

# Percentage of Income Payment Plan (PIPP)

January 2023

## Dear Customer,

To help residential customers manage and pay bills, the California Public Utilities Commission (CPUC) has approved the Percentage of Income Payment Plan (PIPP) pilot program to help reduce utility disconnections for non-payment of electric and natural gas bills. When a qualifying customer is enrolled in PIPP, their utility bill is capped at 4% of monthly household income for both electricity and natural gas<sup>1</sup>.

PIPP eligibility is limited to active residential customers enrolled in the California Alternative Rates for Energy (CARE) program and who either:

**1 Reside in one of the zip codes with the highest rates of recurring disconnections**

**OR**

**2 Have been disconnected two or more times during the 12 months prior to the disconnection moratorium as set by the CPUC**

## What Does This Mean for You?

Your account may be eligible to participate in the PIPP pilot program<sup>2</sup>. If enrolled, your monthly bill cap will be based on one of two tier levels for which you might qualify. Customers may choose their bill cap tier based on their total household income.

If you are interested in participating, please complete the online intake form at [socalgas.com/PIPP](https://socalgas.com/PIPP), or you may request a copy to be printed, completed, and mailed.

<b>Monthly Bill Caps</b>	Tier 1	\$9
	Tier 2	\$29

Please note that PIPP is a pilot program with limited availability. Not all eligible customers can be enrolled during the pilot timeframe.

For questions, contact the PIPP support team at 1-888-431-2226 from Monday through Friday, 8:00 a.m. – 5:00 p.m. PT, or email at [SCGprocessing@socalgas.com](mailto:SCGprocessing@socalgas.com).

Sincerely,

SoCalGas



<sup>1</sup> Bill caps will be updated annually to reflect current income guidelines

<sup>2</sup> Unless extended by the CPUC, the PIPP pilot program is planned to last through 02/01/2027

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The Percentage of Income Payment Plan (PIPP) is one of many relief assistance plans administered by SoCalGas under the auspices of the California Public Utilities Commission (CPUC).