



Dear Customer,

Thank you for your inquiry regarding our Life Support Service Program. Identifying special needs in your home will help ensure that your account is handled with the care and concern that it deserves.

Eligibility in the Life Support Service Program includes the medical dependence on electric-powered equipment that must be operated continuously or as circumstances require as specified by a physician. This equipment must be necessary to avoid the loss of life or serious medical complications requiring immediate hospitalization of the customer or another permanent resident. The certification of this need is obtained through a Physician certificate that is accepted by LCEC and must be renewed on an annual basis.

The program provides special notification in the event of a scheduled disconnection of service, as well as a limited payment extension, if needed. The program does not, however, exempt the customer from payment of the electric bill, guarantee uninterrupted service, or assign a priority status to the customer for service restoration during outages. This certificate will be valid for a period of twelve (12) months from the date it is accepted by LCEC and must be renewed by the customer.

To apply for the Life Support Service Program, please follow these simple steps:

1. Using the enclosed form, complete Part A, "Customer Application."
2. Forward the form to your attending physician.
3. Ask your physician to complete Part B, "Physician's Certificate."
4. Have your physician return the form directly to LCEC at the address shown above Part A.

When LCEC receives the application form from your physician, we will process your request and advise you of your status by telephone. You should hear from us within 10 business days after we receive your completed application.

All of us at LCEC are working harder and smarter to meet your needs. Our goal is your complete satisfaction. We value you as a customer and want to give you and your family the type of energy service you deserve, especially during times of need.

Should you have any questions regarding this matter, please do not hesitate to contact us at (239) 656-2300 or (800) 599-2356.

Sincerely,

Customer Care Operations

