 60 years of age or older, or if the household is enrolled in the Percentage of Income Payment Plan Plus (PIPP).

Winter Crisis Program (WCP) (also called “Emergency HEAP” or “E-HEAP”) – is part of HEAP that provides a benefit once per heating season to an income-eligible Ohioan’s main heating and/or electric accounts. Clients must apply in person at the local Energy Assistance Provider (EAP) for WCP. Eligible clients are those at or below 175% of the FPG that are disconnected (or have a pending disconnection notice), need to establish new service, need to pay to transfer service, or have 25% (or less) of bulk fuel supply remaining. The program can also assist with fuel tank placement, fuel tank testing and heating system repair. As a last resort, electric portable space heaters may be provided. The program operates from November 1 to March 31 each year. Clients with a current medical certificate on file with their utility are ineligible to receive WCP assistance until the medical certificate protection expires.

Summer Crisis Program (SCP) (also called “Summer Cooling”) – is part of HEAP that provides a benefit once per cooling season to an income-eligible Ohioan’s electric bill, and/or for the purchase of fans and air conditioners. Clients must have an appointment with the local EAP for SCP. Eligible clients are those at or below 175% of the FPG with a household member over the age of 60 and/or a household member with a documented medical condition, a COVID-19 diagnosis, a disconnect notice, have been shut off, or are trying to establish new service on their electric bill or require air conditioning. This year the program operates July 1 to September 30, 2020.

Percentage of Income Payment Plan Plus (PIPP) Program – helps income-eligible Ohioans manage their energy bills year-round. The program allows income-eligible Ohioans to pay their energy bill each month based on a percentage of their income. To be eligible for the program, a client must receive residential, electric or gas service from a company regulated by the Public Utilities Commission of Ohio (PUCO), have a total household income at or below 150% of the FPG, and must apply for all Ohio Development Services Agency (Development) Energy Assistance Programs for which he or she is eligible. A client’s PIPP payment will be set at 10% of the last 30 days of household income for households that heat with electric and 6% for households with a different main heating source. The minimum payment amount is \$10.

E-2 Eligibility Requirements

Energy Assistance Applications can be submitted online, in person or by mail. While not all Energy Assistance Applications can be completed online, all households applying for assistance are encouraged to begin the application process online.

Households will indicate 30-day income received or 12-month income received. The system automatically calculates the 12-month income amount based on the 30-day amount entered. If the calculation does not reflect the 12-month income amount received, the client or intake worker can adjust the 12-month income amount.

The household will provide documentation for the prior 30 days of income for all income types except Self-Employment, Seasonal and Other Countable Income which must provide 12 months of income documentation.

➤ **Household Program Eligibility:**

- At or below 150% FPG for the previous 30 days for PIPP
- At or below 175% FPG for the previous 30 days or 12 months for HEAP, SCP, and WCP

➤ **Household Poverty Level for benefit amount determination:**

- Lowest poverty level for either 30-day or 12-month period

For all households, Countable Income will be calculated first. If the household's total Countable Income exceeds 30% of the FPG, Excluded Income will not be requested or counted. For households whose total Countable Income is at or below 30% of the FPG, Excluded Income will be considered.

If a household is applying for WCP or SCP, the application can only be completed by appointment with the local EAP.

E-2.1 Household Size

A household is defined by Section 2603 (5) of the Low-Income Energy Assistance Act of 1981 (as amended) as any individual or group of individuals who are living together as one economic unit for whom residential energy is customarily purchased in common or who make undesignated payments for energy in the form of rent. Development will adhere to this definition and makes no distinction between homeowners and renters. Please see the table below for examples on how to count household members.

Counting Household Members		
Example	Counted	Not Counted
Tax dependents living in the household	X	
Household members in military service	X	
Household members temporarily (6 months or less) in a hospital/nursing home	X	
Household members in a hospital/nursing home for more than 6 months or permanently		X
Children of divorced/separated couples if person/persons who has/have LEGAL custody	X	
Children of divorced/separated couples if JOINT custody, person/persons who claim/claims children for tax purposes	X	
Children of divorced/separated couples if joint taxes filed, the household that applies for energy assistance first	X	
Foster/Temporary Kinship/Temporary Guardianship (as defined by a court document) children/foster adults		X
Adoption/Permanent Kinship/Permanent Guardianship children	X	
Household members in prison/jail for an extended term (6 months or more)		X
Foreign students (on a student visa) living in the household. *Foreign students may not apply as separate households		X
College students claimed as dependents for tax purposes.	X	
College students that are not claimed as dependents for tax purposes. *College students not claimed may apply for assistance for their own household.		X
Live-in Aide *Documentation verifying Live-in Aide designation is required. See Appendix XIII for an example Live-in-Aide form.		X
Undocumented Alien*		X

*Non-citizens, those who are not a Legal Resident or not a Qualified Alien in the home shall have their income counted but not their household membership.

E-2.2 Income Guidelines for HEAP, WCP, PIPP and SCP

To be eligible, the total household Countable Income for the last 30 days or 12 months from the date of the application must be equal to or less than **175% (150% for PIPP)** of the FPG. To determine eligibility, a household must provide documentation for the prior 30 days of income for all income types except Self-employment, Seasonal and Other Countable Income which must provide 12 months of income documentation.

The household Countable Income is the gross income amount before taxes (minus deductions) for all household members age 18 years or older. Income earned by a dependent minor (less than 18 years of age) in the household is excluded from the total household income calculation. Only an adult 18 years or older or an emancipated minor may be considered a head of household.

FEDERAL POVERTY GUIDELINES

The FPG are revised annually. The chart displays income levels by household size for 150% and 175% of the FPG.

Size of Household	12-Month Income Limit		30-Day Income Limit	
	150%	175%	150%	175%
1	\$19,140	\$22,330	\$1,573.15	1,835.34
2	\$25,860	\$30,170	\$2,125.48	2,479.73
3	\$32,580	\$38,010	\$2,677.81	3,124.11
4	\$39,300	\$45,850	\$3,230.14	3,768.49
5	\$46,020	\$53,690	\$3,782.47	4,412.88
6	\$52,740	\$61,530	\$4,334.79	5,057.26
7	\$59,460	\$69,370	\$4,887.12	5,701.64
8	\$66,180	\$77,210	\$5,439.45	6,346.03

When determining 150% of the FPG, households with more than eight (8) members must add \$6,720.00 to the yearly income or \$552.33 to the 30-day income for each additional member. When determining 175% of the FPG, households with more than eight (8) members must add \$7,840.00 to the yearly income or \$644.38 to the 30-day income for each additional member.

E-2.3 Determining and Calculating Household Eligible Income

A household's total Countable Income less any deductions for either a 30-day or 12-month period is used to determine the household's percentage of the FPG. When calculating income, whole dollar amounts are to be used without rounding. Countable Income is defined by the following categories:

1. Fixed Countable Income

- Income received that is the same amount for each payment on a consistent basis, such as Social Security Administration (SSA) benefits (to include lump sum payouts received within the most recent 30 days from a fixed income source), Pensions, and Supplemental Security Income (SSI).

2. Earned Countable Income

- Income derived from active participation in a trade or business, including wages, salary, tips, commission, and bonuses.
- If the household is missing one (1) pay stub but has provided otherwise consecutive pay stubs, the intake worker may verify the missing pay stub information by utilizing the year-to-date difference.

3. Other Earned Countable Income

- Earned income from seasonal employment includes construction workers, landscapers, teachers, etc., that are not paid all year. This income category refers to household members who are committed to a 12-month contract but will be paid over a period of less than 12 months, as they are considered to receive seasonal employment income. School district employees are a common example of this situation. For example, some teachers get paid for nine (9) months but have a 12-month contract.
- Earned income from self-employment:
 - i. Self-employed individuals are permitted to deduct Internal Revenue Service (IRS) allowable business expenses when determining income for program eligibility.
 - ii. Self-employed individuals may provide a copy of their most recent filed IRS Form 1040 and Schedule 1 (Appendix IX). The amount listed on line 12, 17 and/or 18 for the 2018 return or line 3, 5 and 6 for the 2019 return must be used to determine business income. Individuals submitting Form 1040 do not need to complete a Self-Employment Income and Expense Form.
- For non-filing individuals, a Self-Employment Income and Expense Form (Appendix V) must be completed along with an IRS Verification of Non-Filing Letter (if applicable)

4. Supplemental Countable Income

- Supplemental Countable Income is income that supplements other income in the home.
Examples: *Unemployment or Workers' Compensation*

5. Other Countable Income

- Other Countable Income includes any income not listed above. Please see table in Appendix XXIV.

6. No Income

- There is no reportable income in the household.

When applying for assistance, households are required to report all Countable Income received within the past 30 days or 12 months from the date of the application. Additional documentation related to household composition and/or income may be requested of the client at the discretion of the EAP. All documentation must be included in the client file and scanned and uploaded into the electronic data base.

E-2.4 Documentation of Income

To accurately document household eligibility or ineligibility, each client application must include acceptable documentation of household income. Income of all adults and emancipated minors must be documented in the electronic client file. Income documentation must include the client's name or identifying information such as last four digits of Social Security Number.

In some cases, documentation provided in a previous Energy Assistance Application that was scanned and uploaded may be used to document income for the current application. Prior scanned documentation may be used when the date on the previous documentation falls within the current calendar year and the household income has not changed. Prior year scanned documentation may be used for clients that receive SSA benefits (Social Security (SS), Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI)). The intake worker or client must indicate the current income amount received, but the documentation may be dated from the previous calendar year.

Example: *An SSI award letter received and uploaded in January 2019 for a client applying for assistance in November of 2020.*

The tables in Appendix XXIV indicate the required documentation for each category: Countable Income, Deductions, and Excluded Income. Please note, documentation of Excluded Income is only required when the household's Eligible Income is at or below the threshold.

E-2.5 Countable Income Periods

For all applications processed (online, mail, or in-person), total household income is calculated by reviewing the previous 30 days or 12 months of income from the date of the application. If the calculation does not reflect the 12-month income amount received, the client or intake worker can adjust the 12-month income amount. Twelve-month income is required for specific income types (see table in Appendix XXIV). DO NOT estimate the amount of potential or future income that may be received.

E-2.6 Asset Test

The Energy Assistance Programs administered by Development do not use an asset test to determine eligibility for benefits.

E-2.7 Individuals in the Household Claiming No Income

Individuals 18 years of age or older claiming no income are only required to provide a No Income Statement or documentation of Excluded Income received if the household is at or below the threshold (30% FPG). Additional documentation related to household composition and/or income may be requested at the discretion of the EAP.

E-2.8 Immigration Status

All client files must contain proof of citizenship or legal residency (Qualified Alien) status for all eligible household members. The following items may be submitted as proof of citizenship or legal residency:

Proof of U.S. Citizenship	Proof of Legal Residency/Qualified Alien
Birth Certificate/Hospital Birth Records	Naturalization Papers/Certifications of Citizenship
Indian Census Record	INS ID Card
Military Service Record	Alien Registration Cards/Re-entry Permits
Baptismal Records (only when place and date of birth is shown)	INS Form I-151 or I-551 (Form I-151 will not be valid after August 1, 1993)
U.S. Passport	INS Form I-94 if annotated with either: a) Sections 203(a)(7), 207, 208, 212(d)(5), 243(h), or 241(b)(3) of the Immigration and Nationality Act: or b) One or a combination of the following terms: One or a combination of the following terms: Refugee, Parolee, or Asylee
Verified Citizenship for OWF Program	Permanent Visa
Voter Registration Cards	INS Form G-641, "Application for verification of Information from INS Records", when annotated at bottom by INS representative as lawful admission for humanitarian reasons
Social Security Cards administered by the SSA (Social Security Cards that are <u>valid for</u> work authorization status only, <u>will not</u> be accepted for citizenship verification)	Documentation that alien is classified pursuant to Sections: 101(a)(2), 203(a), 204(a)(1)(a), 207, 208, 212(d)(5), 241(b)(3), 243(h), or 244(a)(3), of the Immigration and Nationality Act
	Court order stating that deportation has been withheld pursuant to Section 241(b)(3) or 243(h) or of the Immigration and Nationality Act. INS Form I-688

E-2.9 Agency Employee, Relative, and/or Friend Application Review Policy

The EAP must have a policy to address how an application for Energy Assistance benefits will be processed for an employee, a relative of staff and/or a friend of staff. All policies must include review and approval by a member of the Agency Management Team (i.e., HEAP Coordinator, Program Manager, and/or Executive Director).

E-2.10 Permanently and Totally Disabled Clients

It is required for any household, which has a member who is classified as permanently and totally disabled (see Appendix II), to provide proof of disability to receive the weighted benefit for Regular HEAP. If a client is applying in person, make sure they are aware of this before the interview date. All monthly outreach materials should include that the client must bring proof of disability to the appointment. The following documentation is acceptable as proof of disability:

- A Doctor's statement
- Income received because of a disability (SSDI, SSI, VA Pension, VA Disability, Workers' Compensation, etc.)

Upload the documentation with the client income information. Make sure the appropriate household member is checked as being disabled. A widow or child may receive survivor's benefits for a deceased spouse/parent, but they are not disabled and should not be checked for a disability. If the client states that he/she is disabled but does not provide proof of disability at the time of application, do not pend or delay the application, process the application without the disability verification and do not mark disability verified.

E-3 Appointment Process and Home Visits

EAPs that use an appointment system must see all households that contact the EAP within 28 calendar days for the Crisis Programs. An accommodation must be made on the appointment schedule for walk-in clients. If an adult household member cannot visit the intake site, due to age and/or disability, EAP staff must make a home visit for the Crisis Programs. However, the home visit is not required if a designated person living outside of the household has been empowered to act for the client by obtaining legal guardianship, a Representative Payee designation from the SSA, a Power of Attorney (which does not expire unless revoked) or a notarized statement (which is good for one year). Clients should be informed before the appointment of the documentation needed to complete the application at the home visit:

- Social Security Numbers for all household members;
- Household income documentation for the last 30 days or 12 months;
- If applicable, disability verification;
- Citizenship verification;
- If a non-household adult is applying on behalf of the client, then a Power of Attorney, a notarized statement, Representative Payee from SSA, or legal guardianship documentation **is required**; and
- Most recent utility bills and/or account numbers.

During the appointment, the EAP must assist the client in completing the current program year Energy Assistance Application for all available Energy Assistance Programs, such as Crisis or PIPP, in addition to Regular HEAP.

E-4 Utility Information

In order to process an Energy Assistance Application, the client must provide their main heating source information and electric information.

Do not enter the client's electric account information as the main heating source if it is not the main heating source.

The utility bill **must be** in the name of an adult household member **if** at the time of application:

- The utility bill is in a child's name (under 18 years old); the utility account **must be** put into an adult household member's name in order to receive assistance.
- The bill is in the name of a non-household adult, then the bill **must be transferred** into the name of an adult household member.
- The bill is in the landlord's name and he/she will not allow it to be changed into the client's name, and the client is responsible for the bill, the client can still be assisted. However, documentation in the form of a lease, or note from the landlord stating the client is responsible for the bill is required along with a copy of the bill showing the account number. Payment should be made directly to the utility company for the client's portion of the bill.

Note: *For Regular HEAP only, the utility bill does not have to be in a household member's name (for example, heat included in the rent, in landlord's name, etc.) to receive a benefit.*

For a dwelling unit to be eligible for energy assistance benefits, its primary heat source must be:

- A regulated or unregulated utility (gas & electric);
- A permanent, free-standing fuel tank (oil & propane);
- A legal fireplace (wood); or
- A legally vented wood/coal stove.

Further, if the primary heat source is not electric but requires electric to function, then the household must have their own regulated or unregulated electric account or generator, or solar power system connected or installed directly and exclusively to that dwelling

*Campers are defined as a dwelling unit that must be towed and contains at least one room.

Note: *Dwelling units using small gas grill sized propane tanks for wall unit furnaces are not eligible for HEAP benefits. Clients living in a dwelling unit on a client's land, using the same address, do not qualify for their own benefit. It is considered one household.*

E-5 Application Review Process

All applications are randomly reviewed by Development. All applications are subject to review from EAP staff. For applications still in the Portal, comments must still be left in OCEAN.

E-5.1 Client Quality Assurance Review Process

All EAPs are required to conduct a thorough review of client files processed by the EAP during that program year. The table below describes the minimum review requirements. The EAP may implement a more stringent review process and provide documentation of that process during a monitoring visit. Development may require a more detailed review percentage based on recent monitoring visits. Please reference the most recent OCA Customer Intake Instruction Manual for guidance on how to complete the review process.

Application Type:		Percent of files to be reviewed:	EAP staff assigned to review files:
HEAP and PIPP	Applications processed from the Paper Applications and Applications Submitted Online tab in the Portal	50%	HEAP Coordinator/Back-Up Coordinator
	Denied Applications	50%	
	Friends/Relatives	100%	HEAP Coordinator/Back-Up Coordinator/Executive Director
SCP	A/C and/or Fan benefit	25%	HEAP Coordinator/Back-Up Coordinator
	Electric bill benefit	25%	
	Denied Applications	50%	
	Friends/Relatives	100%	HEAP Coordinator/Back-Up Coordinator/Executive Director
Application Type:		Percent of files to be reviewed:	EAP staff assigned to review files:
WCP	Disconnect benefit	30%	HEAP Coordinator/Back-Up Coordinator
	New Service benefit	30%	
	Disconnect notice or bulk fuel benefit	40%	
	Denied Applications	50%	
	Friends/Relatives	100%	HEAP Coordinator/Back-Up Coordinator/Executive Director

Note: *The Review Tool in the Portal must be used to track the required percentage of files reviewed.*

E-5.2 Client File Content

Client applications may be signed electronically when submitted online. When processing an application in person, after reviewing the program terms of agreement with the client, the EAP must allow the client to enter his/her name into the system in order to submit the application.

All supporting documentation for the Energy Assistance Application must be uploaded into the system within five business days after the in-person appointment occurs. This includes complete, incomplete, and denied applications.

EAPs must develop an internal review process to ensure all required client documentation is properly uploaded into the electronic system. Should any documentation be missing during the monitoring review process, the EAP will be responsible for responding to the monitoring report. While EAPs may maintain hard copies, the electronic file is the official client file.

The following information is required in the client's electronic application (uploaded):

1. Citizenship Status verification: see E-2.8
Note: *These should be uploaded separately for each application and program year.*
2. Social Security Numbers are required for all eligible household members, regardless of age. For those that have applied for a Social Security Number but have not yet received it, mark as "applying for" in the system for the first program year. In subsequent program years, the Social Security Number must be obtained in order to process an application.
3. Household Countable Income, see Appendix XXIV.

4. If applicable, Household Deductions, see Appendix XXIV.
5. If applicable, Household Excluded Income, see Appendix XXIV.
6. If applicable, proof of permanent disability as defined in Appendix II Permanently and Totally Disabled.
7. Documentation of the client's heat source(s) account(s). For Crisis Programs, a Utility Verification Form (Appendix XIV) with all applicable sections completed. If EAPs download a Utility Verification Form online, e.g. AEP, Ohio Edison etc., they may substitute the online verification form in lieu of the form contained in the appendix.
8. If applicable, verification of any required co-payments. If the maximum energy assistance benefit is not sufficient to restore or continue service, documentation that the client has made a co-payment must be obtained prior to processing the Crisis or PIPP application. Include appropriate comments in the client's file.
9. SCP file must show proof of at least one household member over the age of 60 or with a qualifying documented medical condition.
10. A completed Case Review Checklist (Appendix XV).
11. The original or a copy of the bulk fuel invoice that is date-stamped, scanned, and uploaded into the client's file at the EAP for proper documentation. There must be no sales tax charged to the EAP.
12. If the application is denied, documentation and notes supporting the reason for denial/ineligibility. For additional information on appeals see Section E-15.
13. For incomplete files, the EAP must include documentation that the client has been contacted in order to complete the application. The documentation must demonstrate at least one written or email notification to the client that the application is incomplete and the reason. Notes and supporting documentation must be maintained in the client file.

Note: *EAPs have until the 15th day after Crisis Programs end to finish incomplete applications. If documentation has not been received by the end of the Crisis Program, those files shall be reported to Development under the Winter or Summer Close-Out Activity Report by the date specified in the current HEAP Grant Agreement.*

E-5.3 Client File Data Accuracy

Data entry into client files is critical for proper determination of eligibility and award of benefit amounts. EAP intake staff are responsible for entering accurate and complete data in all applicable fields when entering an application in the electronic system.

Staff must provide comments to support entries related to client application processing whether incomplete, pending or completed. Personal feelings, prejudices, dislikes, relationships, or any like contributing factors must not influence official decisions. Prudent judgment is required.

As a reminder, comments are part of a client file and are subject to public record requests. Personal opinions or speculations regarding the client or application are prohibited and should not be documented in the client file.

E-6 Client Outreach – Crisis Programs

EAPs must provide a monthly news article/news release/media announcement during the Crisis Programs (Summer/Winter) through at least one of the following outlets:

- **Local newspaper** (largest circulation in your service area)
- **Local television and/or radio station**
- **Social media site(s)**

The EAPs must document the monthly advertisement/outreach article or news release/media announcement (including electronic orders) throughout the Crisis Programs. Documentation must include the outlet name, the month(s) in which the advertisement/article will appear, and a copy of the advertisement, article, or news story. This information should be saved for compliance review by Development.

When radio or television interviews are conducted, the interview date and station name should be documented. If the interview is posted on the station's website, print a screen shot with the link highlighted for the compliance review documentation.

When social media efforts are used, print the dated social media page for the compliance review documentation.

EAPs should also retain the list of media contacts and other documentation in a single binder that will substantiate that the EAP has made an effort to adhere to the monthly outreach effort requirement.

The monthly article/news release/social media post should offer a brief description of the Crisis Program, the application requirements, and a list of the required documentation. Here is a list of information to include:

- A list of all household members and proof of income for the last 30 days or 12 months for each member over 18;
- Most recent utility bills (gas and/or electric), regardless of account status;
- Proof of Citizenship or legal residency;
- Proof of Disability, if applicable;
- Birth Dates and Social Security Numbers for all household members;
- Include reminder that for WCP the utility company will only allow one hold for the disconnection notice and that cannot be extended; and
- Stress that a no-show appointment may result in utilities being shut off.

E-7 Payment Procedures

Vendor Participation Agreement – All vendors who participate in the HEAP (Regular, WCP and/or SCP) must sign an Energy Assistance Participation Agreement. Only one (1) agreement needs completed per vendor to encompass all three (3) programs. After the inaugural agreement is signed, vendors must update the form at least once every three (3) years.

EAPs must forward payment to the utility company within 30 days from the date the client was determined to be eligible for a WCP or SCP benefit.

All bulk fuel invoices must be stamped with the date that the EAP received it. Payment for bulk fuel delivery must be made within 30 days of receipt of invoice. The “received” date that is stamped on the original invoice must be the date that is entered into the electronic system in the “Invoice Date” field. The “received” date is defined as the date that the EAP received the invoice from the bulk fuel vendor. Each invoice must have the unit price of fuel and the amount delivered. The bulk fuel invoice must indicate the number of tanks initially filled/refilled/exchanged during the 30-day period in order to be paid.

E-8 Exhausted Crisis Allocation

Please submit a Grant Increase Form to Development when program funds are nearing depletion and **BEFORE** all funds are exhausted, to determine if additional funds can be obtained through a budget amendment request. Contact your Community Development Analyst for a copy of the form.

Only after a confirmation from Development should the EAP issue the Energy Assistance Application showing "funds exhausted" as the reason for denial. Immediate referrals should be made to other available Energy Assistance Programs if allocation is exhausted for that program.

E-9 Reporting Requirements

The EAP must comply with all reporting requirements specified in the Exhibits of the respective program grant agreement. **During each month** of the Crisis Programs, HEAP Coordinators shall review and resolve any issues identified from the review of each of the reports listed below:

Report 1: Incomplete (Pending) Applications by Intake User Report

Report 2: Rejected Records – PIPP Rejects

Report 3: Incomplete Regular HEAP applications with a processed WCP/SCP

The EAP must maintain documentation to substantiate that it has made an effort to adhere to the monthly reporting requirements for the three reports listed above. See the OCA Customer Intake Instruction Manual for further details on running these reports.

Rejected Records:

The EAP must have a sound and effective process for handling client records that are rejected by the utility company and need to be corrected (rejected records). All rejected records associated with the WCP, SCP, and PIPP must be reviewed/resolved and noted in OCEAN according to the following schedule:

Programs	Resolution Timeline
WCP	Comments in OCEAN and Resolution must be completed within 14 calendar days.
SCP	Comments in OCEAN and Resolution must be completed within 14 calendar days.
PIPP	Comments in OCEAN and Resolution must be completed within 30 calendar days.

E-10 Recommended Referrals

If a household applying for emergency assistance qualifies for other types of public assistance, i.e. Temporary Assistance for Needy Families (TANF), a referral may be made to another provider for assistance through the Prevention, Retention and Contingency Program or any other available funds. EAPs need to make appropriate referrals whenever possible.

E-11 Recovery of Funds

The EAP will be responsible for recovering funds in all cases of duplicate payments such as:

- **Misrepresentation by the client** resulting in the household receiving a benefit from two different EAPs. The EAP that paid the second or duplicate benefit is responsible for recovering the full amount of the second benefit.
- **Misrepresentation by the client** resulting in two payments received by the client from the same EAP or an improper payment (secondary heat source, account not in disconnect/below 25%, etc.)
- **Payments in excess** of the total benefit.

E-12 Liability for Income Payments

In all cases, the client file documentation must support the approved payments. The **EAP will be responsible** for rectifying payments made in violation of program guidelines.

E-13 Data Practices

Security and confidentiality are matters of importance of all users of Development information systems, including all EAP staff who have access to Development's confidential data and files of individuals who receive benefits administered by Development. Each person entrusted with an authorized ID to access any Development information system holds a position of trust relative to the information it contains and must recognize and accept the responsibilities entrusted to him/her in preserving the security and confidentiality of that information. Development information is subject to various state and federal confidentiality laws, including, but not limited to, Section 1347.15 of the Ohio Revised Code. An authorized user's conduct, either on or off the job, may threaten the security and confidentiality of information. It is the responsibility of every user to know and understand the following:

1. You are given access to Development's information systems and client files only for the purpose of performing your job duties. You must not use, or permit any other person to use, any Development information system or any information in client files (paper or electronic) for any other purpose.
2. You must not seek to benefit personally, or permit others to benefit personally, from any confidential information to which you have access by virtue of your work assignment.
3. You must not disclose the contents of any record you may access through any Development information system or in any client file to any person except as necessary for you to perform your work assignment in accordance with the policies of Development and your agency.
4. You must not knowingly include or cause to be included in any record or report you create for Development any false, inaccurate, or misleading entry.
5. You must not remove or cause to be removed any record, report, or file from the location where it is kept except as necessary for you to perform your duties in accordance with the policies of Development and your agency.
6. You must not disclose or share any security codes, i.e., sign-on, passwords, etc., used to access any Development information system or any client files maintained by your agency.
7. If you become aware of any violation of confidentiality rules, you must report the violation to your supervisor immediately.
8. You must not assist or act in cooperation with any other person to violate any part of these confidentiality rules.
9. Certain income and/or tax information to which you have access may be subject to protection by federal law. Internal Revenue Code Sections 7213 and 7431 provide civil and criminal penalties for unauthorized inspection or disclosure. These penalties include a fine of up to \$5,000 and/or imprisonment of up to five years.

10. You must not create or modify your own benefit application or applications for household members, relatives, friends, neighbors, acquaintances, significant others, spouses, and/or former spouses. You must give applications for anyone you know to a manager for processing.
11. User accounts that are not used for 90 days will be disabled. If your user account is disabled, you will be required to sign a new confidentiality agreement to re-establish a user account (except an account disabled due to invalid password entered).
12. You certify to Development that the email address you provided is your work account, and it is not shared or accessed by anyone except you.

E-14 Energy Assistance Programs Compliance

The Energy Assistance Programs client compliance procedures help assure the accountability of program funds. The process will meet a standard of replicable, consistent, and fair treatment of all clients in a timely manner. When conducting investigations, no one may in any way, discourage or inhibit clients from applying for or continuing benefits for which they are entitled. Personal feelings, prejudices, dislikes, relationships, or any like contributing factors must not influence official decisions.

Comments are subject to public record requests therefore personal opinions or speculations regarding the client or application are prohibited and should not be documented in the client file.

One of the most important steps that can be taken to avoid the occurrence of noncompliance and/or fraud is prevention. All efforts should be made to detect, correct, and resolve any issues that arise during the processing of client applications.

E-14.1 Reasons for Client Compliance Review

The objective is to determine compliance as it relates to the guidelines of our programs. It is critical to distinguish between alleged or suspected noncompliance verses actual noncompliance.

The reasons for a client compliance review include:

- Income discrepancy;
- Conflicting address, income and/or household composition information;
- Referral from a utility company, organization or individual;
- Clients claiming no income for multiple program years (two (2) or more consecutive program years).

E-14.2 Steps of Client Compliance Review

A. Initial Overview:

- Verify the correct client is selected;
- Review Customer Comment Report in OCEAN and notes in the Portal;
- Review application and check for completeness;
- Request additional documentation in writing;
- Upload all documentation including:
 - Client appeals and inquiries
 - Client correspondence
 - Completed Compliance Review Tool (Appendix XX) located in the help menu in OCEAN under the Crisis and PIPP Resources; and
- Enter comments of the reasons identified in Section E-14.1 triggering the compliance review as well as any additional notes regarding the investigation.

*Do not upload any sensitive documents including, but not limited to, public documents that show private, personal information.

B. Verify if the client provided documentation of Countable Income (see Section E-2.3)

- For households with no income, determine if the client's documented income supports the expenses they have reported.
- Check Letter(s) of Support for completeness and verify if support person(s) is also receiving assistance.
- For clients receiving SSA benefits, the SSA Third Party Query, recent award letter, or Benefit Verification Letter must be requested for the following circumstances:
 - If an adult household member is receiving some form of SSA benefit, and there are minor children in the household with no SSA benefits reported
 - If SSI benefit is less than the maximum amount listed in the following OWF/TANF Payment Program chart (may indicate there is other income in the residence)
- For clients receiving TANF:
 - When processing Energy Assistance Applications for clients with TANF income, the household size (Assistance Group Size) should match the standard monthly payment amount for that household size. If the amounts do not match (usually less than standard amount) this is an indication that there may be other or additional income in the home. Applications should have minor(s) included as only households with minor children are eligible to receive TANF benefits.

OWF/TANF PAYMENT PROGRAM STANDARDS BY HOUSEHOLD SIZE

Ohio
Works
First

AG Size	1	2	3	4	5	6	7	8	9	10	11	12
OWF PMT STD 1/1/20 (TOWF)	\$302	\$412	\$505	\$623	\$729	\$811	\$906	\$1005	\$1105	\$1204	\$1301	\$1402

SSI PAYMENT (1/1/20)

Single \$ 783
Couple \$1175

E-14.3 Compliance Referrals to Development

If the client is found to be noncompliant and is ineligible for benefits after the EAP's investigation, create an OCEAN ticket with the attention Compliance. Client cases that are more egregious (i.e. multiple years of noncompliance, clients subject to PIPP drops/penalties, or clients found to be noncompliant) should also be submitted through an OCEAN ticket. Clients who are found to be noncompliant have the right to an appeal, see Section E-15 for appeal process.

E-15 Client Appeals Process

Clients have 30 days from the date they receive their eligibility or benefit notification to appeal decisions made regarding their Energy Assistance Application for HEAP, WCP, SCP, and PIPP. Clients must be informed of this right when they receive their application and again in their notification letter. Clients may also appeal if their application is not decided upon within 12 weeks. Clients must be informed of this right at the time an application is submitted.

Grounds for appeal include:

- Energy Assistance Application was denied;
- If the application was neither approved nor denied within 12 weeks after the application was submitted online or by mail, uploaded in the Portal or received at the EAP, unless such delay was the result of the client's lack of cooperation in providing necessary and reliable documentation with which to determine eligibility;
- Disagreements with the benefit/installment amount (HEAP, WCP, SCP, and PIPP);
- Household composition has changed since the application was submitted;
- Income has changed since the application was submitted;
- Utility provider has changed or is incorrect;
- Multi-program discount was applied to HEAP, but client is not enrolled in PIPP;
- Intake worker error in inputting client information; or
- Application is under Compliance Review.

Local Level Energy Assistance Programs - Written Appeal

Clients have 30 days from the date they receive their benefit notification to appeal decisions made regarding their Energy Assistance Application. All appeals must be submitted in writing (letter or email) with supporting documentation attached, to the EAP's HEAP Coordinator.

The appeal review must be completed within 30 days from the date of the client's appeal request. The EAP must notify their Development Community Development Analyst of the final decision and scan all documentation into OCEAN/Portal (i.e., the appeal request, supportive documentation, EAP's Resolution/Notification/Actions, etc.). The client must be notified of the decision made by the EAP within 10 days of the decision.

Local Level Energy Assistance Programs - Hearing

Clients who were denied during the Written Appeal process may request a formal hearing within 30 days of the denial of the Written Appeal. The client must submit a request for a formal hearing in writing (letter or email). The request is to be made to the Executive Director of the EAP. The EAP shall schedule a hearing within 30 days of the receipt of the letter/email requesting a hearing. The hearing shall be held at a mutually convenient place and a hearing officer shall be appointed by the EAP. The hearing officer may be a staff member of the EAP who was not involved in the decision that is being appealed.

The client must be notified of the EAP's decision regarding the appeal within 10 days of the date of the formal hearing.

The EAP must also notify their Development Community Development Analyst of the final decision and scan all documentation into the OCEAN database (i.e., the appeal request, supportive documentation, EAP's Resolution/Notification/Actions, etc.).

State Level Energy Assistance Programs Appeal

If the client wishes to pursue a further appeal, they must submit a written State Level Appeal to Development within 30 days of the final hearing decision rendered at the EAP. The appeal request may be mailed to:

Ohio Development Services Agency
Office of Community Assistance, Appeals
P.O. Box 2169
Columbus, Ohio 43216

or faxed to **(614) 387-2718 Attention: Appeals**

Development will only review client appeals which have been denied at both the Local Level EAP Written Appeal and Hearing process and that contain new information, or information not considered during the Local Level EAP Written Appeal or Hearing process. The appeal request must contain all of the following information:

- Client's name, Address, Telephone number;
- Client number (if available);
- Reason for the appeal;
- Supporting documentation; and
- Client's signature.

A decision on the appeal will be made within 30 days of receipt of the appeal request. The client will be notified within 10 days of Development's decision.

Federal Level Energy Assistance Programs Appeal

If the client wishes to pursue an appeal of a State Level Appeal determination, they will submit a Federal Level Appeal to the U.S. Department of Health and Human Services/Administration for Children and Families. The appeal request may be mailed to:

U.S. Department of Health and Human Services/Administration for Children and Families
Office of Community Services/Division of Energy Assistance
Low Income Home Energy Assistance Program (LIHEAP)
Mary E. Switzer Building, 5th Floor
330 C Street, SW
Washington, D.C. 20201

Or fax to **(202) 401-5661**

All appeal decisions made by the U.S. Department of Health and Human Services/Administration for Children and Families are final.

II – PERCENTAGE OF INCOME PAYMENT PLAN PLUS (PIPP)

The PIPP program helps income-eligible Ohioans with utilities regulated by the PUCO manage their energy bills year-round. The program allows income-eligible Ohioans to pay their energy bill each month based on a percentage of their income. To be eligible for the program, a client must receive residential, electric or gas service from a company regulated by the PUCO, have a total household income at or below 150% of the FPG, and must apply for all Development Energy Assistance Programs for which he or she is eligible.

A client's PIPP payments will be set at 10% of the last 30 days of countable household income for households that heat with electric and 6% for households with a different main heating source unless the 30 days is not reflective of their annual income. Households that pay the monthly PIPP payment on-time and in-full will not be responsible for the remaining balance of the monthly bill and will have a portion of any outstanding utility balances (arrearages) covered. PIPP program rules and definitions are established in the Ohio Administrative Code, Chapter 122:5-3.

Please keep in mind that clients have the option to be on PIPP for gas or electric or both, it is not required that they be on both.

P-1 Payment Amounts

- For households that heat with gas, they will pay 6% of their Countable Income to the gas bill and 6% of their Countable Income to the electric bill.
- Households that heat with electric pay 10% of their Countable Income toward their bill.
- Households with non-electric heat (i.e. bulk fuel clients) pay 6% of their Countable Income towards their eligible electric utility bill.
- Households with no income pay the minimum installment of \$10 towards their utility bills.
- If the client is establishing service with a utility company (regulated by the PUCO), a deposit is not required when enrolling in PIPP. If the deposit was previously paid, that amount will be used to reduce any previous debt. A new client is defined as someone who has never been on PIPP before or who has not been on PIPP in the previous 12 months.

P-2 Client Responsibility

First PIPP Payment

- The client must pay the first PIPP payment to his/her utility company by the due date of the current bill. If the due date of the current bill has passed and the client has not made a payment, the client is required to make two installment payments by the due date of the next bill. One payment will be applied to the past due bill, and one payment will cover the current payment amount due. Also, the client will not receive an arrearage credit for the first month if the first PIPP payment is not made by the current bill date.

Once active on PIPP

- Clients that make PIPP payments on-time and in-full will not be responsible for the balance of the monthly billed amount (the difference between the PIPP payment and the actual bill). Additionally, any outstanding utility bill balances (arrearages) will be covered for clients who make on-time and in-full payments for 24 consecutive months. The client will also receive a credit toward his/her

outstanding utility bill balance. If on-time and in-full payments are made for 24 consecutive months, all outstanding balances (arrearages) will be eliminated.

- Fees will not be assessed for late payments; however, the client will not receive credit on the outstanding bill balance for that month.
- Clients are responsible for staying current with all PIPP payments.
- Clients must report any changes in the household income or household members within 30 days of the change.
- Clients must reverify their household income annually.
- All default (the total amount of missed PIPP payments) PIPP payments must be paid in-full by the client's Anniversary Date (See Appendix II for definition of Anniversary Date).

If clients are noncompliant with the PIPP program, they may be removed from the program for 24 months. The clients will be responsible for any outstanding balances (arrearages) due on their utility accounts and may be billed for all credits received by the client for making in-full and on-time payments.

P-3 PIPP Terms

In order to remain on the PIPP program, eligible clients must pay on-time and in-full each month, reverify eligibility annually, and reverify when their income or number of household members changes. The client's Anniversary Date and the Reverification Date will be printed on the client's utility bill.

The Anniversary Date is the date the client first enrolled in the PIPP Program. This date will not change. If a client has a PIPP default on their account, they will have until their Anniversary Date to pay the outstanding PIPP payments or they will be removed from the program.

The Reverification Date is the date the client's application was processed and the date by which they must verify their household size and household income each year. Clients are required to reverify their PIPP eligibility annually or at any point throughout the year if they have a change in their household income or number of household members. The client's Reverification Date may change if the client updates their income or the number of household members before the Reverification Date.

Clients are notified by mail from Development 30 days prior to their Reverification Date. The letter reminds the client of their Reverification Date and the information required to reverify. It also states that clients may be removed from the program if they do not reverify by their Reverification Date. Remember, the client's Reverification Date may change from year-to-year as it is based on the annual application date or the date the household information was updated.

A PIPP payment is considered on-time, if a client makes the payment before their next utility bill is issued. Any payments made after the new bill is issued are considered late for the prior bill, and the client will not receive a credit for the difference between their PIPP amount and their actual billing amount or outstanding utility bill balance (arrearage credits) for that month.

A client may voluntarily leave the program or may be removed from PIPP for noncompliance. The following table represents possible reasons for leaving or being removed from PIPP:

Voluntarily leaves PIPP:	Removed from PIPP:
Joined Utility Payment Plan	Over Income
Utility bill is less than the PIPP amount	Client Failed to Reverify
Switching to 3rd Party Suppliers	Client Disconnected for 2 Consecutive Months (Account Default)
PIPP amount may be less than the actual bill, but more than the client can pay	Client Declines Participation in Development Energy Efficiency Programs
Client request	Theft of Service
Client enrolled in error	Tampering
Finalized account; moved, or put in different name	Client Not Current with PIPP Installments (Account Default)
Grad PIPP Removed Due to Zero Balance	Removed by Utility Company
Grad PIPP Drop to Enroll on PIPP	Bill is not in the name of the primary applicant or an adult household member
	Shared (Master) Metered
	Energy Included in the Rent

If a client was removed from PIPP and would like to re-enroll, the following requirements must be met in order to re-enroll:

Voluntarily Removed	Gas	Electric	Duke
Client leaves PIPP and wants to re-enroll within 12 months	Must pay all PIPP installments for the time that he/she was not on PIPP minus any payments made during the same time period	Must pay all PIPP installments for the time he/she was not on PIPP minus any payments made during that same time period up to the client's arrearages	Follows the gas rule
Client leaves PIPP and wants to re-enroll after 12 months , and has no outstanding arrearages	Required to pay the first PIPP installment	Required to pay the first PIPP installment	Required to pay the first PIPP installment
Client leaves PIPP and wants to re-enroll after 12 months , and has outstanding arrearages	Required to pay missed PIPP installments for the number of months he/she was not on the program, minus payments made during that period, up to the client's arrearages at the time he/she left the program	Required to pay missed PIPP installments for the number of months he/she was not on the program, minus payments made during that period, up to the client's arrearages in addition to the first PIPP installment	Will only charge clients up to 24 months' worth of installments minus payments made during that period, up to the client's account balance

Involuntarily Removed	Gas	Electric
Disconnection of service	All missed PIPP installments, monthly charges for the months they were not on the program, and installments amounts for those months when the client did not have service, minus payments made, up to the client's arrearage	Any past due installments, installments for months they were not on the program, including the time they were disconnected, plus reconnection fees, minus payments made, not to exceed the account balance.
All other non-voluntary removal reasons	All missed PIPP installments, monthly charges for the months they were not on the program, and installment amounts for those months when the client did not have service, minus payments made, up to the client's arrearage	All missed PIPP installments plus monthly charges for those months that the service was on, minus any payments made, up to the account balance.
Noncompliance removal	Client may be banned from PIPP for 24 months and may have to pay back accrued and accruing credits client received	Client may be banned from PIPP for 24 months and may have to pay back accrued and accruing credits client received.

P-4 PIPP Components

P-4.1 Graduate PIPP

Graduate PIPP is offered to PIPP clients who are over income for the program, or who wish to be removed from PIPP.

Graduate PIPP eligibility:

- Clients must have been active on PIPP during the past 12 months.
- Clients must be current with their PIPP installments.

Note: *Clients do not have to have arrearages to transition to Graduate PIPP. If the transition installment amount is beneficial to the client when compared to usage costs, they should be placed on Graduate PIPP.*

Benefits of Graduate PIPP:

- For every in-full and on-time payment, clients will receive a credit of 1/12th of their total account balance. After 12 consecutive payments, the client's outstanding balance (arrearages) will be reduced to zero.
- For every in-full and on-time payment, clients will receive a credit for the difference between their Graduate PIPP installment and their billing charges.

Graduate PIPP amount:

- A client's Graduate PIPP amount is based on their most recent PIPP installment amount plus their budget billing amount with the utility divided by two.

Length of Graduate PIPP program:

- Graduate PIPP lasts for one year starting from the date the client is removed from or voluntarily leaves PIPP. If the client does not start on Graduate PIPP in the month they are removed or voluntarily leave, they will not receive credits for the months they were not enrolled and will not receive the full benefits of the program.

Example: *The client is removed from or voluntarily leaves PIPP in January but does not enroll in Graduate PIPP until March; the client will be eligible for Graduate PIPP for 10 months.*

- If the client reaches the end of their Graduate PIPP term and they have not received arrearage and credits for all 12 months on the program, any remaining balance will become due.

P-4.2 Post PIPP

Post PIPP is a 12-month payment plan for former PIPP or Graduate PIPP clients who are no longer clients of the utility but still have an outstanding balance (arrearage) on their account.

Post PIPP is only available in the 12 months immediately after a PIPP account is closed.

Post PIPP eligibility:

- Clients must have been active on PIPP within the last 12 months
- Clients who are closing their utility accounts for any of the following reasons:
 - Moving beyond the utility company service territory
 - Transferring to a residence where utility service is not in the former PIPP or Graduate PIPP client's name
 - Moving to a master-metered residence

Benefits of Post PIPP:

- Clients will have 12 months to earn credits on their arrearages (outstanding balance) by making payments to their former utility.
- For every payment of $1/60^{\text{th}}$ of the outstanding balance, the client earns a credit equal to $1/12^{\text{th}}$ of the outstanding balance.

Post PIPP amount:

- The client will pay $1/60^{\text{th}}$ of the final balance on their closed account over a 12-month period.

Example: *A client's final account balance is \$2,400. The client will pay $1/60^{\text{th}}$ of \$2,400 as their Post PIPP amount.*

➤ $\$2,400/60 = \40 Post PIPP payment

For every payment the client makes they will receive a credit of $1/12^{\text{th}}$ the total account balance.

➤ $\$2,400/12 = \200 arrearage credit

**Some gas companies are not required to offer PIPP. Brainard Gas, Ohio Cumberland Gas, Orwell Natural Gas Company, Sheldon Gas Company and Waterville Gas and Oil Company will continue to offer the original PIPP program to existing PIPP clients but will not enroll new PIPP clients. Ohio Gas, Eastern Natural Gas, Pike Natural Gas, and Southeastern Natural Gas will offer a slightly different version of PIPP. Because Duke Energy Ohio is a combination gas and electric company, it will also offer a slightly different version of PIPP. If your clients utilize one of these companies, EAP must call the company to learn more. Please see Appendix XVI for a list of contacts.*

III – WINTER CRISIS PROGRAM (WCP)

W-1 Eligibility Determination and Payment Guidelines

WCP funds can be paid on behalf of an eligible household once per winter heating season (November 1-March 31). If a HEAP application was completed prior to the start of WCP, please verify the utility information is accurate.

Households may receive assistance for the main heating source and/or the secondary heating source (electric) to include heating system(s) repair:

- If the client's main heating source does not require electricity to run, then assistance cannot be given for the electric service. **Example:** *Kerosene fueled space heater.*
- If the client's main heating source requires electricity, the electric service must be "on" in order for the client to receive assistance for the main heating source. **Example:** *A gas forced air furnace requires electricity to power the fan.*

Eligibility requirements:

1. There must be a face-to-face interview (unless Development issues updated guidance) with an adult (18 years of age or older) household member. If an adult household member cannot visit the intake site, due to age and/or disability, EAP staff **must make** a home visit. A home visit is not required if a designated person living outside of the household has been empowered to act for the client by obtaining legal guardianship, a Representative Payee designation from the SSA, a Power of Attorney (which does not expire unless revoked) or a notarized statement (which is good for one year).
 - A Notice of Determination must be provided to the client to inform them of the eligibility determination made by the EAP. The client's copy of the application can be given to the client at the end of the application process, if requested. The client must be informed of his/her eligibility within 48 hours of the date of the completed application if notification was not provided during the face-to-face interview. When energy assistance is denied, the reason must be indicated on the notice and in the client file.
2. A household must be at or below 175% of the FPG to be eligible for the program. See Income Section E-2.2 above for additional information.
3. A client must meet the following conditions:
 - The main heating source and/or related electric energy source must be either in disconnect status, have been terminated, need to establish new service, need to transfer service, or have 25% (or less) of bulk fuel supply remaining;
 - The utility accounts must be coded residential, except in master-metered situations;
 - Payments for the main heating source and/or secondary heating source (electric) must be made separately from rent payments; and
 - The main heating source vendor account number is required to approve the application for direct credit clients.

4. All households who receive their main heating source from a regulated utility and will still have an outstanding account balance after receiving WCP must be enrolled in PIPP or another payment plan when the client is using the PUCO Winter Reconnect Order. Enrollment verification in PIPP or another payment plan must be maintained in the client's file for any other utility plans in which WCP funds were used to make a payment.
5. The EAP is responsible for verifying the status of the main heating source and the secondary heating source. Verifications made via phone calls should be noted in the client's file on the Utility Verification Form. The note should include the utility company representative's name; particulars of the conversation; and type of payment made (first PIPP, default PIPP, deposit for a new account, reconnect fee, transfer, co-payment required by the EAP or utility company, amount paid, etc.).
6. When assisting households with a master meter, each unit must apply as a separate household. Eligible households may be assisted with a portion of the bill according to the percentage for which each household is responsible. Supportive documentation should be scanned and uploaded into OCEAN and detail the method used to determine usage. Each eligible household can receive assistance up to the maximum allowable benefit.
7. If one household resides on both sides of a duplex, has disconnects for both, and is income eligible, the household shall receive only one benefit. There is only one benefit per household and, in this instance; the duplex is considered one household.
8. If the maximum energy assistance benefit is not sufficient to restore or continue service, documentation that the client has made a co-payment must be obtained prior to processing the WCP application. Verification of the co-payments must be noted in the client file. A copy of the co-payment documentation should be uploaded with the application and if the intake worker receives verification verbally, verbal verification should be documented on the utility verification form.
9. All eligible household members, regardless of age, are required to have a Social Security Number. For clients that have applied for a Social Security Number, but have not yet received it, select "applying for" in the system. This should only be selected the first time the client applies for a benefit. In all subsequent program years, the Social Security Number must be obtained in order to process the application.
10. A client who has an eviction notice and a disconnection notice is still eligible for a WCP benefit if they are residing in the home at time of eviction notice and have at least 30 days to vacate the premises.
11. If a household is assisted and a member(s) of the household moves out and establishes a separate residence with a NEW account number, the new household is eligible for assistance.
Example: *divorce, separation, college student, etc.*

Timelines for processing:

- Within 48 hours from the date of the completed application, a written notification of eligibility must be issued to the client.
- Within 48 hours from the date of the completed application, fuel must be ordered and/or arrangements made for delivery or reconnection for all clients determined eligible.
- For all clients determined eligible and in a life-threatening situation, within 18 hours from the date of the completed application, fuel must be ordered and/or arrangements made for delivery or reconnection.

- Within five working days from the date of the completed application, all written notification must be completed and issued to the fuel vendor. The notification of the intent to pay may be issued by mail, email, or faxed.
- Scan all documentation within five working days.

W-2 Winter Crisis Program and Enrollment in a Payment Plan

If a client (utilizing service from a regulated utility company) has an outstanding balance on their bill after receiving WCP assistance, that client is required to enroll in PIPP or a payment plan. If the client is income eligible, they may enroll in PIPP. EAP staff should provide clients the most appropriate payment plan options. In some situations, the PIPP installment amount may be greater than the average monthly bill. If the client does not enroll in PIPP, other optional payment plans include, but are not limited to, the 1/3 or 1/6 payment plan, budget plan, or the 1/9 plan. Local utilities may have other options available. EAP staff should review the client's bill to evaluate average bill amounts and speak with the utility company to determine what payment plan would be the most beneficial for the client.

Please keep in mind that clients have the option to be on PIPP for gas or electric or both, it is not required that they be on both.

Other Payment Plans Offered by PUCO-Regulated Utilities:

The 1/3 plan is available November 1 through April 15 only and requires payment of one-third of the balance due each month (arrearages + current bill). After April 15, the client is eligible to switch to the 1/6 plan.

The 1/6 plan requires six equal monthly payments on the arrearages in addition to full payment of current bill.

The 1/9 plan requires nine monthly payments on arrearages in addition to a budget payment plan (budget based on a 9 or 12-month calculation).

The Budget Plan is available all year and is an optional uniform payment plan for any client who is not in default.

Graduate PIPP is available to PIPP clients who are determined to be *over-income* for PIPP or who voluntarily elect to enroll in Graduate PIPP. Clients can voluntarily enroll in PIPP to reduce their PIPP installment amounts or to make it easier for all outstanding balances (arrearages) to be eliminated with on-time and in-full payments. Clients must be current on PIPP payments and must remain a client of the utility in which he or she was enrolled in PIPP to enroll in Graduate PIPP.

The Graduate PIPP payment will be an average of the current PIPP payment and the budget amount (which is based on usage). The budget amount will be obtained from the utility company.

EAP staff should emphasize to clients that Graduate PIPP clients must still pay their monthly installments on-time and in-full. As with regular PIPP, failure to pay on-time and in-full results in loss of arrearage credits, the need to make-up missed installments and the risk of being disconnected from utility service.

W-3 Special Situations

If situations occur that are out of the ordinary and are not addressed in this document or related WCP/PIPP documents, please contact Development for guidance. Prior to contacting the Development, please collect all pertinent information regarding the case.

W-4 Maximum Delivery and Payment Guidelines

W-4.1 Regulated Gas and Electric

Households with both regulated gas and regulated electric are eligible for up to a total of \$175 of assistance.

WCP payments can be made up to \$175 to pay the first PIPP installment, to bring PIPP default current, establish new service, transfer service, restore service and/or assist with a disconnect notice.

- If the household has received a Notice of Disconnection and service is on in the name of an adult household member, WCP funds can pay for the first PIPP payment or defaulted PIPP payments. In all cases, the EAP must verify enrollment in PIPP or other payment plan and determine if a balance remains before authorizing payment.
- WCP payments can be used for transferring service into an adult household member's name.
- WCP payments can be used for security deposits to put utilities in an adult household member's name if the household has received a Notice of Disconnection and service is not in the name of an adult household member. However, no security deposits can be charged for current PIPP clients (per the PIPP rules).
- If the household's service has been disconnected, payment of up to \$175 can be made for any defaulted PIPP payments plus applicable reconnect fees.
- Clients who have had their regulated service terminated for a fraudulent practice (per a utility company) may not receive a WCP benefit until the fraudulent situation is resolved and all related fees are paid. Fraudulent practices include but are not limited to returned checks and all associated fees.

W-4.2 Certified Retail Electric Suppliers (CRES)

Households that have chosen to secure services from Certified Retail Electric Suppliers (CRES also known as "third party suppliers") are eligible for the WCP but not the PIPP program. The PUCO Winter Reconnect Order amount will prevent disconnection of service or reconnect service and the Electric Distribution Utility will establish a payment plan for the client.

W-4.3 Unregulated Gas and Electric

Households with both unregulated gas and electric, or one unregulated utility, may receive a benefit up to the annually adjusted maximum benefit. **However, only up to \$175 may be used on the regulated utility.** A WCP payment of up to the annually adjusted maximum benefit can be made to continue, restore, establish, or transfer service. Payment must guarantee service for 30 days as disconnect amount may not be sufficient to ensure 30 days of service.

Example: *Client has regulated gas and unregulated electric. Up to \$175 may be used to pay the gas bill and the remaining \$375 may be used to pay the electric bill. If the client owes more than \$375 to the electric utility, a co-payment may be required.*

Example: *Client has unregulated gas and regulated electric. Up to \$175 may be used to pay the electric bill and the remaining \$375 may be used to pay the gas bill. If the client owes more than \$375 to the gas utility, a co-payment may be required.*

Reminder: *Unregulated utilities do not fall under the regulations of the PUCO Winter Reconnect Order (“\$175 Rule”).*

W-4.4 Bulk Fuels

A household is eligible to receive a delivery of fuel if the household’s bulk fuel tank contains **25% or less** of its fuel supply. This is based on the client’s declaration, no documentation from a vendor is required. A household is eligible for up to the annually adjusted maximum benefit of their fuel type(s); for coal or wood, propane/bottled gas, fuel oil and kerosene. The client may also receive assistance with his/her electric source if the maximum benefit will resolve the emergency for both energy sources. For regulated electric utilities, up to **\$175** is available, and for unregulated, up to the annually adjusted maximum benefit can be used towards the electric source if a sufficient amount of fuel is delivered to end the client’s crisis.

A 30-day line of credit may be arranged for propane clients that use 100-pound (25-gallon) or up to and including 420-pound (100-gallon) propane tanks, **or** for oil/kerosene clients that have tanks that are 100 gallons or smaller.

Fuel Delivery

Payment of a WCP benefit on behalf of an eligible client must result in a delivery of fuel.

EAPs are required to verify, prior to making arrangements for delivery, that the WCP pledge amount will result in the delivery of 30 days of fuel. These efforts, along with the balance amount, must be noted in OCEAN. If a co-payment is required, the EAP must verify the co-payment prior to making arrangements.

Special Exceptions: *If the bulk fuel company agrees to a payment plan, in lieu of a co-payment, documentation of the payment plan must be scanned into OCEAN. Upon receipt of an acceptable arrangement to satisfy the co-payment requirement, delivery arrangements are permissible.*

Arrangements for bulk fuel delivery must be made within 48 hours from the date of application. In extreme cases, if actual deliveries of fuel may not be made within two days, vendors should be encouraged to make WCP deliveries as soon as possible.

Vendors **must provide** the purchaser (EAP) with a delivery ticket or sales invoice which includes:

- Name and address of the vendor;
- Name of purchaser (EAP);
- Delivery address (client);
- Delivery date(s);
- Delivered quantity(ies);
- Quantity upon which the price is based (price per unit - gallon, ccf, etc.);
- Total price of the amount delivered; and
- Identity of the product in descriptive terms.

The original or a copy of the invoice should be date-stamped and retained at the EAP for proper documentation. There must be no sales tax charged to the EAP. The bulk fuel invoice must indicate the number of tanks initially filled/refilled/exchanged during the 30-day period in order to be paid.

Kerosene or Fuel Oil Types - #1 & #2

Clients are eligible to fill their tanks up to the annually adjusted maximum benefit worth of kerosene or fuel oil. A **30-day** line of credit may be arranged for oil/kerosene clients that have tanks that are smaller than 100 gallons or when more than one (1) household draws fuel from a single tank. In the latter case, each dwelling is eligible for the maximum benefit. The timeframe for the 30-day line of credit begins from the date of application approval. This allows the client to receive or obtain fuel up to the annually adjusted maximum benefit only during the 30-day timeframe.

100 Pound Cylinders

A maximum of four, 100-pound (25-gallon) cylinders may be filled/refilled/exchanged within the 14-day period. A maximum number of eight, 100-pound (25-gallon) cylinders may be filled in a 30-day period.

420 Pound Tank

Tanks larger than 100 pounds (25 gallons) up to 420 pounds (100 gallons) may receive two (2) tank fills in a 30-day period.

Note: *If client has two (2) tanks larger than 100 pounds (25 gallons) up to 420 pounds (100 gallons) set together, may receive one delivery filling both tanks, once in a 30-day period. In all situations the bulk fuel invoice must indicate the number of tanks initially filled/refilled/exchanged and date(s) delivered during the 30-day period in order to be paid. The client is not entitled to the remaining amount of the benefit beyond 30 days.*

Tank Expenses (Testing, Placement, Rental, and Gauges)

WCP funds may be used to pay for fuel tank testing, the placement of a tank, rental of a tank, or a new tank gauge. Any remaining benefit not spent on testing, placement, gauges, or rental fees may be used for fuel assistance.

Existing Credits

If a client has an existing credit that is large enough to cover his/her need, then no crisis exists. The client's fuel tank must contain 25% or less in order to qualify.

If a client has an existing credit that is not large enough to prevent a crisis, then WCP funds may be used, up to the maximum benefit. Credit is ignored in this situation.

Regardless of the amount of the credit, if the credit is due to the client being on a fuel company budget plan, the credit is to be ignored.

Past Due Bills

A payment for a past due bill is only allowed for bulk fuel clients when a delivery will result from the payment, or the following:

1. **Metered Bulk Fuels**

If the client receives a bill for his/her amount of fuel, and has received a termination of service notice, WCP may pay the amount of the bill up to the annually adjusted maximum benefit. The fuel provider is to be treated in the same fashion as an unregulated natural gas utility. Electric assistance for these clients remains the same.

2. Automatic Fill-ups

Clients utilizing propane, fuel oil, or kerosene who are on an automatic fill-up (monthly top off, etc.) schedule may receive a benefit if they have documentation from their vendor that they have failed to pay their past bill(s) and will not receive more fuel until the delinquent amount is paid.

The client may receive up to the annually adjusted maximum benefit. If the client owes more than the annually adjusted maximum benefit, documentation of a co-payment being made to the vendor must be submitted to the EAP before the client is approved for WCP assistance.

Multi-family Dwellings with a Single Fuel Tank

In the case of a multi-family dwelling, such as a duplex, where there is only one (1) fuel tank, each unit in the dwelling may be eligible for assistance. If the bill is in the landlord's name and the client is responsible for the bill, the client can be assisted. Documentation in the form of a lease or a note from the landlord, stating that the client is responsible for the bill, is required. A copy of the bill showing the account number is also required. Payment should be made directly to the bulk fuel provider for the client's portion of the bill. **Clients living in a mobile vehicle on a client's land, using the same address, do not qualify for their own benefit. It is considered one household.**

Example: *A client living in a three-unit building with one (1) fuel oil tank applies for assistance. The three (3) units share the fuel bill with each unit paying 1/3 of the bill. If all three (3) tenants are eligible, three (3) separate benefit applications up to the annually adjusted maximum benefit can be submitted and determined for the multi-family dwelling with a single tank. If only one (1) tenant is eligible, only one (1) benefit up to the annually adjusted maximum benefit may be issued.*

Campers

Campers are defined as a dwelling that must be towed and contains at least one room. A camper is only eligible for HEAP if it is the client's permanent residence. As with other dwellings receiving HEAP, to be eligible for energy assistance benefits its primary heat source must be:

- A regulated or unregulated utility (gas or electric);
- A permanent, free-standing fuel tank (oil or propane);
- A legal fireplace (wood); or
- A legally vented wood or coal stove.

Further, if the primary heat source is not electric but requires electric to function, then the household must have their own regulated or unregulated electric account, generator, or solar power system connected or installed directly and exclusively to that dwelling.

When requesting assistance with small propane tanks outside of the current scope of approval, agencies may request a waiver under specific circumstances with assurance that potential for noncompliance is reduced. In these cases, an applicant with an address dwelling in a known community of campers used as long-term or permanent housing should be considered eligible if all other program criteria are met. The client must state on application that the dwelling is a camper, and the heating source is an in-camper furnace operated by a small propane tank. The waiver must include: EAP information, specific location of the community of campers, and propane company(ies) that will be providing the service.

EAPs should not provide assistance until waiver is approved by Development.

Note: *Mobile vehicles using small gas grill sized propane tanks for wall unit furnaces are not eligible for HEAP benefits. Clients living in a mobile vehicle on a client's land, using the same address, do not qualify for their own benefit. It is considered one household.*

Heating Unit Repair

WCP funds can be authorized to repair, replace and/or install the main heating source for homeowners provided service is restored. **The need for heating source repair must be identified at the time of application or immediately after restoration of service.** It is strongly recommended that WCP funds be combined with other funds (e.g. HWAP, Warm Choice, etc.) when possible, to repair the heating unit. **All repairs must be completed by a qualified, insured heating unit technician.** Estimates for repair should be obtained whenever possible. The company completing the repairs must certify that the heating system is safe and operable before payment can be made. Homeowners are not permitted to perform their own repairs. All payments must be made directly to the company completing the repairs. Funds up to the annually adjusted maximum repair benefit amount may be used for the heating unit repair, replacement and/or installation, less any amount paid towards the utility.

If there isn't a furnace in the home, insert notes in OCEAN. If the house has a natural gas furnace which has been "red tagged" (furnace is dangerous to use) and the household is using alternative heating (baseboard heat or space heaters) as a result, select electric as the main energy source and note this in OCEAN. If the client is a PIPP client, his/her monthly payment would be based on an all-electric home with a minimum payment either \$10 or 10% of the gross monthly household income, whichever is greater. The client must notify the utility company and request an inspection to recode the service as all electric.

Portable Space Heaters

WCP funds can be authorized to purchase portable electric heaters equipped with an automatic shut-off switch and Underwriters Laboratory (UL) approved up to the maximum benefit amount listed in the WCP Benefit chart.

Up to two portable electric space heaters that are equipped with an automatic shut-off switch and UL approved, may be purchased with WCP funds. The purchase cannot exceed a maximum amount of \$175.00, with a maximum individual price of \$87.50 each.

Sales Tax

The nonprofit agency is considered the client of record when purchasing fuel for eligible WCP clients from vendors. Nonprofit agencies are exempt from Ohio sales tax. Therefore, WCP benefits that are issued by nonprofit agencies are not subject to sales tax, and vendor invoices should not include charges for sales tax **[Ohio Revised Code, Section 5739.02(B) (12)]**. The Leaking Underground Storage Tank Trust Fund fee is an allowable bulk fuel fee.

Guidelines for Making Bulk Fuel Purchases

Coal (stoker, lump, egg shape and mine run)

- Purchase a maximum of 2½ tons, not to exceed the annually adjusted maximum benefit.

Wood

- Purchase a maximum of 2½ stacked cords or the equivalent, not to exceed the annually adjusted maximum benefit.

Pellet Fuels

- Not to exceed the annually adjusted maximum benefit, must be premium grade (less than 1% ash content). Corn is also allowable. A **30-day** line of credit may be arranged for Pellet Fuel clients.
- The annually adjusted maximum benefit amounts are the maximums allowed. Remember that the goal of this program is to keep clients warm for **30 days**. The client's actual benefit is only the amount of fuel that provides **30 days** of heat, for those with "small tanks", as defined above. **The client is not entitled to the remaining amount of the benefit beyond 30 days.**

Fuel Types

Kerosene (K-1)

- Kerosene is a lightweight fuel burned in portable kerosene heaters. It can also be substituted for fuel oil #1. Most of the small fuel oil burning heating units found in mobile homes are set up to burn fuel oil #1.
- Portable kerosene heaters are viewed as a temporary and potentially unsafe source of heat. The EAP should assist client in arranging a safer heat source. The EAP may refer the client to the local weatherization provider for further assistance.
- As a last resort WCP funds can be authorized to purchase kerosene fuel for portable heaters only if there is no operable/reparable heating unit in the home or no other heating source is available (see portable electric space heaters section). **WCP funds are not authorized to purchase kerosene heaters or ventless gas heaters.**
- All kerosene heaters should be equipped with automatic shut-off switches.

Note: *The EAP must have the client sign a waiver absolving the EAP of all liability for the use of ventless gas heaters and kerosene heaters when kerosene or any fuel used in the ventless gas heater has been purchased through the WCP. This form can be developed at the EAP level and submitted to Development for approval.*

Fuel Oil #1

- Fuel oil #1 is the lightest grade of fuel oil. It is burned primarily in mobile home heating units.
- Fuel oil #1 cannot be substituted for kerosene (K1) and burned in portable kerosene heaters.

Fuel Oil #2

- Fuel oil #2 is the heaviest grade of fuel oil. It is burned primarily in large home heating units.

Firewood Guidelines

Effective January 1, 1990, the Ohio Department of Agriculture, Division of Weights and Measures, issued the following rules concerning the sale of firewood in Ohio:

1. Fireplace and stove wood are defined as any kindling logs, boards, timbers, or other wood – split or un-split – advertised or otherwise offered for sale as fuel.
2. Seasoned hardwood is defined as wood for fuel that has been air dried and has a moisture content value that is less than or equal to 50%. (No pine, cottonwood, willow, magnolia, aspen or other soft, lightweight wood is permitted).
3. All firewood must be sold by the cord or by the ton. A cord is defined as 128 cubic feet of compactly stacked wood, arranged in a pile of 8 feet long, 4 feet high and 4 feet wide. Advertising in terms such as "face cord," "rick," "rack," "pile," or "truckload" is prohibited.
4. Gas/mileage fees for the firewood delivery may be paid with WCP funds.

Vendors must provide the EAP with a delivery ticket or sales invoice which includes:

- Name and address of the vendor
- Name of purchaser (EAP)

- Delivery address (client)
- Delivery date
- Delivered quantity
- Quantity upon which the price is based (price per cord or ton)
- Total price of the amount delivered
- Identity of the product in descriptive terms

The original or a copy of the invoice should be date-stamped and retained at the EAP for proper documentation. There must be no sales tax charged to the EAP.

Any questions concerning the advertising or sale of firewood should be directed to the Ohio Department of Agriculture, Division of Weights and Measures, 8995 E. Main Street, Reynoldsburg, Ohio 43008, or by calling (614) 728-6200.

IV – SUMMER CRISIS PROGRAM (SCP)

S-1 Eligibility Determination

SCP is part of HEAP that provides a benefit once per cooling season to an income-eligible Ohioan's electric bill, and/or for the purchase of fans and air conditioners. Clients must apply in person at the local EAP for SCP. Eligible clients are those at or below 175% of the FPG, with a household member over the age of 60 and/or a household member with a documented medical condition, a COVID-19 diagnosis, a disconnect notice, have been shut off, or are trying to establish new service on their electric bill or require air conditioning. This year's SCP begins July 1 and ends September 30, 2020. For information on calculating income see the income section of this manual (Section E-2.2).

Note: *Electric utility companies **are not required** to delay disconnection of a client's account when an appointment for SCP assistance is scheduled. The electric companies **are not under** any special PUCO provision that would require them to place a hold on the client's account.*

The household must meet at least one of the following conditions:

Individuals Age 60 and Over

At least one member of the household is 60 years of age or older. *No medical documentation is needed.*

Individuals with a Documented Medical Condition

A member of the household with a documented medical condition verified by a licensed medical professional who is qualified under Ohio law to write prescriptions (medical office letterhead or a completed and signed Development “**Medical Eligibility Form**” issued no more than one year prior to the date the client applies for the SCP). See Appendix XVIII for Medical Eligibility Form.

Note: *Clients whose illness has been determined “**Chronic**” by a licensed medical professional who is qualified under Ohio State law to write prescriptions shall resubmit medical documentation once every three years. Clients with a chronic illness must be identified at the time of their application by providing documentation that states the following:*

“Due to chronic illness, this client would benefit from continued electric service and/or air conditioning.”

Chronic illness status qualifies the client for benefits within the three-year period of the application approval date. The EAP must verify the date of the original benefit.

Individuals with a Disconnection, Termination or Transfer of Services or a COVID-19 diagnosis

If a household has a disconnection, termination, or needs to transfer services on their electric account, having medical documentation or a COVID-19 diagnosis and/or being 60 or older is not necessary to receive assistance with their electric bill.

S-1.1 Types of Benefits

- Clients may receive up to the annually adjusted maximum benefit once per Crisis season determined, in part, by the type of utility company. In addition, because air quality and high heat are risk factors for clients age 60 and over and medically fragile clients, all EAPs have the flexibility of providing an air conditioner and/or fan(s) to eligible clients in lieu of or in addition to utility payments up to the maximum allowable assistance.

Whether they are served by a Regulated or Unregulated Utility Company, clients may receive a utility assistance payment for **one of the following**:

- Current electric bill
- Total amount due
- **First** PIPP installment - initial payment for new PIPP clients
- Utility account deposit for new service
- Transfer of service
- Disconnect fees

Combination Utility Bills

For clients with a combination utility bill (includes gas, water, sewage, etc.), the EAP must verify the current **electric** bill amount with the utility provider to determine the amount to be paid with SCP funds.

Air Conditioners

Clients are eligible to receive one air conditioner once every three program years. EAPs are required to provide air conditioners to clients that have a documented medical condition or are age 60 and over.

Where air conditioners are being provided, the following specifications apply:

- Energy Star rated
- Not to exceed 8,000 BTUs. We recommend units between 5,000 – 6,000 BTUs
- Unit price cap \$200 (casement air conditioners have a \$300 cap)
*Portable air conditioners may be used as substitutes for casement air conditioners

Example: *If a household received an air conditioner in the summer of 2018, then the household is **NOT** eligible to receive another air conditioner until the summer of 2022.*

Fans

Clients can be given no more than two fans, per household, up to the maximum benefit amount allowed. Fans can only be provided to clients once every three program years. The purchase of box fans **cannot exceed** a unit cost of **\$30** and tower fans **cannot exceed** a unit cost of **\$100**.

Example: *If a household received a fan(s) in the summer of 2018, then the household is **NOT** eligible to receive another fan(s) until the summer of 2022.*

Air conditioner and fans are separate benefits.

S-1.2 Benefit Details

Total assistance for the SCP is up to the annually adjusted maximum benefit amount for clients of regulated utility companies and unregulated utilities (municipal utilities and cooperatives). Clients are required to provide a co-payment if the balance on their bill exceeds the maximum benefit amount and the household is threatened with disconnection. Record of a co-payment must be submitted to the EAP before the client is approved for assistance.

Note: Households **do not** have to be enrolled in PIPP; however, an alternate payment plan should be offered, if getting on a payment plan is beneficial to the client.

Clients eligible for the SCP air conditioner benefit with a repairable central or whole-house air system may receive assistance to repair the system. The assistance **must** result in the unit being made operable; OR a co-payment will be necessary should the total cost of the repair exceed the benefit amount. Record of the client's co-payment **must be received** before the SCP repair benefit can be used.

All air conditioner repairs **must be** completed by a qualified, insured cooling unit technician. Homeowners **are not permitted** to perform their own repairs. Estimates for repair should be obtained whenever possible. The company completing the repairs must certify that the centralized cooling system is safe and operable before payment can be made.

If the unit cannot be repaired, or if the client cannot afford the co-payment, then the EAP may only pay for the contractor costs related to providing the estimate. All payments must be made directly to the company completing the repairs. Funds up to the annually adjusted maximum repair benefit amount may be used for the cooling unit repair less any amount paid towards the utility and/or fan. It is strongly recommended that SCP funds be combined with other funds (e.g., HWAP, CSBG, etc.) whenever possible for repair of the air conditioning unit.

If the unit cannot be repaired, such information should be noted in the client file and the household then becomes eligible for an air conditioner unit provided the household has not received one in the prior three program years. EAPs should exercise their discretion with regard to the reasonableness of service call charges. However, the maximum benefit level still applies, and co-payment may be necessary.

EAPs must formulate a policy that clearly informs clients, in writing, that if they do not retrieve their approved air conditioner unit and/or fan(s) within a reasonable time frame, their right to the air conditioner and/or fan(s) may be forfeited. This policy must align with the EAP's HEAP management plan.

Note: The electric account **does not** have to be in the client's name to receive an air conditioner and/or fan(s). Please do not batch a client's application for payment until the air conditioner and/or fan(s) has been dispersed to the client. After 30 days, if the client did not pick up their equipment, the client must return to the EAP and provide current income information for the household. Current income means any income that has changed since the original visit to the EAP for assistance.

S-1.3 Prior Year Cooling Equipment Inventory

EAPs are required to distribute inventory from the previous program year before purchasing additional quantities.

S-1.4 Restrictions

The following conditions and restrictions apply:

- Assistance provided under SCP, such as electric bill assistance, receipt of an air conditioner, receipt of a fan(s) or any combination of the three, must take place at the same time.
- Clients residing in garden apartments with an air conditioner wall unit (in the family room) are eligible for an air conditioner window unit for a bedroom.

- If the bill is in the landlord's name and the client is responsible for the bill (including tenant-based HUD Section 8 housing), the client can be assisted. Documentation in the form of a lease or a note from the landlord, stating that the client is responsible for the bill, is required. A copy of the bill showing the account number is also required.
- Tenants/residents of any licensed medical facility (e.g., hospital, skilled nursing or intermediate care facility, etc.) publicly operated community residence (e.g., YMCA, YWCA, etc.), boarding /rooming houses, group homes, or emergency shelters are **INELIGIBLE** to receive SCP assistance.

S-1.5 Processing/Payment

- SCP funds shall only be used in the county(ies) within the EAP's service area.
- All SCP applications must be processed after an in-person interview or home visit. If an adult household member cannot visit the intake site, due to age and/or disability, EAP staff **must make** a home visit. Requirements for home visits detailed in Section E-3 apply to in person requirements of SCP.
- A Notice of Determination must be provided to the client to inform them of the eligibility determination made by the EAP. The client's copy of the application can be given to the client at the end of the application process, if requested. The client must be informed of his/her eligibility within 48 hours of the date of the completed application if notification was not provided during the appointment. When energy assistance is denied, the reason must be indicated in the client file and on the notice.
- Within five working days of the date of submission of a completed application, the EAP must complete and issue a written notification to the electric vendor.
- The utility account must be coded residential for both regulated and unregulated electric utilities, except in master-metered situations. Payments for the electric utility must be made separately from rent payments.
- Although not required, households that use a regulated electric utility may be enrolled in PIPP or an alternative utility payment plan (if enrolling is beneficial to the client) and receive assistance with their first installment/payment during the SCP. Documentation of plan enrollment must be included in the client file. A client's specific circumstances will determine whether a co-payment is required.
- When assisting households with a master meter, each unit must apply as a separate household. Eligible households may be assisted with a portion of the bill according to the percentage for which they are responsible. Each eligible household can receive assistance up to the maximum benefit amount regulated electric utility assistance. The maximum benefit for clients served by unregulated electric utility companies is up to the maximum benefit amount.
- If the maximum SCP benefit amount is not sufficient to continue service, documentation verifying the receipt of the co-payment and the amount must be obtained prior to SCP application approval. Payment of an SCP utility benefit must result in the client having electric service for at least the next 30 days.
- SCP funds **cannot be** authorized to repair a window air conditioning unit.

If a non-working air conditioning unit is less than one year old and under warranty, the client may receive a new air conditioner. The SCP **has no responsibility** for air conditioning units that are **over one year old**. Non-working units that are older than one year may still be under warranty

from the vendor/manufacture. It is the client's responsibility to contact the appropriate vendor/manufacture to find out what, if any options are available for replacement or repair. In order to receive a replacement air conditioning unit, the client must return the non-working unit, or have a police or fire report stating that the unit was destroyed or an insurance claim for a damaged or stolen unit.

- No air conditioner unit may be given to a household that has an operable central air system.
- Clients whose utility service has been terminated by their utility for what the utility considers to be a fraudulent practice may not receive an SCP benefit until the fraudulent situation is resolved and all related fees are paid. Fraudulent practices include returned checks and all associated fees.

S-2 Special Situations

If situations occur that are out of the ordinary, please collect all pertinent information regarding the client's case and contact Development for assistance.

V – APPENDICES

Appendix I: Household Income Guidelines Charts

FEDERAL POVERTY GUIDELINES

Income guidelines are revised annually. The following chart displays income levels by household size for the 2020-2021 (July 1, 2020 – March 31, 2021) program year and should be used to determine eligibility. Clients are eligible if their total household income is at or below 175% of the Federal Poverty Guidelines.

HEAP Income Eligibility (175% of Federal Poverty Guidelines)

Size of Household	Yearly Income Limit	30-Day Income Limit
1	\$22,330	\$1,835.34
2	\$30,170	\$2,479.73
3	\$38,010	\$3,124.11
4	\$45,850	\$3,768.49
5	\$53,690	\$4,412.88
6	\$61,530	\$5,057.26
7	\$69,370	\$5,701.64
8	\$77,210	\$6,346.03

Households with more than eight members should add \$7,840.00 to the yearly income or \$644.38 to the 30-day income for each additional member.

PIPP Income Eligibility (150% of Federal Poverty Guidelines)

Households with a gross annual household income at or below 150% of the Federal Poverty Guidelines are eligible to participate in PIPP. See current income eligibility chart below.

Size of Household	Yearly Income Limit	30-Day Income Limit
1	\$19,140	\$1,573.15
2	\$25,860	\$2,125.48
3	\$32,580	\$2,677.81
4	\$39,300	\$3,230.14
5	\$46,020	\$3,782.47
6	\$52,740	\$4,334.79
7	\$59,460	\$4,887.12
8	\$66,180	\$5,439.45

For households with more than eight members, add \$6,720.00 per member for 12 months or \$552.33 for 30- day.

Appendix II: Glossary

PROGRAM DEFINITIONS

Anniversary date:	The date the client enrolled on PIPP for the first time. This is the date from which the arrearage is calculated. The client must be current with PIPP payments on this date or the client will be removed from PIPP.
Arrearage credit:	The 1/24 th credit the client receives toward the arrearages on their account for a in full and on time PIPP Payment.
Bulk Fuel Vendor:	Retail vendor of fuel oil, propane, coal, wood, or kerosene.
Camper:	Dwelling that must be towed and contains at least one room while serving as a client's permanent household.
Client:	The person who resides in the housing unit and pays the utility bill separately from rent payments.
Delta credit:	A credit the client receives on their utility account when they pay on-time and in-full. It is calculated by subtracting their PIPP installment from their actual billing amount.
Disconnect Notice:	A notice from a utility company stating that a household's service will be terminated on or after a definite date if a specific amount is not paid.
Dwelling Unit:	A dwelling unit must receive its primary heating (or cooling) fuel in one of the following ways: <ul style="list-style-type: none"> • Attached to a regulated or unregulated utility (gas & electric) • Attached to a permanent, free-standing fuel tank (oil & propane) • Heats using a legal fireplace (wood) • Heats using a legally vented wood/coal stove
Earned Countable Income:	Income derived from active participation in a trade or business, including wages, salary, tips, commission, and bonuses.
Fixed Income:	Income received that is the same amount for each payment on a consistent basis, such as SSA benefits, Pensions and SSI. Also includes lump sum payouts from these sources.
Graduate PIPP:	A program offered to PIPP clients who are over income, or who wish to be removed from PIPP but still need assistance.
Gross Income:	Income that includes but is not limited to, wages (excluding documented health insurance premiums), interest, annuities, pensions, Social Security (excluding Medicare premiums), retirement, employment disability, public assistance, SSI, alimony, unemployment benefits, Workers' Compensation and any other indirect income such as a utility allowance. Other exclusions may apply.
Household:	Any individual or group of individuals who are living together as one economic unit for whom residential energy is customarily purchased in common or who make undesignated payments for energy in the form of rent (Per Section 2603 (5) of the Low-Income Energy Assistance Act of 1981). Development will adhere to this definition and makes no distinction between homeowners and renters.
Inactive PIPP Client:	A client who is not currently enrolled in the PIPP program, Graduate PIPP, or Post PIPP and has a PIPP arrearage balance greater than zero dollars. 122:5-3-01 Definitions (DD)

Energy Assistance Providers (EAP):	Refers to grantees of Development that administer Energy Assistance Programs at the local level. They can be Community Action Agencies or other public or private nonprofit organizations.
Master Meter:	A utility meter installed in a multi-unit dwelling. The utility company codes these accounts commercial. If the household in a master-metered situation is responsible for paying utility cost separately from rent costs, each household is eligible for a separate energy assistance benefit up to the annually adjusted maximum amount. Accounts that are coded commercial are not eligible for enrollment in the PIPP program.
New PIPP Client:	A client who has never been on PIPP before or who has not been on PIPP in the previous 12 months and has a PIPP arrearage balance of zero dollars.
No Income:	There is no reportable income in the household.
Noncompliance:	When a client fails to provide accurate, full, and complete information as required by the program in order to determine eligibility requirements or is not qualified for benefits they are currently receiving under the program. OAC 122:5-3-01 Definitions (JJ)
On-time payments:	PIPP installment payments made to the utility in-full before the client's next bill is issued.
Other Countable Income:	Any other income not listed above, such as investment account draws, one-time lump sum payments, employment disability, etc.
Other Earned Income:	Income from seasonal employment (i.e. construction, landscape, teachers that are not paid all year etc.) or from self-employment.
Percentage of Income Payment Plan Plus (PIPP):	An extended payment arrangement that requires regulated companies to accept payments based on a percentage of monthly income for clients at or below 150% of the federal poverty level.
Permanently and Totally Disabled:	A person who has an impairment in body or mind that makes the person unfit to work at any substantial employment. Also, with reasonable probability, will continue for an indefinite period of at least 12 months without any present indication of recovery there from, who has been certified as permanently and totally disabled by a state, or federal agency having the function of so classifying persons.
PIPP Default:	Any PIPP installment where the due date has passed. Also refers to a missed or partial PIPP payment.
PIPP Installment:	The PIPP payment amount the client must pay each month to their utility.
Program Season:	The time period designated by Development in which applications for energy assistance will be accepted.
Post PIPP:	A program offered to PIPP clients whose accounts are finale, but they still have a balance.
Ready for Payment Processing	First status that occurs immediately after a notification run, gives clients time to verify and update their information before benefits are distributed

Recreational Vehicle (RV)/ Mobile Vehicle:	A motorized vehicle that has a dwelling attached as part of the unit. Not eligible for assistance.
Reverification date:	The date the PIPP client application is processed annually.
Seasoned Hard Wood:	<p>Wood for fuel that has been air dried and has a moisture content value that is less than or equal to 50% (Source: rules effective January 1, 1990 from the Ohio Department of Agriculture, Division of Weights and Measures).</p> <p>Some examples of hardwoods:</p> <p><u>Best Firewood</u> - high heat, easy to burn, no heavy smoke, overall excellent. Types include ash, red oak, white oak, beech, birch, hickory, hard maple, pecan, dogwood, almond, apple (incense-like perfume, nice scent).</p> <p><u>Good</u> - medium heat, easy to burn, no heavy smoke. Types include soft maple, cherry, walnut.</p> <p><u>Fair</u> - low to medium heat, can be a bit harder to burn, medium smoke adequate for kindling but not as much heat and more smoke. Types include elm, sycamore, gum, aspen, basswood, cottonwood, yellow poplar (bitter smoke).</p> <p><u>A cord</u> - A cord is defined as 128 cubic feet of compactly stacked wood, arranged in a pile of 8 feet long, 4 feet high and 4 feet wide. All firewood must be sold by the cord or by the ton. Advertising in such terms as "face cord", "rick", "rack", "pile", or "truckload" is prohibited.</p>
Seasonal Employment:	Household members who work on a 12-month contract but will be paid over a period of less than 12 months or are employees hired into a position for a short term. They are mostly part-time or temporary workers that help out with increased work demands or seasonal work that arise in different industries.
Self-Employed:	When the client runs a business or provides a service on his/her own for which he/she receives monetary compensation.
Supplemental Countable Income:	Supplemental income is income that supplements other income in the home. <u>Examples:</u> <i>Unemployment or Workers' Compensation</i> or employment disability.
Threshold:	In order for a household to reach the income threshold, the total Eligible Income (Countable Income – Deductions) or total Eligible Income plus Excluded Income must be above 30% and up to 175% of the FPG.
Utility Company:	Regulated or unregulated gas and electric utility company, including retailers that distribute propane by pipeline.
Wages:	Money earned from regularly scheduled employment where a check is received with deductions for taxes, health insurance, etc.
Winter Reconnect Order:	The PUCO's Winter Reconnect Order is an opportunity for Ohioans to avoid disconnection or to reconnect their gas and/or electric service once during the winter heating season.

Appendix III: Energy Assistance Program Appeal Procedure for Posting

Clients have 30 days from the date they receive their benefit notification to appeal decisions made regarding their Energy Assistance Application for the Home Energy Assistance Program (HEAP), Winter Crisis Program, Summer Crisis Program and Percentage of Income Payment Plan Plus (PIPP). Clients must be informed of this right when they receive their application and again in their notification letter.

Clients may also appeal if their application is not decided upon within 12 weeks. Clients must be informed of this right at the time an application is submitted.

Grounds for appeal are:

- Energy Assistance Application was denied;
- If the application was neither approved nor denied within 12 weeks after the application was submitted (online, by mail, or in person at a local Energy Assistance Provider (EAP)), unless such delay was the result of the client's lack of cooperation in providing necessary and reliable documentation with which to determine eligibility;
- Disagreements with the benefit/installment amount (HEAP, Winter Crisis Program, Summer Crisis Program, and PIPP);
- Household composition has changed since the application was submitted;
- Income has changed since the application was submitted; or
- Utility provider has changed or is incorrect.

Local Level Energy Assistance Programs - Written Appeal

Clients have 30 days from the date they receive their benefit notification to appeal decisions made regarding their Energy Assistance Application. All appeals must be submitted in writing (letter or email) with supporting documentation attached, to the local EAP. The client appealing the decision must submit any applicable supporting documentation which could result in the initial decision being reversed or modified.

The appeal review must be completed within 30 days from the date of the client's appeal request. The client must be notified of the decision made by the EAP within 10 days of the decision.

Local Level Energy Assistance Programs - Hearing

Clients who were denied during the Written Appeal process may request a formal hearing within 30 days of the denial of the Written Appeal. The client must submit a written request (letter or email) for a formal hearing. The request is to be made to the Executive Director of the EAP. The EAP shall schedule a hearing within 30 days of the receipt of the notification of a request for a hearing. The hearing shall be held at a mutually convenient place and a hearing officer shall be appointed by the EAP. The hearing officer may be a staff member of the EAP who was not involved in the decision that is being appealed.

The client must be notified of the EAP's decision regarding the appeal within 10 days of the date of the hearing.

State Level Energy Assistance Programs Appeal

If the client wishes to pursue a further appeal, they must submit a State Level Appeal to the Ohio Development Services Agency (Development) within 30 days of the final hearing decision rendered at the EAP. Appeal requests must be made in writing to Development. The appeal request may be mailed to:

Ohio Development Services Agency
Office of Community Assistance, Appeals
P.O. Box 2169
Columbus, Ohio 43216

or faxed to **(614) 387-2718 Attention: Appeals**

Development will only review State Level Appeals which have been denied at both the Local Level Energy Assistance Programs Written Appeal and Hearing process and that contain new information, or information not considered during the Local Level Written and Hearing appeal process. The appeal request must contain all of the following information:

- Client's name;
- Address;
- Telephone number;
- Client number (if available);
- Reason for the appeal;
- Supporting documentation; and
- Client's signature.

Assistance can be obtained by calling the HEAP toll-free number (800) 282-0880. Hearing-impaired clients with a telecommunications device for the deaf (TDD) can call 711 for assistance.

A decision on the appeal will be made within 30 days of receipt of the appeal request. The client will be notified within 10 days of Development's decision.

Federal Level Energy Assistance Programs Appeal

If the client wishes to pursue an appeal of a State Level Appeal determination, they will submit a Federal Level Appeal to the U.S. Department of Health and Human Services/Administration for Children and Families. The appeal request may be mailed to:

U.S. Department of Health and Human Services/Administration for Children and Families
Office of Community Services/Division of Energy Assistance
Low Income Home Energy Assistance Program (LIHEAP)
Mary E. Switzer Building, 5th Floor
330 C Street, SW
Washington, D.C. 20201

Or fax to **(202) 401-5661**

All appeal decisions made by the U.S. Department of Health and Human Services/Administration for Children and Families are final.

Appendix IV: Self-Declaration of Income Worksheet

If you have no other way to document your income, please complete all sections below. An incomplete worksheet may delay the processing of your application.

Monetary Support section:

If you are receiving help paying your bills and/or expenses from a non-household member(s), please list their name(s), address, and phone number(s) below, also include a signed statement from that person(s). The statement should note how much money is provided, how often, and if the money is given to you or paid directly to your creditors. If additional space is required (you have more than three (3) people assisting, you) use the back of this form to list their information and have them provide the required signed statements.

First Name	Last Name	Telephone Number (include area code) () -
Address		
First Name	Last Name	Telephone Number (include area code) () -
Address		
First Name	Last Name	Telephone Number (include area code) () -
Address		

Explain how the following expenses are paid (Write N/A to any that do not apply):

Bill	Monthly Amount	Gift / Loan (if Other, please explain)		
Rent/Mortgage	\$	<input type="checkbox"/> Gift	<input type="checkbox"/> Loan	<input type="checkbox"/> Other: _____
Food	\$	<input type="checkbox"/> Gift	<input type="checkbox"/> Loan	<input type="checkbox"/> Other: _____
Gas	\$	<input type="checkbox"/> Gift	<input type="checkbox"/> Loan	<input type="checkbox"/> Other: _____
Electric	\$	<input type="checkbox"/> Gift	<input type="checkbox"/> Loan	<input type="checkbox"/> Other: _____
Phone/Cell	\$	<input type="checkbox"/> Gift	<input type="checkbox"/> Loan	<input type="checkbox"/> Other: _____
Car Payment/Insurance	\$	<input type="checkbox"/> Gift	<input type="checkbox"/> Loan	<input type="checkbox"/> Other: _____
Cable/Internet	\$	<input type="checkbox"/> Gift	<input type="checkbox"/> Loan	<input type="checkbox"/> Other: _____
Personal Expenses	\$	<input type="checkbox"/> Gift	<input type="checkbox"/> Loan	<input type="checkbox"/> Other: _____
Bulk Fuels (i.e. propane, fuel oil/coal)	\$	<input type="checkbox"/> Gift	<input type="checkbox"/> Loan	<input type="checkbox"/> Other: _____
Other Expenses	\$	<input type="checkbox"/> Gift	<input type="checkbox"/> Loan	<input type="checkbox"/> Other: _____

Does your household receive any of the following?	Yes or No	Amount
Food Stamps		\$
Rental Assistance (i.e. Section 8, HUD, Metropolitan Housing)		\$
Utility Allowance (HUD) – Please note if this is paid directly to the utility companies.		\$

Income Comments section:

By signing below, I declare under penalty of perjury that the information submitted on this worksheet is true and correct.

Signature: _____ Date: _____

Appendix V: Self-Employment Income and Expense Form

Self-Employment Income and Expense Form

Examples of self-employment include: Owning your own business, babysitting, day care, home party sales, odd jobs, Ohio Electronic Child Care, etc.

If you do not file a Form 1040 with the IRS, you must provide an **IRS Verification of Non-Filing Letter** (if applicable), along with this completed form.

Name of Self-Employed Person: _____

Name of Business: _____

Type of Business: _____

Business Address: _____

Itemized Business Income			Itemized Business Expenses		
Date	Source	Amount	Date	Source	Amount
12-month Income Total			12-Month Expense Total		
Total Business Income (Income minus Expenses):					

Attach additional pages as necessary.

I certify under penalty of perjury, that this income and expenditure information is true and correct to the best of my knowledge.

Signature: _____ **Date:** _____

Appendix VI: Employment Verification

Employment Verification Form

Employee Name: _____ Date: _____

Occupation: _____

Business Name (please print): _____

Employee Signature: _____

If pay stubs are not available, the client's employer must complete the box below.

Please submit information to local Energy Assistance Provider:

****To be completed by the Employer Only****

Please complete the below information, sign and return to the agency listed above. Your assistance is appreciated.

Date employment began: _____ Date first paycheck issued: _____

Date employment ended (if applicable): _____

Date last paycheck was issued: _____ Gross amount of last pay: _____

Provide the information below for the last 30 days or 12 months of employment or attach a copy of pay stubs to this form.

Date paycheck issued:	Gross pay amount:	Medical Deductions:

Employer Address: _____

Employer Name (print): _____ Contact Phone Number: _____

Employer Signature (required): _____ Date: _____

Appendix VII: Seasonal Employment Verification

Seasonal Employment Verification Form:

Seasonal employees are required to provide 12 months of income documentation. If pay stubs are not available, the employee may request the employer to complete the information below.

Household members who work on a 12-month contract but will be paid over a period of less than 12 months or are **employees** hired into a position for a short term. They are mostly part-time or temporary workers that help out with increased work demands or **seasonal** work that arise in different industries.

Local Energy Assistance Provider Contact Information:

Employee Name: _____ Date: _____

Employee Signature: _____

Occupation: _____

Business Name (please print): _____

****To be completed by the Employer Only****

Please complete the below information, sign and return to the agency listed above. Your assistance is appreciated.

Date employment began: _____ Date first paycheck issued: _____

Date employment ended (if applicable): _____

Date last paycheck was issued: _____ Gross amount of last pay: _____

Provide the information below for the last 12-months from the date above or attach a copy of pay stubs.

Date issued:	Gross pay amount:	Medical Deductions:

Employer Address: _____

Employer Signature (required): _____ Date: _____

Employer Name (print): _____ Contact Phone Number: _____

Appendix VIII: Internal Revenue Service (IRS) Transcript

The EAP may require an IRS transcript and documentation of how the household is being supported and how expenses/bills are being met. Please visit www.irs.gov/Individuals/Get-Transcript or call 1-800-908-9946 for assistance with accessing an IRS transcript, if necessary.

If a client states they have no income and they are neither being supported by another household member (who has income) nor receiving help from a non-household member, an **Internal Revenue Service (IRS) transcript may be requested for that client with no income.**

It is important to review and confirm the areas that have been highlighted in the example on the next page. Double-check the tax period ending date to confirm it is the most recent tax document. Confirm the address, household members and the Social Security Numbers of the tax filer, their spouse, and all dependents, as well as the wages. Copies of these documents must be scanned into OCEAN.

These documents may be obtained in three (3) ways:

By Phone

1-800-908-9946

(This method requires the client to provide their Social Security Number, date of birth, street address, and zip code. Please allow 5 to 10 calendar days)

In Writing

Internal Revenue Service (IRS)

Return and Income Verification Services (RAIVS) Team

P.O. Box 145500

Stop 2800 F

Cincinnati, Ohio 45250

Fax # **1-859-669-3592** or they can visit their local IRS office.

(This method requires the client to provide their Social Security Number, date of birth, street address, and zip code)

Online <http://www.irs.gov/Individuals/Get-Transcript>

(This method requires the client to create a user ID and password to access the IRS system and then provide their Social Security Number, date of birth, street address, and zip code to view and print their transcript immediately)

Example:



United States Department of the Treasury
This Product Contains Sensitive Taxpayer Data

Request Date: 07-01-2014
Response Date: 07-01-2014
Tracking Number: 005458458456

Tax Return Transcript

SSN Provided:

Tax Period Ending: Dec. 31, 2013

The following items reflect the amount shown on the return (PR) and the amount as adjusted (PC), if applicable.
They do not show subsequent activity on the account.

SSN: 000-00-0000

SPOUSE SSN: 000-00-0000

NAME (S) SHOWN ON RETURN: **JOHN DOE**
JANE DOE

ADDRESS: **123 ANY STREET**
COLUMBUS, OHIO 43215-2489

FILING STATUS	Married filing Jointly
FORM NUMBER	1040
CYCLE POSTED	20140902
RECEIVED DATE	Apr. 15, 2014
REMITTANCE:	\$0.00
EXEMPTION NUMBER:	5
DEPENDENT 1 NAME CTRL:	DOE
DEPENDENT 1 SSN:	000-00-5555
DEPENDENT 2 NAME CTRL:	DOE
DEPENDENT 2 SSN:	000-00-5656
DEPENDENT 3 NAME CTRL:	DOE
DEPENDENT 3 SSN:	000-00-2000
DEPENDENT 4 NAME CTRL:	
DEPENDENT 4 SSN:	
IDENTITY THEFT PERSONAL ID NUMBER	000000
PTIN:	
PREPARER EIN:	
Income	
WAGES, SALARIES, TIPS, ETC	\$57,003.00
TAXABLE INTEREST INCOME: SCH B	\$0.00
TAX-EXEMPT INTEREST	\$0.00
ORDINARY DIVIDEND INCOME: SCH B	\$0.00
QUALIFIED DIVIDENDS	\$0.00
REFUNDS OF STATE /LOCAL TAXES	\$0.00
BUSINESS INCOME OR LOSS (Schedule C):	\$0.00
BUSINESS INCOME OR LOSS SCH C PER COMPUTER	\$0.00
CAPITAL GAIN OR LOSS (Schedule D):	\$0.00
CAPITAL GAINS OE LOSS (Schedule D PER COMPUTER)	\$0.00
OTHER GAINS OR LOSSES (FORM 4797)	\$0.00
TOTAL IRA DISTRIBUTIONS:	\$0.00
TOTAL PENSIONS AND ANNUITIES:	\$0.00
TAXABLE PENSION/ANNUITY AMOUNT:	\$0.00
RENT/ROYALTY/PARTNERSHIP/ESTATE (Schedule E)	\$5,009.00
RENT/ROYALTY/PARTNERSHIP/ESTATE (Schedule E) PER COMPUTER	\$0.00
TOTAL INCOME	\$62,012.00
TOTAL INCOME PER COMPUTER	\$62,012.00

Appendix IX: Internal Revenue Service (IRS) Form 1040 and Schedule 1

Form 1040		Department of the Treasury—Internal Revenue Service (99)		2018		OMB No. 1545-0074		IRS Use Only—Do not write or staple in this space.	
U.S. Individual Income Tax Return									
Filing status: <input type="checkbox"/> Single <input type="checkbox"/> Married filing jointly <input type="checkbox"/> Married filing separately <input type="checkbox"/> Head of household <input type="checkbox"/> Qualifying widow(er)									
Your first name and initial				Last name				Your social security number	
Your standard deduction: <input type="checkbox"/> Someone can claim you as a dependent <input type="checkbox"/> You were born before January 2, 1954 <input type="checkbox"/> You are blind									
If joint return, spouse's first name and initial				Last name				Spouse's social security number	
Spouse standard deduction: <input type="checkbox"/> Someone can claim your spouse as a dependent <input type="checkbox"/> Spouse was born before January 2, 1954 <input type="checkbox"/> Full-year health care coverage or exempt (see inst.)									
<input type="checkbox"/> Spouse is blind <input type="checkbox"/> Spouse itemizes on a separate return or you were dual-status alien									
Home address (number and street). If you have a P.O. box, see instructions.							Apt. no.		Presidential Election Campaign (see inst.) <input type="checkbox"/> You <input type="checkbox"/> Spouse
City, town or post office, state, and ZIP code. If you have a foreign address, attach Schedule 6.									If more than four dependents, see inst. and <input checked="" type="checkbox"/> here <input type="checkbox"/>
Dependents (see instructions):									
(1) First name		Last name		(2) Social security number		(3) Relationship to you		(4) <input checked="" type="checkbox"/> If qualifies for (see inst.): Child tax credit Credit for other dependents	
								<input type="checkbox"/> <input type="checkbox"/>	
								<input type="checkbox"/> <input type="checkbox"/>	
								<input type="checkbox"/> <input type="checkbox"/>	
								<input type="checkbox"/> <input type="checkbox"/>	
Sign Here Under penalties of perjury, I declare that I have examined this return and accompanying schedules and statements, and to the best of my knowledge and belief, they are true, correct, and complete. Declaration of preparer (other than taxpayer) is based on all information of which preparer has any knowledge.									
Joint return? See instructions. Keep a copy for your records.									
Your signature				Date		Your occupation		If the IRS sent you an Identity Protection PIN, enter it here (see inst.)	
Spouse's signature. If a joint return, both must sign.				Date		Spouse's occupation		If the IRS sent you an Identity Protection PIN, enter it here (see inst.)	
Paid Preparer Use Only									
Preparer's name		Preparer's signature				PTIN		Firm's EIN	
Firm's name ▶						Phone no.		Check if: <input type="checkbox"/> 3rd Party Designee <input type="checkbox"/> Self-employed	
Firm's address ▶									
For Disclosure, Privacy Act, and Paperwork Reduction Act Notice, see separate instructions.									
Cat. No. 11320B Form 1040 (2018)									

SCHEDULE 1 (Form 1040)		Additional Income and Adjustments to Income				OMB No. 1545-0074	
Department of the Treasury Internal Revenue Service		▶ Attach to Form 1040. ▶ Go to www.irs.gov/Form1040 for instructions and the latest information.				2018 Attachment Sequence No. 01	
Name(s) shown on Form 1040						Your social security number	
Additional Income		1-9b Reserved				1-9b	
10		Taxable refunds, credits, or offsets of state and local income taxes				10	
11		Alimony received				11	
12		Business income or (loss). Attach Schedule C or C-EZ				12	
13		Capital gain or (loss). Attach Schedule D if required. If not required, check here <input type="checkbox"/>				13	
14		Other gains or (losses). Attach Form 4797				14	
15a		Reserved				15b	
16a		Reserved				16b	
17		Rental real estate, royalties, partnerships, S corporations, trusts, etc. Attach Schedule E				17	
18		Farm income or (loss). Attach Schedule F				18	
19		Unemployment compensation				19	
20a		Reserved				20b	
21		Other income. List type and amount ▶				21	
22		Combine the amounts in the far right column. If you don't have any adjustments to income, enter here and include on Form 1040, line 6. Otherwise, go to line 23				22	
Adjustments to Income		23 Educator expenses				23	
24		Certain business expenses of reservists, performing artists, and fee-basis government officials. Attach Form 2106				24	
25		Health savings account deduction. Attach Form 8889				25	
26		Moving expenses for members of the Armed Forces. Attach Form 3903				26	
27		Deductible part of self-employment tax. Attach Schedule SE				27	
28		Self-employed SEP, SIMPLE, and qualified plans				28	
29		Self-employed health insurance deduction				29	
30		Penalty on early withdrawal of savings				30	
31a		Alimony paid b Recipient's SSN ▶				31a	
32		IRA deduction				32	
33		Student loan interest deduction				33	
34		Reserved				34	
35		Reserved				35	
36		Add lines 23 through 35				36	

SCHEDULE 1
(Form 1040 or 1040-SR)

Department of the Treasury
Internal Revenue Service

Additional Income and Adjustments to Income

▶ **Attach to Form 1040 or 1040-SR.**
▶ **Go to www.irs.gov/Form1040 for instructions and the latest information.**

OMB No. 1545-0074

2019

Attachment
Sequence No. **01**

Name(s) shown on Form 1040 or 1040-SR

Your social security number

At any time during 2019, did you receive, sell, send, exchange, or otherwise acquire any financial interest in any virtual currency? ☐ Yes ☐ No

Part I Additional Income

1	Taxable refunds, credits, or offsets of state and local income taxes	1	
2a	Alimony received	2a	
b	Date of original divorce or separation agreement (see instructions) ▶		
3	Business income or (loss). Attach Schedule C	3	
4	Other gains or (losses). Attach Form 4797	4	
5	Rental real estate, royalties, partnerships, S corporations, trusts, etc. Attach Schedule E	5	
6	Farm income or (loss). Attach Schedule F	6	
7	Unemployment compensation	7	
8	Other income. List type and amount ▶	8	
9	Combine lines 1 through 8. Enter here and on Form 1040 or 1040-SR, line 7a	9	

Part II Adjustments to Income

10	Educator expenses	10	
11	Certain business expenses of reservists, performing artists, and fee-basis government officials. Attach Form 2106	11	
12	Health savings account deduction. Attach Form 8889	12	
13	Moving expenses for members of the Armed Forces. Attach Form 3903	13	
14	Deductible part of self-employment tax. Attach Schedule SE	14	
15	Self-employed SEP, SIMPLE, and qualified plans	15	
16	Self-employed health insurance deduction	16	
17	Penalty on early withdrawal of savings	17	
18a	Alimony paid	18a	
b	Recipient's SSN		
c	Date of original divorce or separation agreement (see instructions) ▶		
19	IRA deduction	19	
20	Student loan interest deduction	20	
21	Tuition and fees. Attach Form 8917	21	
22	Add lines 10 through 21. These are your adjustments to income . Enter here and on Form 1040 or 1040-SR, line 8a	22	

For Paperwork Reduction Act Notice, see your tax return instructions.


Cat. No. 71479F

Schedule 1 (Form 1040 or 1040-SR) 2019

Appendix X: Verification Letter of Non-Filing of Return

Example:

[REDACTED]

 **Internal Revenue Service**
United States Department of the Treasury
PHILADELPHIA, PA 19255-1498

027175.175283.0112.003 1 AB 0.384 373
[REDACTED]

Tracking ID: 100157740327
Date of Issue: [REDACTED]

027175

Taxpayer's Name: [REDACTED]
Taxpayer Identification Number: [REDACTED]
Tax Period or Periods: December, 2011
Return: 1040

Information About the Request We Received

Why We're Contacting You
We're contacting you to report on the status of the request we received.

Information About the Status of The Request
On April 04, 2013, your office submitted a request for taxpayer information.
We received a request dated April 04, 2013 for verification of non-filing of returns for above tax period or periods. We have no record of a filed Form 1040, 1040A, or 1040EZ using the above Social Security Number. You can consider this letter a verification of non-filing.

How To Contact Us
Please call us at 1-800-829-0922 if you have any questions regarding this letter or if you need additional information.

Sincerely Yours,

Patricia LaPosta
Patricia LaPosta, Director
Electronic Products & Sves Support

Appendix XI: Health Care Spending Accounts

Non-taxable Health Care Spending Accounts are allowable deductions from income and should be treated the same as health insurance premiums in OCEAN.

The examples below illustrates what a non-taxable Health Care Spending Account may look like on a clients pay stub. In the example below the total amount of \$218.77 should be deducted in OCEAN.

Examples:

Vacation Pay	1,164.44	VACATION
Gift Certificate PBKids	236.80	
Store Mgr Bonus - PBK East	1,817.00	
Total Gross	1,663.46	41,640.28
		<u>Direct Deposit/Accounts</u>
		Checking - XXXXX4474
Taxes		
Federal Income Tax	117.09	3,166.47
Social Security (FICA)	60.68	1,549.38
Federal Medicare	20.94	534.90
Ohio Income Tax	39.62	1,043.69
Columbus City Tax	36.12	922.27
Total	274.45	7,216.71
Pretax Deductions		
UHC National EPO	140.31	3,076.56
HC Spending Acct	46.16	507.76
H C Spending Acct		399.99
Metlife Dental Premium Pretax	28.15	675.60
VSP Vision	4.15	90.42
Total	218.77	4,750.33

Appendix XII: Paystubs Showing Insurance and Child Support Deductions

Examples:

COLUMBUS CITY SCHOOL DISTRICT, OHIO										Advice Amount		\$520.65	
Emp No		Employee Name		Dept		Advice Date		Week Ending		Type		Advice No.	
				00010020		01/12/2018		12/29/2017		BIWEEKLY			
Earnings	Rate	Days/Hrs	Current	YTD	Deductions	Current	YTD	Emp	Emp	YTD	YTD	Emp	Emp
HR STRETCH	15.5200	40.00	426.80	426.80	Pre-tax Deductions								
HOLIDAY	15.5200	10.00	155.20	155.20	MEDICAL INS	9.47	9.47	382.84				382.84	
EXTRA SERV	15.5200	8.00	124.16	124.16	DENTAL INS	3.27	3.27	29.40				29.40	
					VISION			3.79				3.79	
					LIFE INS 26P			2.38				2.38	
					SERS	70.62	70.62	109.45				109.45	
					Taxes								
					MEDI CARE	10.05	10.05	10.05				10.05	
					FED INC TAX	38.90	38.90						
					OHIO INC TAX	8.07	8.07						
					COLS INC TAX	17.34	17.34						
					CLAS WORK CO			8.83				8.83	
					Post Tax Deductions								
					SHORT DISABI	5.27	5.27						
					OAPSE ACH	22.52	22.52						
					DEPOSITS:								
					DIR DEPOSIT	520.65	520.65						
					HUNTINGTON NATIONAL BANK								

CO.	FILE	DEPT.	CLOCK	VOIR. NO.	050
XA2	000099	650012	XA2	0000440015	1

Taxable Marital Status: Married

Exemptions/Allowances:

Federal: 3

OH: 6

Earnings Statement

Period Beginning: 10/15/2017
 Period Ending: 10/28/2017
 Pay Date: 11/03/2017

Earnings	rate	hours	this period	year to date
Regular	16.4800	80.00	1,318.40	26,199.60
Overtime	24.7200	1.25	30.90	36.90
Bereavement				131.84
Birthday				131.84
Bonus				776.07
Float Holiday				131.84
Holiday Pay				651.52
Pay Time Off				1,310.72
Gross Pay			\$1,349.30	29,370.33


Deductions	Statutory		
Federal Income Tax	-52.23	1,232.47	
Social Security Tax	-83.66	1,820.96	
Medicare Tax	-19.57	425.87	
OH State Income Tax	-27.13	587.80	
Hamilton Income Tax	-26.99	587.44	
Other			
Child Support	-152.82	3,484.32	
401K	-26.99*	587.44	
Net Pay		\$959.91	
Checking 1	-959.91		
Net Check		\$0.00	

Your federal taxable wages this period are \$1,322.31

Other Benefits and Information	this period	total to date
401(K) Match	6.75	146.63

Appendix XIII: Sample Live-In Aide Forms

Example: Request for Care Attendant/Live-In Aide Form

DARKE COUNTY METROPOLITAN HOUSING AUTHORITY 1469 Sweitzer Street • Greenville, OH 45331 Phone (937) 548-5380 • Fax (937) 548-8397 TDD/TTY 800-750-0750			
Request for Care Attendant/Live-in Aide		Janey Christman Director	Jack Harless Chairman
Managing Agent Community Action Partnership of the Greater Dayton Area			
Request made by Name _____		Phone _____	
Address _____			
Please answer the following questions:			
1. Which family member requires a live-in aide? _____			
2. Explain how a live-in aide is essential to the care and well-being of this family member: _____ _____			
3. Is the live-in aide needed: _____ full-time _____ part-time If part-time, what hours of the day? _____ from _____ to _____			
4. List any qualified health professionals who can verify the need for a live-in aide. Name/Title _____ Phone _____ Name/Title _____ Phone _____			
5. What is the current address of the proposed live-in aide? Street _____ City/State _____ Zip Code _____			
6. What is the previous address of the proposed live-in aide? Street _____ City/State _____ Zip Code _____			
7. How much will the live-in aide be paid? _____ per _____			
8. Is the proposed live-in aide a relative? _____ Yes _____ No			
I certify that the information contained herein is true and correct.			
Signature _____		Date _____	
WARNING! Title 18, Section 1001 of the United States Code, states that a person who knowingly and willingly makes false or fraudulent statements to any department or agency of the United States is guilty of a felony.			

Appendix XIV: Utility Verification Form - "Half Sheet"

CLIENT NAME _____

PRIMARY HEAT SOURCE COMPANY / VENDOR

Utility Company: _____ Bulk Fuel Vendor: _____

Contact Name: _____ Account Number: _____

Client Bill: YES NO Online Bill: YES NO

PAYMENT TO REGULATED FOR (circle one or more):

FIRST PIPP DEFAULT PIPP RESTORE DISCONNECT NEW SERVICE TRANSFER

NAME CHANGE SPACE HEATER HEATING SYSTEM REPAIR

Previous PIPP Client: YES NO Current PIPP amount \$ _____ New PIPP

Amount \$ _____ Waived/Over income for PIPP: YES NO

PIPP Default \$ _____ CO-PAY REQUIRED \$ _____

Account Arrearage \$ _____ Total Agency Payment \$ _____

PAYMENT TO UNREGULATED/CO OP FOR (circle one or more):

WOOD / PELLETS PROPANE FUEL OIL COAL KEROSENE

TANK SET / TESTING / CYLINDERS / 30 DAY LINE OF CREDIT TANK SIZE: _____

Bulk Fuel Status: _____ Last Delivery: _____ CO-PAY REQUIRED \$ _____

Account Arrearage \$ _____ Total Agency Payment \$ _____

Comments: _____

SECONDARY HEAT SOURCE COMPANY / VENDOR

Utility Company: _____ Contact Name: _____

Account Number: _____

Online Bill: YES NO Client Bill: YES NO

TYPE OF PAYMENT MADE (circle one or more):

FIRST PIPP DEFAULT PIPP RESTORE DISCONNECT NEW SERVICE TRANSFER

NAME CHANGE

Previous PIPP Client: YES NO Current PIPP amount \$ _____

New PIPP Amount \$ _____ Waived/Over income for PIPP: YES NO PIPP

Default \$ _____ Account Arrearage \$ _____ CO-PAY

REQUIRED \$ _____ Total Agency Payment \$ _____

Comments: _____

Appendix XV: Case Review Checklist

Case Manager: _____ Application Date: _____ Review Date: _____

Client Name: _____ Reviewer: _____

	Yes	No	N/A	Notes
Signed Documents				
Self-Declaration	_____	_____	_____	_____
Client Information				
SS# for all Household Members	_____	_____	_____	_____
Names	_____	_____	_____	_____
Address	_____	_____	_____	_____
Citizenship Verification	_____	_____	_____	_____
Income				
Income Calculation	_____	_____	_____	_____
30 days Verified	_____	_____	_____	_____
12 months Verified	_____	_____	_____	_____
Self-Declaration				
Everyone 18 years +	_____	_____	_____	_____
Researched Rent	_____	_____	_____	_____
Researched Food Assistance Verification	_____	_____	_____	_____
Researched Phone Letter of Support (signed, dated –incl. address & ph. #)	_____	_____	_____	_____
Additional Comments	_____	_____	_____	_____
Tax Transcript	_____	_____	_____	_____
Pending Documents				
Incomplete Dates	_____	_____	_____	_____
Co-pay Noted	_____	_____	_____	_____
Date of New Bill	_____	_____	_____	_____
Comments in OCEAN/Portal	_____	_____	_____	_____

Case Review Checklist (cont.)

	Yes	No	N/A	Notes
Payment Correct				
Main Source	_____	_____	_____	_____
Secondary Source	_____	_____	_____	_____
First PIPP	_____	_____	_____	_____
PIPP/Payment Plan				
PIPP	_____	_____	_____	_____
Main Source	_____	_____	_____	_____
Secondary Source	_____	_____	_____	_____
Waived PIPP	_____	_____	_____	_____
Other Payment Plan	_____	_____	_____	_____
Utility Account # and Client Name				
Gas Account #	_____	_____	_____	_____
Electric Account #	_____	_____	_____	_____
Bulk Fuel				
Past Due Letter?	_____	_____	_____	_____
Invoice Present?	_____	_____	_____	_____
Scanned Supporting Documentation				
Complete Application	_____	_____	_____	_____
Bulk Fuel Invoice	_____	_____	_____	_____
Verified in OCEAN	_____	_____	_____	_____
Comments				

Completed By: _____ on _____
Intake Worker Date

Reviewed/Corrected By: _____ on _____
Reviewers' Initials Date

Appendix XVI: PUCO and Utility Contacts

American Electric Power (AEP) Ohio

Dwight C. Snowden
Collection Support Coordinator

Email: dcsnowden@aep.com
Telephone: 614-716-2265

Columbia Gas of Ohio, A NiSource Company

Amanda Butler
Customer Care & Regulatory Compliance Analyst II

Email: abutler@nisource.com
Telephone: 614-460-4660

Casey Kuntor Customer Care & Regulatory Compliance
Analyst II

caseykuntor@nisource.com
Telephone: 614-460-6070

Dayton Power & Light (DP&L) Company

Lindsay R. Dorsey
Team Leader, Customer Billing & Revenue Support

Email: lindsay.dorsey@aes.com
Telephone: 937-331-3193

Dominion Energy Ohio

Margaret Callahan
Supervisor, Customer Service Center

Email: Margaret.Callahan@dominionenergy.com
Telephone: 330-798-7220

Jason Wilson
Supervisor, Customer Service Operations

Email: Jason.Wilson@dominionenergy.com
Telephone: 330-798-7207

Duke Energy

O.J. Wilson
Associate Revenue Analyst (PIPP)

Email: Orville.Wilson@duke-energy.com
Telephone: 513-864-4261

Carolyn M. Schenck
Revenue Analyst, Accounts Receivable

Email: Carolyn.Schenck@duke-energy.com
Telephone: 513-263-6267

FirstEnergy (Ohio Edison, The Illuminating Co. and Toledo Edison)

Lennie Howell
Supervisor, Human Services-Universal Services

Email: lhowell@firstenergycorp.com
Telephone: 681-753-5518

LeTeash Price
Supervisor, Customer Contact Center-CBO/Med Cert

Email: lprice@firstenergycorp.com
Telephone: 440-546-8840

Public Utilities Commission of Ohio (PUCO)

Tonja Stewart Shaw
Low Income Programs Specialist Service Monitoring
Enforcement Department

Email: tonja.stewart@puc.state.oh.us
Telephone: 614-466-0138

Vectren, A CenterPoint Energy Company

Teresa Cullum
Supervisor, Credit & Collections

Email: Teresa.Cullum@centerpointenergy.com
Telephone: 812-491-4909

Rob Goodge
Manager, Credit & Collections

Email: Rob.Goodge@centerpointenergy.com
Telephone: 812-491-4275

Tracey Johnson
Specialist, Credit & Collections

Email: Tracey.Johnson@centerpointenergy.com
Telephone: 812-491-4702

Small Gas Company Contacts Company Name	Contact & Customer Service Phone Number	Email & Fax Number
Mike Poole		mpoole6177@aol.com
Arlington Natural Gas Company	419-299-3330	Fax 419-299-3737
Linda Richards	740-862-3300	LRichards@egas.net
Brainard Gas Corporation	866-846-8427	Fax 440-974-0844
Dan Foraker	740-342-2852	
Foraker Gas Company	740-342-2852	Fax 740-342-2404
Kristy Smith	513-523-2555	kristysmith@glenwoodenergy.com
Glenwood Energy of Oxford	800-352-2844	Fax 513-524-3409
Sandy Roller	419-424-3427	sroller@kngenergy.com
Kalida Gas Company / KNG Energy Inc	419-424-3427	Fax 419-424-3309
Stephanie Patton	740-400-4301	spatton@neogas.com
Northeast Ohio Natural Gas (NEONG)	740-862-3300	Fax 740-862-6330
Cindy Crouch	740-392-2941	OCGC@OhioCumberlandGas.com
Ohio Cumberland Gas Company	877-392-2941	Fax 740-392-2940
Sue Ann Harrold	419-630-2222	Sue_Harrold@ohiogas.com
Ohio Gas Company	800-331-7396	Fax 419-636-4038
Conan Wallace	765-546-2188	cwallace@ovgc.com
Ohio Valley Gas Corporation	877-853-5501	Fax 765-584-0826
Ann Yeager	440-437-8600	Ayeager@egas.net
Orwell Natural Gas Company	800-832-6164	Fax 440-437-1001
Anna Kimble		anna.kimble.ts@gmail.com
Piedmont Gas Company	330-339-5454	Fax 330-339-7510
Christina Tippel	330-498-9130 Ext. 302	ctippel@utilitypipelineltd.com
Pike Natural Gas Company	937-393-1901	
Richard Walden	419-759-2351	sheldongas@wcoil.com
Sheldon Gas Company	419-759-2351	Fax 419-759-2705
Teresa Mogon	419-986-5171	tmogon@sngco.com
Suburban Natural Gas	419-655-2345 (Cygnet) 740-548-2450 (Lewis Center)	
Christina Tippel	330-498-9130 Ext. 302	ctippel@utilitypipelineltd.com
Southeastern Natural Gas	800-756-7220	
Eileen Armstrong	419-986-5171	DArmstrong@swickardgas.com
Swickard Gas Company	419-986-5171	Fax 419-986-5993
BJ Bartley	419-878-4972	bbartley@watervillegas.com
Waterville Gas & Oil	419-878-4972	Fax 419-878-7780

Appendix XVII: Small Gas Companies PIPP

SMALL GAS COMPANIES PIPP*

	Grandfathered PIPP (10% of monthly Household Income)	PIPP 6% monthly Household Income	Will accept new Enrollees	Re-enroll on Grandfathered PIPP	Alternative Arrearage Credit Program
Arlington Natural Gas	Yes	No	No	No	No
Brainard Gas Company	Yes	No	No	No	No
Glenwood Energy of Oxford*	No	Yes	Yes	No	Yes
Northeast Ohio Natural Gas Company	No	Yes	Yes	No	Yes
Ohio Cumberland Gas	Yes	No	No	No	No
Ohio Gas Company	No	Yes	Yes	No	Yes
Ohio Valley Gas**	No	Yes	Yes	Yes	Yes
Orwell Natural Gas Company	Yes	No	No	No	No
Piedmont Gas Company	Yes	No	No	No	No
Pike Natural Gas	No	Yes	Yes	No	Yes
Sheldon Gas Company	Yes	No	No	No	No
Southeastern Natural Gas	No	Yes	Yes	No	Yes
Waterville Gas and Oil Company	Yes	No	No	No	No

* Appendix C page 44 from the Ohio Public Utilities Commission Energy Assistance Resource Guide 2017-2018

Appendix XVIII: Medical Eligibility Form

SUMMER CRISIS PROGRAM (SCP) MEDICAL ELIGIBILITY FORM

Due to an illness, (patient's name), _____ would benefit from continued electric service and/or air conditioning and/or fan.

PRINT
NAME: _____

SIGN
NAME: _____ DATE: _____

NAME OF MEDICAL PRACTICE: _____

ADDRESS: _____

Submission of this Ohio Development Services Agency approved "Medical Eligibility Form" completed by a licensed medical professional who is qualified under Ohio State law to write prescriptions Assistant **must be** completed no more than **one (1) year** prior to the client applying for **SCP**.

FOR CHRONIC ILLNESS

(Required Once Every 3 Years)

Clients whose illness has been determined chronic by a licensed medical professional who is qualified under Ohio State law to write prescriptions shall submit medical documentation once every three years to the Home Energy Assistance Program (HEAP) to receive Summer Crisis Assistance. Clients with a chronic illness must be identified at the time of completing their SCP application.

****Please return this form to your local Energy Assistance Provider at the following address/fax/email:**

Appendix XIX: Example News Release



Development
Services Agency

News Release

[put logo here, set to
'inline with text']

Mike DeWine, Governor
Jon Husted, Lt. Governor

Lydia L. Mihalik, Director

For Immediate Release

<insert date>

<Organization> Contact:

<Contact Name, number, email>

Ohio Development Services Agency Contact:

Todd Walker (614) 644-0247

Todd.Walker@development.ohio.gov

<Summer/Winter> Crisis Program Starts <July/November 1>

The Ohio Development Services Agency and <insert organization> will help income-eligible Ohioans stay <cool/warm> during the <hot/cold> <summer/winter> months. The Home Energy Assistance <Summer/Winter> Crisis Program provides eligible Ohioans assistance paying an electric bill or assistance paying for central air conditioning repairs. The program runs from <insert date> until <insert date>.

To apply for the program, clients are required to schedule an appointment with <insert organization name>. Appointments can be scheduled by calling <insert number>.

Clients need to bring copies of the following documents to their appointment:

- Copies of their most recent energy bills;
- A list of all household members and proof of income for the last 30 days or 12 months for each member;
- Proof of U.S. citizenship or legal residency for all household members;
- Proof of disability (if applicable);
- Physician documentation that cooling assistance is needed for a household member's health (if there isn't a household member over the age of 60). INSERT FOR SCP ONLY; and
- <Insert additional required documentation if needed>

Last year more than <insert number> families in <insert counties> were assisted through the Home Energy Assistance <Summer/Winter> Crisis Program.

<Insert quote from organization>

<insert for Summer Crisis: The Summer Crisis Program assists low-income households with an older household member (60 years or older), that can provide physician documentation that cooling assistance is needed for a household member's health, have been diagnosed with COVID-19, have a disconnect notice, have been shut off, are trying to establish new service on their electric bill, or require air conditioning. Conditions can include such things as lung disease, Chronic Obstructive Pulmonary Disease, or asthma. <insert for Winter Crisis: Eligible households can receive up to \$175 if they are a client of a regulated utility, or \$550 if they are a client of unregulated utilities such as electric cooperatives and municipal utilities. The assistance is applied to their utility bill or applied to central air conditioning repair costs. Ohioans must have a gross income at or below 175 percent of the federal poverty guidelines to qualify for assistance.>

For more information about the features of the <Summer/Winter> Crisis Program, contact <insert organization contact name> at <insert phone number>. For more information about Energy Assistance Programs call (800)282-0880, Monday through Friday (hearing impaired clients may dial 711 for assistance) and for a list of Energy Assistance Providers select option 2, or visit www.energyhelp.ohio.gov.

Appendix XX: Compliance Review Tool



Compliance Review Tool

CLIENT INFORMATION

Name: _____ Client Number: _____
Address: _____ Phone: _____

REVIEW DETAILS

Review Date: _____ Conducted By: _____

Review referred by: **(Please select one)** ☐ OCA ☐ Referral ☐ EAP ☐ Other _____

Review conducted by: **(Please select one)** ☐ OCA ☐ EAP

Review Reason:

☐ Income Discrepancy

☐ Household Composition

☐ No Income

☐ Other _____

APPLICATION DETAILS

Application Date: _____ Completed By: _____

Is client on PIPP: ☐ Yes Current PIPP Amount: _____ ☐ No

Was client previously on PIPP: ☐ Yes Previous PIPP Amount: _____ ☐ No

ACTIONS TAKEN

Have you reviewed the Comment Report? ☐ Yes ☐ No

Have you reviewed the client's OCEAN/Portal Application? ☐ Yes ☐ No

Is there a complete application package uploaded in OCEAN? ☐ Yes ☐ No If no, has action been taken to have the document uploaded in OCEAN & reviewed? ☐ Yes ☐ No

Have you reviewed the scanned documents? ☐ Yes ☐ No

Has the owner/landlord of residence been verified? ☐ Yes ☐ No

IRS Transcript: **(Please select one)** ☐ *Not Requested* ☐ *Requested-Not Received* ☐ *Received (Date)*

If *Received*, has document been uploaded in OCEAN & reviewed? ☐ Yes ☐ No

Has additional documentation been requested in order to determine compliance? ☐ Yes ☐ No

If yes, please describe below.

Details:

Has all requested documentation been received, uploaded & reviewed? ☐ Yes ☐ No

REVIEW RESULTS

Has client been found to be compliant? ☐ Yes ☐ No Please describe below.

Details:

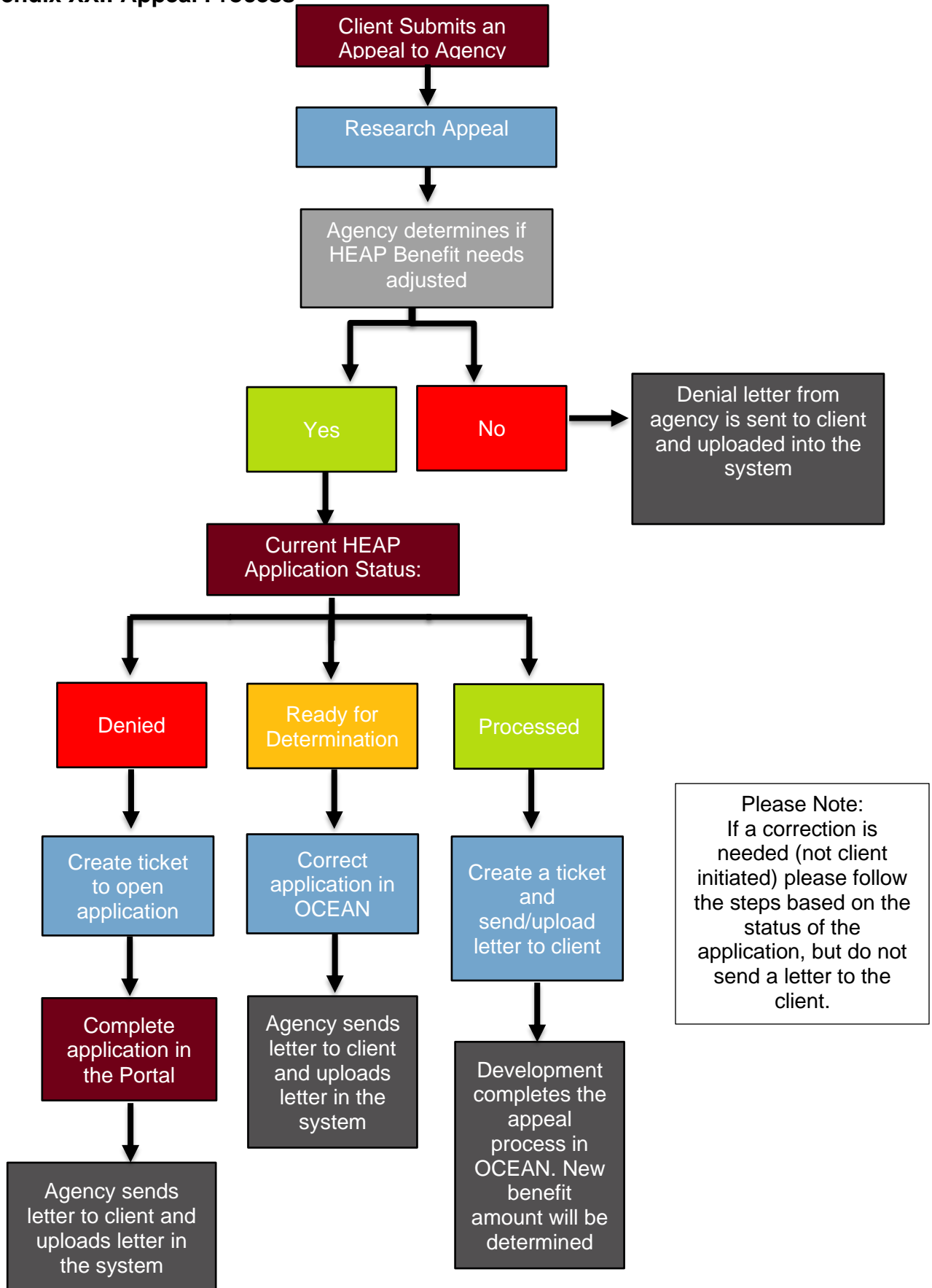
☐ Send Customer Notification of the results of the Compliance Review.

REMINDER CHECKLIST

- ☐ Upload all necessary documentation (including Compliance Review Tool)
- ☐ Submit Customer Notification (if necessary)
- ☐ Place OCEAN Ticket(s) (if necessary)
- ☐ Make notes in OCEAN

Date Closed: _____

Appendix XXI: Appeal Process



Steps to Processing an Appeal:

Step 1: Date stamp the written appeal

Step 2: Research the appeal

Step 3: Make a determination (does the HEAP benefit need to be adjusted?)

If no, send Appeal Denial Letter to client

If yes, continue to Step 4

Step 4: Locate application status in Portal and/or OCEAN

- If denied, send ticket to open application, and go to Step 5
- If in Ready for Determination status in OCEAN, go to Step 5
- If processed, send appeal ticket to Development, go to Step 6

Step 5: Complete/update application in the system

Step 6: Send letter to the client

Appendix XXII: Appeal Letter

MAILING DATE
CLIENT NAME
ADDRESS
ADDRESS

Please refer to the following number
when making inquiries
Client Number: #####

Dear CLIENT NAME:

AGENCY NAME has completed the review of your appeal on DATE. The information provided in your letter <was/was not> enough to change the original decision.

As a result, <changes/no changes> will be made on your status for the 2019-2020 Heating Season.

<Your application has been updated with the supporting documentation; you will receive a Benefit Determination Letter once determinations have been made.>

If you want to receive additional information on your appeal, please contact your AGENCY NAME at ###-###-####.

If you disagree with this decision you may further appeal by following the inserted appeal procedures.

Sincerely,

AGENCY HEAP COORDINATOR

Appendix XXIII: HEAP Benefit Amounts

The following is a list of variables that can influence the Home Energy Assistance Program (HEAP) benefit amount a client receives:

Higher Benefit Amount

Lower Benefit Amount



Federal allocation amount for HEAP increased



Federal allocation amount for HEAP decreased



Have a lower federal poverty level



Have a higher federal poverty level



Live in a colder region of the state. For example, the northern region.



Live in a warmer region of the state. For example, the southern region.



More expensive main heating source type. For example, bulk fuel.



Less expensive main heating source type. For example, gas/electric furnace.



Percentage of Income Payment Plan Plus is not available or enrolled for main heating source



Enrolled in the Percentage of Income Payment Plan Plus for your main heating source



A household member is disabled



A household member is over 60 years old

Appendix XXIV: Required Documentation Table

Countable Income Types:		
Category:	Type:	Acceptable Documentation of Income:
Fixed Countable Income	<input type="checkbox"/> Supplemental Security Income (SSI) (See E-2.3)	<input type="checkbox"/> Award/Benefit Letter (dated in the same year as the application or the previous calendar year with clarification of current amounts) <input type="checkbox"/> Payment Printout/statement from issuing agency <input type="checkbox"/> Copy of Check or Bank Statement showing deposit <input type="checkbox"/> Most recent IRS Form 1099 <input type="checkbox"/> Most recent filed copy of IRS Form 1040 or Tax Transcript
	<input type="checkbox"/> Social Security Disability Insurance (SSDI) (See E-2.3)	
	<input type="checkbox"/> Social Security Retirement (SS) (See E-2.3)	
	<input type="checkbox"/> Pension (examples are government, military and private)	
	<input type="checkbox"/> Widow/Widower's benefit	
	<input type="checkbox"/> Alimony	
	<input type="checkbox"/> Black Lung pension	
Earned Countable Income	<input type="checkbox"/> Lump sum payout from these sources	
	<input type="checkbox"/> Wages (salary, tips, commission, bonuses, etc.)	<input type="checkbox"/> All pay stubs received 30 days from the date of the application that include gross and/or year-to-date amounts received <input type="checkbox"/> Completed and signed Employment Verification Form (Appendix VI)
Other Earned Countable Income	<input type="checkbox"/> Active Military Pay	<input type="checkbox"/> Check Stub/Pay Statement
	<input type="checkbox"/> Seasonal Employment (includes construction workers, teachers, landscapers, etc.)	<input type="checkbox"/> Pay stubs indicating amount received within the previous 12 months from the date of the application <input type="checkbox"/> Seasonal Employment Verification Form (Appendix VII)
	<input type="checkbox"/> Self-employment (includes owning own business, babysitting, home party sales, odd jobs, Ohio Electronic Child Care, etc.)	<input type="checkbox"/> Most recent filed copy of IRS Form 1040 and Schedule 1 for tax year 2018 use the amount listed on line 12, 17 and/or 18; for tax year 2019 use the amount listed on line 3, 5 and 6. <input type="checkbox"/> Most recent IRS Record of Account Transcript <input type="checkbox"/> Self-Employment Income and Expense Form (Appendix V) for the previous 12 months and an IRS Verification of Non-Filing Letter (if applicable)
Supplemental Countable Income	<input type="checkbox"/> Unemployment	<input type="checkbox"/> Copy of check <input type="checkbox"/> Ohio Department of Job and Family Services documents/Eligibility letter with amounts and dates <input type="checkbox"/> Most recent IRS Form 1099
	<input type="checkbox"/> Utility Assistance	<input type="checkbox"/> Housing Authority Documentation
	<input type="checkbox"/> Workers' Compensation	<input type="checkbox"/> Award letter from issuing agency (Bureau of Workers' Compensation (BWC), etc.) <input type="checkbox"/> Copy of check or bank statement
	<input type="checkbox"/> Ohio Works First (Temporary Assistance for Needy Families (TANF), Aid to Dependent Children)	<input type="checkbox"/> Award/Benefit Letter, or <input type="checkbox"/> Payment Printout/Statement from issuing agency, or <input type="checkbox"/> Copy of Check or Bank Statement showing deposit

Countable Income Types Continued:		
Category:	Type:	Acceptable Documentation of Income:
Supplemental Countable Income continued	<input type="checkbox"/> Employment Disability Payouts (i.e. Short-Term or Long-Term Disability Payouts)	<input type="checkbox"/> Award Letter <input type="checkbox"/> Pay Stubs
	<input type="checkbox"/> Strike Benefit	<input type="checkbox"/> Pay Stubs
Other Countable Income	<input type="checkbox"/> Cash withdraws from: Individual Retirement Accounts, Annuities, Other investments	<input type="checkbox"/> Statement from Financial Institution <input type="checkbox"/> Copy of Check or Bank Statement showing deposit <input type="checkbox"/> Most recent IRS Form 1099
	<input type="checkbox"/> Lump sum payout from: Estate & Trust settlements, Divorce settlements, insurance payout, lottery winnings	
	<input type="checkbox"/> Interest Income	

No Income:		
Category:	Type:	Acceptable Documentation of Income:
No Income	*Only required if there is no countable or excluded income in the household.	<input type="checkbox"/> *Self-Declaration of Income Worksheet (Appendix IV) <input type="checkbox"/> An IRS tax transcript or an IRS Verification of Non-Filing Letter <input type="checkbox"/> Additional documentation related to household composition and/or income may be provided by the client at the discretion of the EAP

Deductions:		
Category:	Type:	Acceptable Documentation of Income:
Deductions	<input type="checkbox"/> Health Insurance Premiums (Dental, Health and Vision Insurance) <input type="checkbox"/> Short- and Long-Term Disability Premiums (Aflac, supplemental, etc.) <input type="checkbox"/> Prescription plans <input type="checkbox"/> Health Care Spending Accounts <input type="checkbox"/> Medicaid Spend Down (deductibles) <input type="checkbox"/> Medicare Premiums	<input type="checkbox"/> Copy of Premium Statement showing payment <input type="checkbox"/> Proof of Payment (i.e. cancelled check or paystub)
	<input type="checkbox"/> Child Support paid-out	<input type="checkbox"/> Proof of Payment (i.e. cancelled check or paystub identifying garnishment)
	<input type="checkbox"/> Attorney fees for estate or trust settlements	<input type="checkbox"/> Proof of Payment (i.e. cancelled check
	<input type="checkbox"/> Self-employment IRS allowable business expenses	<input type="checkbox"/> Most recent filed copy of IRS Form 1040 <input type="checkbox"/> Self-Employment Income and Expense Form and IRS Verification of Non-Filing Letter (if applicable)
	<input type="checkbox"/> Reimbursement for work expenses (i.e. travel, mileage, meals, etc.)	<input type="checkbox"/> Pay Statement

Excluded Income:

Category:	Type:	Acceptable Documentation of Income:
Excluded Income* *Only documented if the household's total Eligible Income (Countable Income – Deductions) is below the required threshold.	<input type="checkbox"/> Census Wages	<input type="checkbox"/> All pay stubs received 30 days from the date of the application that include gross and/or year-to-date amounts received
	<input type="checkbox"/> Gifts	<input type="checkbox"/> Signed statement from provider of gift indicating amount and frequency, provider name, address, and phone number
	<input type="checkbox"/> Loans <input type="checkbox"/> Education assistance (grants stipends for tuition/books)	<input type="checkbox"/> Official notification of loan on institution letterhead including loan amount and repayment terms from issuing financial institution <input type="checkbox"/> Signed statement from lender indicating amount and payment terms, lender's name, address, and phone number <input type="checkbox"/> School documentation demonstrating education assistance amount
	<input type="checkbox"/> Child Support Received <input type="checkbox"/> Stipends for foster care <input type="checkbox"/> Adoption Assistance	<input type="checkbox"/> Award/Benefit Letter, or Payment Printout/Statement from issuing agency, or copy of canceled Check or Bank Statement
	<input type="checkbox"/> SS/SSI and SSDI Overpayments	<input type="checkbox"/> Award/Benefit Letter (dated in the same year as the application or the previous calendar year) <input type="checkbox"/> Payment Printout/Statement from issuing agency
	<input type="checkbox"/> Service Connected Veterans Disability, VA Compensation/Dependent Indemnity Compensation (DIC)	<input type="checkbox"/> Statement from issuing agency <input type="checkbox"/> Award Letter with Benefit Amounts <input type="checkbox"/> Bank Statement (if income type is specified) <input type="checkbox"/> Special Monthly Compensation (SMC), Person Care Services/Caregiver Stipend Program which should be treated as a live-in aide
	<input type="checkbox"/> Work programs for people with disabilities (i.e. work programs for the blind or disabled) <input type="checkbox"/> Workforce Investment Opportunity Act (WIOA) (Stipends provided for specific purposes other than Living Allowances) <input type="checkbox"/> Volunteers in Service to America Stipend (VISTA) <input type="checkbox"/> Work allowances (work requirement to receive Ohio Works First (OWF) assistance) <input type="checkbox"/> Title V wages (i.e. senior employment programs) <input type="checkbox"/> Ohio waiver program (Medicaid benefit for caregiver)	<input type="checkbox"/> Award/Benefit Letter, or Payment Printout/Statement from issuing agency, Pay Statement
	<input type="checkbox"/> Income earned by dependent minors	<input type="checkbox"/> All pay stubs received 30 days from the date of the application that include gross and year-to-date amounts received <input type="checkbox"/> Completed and signed Employment Verification Form (Appendix VI)

Excluded Income Continued:		
Category:	Type:	Acceptable Documentation of Income:
Excluded Income	<input type="checkbox"/> Tax refunds/rebates	<input type="checkbox"/> Most recent IRS Form
	<input type="checkbox"/> Military allowances for subsistence	<input type="checkbox"/> Award/Benefit Letter, or Payment Printout/ statement from issuing agency
	<input type="checkbox"/> Prevention retention and contingency (i.e. emergency services, rental asst.)	<input type="checkbox"/> Award/Benefit Letter, or Payment Printout/ Statement from issuing agency
	<input type="checkbox"/> FEMA, cash payments	
	<input type="checkbox"/> Title III Disaster relief emergency assistance (i.e. Stimulus payment)	
	<input type="checkbox"/> Proceeds from reverse mortgage	<input type="checkbox"/> Payment Printout/Statement from issuing agency
<input type="checkbox"/> Fair market value of services in lieu of rent	<input type="checkbox"/> Signed Statement from landlord <input type="checkbox"/> Lease/Rental Agreement	

VI – ADDITIONAL RESOURCES

Provider Website

The following information regarding Energy Assistance Programs is available on the provider website:

- State Plans
- Information Updates and other articles
- Training Materials
- OCA Contact List
- Marketing Information go to <https://development.ohio.gov/ocaorder/>

To locate the documents, visit the link below and use the search box on the provider page to type in the document name.

<https://development.force.com/OCAKnowledgeArticles/s/>

CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing Late-Filed Exhibit No. 6 as filed in Docket Nos. E-7, Sub 1214 and E-2, Sub 1219, were served via electronic delivery or mailed, first-class, postage prepaid, upon all parties of record.

This, the 4th day of September, 2020.

/s/Mary Lynne Grigg

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