

MEDICAL CERTIFICATION PROGRAM

What You Should Know....

The Customer with a medical necessity for electric and water services is urged to make emergency arrangements ahead of time to prepare for extended outages. We understand the inconvenience and hardship that loss of power presents. Whatever the cause of an outage, planning ahead is essential. Contact your healthcare provider to discuss other alternatives.

- The best way to protect food and medicine that must be refrigerated is with regular ice in an insulated cooler. Ice is inexpensive, easy to use and readily available from a local store. Melted ice can dub as a second source of water supply.
- Customers who experience medical distress due to power outage are advised to seek immediate medical assistance. If the customer is unable to leave their home a generator is recommended.
- If termination of electric service shall adversely affect the health or recovery of the customer at the address, the customer can have a Delaware Licensed healthcare provider fax a completed City of Milford Certification Form for review. **The form must be completed to avoid delay/denial in processing.**

IMPORTANT:

The Medical Certification in no way releases the customer from their obligation to pay their monthly utility bill in accordance with the payment terms.

The certification form must be renewed every 120 days.

State of Delaware Code:

<http://delcode.delaware.gov/title26/c001/sc01/index.shtml>

www.cityofmilford.com

For a copy of the City of Milford Medical Certification Form, please visit our office or obtain a printable copy from our website.