

 Seattle City Light

Life-Support Equipment Program



Seattle City Light works hard to ensure that all of our customers have reliable power. This is especially important in



households that have life-support equipment.

For these customers, City Light offers its Life-Support Equipment Program. The program's purpose is to assist people in the utility's service area who are dependent on electrically operated life-support

equipment. **It is required that the utility receive certification from a healthcare provider showing the need for life-support equipment.**

The program provides a variety of services, such as notifying customers before planned outages occur, as well as notifications when unplanned outages last more than eight hours. In addition, City Light can offer ways to keep electric service on when customers fall behind on bill payments.

Be Visible

For program participants, City Light will place a life-support equipment code on their City Light account and it will remain there as long as the healthcare provider's certification is current. This allows City Light to know that the customer has documented medical needs.

The utility will know if the customer is in an area where an unplanned outage has occurred and can contact the customer, if necessary.

Be Prepared

Although City Light can't guarantee that customers will not be affected by outages, the utility works with customers to help them stay prepared and informed.

Learn how to prepare for an outage and what to do when the power goes out at City Light's website: www.seattle.gov/light/takewinterbystorm/.

In addition to collecting basic emergency supplies, customers should:

- Plan ahead for long-term power outages. Know in advance what neighbor, friend, or family member can be reached for assistance. Arrange for transportation to a known facility that will have emergency power.
- Create a backup plan that includes an alternative source of electric power, such as a battery backup system. If a generator is the alternative source of power, be sure that it's been properly installed according to manufacturer's instructions and local building codes, and that it's in a well-ventilated area.
- Have a variety of telephone options available including a land-line phone that plugs directly into the wall phone-jack.

- Keep a hand-crank radio and crank flashlight ready for emergencies.
- Join Seattle Neighborhoods Actively Prepared (SNAP), coordinated by the City of Seattle Office of Emergency Management. SNAP brings neighbors, families, and friends together to prepare for an emergency as a community. SNAP members are there to help each other when problems occur. Contact SNAP at 206-233-5076 or visit <http://www.seattle.gov/emergency/programs/snap/>.

Apply

To enroll in the Life-Support Equipment Program, call 206-684-3020 or visit City Light's website: <http://www.seattle.gov/light/accounts/lifesupport/>.

The enrollment form requires a licensed healthcare provider's certification.

Mail or fax to:



Seattle City Light,
P.O. Box 34023
Seattle, WA 98124-4023
Fax: 206-233-3748

Enrollment is valid for one year and requires recertification each year. At the end of each year, City Light will mail a renewal form that must be certified by a

licensed healthcare provider and returned to City Light in order to continue participation in the program.

If a customer's phone number or emergency contact information changes any time during the year, it's essential to inform the utility about those changes by calling 206-684-3020.

Contacting City Light During an Outage

- Report an outage during business hours: 206-684-3000; after business hours: 206-706-0051.
- For updates during outages, call the Outage Hotline at 206-684-7400 (recorded information).
- Details on outages are posted on the Web on City Light's outage map: <http://www.seattle.gov/light/sysstat/>

You can also follow us on:

- Twitter: <http://twitter.com/SEACityLight>
- City Light's Power Lines blog: <http://powerlines.seattle.gov/>
- Facebook: www.facebook.com/SeattleCityLight



Website: www.seattle.gov/light/

Call Center: 206-684-3000