

NEED HELP WITH PAYING YOUR ELECTRIC BILL?

The Percentage of Income Payment Program (PIPP) helps eligible, Dominion Energy and Appalachian Power (APCo/AEP) customers maintain their electric service by making utility bills more affordable.

The monthly bill amount, or “PIPP Amount,” for a customer will be based on a percentage of the household’s income and primary heat source.

- 10% of gross monthly household income when the household has electricity as their primary heat source or
- 6% of gross monthly household income when the household does not have electricity as their primary heat source.

The first PIPP Amount will be due when the customer’s account is enrolled in PIPP. If the customer is unable to pay at enrollment, the missed PIPP payment amount will be added to the next bill.

Each month a customer makes the required PIPP payment **on-time and in-full**, the customer:

- Avoids new utility debt and
- Reduces old utility debt.

A portion of the customer’s actual account balance is removed through incentive credits applied to the account.

- A credit for the difference between the current bill amount and the PIPP Amount due.
- A 1/12th credit of their past due balance (calculated at enrollment) is applied to the account.

Eligibility criteria for assistance include:

- Must be resident of the locality in which application is made
- Must have an active electric account with Dominion Energy or Appalachian Power (APCo/AEP)
- Monthly gross income may not exceed:

Household Size	Maximum Income		Household Size	Maximum Income
1	\$1,882		11	\$8,607
2	\$2,555		12	\$9,280
3	\$3,227		13	\$9,952
4	\$3,900		14	\$10,625
5	\$4,572		15	\$11,297
6	\$5,245		16	\$11,970
7	\$5,917		17	\$12,642
8	\$6,590		18	\$13,315
9	\$7,262		19	\$13,987
10	\$7,935		20	\$14,660

You may **apply** for PIPP by:

- Completing an online application at <https://commonhelp.virginia.gov/access/>.
- Submitting a paper application to your local department of social services.

Dominion Energy or Appalachian Power (APCo/AEP) Customer Service staff can discuss your account and any existing payment plans to help you determine if you should apply for PIPP.

If you suspect Fraud or Abuse of any kind, report it to your Local Department of Social Services or call 1-800-552-3431.