



Critical Care and Medical Emergency Identification Form

In order to qualify for Critical Care or Medical Emergency status, all required fields must be completed and a medical certification on Physician's letter head must accompany the attached form.

The Grand Haven Board of Light and Power strives to limit the number of interruptions that occur. The information you provide helps our service crews identify your address in the event an interruption in electrical service occurs. **As always, we recommend you have an alternate plan in place in the event of an extended interruption of your service.**

The Grand Haven Board of Light Power will continue to serve your needs at the highest level of satisfaction. If you have any questions, please do not hesitate to contact Customer Service.

With appreciation,

Grand Haven Board of Light and Power

Grand Haven Board of Light and Power



MEDICAL EMERGENCY and CRITICAL CARE CUSTOMER IDENTIFICATION FORM

PART 1: MUST BE COMPLETED BY CUSTOMER

Customer Name: _____ Account # _____

Electric Service Address: _____

Phone Number: Day _____ Night _____

PART 2: MUST BE COMPLETED BY PHYSICIAN

Patient Name: _____

Patient is (Please Check One):

____ Critical Care Customer (Customer who requires or has a household member who requires, a life-support system and an interruption of service would be immediately life-threatening.)

*Medical equipment being used: _____

*Length of time patient can be without utility service to life-support systems (including amount of time any back-up devices would be in use): _____

____ Medical Emergency Customer (Customer or household member with an existing medical condition that will be aggravated by an interruption of utility services.)

*Existing Medical condition: _____

*How long after an interruption of utility services will patient begin experiencing aggravation due to the above stated medical condition? Please be as specific as possible. _____

Doctor's Name: _____ Signature _____

Expiration Date: (Maximum One Year)* _____

PART 3: CUSTOMER SIGNATURE REQUIRED

I understand that I am applying for Critical Care or Medical Emergency Customer status with the Grand Haven Board of Light and Power for myself or a member of my household. In order to qualify for Critical Care or Medical Emergency status, all required fields must be completed above and a medical certification on Physician's letter head must accompany this form.

Customer Signature

Date

*Required Fields

*****Disclaimer. The Grand Haven Board of Light and Power cannot guarantee that a customer will never lose power. Emergency plans should be established in case a power outage is experienced.**



HAVING A BACKUP PLAN FOR MEDICAL DEVICES CAN BE LIFESAVING

The Grand Haven Board of Light and Power routinely receives recognition for its award-winning reliability. However, no electric utility is immune to power outages that could occur from events outside of the utility's control (i.e., severe weather or issues with the electric grid). In those unfortunate events, our customers could be without power, so it is important to plan and to prepare. This is especially important for customers who depend on electric medical equipment. Examples of lifesaving medical devices include oxygen concentrators, ventilators, dialysis machines, blood pumps, etc.

If you or someone in your household depends on life-sustaining medical equipment, please complete the **Critical Care and Medical Emergency Form at: www.ghblp.org/policies/customer-service-policies** and return it to the Board of Light and Power.

If power is interrupted beyond the utility's control, it is vitally important to have a backup plan in case of prolonged power outages. Backup safety tips include the following:

- Have an emergency plan in place with friends and family that outlines places you can go in the event of a long-term outage.
- Before an outage occurs, find out if the medical equipment safely runs on a backup power source and for how long (see manufacturer's recommendations).

- Keep a full charge on battery-powered devices or have extra batteries available.
- If recommended by the manufacturer, consider purchasing a portable battery pack to power devices.
- Gather related resources that will last for two weeks, including batteries, supplemental equipment and prescriptions.
- Realize that local shelters and hospitals that are also experiencing an outage may be at capacity and have limited resources, including auxiliary power.
- Think about the other special equipment you might need, such as coolers for refrigerated medicine.
- Like any important device, keep up regular maintenance.
- Keep a file that includes the device's manufacturer, serial numbers and photos of the device.

Learn more about preparing for an emergency by visiting our homepage at www.ghblp.org and clicking on the yellow plug for our Outage Center. There you will find Power Outage Resources prepared by federal and local emergency planning agencies.

