



HUNTSVILLE UTILITIES POLICY

Approval Date: Gas & Waterworks Board-4/27/2021 Electric Board- 4/26/2021	Date Posted: 9/30/2022	Implementation Date: 5/1/2021
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Policy #: CC-03

Policy: Critical Care

Purpose: Customers with medical conditions requiring certain types of electrically operated 24/7 home life support equipment may be placed on Huntsville Utilities' (HU) critical care list.

The following conditions may qualify a customer for HU' critical care list:

- Tracheotomy patients on breathing machines / respirators
- Children (under five years) on apnea monitors
- Patients on home hemodialysis units (water and electric required)
- Patients on breathing respirators who otherwise would be hospitalized if the equipment were unavailable.

Electrically powered oxygen does not meet the criteria listed above due to the fact that bottled oxygen can be obtained in emergency situations. All scenarios will be reviewed by HU' physician to determine if the customer should be placed on the critical care list. The customer's medical representative may submit the critical care request form to HU via fax or mail (attention Customer Service Manager). The critical care request form can be found on HU' website (www.hsvutil.org) or the customer can request a copy by contacting HU. The customer will receive a letter notifying them of HU' decision.

Being placed on the critical care list does not prevent services from being disconnected due to non-payment of the customer's monthly utility bill. When a critical care customer becomes delinquent, HU will attempt to contact the customer by phone, regular and certified mail. Prior to disconnecting service, the Huntsville Police Department or Madison County Sheriff will be contacted to complete a wellness check. No guarantee can be made by HU that service(s) will not be interrupted; however, every reasonable effort will be made to prioritize the distribution of the services to our critical care customers. The customer is responsible for arranging emergency backup devices for their medical equipment in the event of a service outage or disconnection due to non-payment.

Customers with a delinquent balance will be given the option to make a payment plan in order to maintain their services. Services already terminated for non-payment will not be reconnected due to a customer being added to the critical care list.

If the customer must be transferred to another facility during an outage, the Emergency Management Agency (256-427-5130) may be able to provide assistance.



Critical Care

Critical care customers will be requested to reconfirm the need for continuation on the critical care list every six months to one year.

Original Issue Date: 5/1/21

Revision/Review Dates: 2/28/23 (N/C)