



## Are you a critical care utility customer?

A “**critical care customer**” means any customer who requires, or has a household member who requires, home medical equipment or a life support system, and who, on an annual basis, provides a commission-approved medical certification form from a physician or medical facility to the utility identifying the medical equipment or life support system and certifying that an interruption of service would be **immediately life-threatening**.<sup>1</sup>

If your medical condition meets this definition, talk to your doctor or public health official about filling out the Michigan Public Service Commission-approved Medical Certification Form. Once approved by the utility, the form will give you or your family member some protections from shutoff of utility service. The Medical Certification Form is available from your utility and on their website. It is also available at [www.michigan.gov/mpsc](http://www.michigan.gov/mpsc).

### Critical care customer shutoff protections:

- A utility shall restore or refrain from shutting off service due to an inability to pay a bill where an interruption of service would be immediately life threatening.
- Customers will be granted a three business day grace period from shutoff of utility services for time to complete the Medical Certification Form.
- A utility shall notify the customer when they have received the completed Medical Certification Form.
- A file of critical care customers will be kept by the utility so they can make sure service is provided as long as a critical care customer resides in the home and the customer’s inability to pay continues.
- You will be contacted by the utility when any scheduled service interruptions occur. The utility will contact you before any remote shutoff of utility services occurs.
- Nothing in this rule relieves the customer of his or her obligation to pay for utility service. A utility may require that the customer enter into a reasonable payment plan.<sup>2</sup>

**NOTE:** If critical care status changes, you, or a person in your home, must let the utility know of the change in status. However, if a person’s status does not change, on an annual basis, you must submit an updated Medical Certification Form to the utility.

<sup>1</sup>Michigan Admin Code R 460.102(i)

<sup>2</sup>Michigan Admin Code R 460.130a