

Subject: Customer Referral Process

Purpose: To provide instructions for adding PIPP – eligible customers to the Electric Partnership Program (EPP) using the on-line referral tool.

Providers may identify PIPP/PIPP-Eligible customers that they wish to serve but were not on the EPP customer list distributed by the Office of Community Services (OCS). Before providing services to these customers, these customers must be screened for electric usage characteristics.

Providers must initiate the screening process by completing on-line, the information on the Access data form similar to what is attached to this policy. Providers can quickly determine if a customer is using:

- Up to 4,000 kWh annually for the Low Use HWAP / EPP Baseload program;
- Between 4,000 to 6,000 kWh annually for the Moderate Baseload program;
- Greater than 6,000 kWh annually for the High Use Baseload program.

If the information on the form is complete, the usage data will be evaluated automatically. If the customer meets the criteria, an audit can be completed on the residence.

For the EPP / HWAP Low Use Program, the Access data form will be very similar. However, once all usage data has been input, the screen will have a pop-up window that identifies the customer as being “low use” and eligible for the EPP / HWAP Low Use Program.

All information on the form is required for 12 consecutive months of electric usage. The Reading Date (RD) must include the month and the day with the corresponding Kilowatt/hour of usage for the month. An example of the EPP Customer Referral Form is attached with Reading Dates and kWh consumption already input as an example.



EPP Customer Referral Form

The following information MUST be provided:

Agency

Utility

First Energy/Ohio Edison
AEP/Ohio Power
First Energy/Toledo Edison

Account Number

First Name

Last Name

Address

Apt

City

ZIP

County

Phone

State

OH

Last 12 consecutive months of ELECTRIC usage and reading dates (doesn't have to start in January):
Reading date MUST include month and day (example: 01/15/04)

January RD	01/24/2008	January KWH	431	February RD	02/26/2007	February KWH	508
March RD	03/27/2007	March KWH	442	April RD	04/27/2007	April KWH	438
May RD	05/25/2007	May KWH	344	June RD	06/26/2007	June KWH	492
July RD	07/26/2007	July KWH	528	August RD	08/24/2007	August KWH	493
September R	09/25/2007	September KWH	475	October RD	10/26/2007	October KWH	404
November RD	11/27/2007	November KWH	442	December RD	12/27/2007	December KW	428

Add Record

Previous Record

Next Record

Delete Record