



Medical Certificate Program

We know that power outages are disruptive to the day-to-day lives of our customers and communities, and we work to both minimize power outages and quickly restore electric service to customers who experience them. Since extreme weather events and other conditions make it challenging to prevent all power outages, we want to help our medically vulnerable customers ensure that their medical needs are met even during an outage.

To help Washington customers prepare for emergencies and potential power outages, Pacific Power's Medical Certificate program ensures that qualifying customers will receive extra notifications whenever possible during Public Safety Power Shutoff events.

Enrollment in the medical certificate program does not guarantee that power will not be interrupted by a weather-related outage, other circumstances outside of Pacific Power's control or a service disconnection due to bill nonpayment.

(Customers at risk of service disconnection due to bill nonpayment can access resources at Pacific Power's Bill Payment Assistance webpage at [PacificPower.net/assistance](https://www.pacificpower.net/assistance))

WHICH CUSTOMERS QUALIFY?

Residential customers are eligible for the Medical Certificate program if they have a serious health condition that could be aggravated by a loss of power in their home or a serious medical condition that requires use of electrically powered medical equipment in the home. Examples include (but are not limited to) conditions that require the use of an electric powered mobility device, like a scooter or wheelchair; multiple sclerosis, scleroderma, or other condition that requires additional heating and/or cooling needs; and/or any condition that requires use of medication that needs to be kept refrigerated (such as insulin).

HOW TO APPLY

A qualified medical professional — such as a Medical doctor (MD), Doctor of Osteopathy (DO), Physician Assistant (PA) or Nurse Practitioner (NP) — will need to complete a Medical Certificate Form that includes a short description of the equipment used in the home. The form can be completed online at [PacificPower.net/medical](https://www.pacificpower.net/medical) or printed and sent by mail or fax to:

Attention: Medical Certificates
PO Box 400
Portland, Oregon 97207-0400
Fax: 1-877-283-7697

NOTE: Customers must recertify annually. The medical team will send out renewal letters prior to the renewal date.

NEED MORE INFORMATION?

- Learn more about the Medical Certificate program at [PacificPower.net/medical](https://www.pacificpower.net/medical).
- Contact customer service at **1-888-221-7070** to verify Medical Certificate program enrollment, and for additional assistance.
- Find out how you can prepare for potential outages at [PacificPower.net/wildfiresafety](https://www.pacificpower.net/wildfiresafety).
- Visit [PacificPower.net/psps](https://www.pacificpower.net/psps) for information about Public Safety Power Shutoffs.