

HB 651/ SB 1370
Medically Essential Electric Utility Service
Program Requirements

1. Designate an employee(s) that is authorized to order continuation or restoration of medically essential service.
2. Adopt a standard certification form. The certification form must include the customer's address, name on account, name of person requiring the service, name of certifying health care practitioner, contact information, separate section to be completed by health care practitioner including contact information, specifics of the medical condition and time period for receiving the service.
3. Post on website a written explanation of your certification process for obtaining medically essential service.
4. Provide a written explanation of the certification process when a customer opens an account and semi-annually thereafter – by bill insert or electronically.
5. Require the customer to submit a certification form- the form must specify the time period for which the service is expected to remain medically essential, up to 60 months.
6. Recertification of the service is required at the time of expiration specified in the certification (cannot be less than 1 year). Can be done by regular or e-mail.
7. Recertification forms must be received 30 days after expiration of the certificate.
8. Time period for payment of the electric bill cannot be less than 20 days after the bill is mailed.
9. No later than 15 days and then again no later than 7 days before a scheduled disconnection, attempt to contact the customer by phone and in writing through electronic or other means. If the customer cannot be reached, **send a representative to the residence** no later than 2 business days before disconnection and leave written notice if no contact with customer
10. Provide information on financial assistance from state and local agencies and train customer service representatives on how to assist customers.