

## **DP&L Options and Programs**

### **Home Energy Assistance Program (HEAP)**

HEAP is currently accepting applications, which helps pay towards the primary heating source. Qualifying households can apply through a paper application (attached) or online at <https://development.force.com/eap/s/login/?ec=302&startURL=%2Fheap%2Fs%2F>. For more information on the HEAP program, including how to qualify and apply, please review OCC's HEAP fact sheet [http://www.occ.ohio.gov/sites/default/files/publications/assistance\\_programs/HEAP\\_Guidelines.pdf](http://www.occ.ohio.gov/sites/default/files/publications/assistance_programs/HEAP_Guidelines.pdf).

### **Home Weatherization Assistance Program (HWAP)**

The HWAP provides assistance to improve the energy efficiency of the residence. In order to qualify, the household income must be at or below 200 percent of the federal poverty guidelines. Consumers can apply at the Miami Valley Community Action Partnership in Dayton (937) 341-5000, 719 S Main St, Dayton, OH 45402. For additional information, please see OCC's HWAP fact sheet [http://www.occ.ohio.gov/sites/default/files/publications/assistance\\_programs/Guide to HWA P.pdf](http://www.occ.ohio.gov/sites/default/files/publications/assistance_programs/Guide%20to%20HWA%20P.pdf).

### **Percentage of Payment Plan (PIPP Plus)**

The PIPP Plus program allows a consumer to pay a percentage of the household income to the utility company each month. In Montgomery County, Dayton Power and Light and Vectren are the only utilities that offer the PIPP Plus program. To qualify, the household income must be at or below 150 percent of the federal poverty guidelines. For additional information, please see OCC's PIPP Plus fact sheet [http://www.occ.ohio.gov/sites/default/files/publications/assistance\\_programs/PIPP\\_Plus.pdf](http://www.occ.ohio.gov/sites/default/files/publications/assistance_programs/PIPP_Plus.pdf).

### **Winter Reconnect Order**

Beginning October 5, residential consumers can utilize the Winter Reconnect Order to reconnect or to avoid disconnection of their electric and/or natural gas utilities. In order to use the Winter Reconnect Order, an Ohioan must have service with an investor-owned electric and/or natural gas company, which would include Dayton Power and Light and Vectren in Montgomery County. There are no income guidelines to utilize the order. Households who would like to utilize the order, should contact Dayton Power and Light and/or Vectren directly. The Winter Reconnect Order fact sheet can be accessed at [http://www.occ.ohio.gov/sites/default/files/publications/assistance\\_programs/Factsheet Winter-Reconnect-Order.pdf](http://www.occ.ohio.gov/sites/default/files/publications/assistance_programs/Factsheet_Winter-Reconnect-Order.pdf).

### **Winter Crisis Program**

Beginning on November 1, residential consumers can utilize the Winter Crisis Program to stop a disconnection notice or reconnect service towards a heating source, which can include electric, natural gas, fuel oils, etc. In order to qualify, the household income must be at or below 175 percent of the federal poverty guidelines. To apply, the consumer should contact the Miami Valley Community Action Partnership in Dayton. For more information on the Winter Crisis Program, please visit the Ohio Development Service Agency's website at [https://development.ohio.gov/is/is\\_heapwinter.htm](https://development.ohio.gov/is/is_heapwinter.htm).

### **Medical Certification Waiver**

A residential consumer who is facing a disconnection notice or has been disconnected for 21 day or less, can use a Medical Certification Waiver to stop the disconnection notice or reconnect service. There are no income guidelines and can be used anytime during the year. To utilize the Medical Certification Waiver, the consumer must contact the utility company. In Montgomery County, only Dayton Power and Light and Vectren customers are eligible to use the waiver. Here is more information on the Medical Certification Waiver [http://www.occ.ohio.gov/sites/default/files/publications/consumer\\_protection/Medical\\_Certifications.pdf](http://www.occ.ohio.gov/sites/default/files/publications/consumer_protection/Medical_Certifications.pdf).

### **Payment Plans**

If a consumer is behind on their utility bill or has a disconnection notice, we encourage those consumers to contact the utility company directly. It is easier to work out a plan when the service is connected, rather than disconnected. Utilities are encouraged to work out reasonable payment extensions or other payment plans that are acceptable to the customer and the utility. If terms cannot be agreed to, electric and natural gas companies are required to offer three payment plan options to residential customers:

The one-ninth plan allows customers to make nine equal monthly payments on the past due amount and place them on a budget payment plan for the projected monthly bills, which will end in 9 months. The budget plan is based on a nine- or 12-month calculation and may be adjusted as needed during the nine-month period.

The one-sixth plan allows you to pay past due charges over six months. Therefore, six equal installments of the past due charges plus the total amount of current charges.

The one-third plan allows you to pay one-third of the total balance due each month (past due amount plus current charges). All companies are required to offer the one-third plan during the winter heating season (November 1-April 15).