Begins November 1, 2010

Makes Payments More Affordable Year-Round
Clears PIPP Debt for Good-Paying Customers

Affordable Monthly Installments
• 6 percent of monthly income for Gas or $10 minimum payment.
• 6 percent of monthly income for Electric or $10 minimum payment.
• Electrically Heated Homes pay 10 percent of monthly income or $10 minimum payment.

On-Time Payment Incentives
• Each time you make the required PIPPPlus monthly installment on time and in full,
  – you get credit for your billing difference, and
  – a credit toward your previous arrearages (old debt).

Removal from PIPPPlus
• If you miss a PIPPPlus installment, you can be removed from the program, your utilities shut off, and your entire account balance may become due.
• If you are a gas PIPPPlus customer, you will have 30 days from your PIPPPlus anniversary date to make up any missed payments, or you will be removed from PIPPPlus.
• If you do not re-verify your gross monthly household income at least once every 12 months, you will be removed from PIPPPlus.

Check for PIPPPlus updates at your local community action agency.
# 6 Percent Payment Example for Gas or Electric PIPP<sup>Plus</sup> Customer with $1,000 Monthly Income

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Arrearage (old debt owed to your utility) as of 11/1/10</td>
<td>$2,400</td>
</tr>
<tr>
<td>Actual Monthly Bill</td>
<td>$100</td>
</tr>
<tr>
<td>PIPP&lt;sup&gt;Plus&lt;/sup&gt; Installment (6% of $1,000 monthly income = $60.00)</td>
<td>$60</td>
</tr>
<tr>
<td>Billing Difference (Monthly bill minus PIPP&lt;sup&gt;Plus&lt;/sup&gt; Installment)</td>
<td>$40</td>
</tr>
<tr>
<td>Arrearage Credit (1/24th of the old debt owed to your utility)</td>
<td>$100</td>
</tr>
<tr>
<td>Total Arrearage Balance 12/1/10</td>
<td>$2,300</td>
</tr>
</tbody>
</table>

<What you pay>

<What you no longer owe, if you make your payment on-time, in full.>

<Amount of old debt that you no longer owe, if you make your payment on-time, in full.>

Keep paying on time and in full every month and you will earn credits that will eliminate all of your old debt from your account.