

ROCHESTER PUBLIC UTILITIES
BOARD POLICY STATEMENT

POLICY SUBJECT: Life Support Equipment and Disconnects

OBJECTIVE:

The purpose of this policy is to define the Life Support Program, a means for identifying life support customers, and outline the responsibilities of the customer and Rochester Public Utilities (RPU) in regard to the electric service.

POLICY STATEMENT:

One of RPU's Core Values is to Protect Every Individual. This includes customers who rely on medically necessary equipment to survive. Electric service is critical to these customers and any disruption of service regardless of how short, may threaten their health or safety.

RPU, as required by Minnesota Statute 216B.098, will provide electricity to customers with medically necessary equipment. To be recognized as a RPU Life Support account, the customer must complete the Life Support Program Application and have their licensed medical doctor, licensed physician assistant, advanced practice registered nurse, or a registered nurse (but only to the extent of verifying the current diagnosis made by a licensed medical doctor) complete the Life Support Medical Certification Form.

Through RPU's Life Support Program:

RPU will provide program information to medical suppliers and local medical centers so that they may share the information with their customers. Application forms will be provided to make the process easier for the customers.

The Life Support Medical Certification Form must be submitted on an annual basis to continue participation in the life support program. Upon receiving completed forms confirmation may be required.

RPU will rely on the advice of the medical personnel to determine what constitutes medically necessary equipment.

RPU reserves the right to verify the legitimacy of the certification by the medical professional.

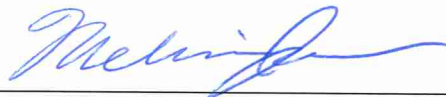
Life support customers will be offered information on automatic payment plans and the option to provide third party contact information. If the negotiated payment arrangement is not followed or if the end of annual time period is approaching, an RPU representative will contact the customer. The RPU representative will offer help to the customer to address the arrears or submit a new form. If needed, the customer will be offered resources and support to follow the payment arrangement or negotiate a new arrangement.

RELEVANT LEGAL AUTHORITY: Minnesota Statutes Chapter 216B.098, Subdivision
5, Medically Necessary Equipment

EFFECTIVE DATE OF POLICY: September 30, 2014

DATE OF POLICY REVIEW: August 27, 2019

POLICY APPROVAL: September 24, 2019



Board President

9/24/2019

Date