

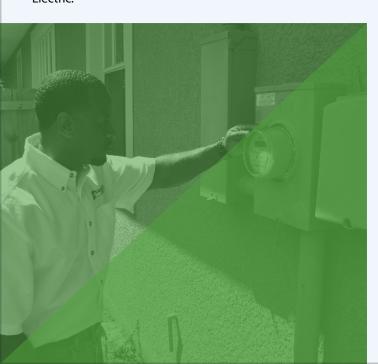
What does the Medically Essential Service Program Provide?

This program provides Lakeland Electric customers with reasonable prior notice of power interruption due to scheduled service maintenance. In turn, customers enrolled in the program are allowed time to secure back-up power for their medical equipment.

What services are not offered?

In the event of emergency power failures due to natural causes or unforeseen system problems, the program cannot provide prior notification. In these situations, it is the customer's responsibility to have a back-up power system for their medical equipment, as well as an action plan for proceeding to the nearest medical facility. To pre-register in the Polk County Special Needs Program for shelter or transportation assistance during an emergency please call 863-298-7027.

The program does not exempt customers from service disconnection if they do not keep payment arrangements or if they fail to provide information or re-validate their participation in the program when requested by Lakeland Electric.



GUALIFY

STEP 1

First, you must obtain verification from your physician regarding your medical condition, type of equipment and length of time the equipment is needed. Examples of qualifying equipment include: oxygen concentrator, heart monitor, controlled medication, and controlled atmosphere. We will ask that your physician fill out a validation form. Information on receiving a form can be obtained via e-mail or call (863) 834-1555.

STEP 2

Once the completed form is received and reviewed for eligibility, you will be able to participate in the program within 48 hours. Lakeland Electric will maintain a record of your power needs, and your account will be identified with a medical alert in our records.

STEP 3

Each year, Lakeland Electric will send a validation form to you, requesting current medical status to ensure that our records are current and that the Medically Essential service is still required.

STEP 4

When you no longer require life-sustaining equipment, simply call Lakeland Electric at (863) 834-1555 and we will remove your account from the program.

MEDICALLY ESSENTIAL SERVICE PROGRAM

VALIDATION OF MEDICAL NECESSITY

RETURN FORM TO: THE MEDICALLY ESSENTIAL SERVICE PROGRAM

ATTN: CS Backoffice Support LAKELAND ELECTRIC 501 E. Lemon Street | Lakeland, FL 33801 863-834-1555