

MEDICAL ALERT PROGRAM

A person with special medical needs may depend on electricity for his or her well-being. Owensboro Municipal Utilities has a program that addresses this matter.

Who is eligible for the program

The Medical Alert Program is for residential customers whose electric service is medically essential, as certified by a physician to practice in the state of Kentucky. Electric service may be essential, if the customer is dependent on electric-powered equipment that must be operated continuously or as circumstances require as specified by a physician to avoid:

- the loss of life or
- serious medical complications requiring immediate hospitalization.

What the program offers

When appropriate, the program offers qualifying customers:

- a listing of social service agencies that provide financial assistance
- a limited extension of time to pay their bills and
- special notification prior to disconnection of service for non-payment, so customers can secure funds or make alternative living arrangements.

What the program does not guarantee

The program does not guarantee uninterrupted service or exempt customers from payment of their electric bills. The medical alert customer is responsible for backup equipment and/or power supply and a planned course of action in the event of power outages.

Requesting an application

Customers who are eligible to participate in the program should contact Owensboro Municipal Utilities to request a Physician's Statement Form.

Annual recertification

Once on the program, Owensboro Municipal Utilities requests an annual recertification from the customer's physician.