

## **Medical Equipment Disconnection Policy and Procedure**

### **Purpose**

The purpose of the Medical Equipment Disconnection Policy is to ensure customers with medical devices are provided with additional time to pay their bills, prior to disconnection.

### **Policy**

Priority Submetering Solutions Inc. ("Priority") maintains a list of "critical" accounts, for customers with a life-threatening medical condition and who depend on electrically powered medical equipment. In order to be included as part of the "critical" list, customers are required to complete and return the Medical Consent Form with their doctor's signature. The doctor issuing the doctor's signature must confirm that someone at the premises has a life-threatening medical condition and depends on electrically powered medical equipment. Customers will not be included on Priority's "critical" accounts list without having delivered to Priority, a doctor signed Priority Medical Consent form, 5 days prior to disconnection. If the customer(s) with a life-threatening medical condition is/are not the account holder, they are also required to complete and return the Medical Consent Form.

Priority will not disconnect electricity service for that customer until sixty (60) days after the date on which the disconnection notice is sent to the customer. In all other cases, Priority will not disconnect electricity until at least ten (10) days from the date on which the disconnection notice is received.

### **When to Disconnect**

The steps to be completed before disconnecting a critical account are as follows.

- Critical account has received a disconnection notice;
- A 30-day extension was provided to pay the past-due balance in full (total of 60 days);
- Additional notice has been provided (phone, email, mail) for the impending disconnection.

### **Steps to Ensure Accurate Information**

The individual responsible for logging and maintaining critical accounts will be responsible for contacting the doctor's office listed on the consent form to verify the information is accurate.

### **Follow Up**

On a monthly basis, all medical accounts will be checked to determine if there is an impending disconnection. Priority will then contact the individual notifying them of the disconnection that is to occur. This will allow the critical account an additional 30 days to make payment. Should payment not occur, the unit will be disconnected. If a partial payment has been received, Priority will cancel disconnection if the deposit plus payment amount reaches within \$50.00 of the past due balance.