



City Of Starke, Florida

Electric Utility Miscellaneous Provisions

Medically Essential Service Customer

For purposes of this section, a medical Essential Service Customer is a residential customer whose electric service is medically essential, as affirmed through the certificate of a doctor of medicine licensed to practice in the State of Florida. Service “medically essential” if the customer has continuously-operating, electric powered, medical equipment necessary to sustain the life, or avoid serious complications requiring immediate hospitalization, of the customer or another permanent resident at the services address.

The medically essential customer is responsible to provide the utility with a physician’s certificate. The physician’s certificate shall explain briefly and clearly, in non-medical terms, why continuance of electric service is medically essential, and shall be consistent with the requirements of the Utility’s tariff. A customer who is certified as Medically Essential Service Customer must renew such certification periodically through the procedure outline above. The Utility may require certification no more frequently than at 12-month intervals.

The utility may provide medically Essential Service Customers with a limited extension of time, beyond the date service would normally be subject to disconnection for non-payment of bills. The utility bill is due by the 21st of each month. A notice will be given to comply by the 28th of said month. After the 29th of said month the medically essential customer will receive 24 hour notice before service is denied.

The Medically Essential Service Customer shall be responsible for making mutually satisfactory arrangements to ensure payment within this additional extension of time for service provided by the Utility, for which payment is past due, or to make other arrangements for meeting medically essential needs.

No later than 12:00 noon one day prior to the scheduled disconnection of service of a Medically Essential Service Customer, the Utility shall attempt to contact such customer by telephone to provide notice of the scheduled disconnection date. If the Medically Essential Service Customer does not have a telephone number listed on the account, or if the Utility cannot reach such customer or other adult resident of the premises by telephone by the specified time, a field representative will be sent to the residence to attempt to contact the Medically Essential Service Customer, no later that 4:00 PM on the day prior to the scheduled disconnection. If contact is not made, however, the Utility may leave written notification at the residence advising the Medically Essential Service Customer of the scheduled disconnection date; thereafter, the Utility may disconnect service on the specified date.

In the event a customer is certified as a medically Essential Service Customer, the customer shall remain solely responsible for any backup equipment and/or power supply and a planned course of action in the event of a power outage. The Utility does not assume, and expressly disclaims, any obligation or duty: to monitor the health or condition of the person requiring medically essential service; to insure continuous service; to call, contact, or otherwise advise of service interruptions; or, except expressly provided by this section, to take any other action (or refrain from any action) that differs from the normal operation of the Utility.

Medically Essential Service Customers Statement

I, _____, have read the above statement and by
(Customer Printed Name)
signing this document I understand and accept the terms of this statement.

(Customer Signature)

(Date)

Official use only

PHYSICIAN'S CERTIFICATE RECEIVED: _____

CUSTOMER # : _____ ACCOUNT # : _____

ADDRESS: _____

HOME PHONE: _____

ALTERNATE PHONE: _____

ISSUED BY: _____

EFFECTIVE DATE: _____