



MEDICAL ALERT PROGRAM

THE POWER TO NOTIFY OUR CUSTOMERS

At Lebanon Utilities, we know that electric service is important to all our customers. But for those whose medical conditions require the use of life-sustaining equipment, we've taken the reliability a step further-by establishing the **Medical Alert Program**.

What Does the **Medical Alert Program** Provide?

Medical Alert is designed to provide Lebanon Utilities customers with reasonable prior notice of power interruption due to scheduled service maintenance – which, in turn, will allow them to secure back –up power for their medical equipment.

What Services Are **NOT** Offered by **The Medical Alert** program?

In the event of emergency power failures due to natural causes or unforeseen system problems, **Medical Alert** cannot provide prior notification. In these situations, it is the customer's responsibility to have a power back-up system for their medical equipment, as well as an action plan for proceeding to the nearest medical facility.

In addition, **Medical Alert** does **not exempt** customers from service disconnection, if they do not make regular payments on their accounts, do not keep payment arrangements, or if they fail to provide information to re-validate their participation in the program.

How Do Customers Qualify for the **Medical Alert Program**?

If you are a Lebanon Utilities customer whose life-sustaining equipment is dependent on electrical service, you may qualify for **Medical Alert**. Here's how:

- First, you must obtain verification from a physician regarding your medical condition, type of equipment and length of time the equipment is needed; oxygen concentrator, heart monitor, feeding pump or dialysis machines. *Ask your physician to complete the validation form provided and mail it to Lebanon Utilities.*
- Once the completed form is received and reviewed for eligibility, you will be able to participate in the program within 48 hours. Lebanon Utilities will maintain a record of your power needs and your account will be identified by a **red** seal on your electric meter.
- Each year, Lebanon Utilities will send you a validation form requesting re-certification by your physician to ensure that **Medical Alert** service is still needed. These forms must be recertified every 12 months or no later than 30 days prior to the expiration of existing forms at Lebanon Utilities.

What Happens if the **Medical Alert Program** is No Longer Required?

When you no longer require life-sustaining equipment, please submit in writing to: Lebanon Utilities, 401 S. Meridian St, Lebanon, In 46052. We then will remove your account from our program.



VALIDATION OF MEDICAL NECESSITY

PART 1- TO BE COMPLETED BY CUSTOMER

Customer Name _____ Account # _____

Relationship to Patient _____

Address _____

Phone # _____ E-Mail _____

Part 2- TO BE COMPLETED AND RETURNED BY PHYSICIAN

The following individual has a medical necessity for life-sustaining electrical equipment

Patient Name _____

Date of Birth _____ Reason For Medical Alert: _____

Physician Signature _____ Physician's Name _____

Address _____ Phone # _____

Please return completed form to:

MEDICAL ALERT PROGRAM
c/o Lebanon Utilities
401 S. Meridian Street
Lebanon, IN 46052

service1@lebanon-utilities.com