

Rule 11B
GENERAL RULES AND REGULATIONS – MEDICAL EMERGENCY

If a residential customer notifies the Company of a medical emergency, the Company must postpone disconnection of service or must reinstate service for a grace period of five business days to submit a medical certificate. The Company must reinstate service during the same day if the customer contacts the utility prior to the close of the business day and requests a same-day reconnection. Otherwise, the Company must restore service by 12:00p.m. the next business day. When service is reinstated the Company will not require payment of a reconnection charge and/or deposit prior to reinstating service but must bill all such charges on the customer's next regular bill or on a separate invoice. A Customer may claim medical emergency and be entitled to the benefits described in the rule only twice within any 120 day period.

A. WRITTEN CERTIFICATION:

The Company may require the customer to submit, within five business days, written certification from a qualified medical professional stating that the disconnection of electrical service would aggravate an existing medical condition of a resident of the household. Qualified medical professional means "a licensed physician, nurse practitioner, or physician's assistant" authorized to diagnose and treat the medical condition described without direct supervision by a physician. If the Company requires written certification it may include some or all of the following:

1. Residence location;
2. An explanation of how the physical health of the person will be aggravated by the disconnection of service;
3. A statement of how long the condition is expected to last; and
4. The name, title, signature, and phone number of the person certifying the medical emergency.

A medical certificate shall be valid only for the length of time the health endangerment is certified to exist, but in no case for longer than 60 days without renewal.

B. PAYMENT ARRANGEMENTS:

A customer submitting a medical certificate is not excused from paying delinquent and ongoing charges. In conjunction with Section A of this rule, the Company may require the Customer to pay 10% of the delinquent balance and enter into an agreement to pay the entire remaining delinquent balance within 120 days and pay subsequent bills when due. The Company will send a notice confirming the payment arrangements within two business days.

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C. DISCONNECTION:

If the customer fails to provide an acceptable medical certificate or 10% of the delinquent balance within the five-business-day grace period, or if the customer fails to abide by the terms of the payment agreement, the utility may disconnect service after providing written notice as follows:

1. Mailed Notice
 - a. If mailed from within the states of Washington, Oregon and Idaho the notice must provide a disconnection date not earlier than 5:00 p.m. of the third business day after the date of mailing; or
 - b. If mailed from outside the states of Washington, Oregon and Idaho the notice must provide a disconnection date not earlier than 5:00 p.m. of the sixth business day after the date of mailing; or
2. Company Delivered
If delivered by company personnel, the notice must provide a disconnection date not earlier than 5:00 p.m. of the second business day following the date of delivery.

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