



East Grand Forks Water & Light Department

Life Connected Since 1909

East Grand Forks Water and Light Medical Life Support Program Guidelines

The Medical Life Support Program is designed for East Grand Forks Water and Light (Department) residential electric customers who require medically essential electric service in order to operate **Life-Sustaining** medical equipment. Under the Department's Medical Life Support Program, eligible customers will be given reasonable prior notice of power interruptions due to scheduled maintenance of the Department's electric system, which in turn will allow these customers time to secure an alternative backup power supply for their medical equipment.

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

Participation in the Department's Medical Life Support Program does not exempt customers from service disconnection if they do not keep payment arrangements or fail to pay their bill.

The Department does not guarantee uninterrupted electric service nor can it guarantee priority for service restoration during outages.

In order to be eligible for the Medical Life Support Program the customer must have a Medical Life Support Program Enrollment Form completed and signed by their physician. The form can be obtained from the Water and Light Business Office at 600 Demers Ave, by calling the business office at 218-773-1163 or on our website at www.waterandlight.info.

Once the signed form has been received by the Department, the customer will be added to our Medical Life Support Program. Annually, the Department will send a reminder requesting re-certification by the physician to ensure continued Medical Life Support Program eligibility.

If the customer no longer needs to participate in the Medical Life Support Program, the Department requests that the customer call the Business Office at (218) 773-1163 requesting removal from the Program.