



MEDICAL ALERT FORM

This form is to be completed by the customer and the licensed medical personnel. Once enrolled, NBW&L will flag the account with a medical alert. Placing your account on the medical alert list does not guarantee uninterrupted service. If the individual using life-sustaining equipment cannot be without power for any length of time, NBW&L recommends developing alternative plans. Completion of this form does not prevent disconnection for non-payment. The customer must enter into and keep a mutually acceptable payment agreement. In accordance with Minnesota Statutes 216B.098, Subd.5 (see reverse), a utility shall reconnect or continue service to a customer's residence where a medical emergency exists or where medical equipment requiring electricity necessary to sustain life is in use, provided that the utility receives written certification, or initial certification by telephone and written certification within five business days, that failure to reconnect or continue service will impair or threaten the health or safety of a resident of the customer's household.

Section 1: To be completed by CUSTOMER

Customer Name		Date	
Customer #			
Service Address			
Patient Name	(person dependent on electrical, life-sustaining equipment)		

Section 2: To be completed by CERTIFIED LICENSED MEDICAL PERSONNEL

Clinic Name		Date	
Clinic Address			
Clinic Phone			
Medical Personnel Name			

I acknowledge that the patient listed above requires electrical life-sustaining equipment that is medically necessary to support the life of this patient. I also verify that the address for the patient on file, matches the address for this application.

Signature of medical personnel: _____ Date: _____



[Sec. 216B.098 MN Statutes](#)

Subd. 5. Medically necessary equipment.

(a) A utility shall reconnect or continue service to a customer's residence where a medical emergency exists or where medical equipment requiring electricity necessary to sustain life is in use, provided that the utility receives written certification, or initial certification by telephone and written certification within five business days, that failure to reconnect or continue service will impair or threaten the health or safety of a resident of the customer's household.

(b) Certification of the necessity for service is required. Certification may be provided by:

(1) a licensed medical doctor;

(2) a licensed physician assistant;

(3) an advanced practice registered nurse, as defined in section 148.171; or

(4) a registered nurse, but only to the extent of verifying the current diagnosis or prescriptions made by a licensed medical doctor for the customer or member of the customer's household.

(c) Except as provided in paragraph (d), a certification may not extend beyond six months from the date of written certification.

(d) If a utility determines that a longer certification is appropriate given a particular customer's circumstances, the utility may, at its sole discretion, extend the duration of a certification for up to 12 months.

(e) A certification may be renewed, provided that the renewal complies with this subdivision. A certification may be renewed by the same or another medical professional who meets the qualifications of paragraph (b).

(f) A customer whose account is in arrears must contact and enter into a payment agreement with the utility. The payment agreement must consider a customer's financial circumstances and any extenuating circumstances of the household. The payment agreement may, at the discretion of the utility, contain a provision by which the utility forgives all or a portion of the amount in which the account is in arrears, which, if implemented, extinguishes individual liability for the amount forgiven.

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Subd. 6. Commission authority.

In addition to any other authority, the commission has the authority to resolve customer complaints against a public utility, as defined in section 216B.02, subdivision 4, whether or not the complaint involves a violation of this chapter. The commission may delegate this authority to commission staff as it deems appropriate.