WHAT IS THE ANNUAL PIPP RECERTIFICATION?

How do I apply for PIPP next year?

Near the end of a successful year on PIPP you will be contacted for a recertification appointment. During that appointment you will:

- Update your application for next year
- Make your benefit choice (PIPP or LIHEAP)

Annual recertification is a requirement. You will be dropped if you don't recertify by the due date.

What should I expect to happen during the appointment?

The following factors could change:

- Budget bill (average monthly usage)
  - > Your usage
  - > Your energy price (or energy supplier)
  - > Weather patterns
- Household income
- Household members
- Monthly PIPP customer payment
- Monthly PIPP benefit

If you stay on PIPP, always make your monthly payments in full!

For more information you may contact:

OFFICE OF COMMUNITY ASSISTANCE

Illinois Department of Commerce and Economic Opportunity

217.785.2533

communityassist@illinois.gov

liheapillinois.com

Illinois Department of Commerce & Economic Opportunity
OFFICE OF COMMUNITY ASSISTANCE
JB Pritzker, Governor

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PIPP

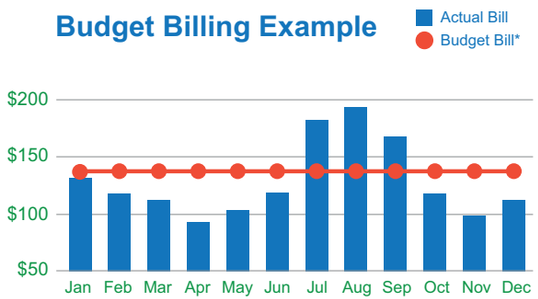
PERCENTAGE OF INCOME PAYMENT PLAN AND BUDGET BILLING

Illinois Department of Commerce & Economic Opportunity
OFFICE OF COMMUNITY ASSISTANCE
JB Pritzker, Governor

WHAT IS BUDGET BILLING?

- Breaks your yearly utility costs into 12 even payments
- The payment is based on the usage at the residence
- Sometimes your usage is lower than this payment
- Sometimes your usage is higher than this payment

Budget Billing Example



*The budget bill amount is evaluated periodically and may be readjusted based on usage.

You are put on budget billing with your utility(ies) when you sign-up for PIPP

On PIPP this budget bill amount is shared between your payment and the State benefit

If you are not on PIPP, you can still be on budget billing with your utility directly

FREQUENTLY ASKED QUESTIONS

What is PIPP?

The Percentage of Income Payment Plan (PIPP) program is a benefit choice within the Illinois Low Income Home Energy Assistance Program (LIHEAP) that is available to customers of Ameren Illinois, ComEd, Nicor Gas and North Shore Gas/ Peoples Gas.

The PIPP program will enroll you in a budget billing plan. Under this program, the State may pay a portion of your monthly budget bill and you will be required to pay the rest.

What if I owe money to the utility now?

When you sign-up for PIPP, your balance is set aside, this is called ***Pre-Program Arrearage***. Every time you make your full PIPP payment on-time, that balance goes down. This is your ***Pre-Program Arrearage*** benefit.

Can I still get my regular LIHEAP benefit for this utility?

No, you must choose PIPP or regular LIHEAP program.

How much do I have to pay under PIPP?

Your monthly payment is based on your total household income and your budget bill amount. This is called your **CPR *(Customer Payment Responsibility).***

What if I cannot afford my monthly payment?

PIPP is not the best choice for everyone. You must make your full PIPP payment on time. There are no exceptions.

What happens if I missed my monthly payment?

If your payment is not received by the bill due date:

- You will be notified by your local agency
- Your old balance (Pre-Program Arrearage) will NOT go down for that month
- You could be dropped from PIPP
- If you are dropped from PIPP, everything you owe will become due immediately
- You will not be eligible for LIHEAP or Reconnection Assistance until the next program year

What if I move?

You are automatically dropped from PIPP. In some cases, you may be able to re-enroll. If you re-enroll, your budget bill may change and could affect your **CPR *(Customer Payment Responsibility)*** payment. You must contact your local agency immediately.

What if my income changes?

Contact your local agency.

Can I change energy suppliers?

Switching energy suppliers could impact your PIPP eligibility. This means that your new supplier may not be eligible to participate in PIPP and therefore, you could lose your PIPP eligibility. Please contact your local agency before you switch suppliers.

How can I succeed on PIPP?

- Read your whole utility bill every month
- Pay in full every month
- Make sure your payment is made BEFORE the due date
- Watch your energy usage and use less energy
- Find free programs to help you use less energy
- Open letters sent by your local agencies immediately
- Consider auto-pay