

# Rochester Public Utility Board Policy

## POLICY 30: Life Support Designation

### POLICY OBJECTIVE:

This policy is designed to ensure that any customer who clearly communicates that a resident at their service address relies on life-sustaining, medically necessary equipment that requires electricity will either remain connected or be reconnected, regardless of whether they are facing involuntary disconnection.

### POLICY STATEMENT:

Safety, a core value of RPU, represents our commitment to protecting every individual including customers who depend on electricity for life-sustaining medical equipment. To support these customers, RPU will assign a Life Support Designation to their account, offer flexible payment plans, and provide third-party contact options.

In alignment with Minnesota Statute 216B.098 Subd. 5, the following is required by the customer to receive the Life Support Designation:

- A customer faced with an involuntary disconnection must submit a Life Support Designation application and a completed [Life Support Medical Certification \(LSMC\) form](#) signed by a licensed medical doctor, physician assistant, or advanced practice registered nurse (per MN Stat. § 148.171) or ensure RPU Customer Care receives a verbal certification from one of the above professionals, followed by a written LSMC form within five business days.
- Customers who are not at risk of involuntary disconnection may submit their documentation at any time.
- All LSMC forms must be renewed every six months. However, RPU may extend the renewal period to 12 months at its discretion. Customers will receive advance notice, and RPU will work with them to ensure timely renewal.
- The Life Support Designation does not exempt a customer from payment. Customers must establish a reasonable payment arrangement that considers their financial situation and any extenuating circumstances.
- Failure to provide the required documentation or failure to keep payment arrangements may result in involuntary disconnection of service.

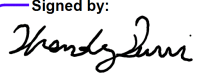
It is important to note that completion of the LSMC form does not prioritize a customer's reconnection during an outage. If the customer using the equipment cannot be without power for any reason, RPU strongly recommends having a backup plan in place

**RELEVANT LEGAL AUTHORITY:** Minnesota Statute Section 216B.098, Subdivision 5.  
Minnesota Statute Section 148.171  
Medically Necessary Equipment

**EFFECTIVE DATE OF POLICY:** September 30, 2014

**DATE OF POLICY REVIEW:** September, 30, 2025

**POLICY APPROVAL:**

Signed by:  
  
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Board Vice President

10/1/2025 | 6:19:40 CDT

Date