

SERIOUS MEDICAL CONDITION? **KEEP YOUR ELECTRIC UTILITIES FROM BEING SHUT OFF!**



If you or someone in your household have a serious medical need for any utility (such as needing electricity for a ventilator), you can submit a Serious Medical Condition Certification Form to the utility company to keep service from being shut off, even when the bill hasn't been paid.



HERE ARE SOME IMPORTANT THINGS TO KNOW:

- **Submitting the form doesn't get rid of a past-due balance or reduce your bill amount.** It just lets the utility company know that someone in your household has a serious health condition that would be impacted by losing service.
 - Submitting the form gives you two extra 30-day delays to catch up on a past due bill before disconnection.
- "Serious Medical Condition" isn't legally defined, but it generally refers to a medical condition that a doctor determines requires electricity or water to maintain or treat.
- It's best to submit the Serious Medical Condition Certification Form **as soon as you are diagnosed with a medical condition**, then renew it every year. This way it's already on file with the utility company.



TO SUBMIT THE FORM:

- If you received a disconnection notice and you don't already have a form on file with your utility company, **take action immediately** – delays can lead to disconnection and/or extra fees.
 - Even if you're sending a form you got online, it's best to call the utility company and let them know about the medical condition to prevent them from taking any action while you get the form ready.
- Be sure to **ask about a payment plan or energy assistance** after submitting the form. Eligibility requirements for plans and assistance programs vary, but depending on the circumstances may be able to help with unpaid bills.
- To get the form, either search the name of your utility company with "Serious Medical Condition Certification Form" or call your utility company and tell them that someone in your household has a serious medical condition and you need a Serious Medical Condition Certification Form.
- Fill out all information on the form and be **very detailed about the medical condition** – have your doctor's office submit the form if you can!
- **Keep copies of the form** for yourself along with the time and date it was submitted.
- Resubmit the form 12 months later if the condition continues, otherwise the certification will expire.
- Even though the form can be submitted regarding a medical condition of anyone in the household, **the account holder must sign the form** before it is submitted.