Medical certification

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If someone in your home has a serious medical condition, a medical certificate delays disconnection for 30 days, and puts you on our medical priority list.

How to apply

1. Download the medical certification form from My Account, or ask us to mail one.
2. Have a doctor, nurse practitioner or physician assistant fill it out and sign it.
3. Send it back by email, mail or fax. You can call us first, and we'll hold disconnection for 7 days while we wait for the form.

Good to know

- A certificate can be renewed twice in 12 months.
- It delays disconnection, but the balance is still due. We'll help you set up a payment arrangement.
- Being on the medical priority list means we call you before planned work, and check on you during long outages. It doesn't guarantee faster restoration, so have a backup plan for medical equipment.

Rules for medical protections vary by state. This page describes Kilowatt Creek's policy, which is a fictional example.