



5 things to know about PIPP

Percentage of Income
Payment Program



1. Volume of cases/processing time frames.

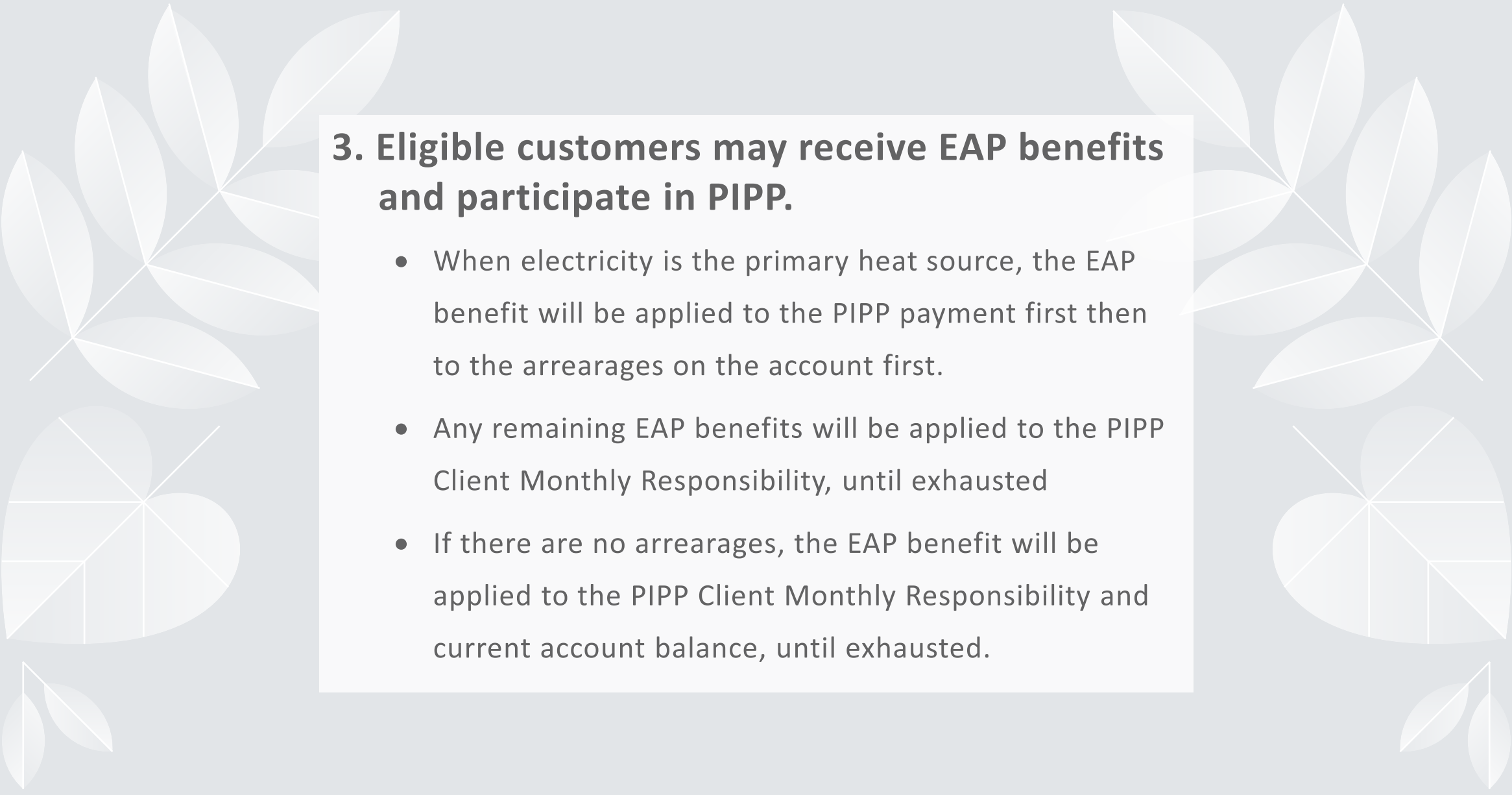
- We expect the number of recipients to be similar to our EAP participation for these two vendors – 65,000 (40k - DE; 25k - APCo).
- LDSS staff will determine eligibility using the VaCMS; the screens for the Energy Assistance Program (EAP) and PIPP are shared although each type of case will have a separate case number.
- Applications/cases should be processed in the order received and as soon as all information needed to determine eligibility has been received. Applications must be processed for eligibility determination within 30 days of receipt.
 - There is no expedited or crisis timeframe for PIPP applications. A customer with a disconnection should not be processed prior to a customer without a disconnection that submitted their application at an earlier date.



2. Percentage of Income – 10% vs 6%:

- Customer must have electric service with a PIPP vendor (Dominion [or APCo/AEP])
- If the primary heat is electricity, the customer will pay Dominion 10% of their hh income every month.
- If the primary heat is not electricity, the customer will pay Dominion 6% of their hh income every month.

NOTE: Income limits for PIPP are the same as for EAP



3. Eligible customers may receive EAP benefits and participate in PIPP.

- When electricity is the primary heat source, the EAP benefit will be applied to the PIPP payment first then to the arrearages on the account first.
- Any remaining EAP benefits will be applied to the PIPP Client Monthly Responsibility, until exhausted
- If there are no arrearages, the EAP benefit will be applied to the PIPP Client Monthly Responsibility and current account balance, until exhausted.

4. Case closures

- Non-payment
 - No worker action needed. Dominion will send a closure code/file for the case, then VaCMS will auto-close the case and generate the NOA.
- Client
 - EAP/PIPP Program Denial (quick deny) page may be used
 - Client Request
 - Failed to return verifications
 - Non-PIPP vendor
 - Moved from locality
 - PIPP cases CANNOT be transferred from one locality to another. Customers should be encouraged to reapply at their new address



CHANGE

NOTE: PIPP CANNOT be transferred from one electric account to another. PIPP enrollment on the original electric account must be closed. Customers should be encouraged to reapply for PIPP for their new electric account.

5. Renewal/Redetermination of PIPP eligibility is required, at least, annually.

The system will automatically generate and send out a renewal packet to the case address 30 days prior to the renewal date on the case.

- LDSS staff will date-stamp the PIPP Renewal application when received in the agency.
- Register the Renewal/Redetermination on the EAP/PIPP Application Details page with the PIPP Application type of Change/Renewal.
- Process the renewal through the EAP/PIPP Data Collection module
- Run eligibility
- Certify and authorize the eligibility results

PIPP Eligibility and Enrollment

When a customer submits an application for PIPP, the LDSS will process the case in VaCMS to determine the household **Eligibility** based on income and demographics.

LDSS
determines
PIPP **Eligibility**

After the PIPP case has been approved/authorized, Dominion is sent a file. Dominion reviews the electric account and sends a PIPP code for **Enrollment** and a renewal date to VaCMS.

VaCMS will generate an approval NOA to the household after the enrollment code has been received from Dominion and the renewal date has been attached to the case.

Dominion
determines
PIPP **Enrollment**

Dominion will send the customer a PIPP enrollment letter with additional information and instructions.

The customer must make their first Client Monthly Payment to Dominion to activate the PIPP enrollment on their electric account.