



Illinois Department of Commerce

& Economic Opportunity

OFFICE OF ENERGY ASSISTANCE

Bruce Rauner, Governor

AGENDA

Percentage of Income Payment Plan (PIPP) Steering Committee Meeting Wednesday, February 3, 2016

Chicago: 100 West Randolph St., 3rd Floor, Illinois Video Conference Room

Springfield: 500 East Monroe St., 4th Floor Conference Room

10:00 a.m. – 12:00 p.m.

Dial in: 888-494-4032, access code 7907068724

- I. **Call to Order**
- II. **Introductions**
- III. **Approval of PIPP Minutes**
 - June 11, 2015
 - August 31, 2015
- IV. **Discussion Items:**
 - ***Program Evaluation***
 - Program successes and changes opportunities
 - Total # of households served in PY15
 - PIPP Recertification Process linked with Annual Utility True-Up Process
 - Funding Availability for PY17
 - PIPP Maximum Benefit Amount
 - Demand is greater than funding and there is no opportunity for non-priority households to apply for PIPP.
 - Dealing with energy assistance applicants who want PIPP but this program is not the better choice for them. (Consumer Ed. Subcommittee)
 - Client interventions- there are interventions that resolve themselves as a result of a state grant posting, rather than a client payment.

- The timeline/process of letters for each intervention is confusing to PIPP clients. (Consumer Ed. Subcommittee)
 - Alternative methods of intervention and outreach (Consumer Ed. Subcommittee)
 - PIPP Letters to be sent out by the Department
 - PIPP households' complaints about receiving incorrect information from the utilities' CSRS. (Consumer Ed. Subcommittee)
 - Need for an Annual Report to review/analyze the program.
 - A fluctuation of weather and utility cost affects directly the PIPP budget bill. How to better predict the following year's budget bills?
 - First year's budget bill truncation for households enrolled in Sept/Oct.
 - Need for a statewide training curriculum.
- ***Business Rules Review***
 - PAC Approved PIPP Business Rules- 7-21-2011 version
 - Working PIPP Business Rules Draft with proposed changes- 8/12/2012 version
 - Proposed Business Rules Changes for PAC Approval- 4-16-2015 version
 - ***Ongoing role of Annual Report and Consumer Education Subcommittees***

V. **Other Business**

VI. **Meeting Schedule**

VII. **Adjournment**