

How to Stay on PIPP



You must verify your eligibility for PIPP at least once a year. You must report any income changes as soon as they occur.

The last time you visited LCCAA for any reason is your Reverification Date. It may be different from your Anniversary Date.

For example, if you enroll in the program on July 15, your Anniversary Date will always be July 15.

If on Nov. 15 you visit LCCAA for any reason (winter crisis help, to report an income change), your Reverification Date becomes Nov. 15.

Both dates are printed on your bill each month.

Pay your bill on time and in full!



Now that you are on PIPP, the most important thing to remember is to pay your bill on time and in full.

If you don't, you may not be able to stay on the program and you will not enjoy all the benefits of the program.

If you pay on time and in full for 24 months in a row, your entire balance will be forgiven.

What if I miss a payment?

If you make up any missed payments by your Anniversary Date, you will still be able to stay on PIPP.

However, you may not be able to have all of your arrearages forgiven.

What if I can't pay?

If you get a bill you can't pay, call us right away and we will look for other resources that may be available to you.

Don't ignore it!

Can I get other help while I am on PIPP?

If you are on PIPP, you can still get bill payment assistance during the Winter Crisis period if you are in termination.

You are NOT eligible for bill payment assistance during the Summer Crisis period. However, you may be eligible for an air conditioner or fan if you have not received one in the last three years and are current with your PIPP account.

You are still eligible for the annual HEAP benefit.

What if my income increases and I can't stay on PIPP?

If your income increases so much you can no longer be on PIPP, you may be eligible for **Graduate PIPP**.

Graduate PIPP gives residents 12 months to pay off any remaining arrearages with your utility company.

If you qualify, call immediately because the 12 months begins as soon as you are removed from PIPP.

What if I move?

If you move and close your account but still have a balance, you may be eligible for **Post PIPP**.

Customers will have 12 months (from the time they discontinue service with the utility) to earn credits toward their outstanding balance by making payments to their former utility.

For every payment of 1/60 of the outstanding balance, the customer earns a credit equal to 1/12 of the outstanding balance.

You can sign up for Post-PIPP when you call to cancel your gas and/or electric service. Your utility company can enroll you in the program.

1-855-806-9620 **www.lccaa.net**

What to Bring With You

Identification: Social Security cards or birth certificates of all household members. If you have recently applied for a card, an official letter from the Social Security office with the number printed on it is acceptable.

Income Information: All household member over 18 must submit proof of income for the past 30 days, even if they are still in school. This includes payroll check stubs and/or Social Security. Self-employment income requires documentation and a notary.

A complete list of income that must be included is available at www.lccaa.net. Any household member over 18 claiming no income must complete an affidavit.

Current Bills: Bring your most recent utility bills in the name of a household member.



Locations and Hours

Lorain Office

936 Broadway Ave., Lorain, OH 44052
Monday through Friday
8 a.m. to 5 p.m.
Walk Ins and Appointments

Elyria Office

Inside Ohio Means Jobs
4495 North Ridge Road, Elyria, OH 44035
Monday and Tuesday
8 a.m. to 4:30 p.m.
Appointments Only

North Ridgeville Office

Inside LCCC Campus
32121 Lorain Road, N. Ridgeville, 44039
Thursdays
Walk Ins 8 a.m. to 12 p.m.
Appointments 1 to 5 p.m.

Wellington Office

Inside Wellington Village Hall
115 Willard Memorial Square
Wellington, OH 44090
Wednesdays
Walk Ins 7:30 a.m. to 12 p.m.
Appointments 1 to 4:30 p.m.

1-855-806-9620
www.lccaa.net



LOWER YOUR UTILITY BILLS



Percentage of Income Payment Plan (PIPP)

A program of the State of Ohio administered by Lorain County Community Action Agency.



How to Enroll in PIPP

You can make an appointment or visit one of our offices as a walk in.

You must live at or below 150 percent of the Federal Poverty Line.

You can enroll any time of year.

You can either rent or own your home.

Utility service must be in your name.

Utility service must be with a company the state regulates.



How PIPP Works

If you have both electric and gas in your home, you pay 6% of your income to each company.

If your home is all electric, you pay 10% of your income to the electric company.

The difference between your PIPP amount and your actual usage is forgiven.

Consistent payments will also reduce any old balances or arrearages you have accumulated on your account.