



Oregon Medical Certificate Program

The purpose of this program is to assist customers of Oregon's regulated electric (Pacific Power, Portland General Electric, and Idaho Power) and natural gas (NW Natural and Avista) utilities who are under a doctor's care and have a need for the utility service in conjunction with a medical issue. Examples could include the need for electric service to keep a refrigerator cold to store insulin or to power an oxygen generator.

This program allows a customer with a utility accepted medical certificate to set up more lenient time payment arrangements, or renegotiate time payment arrangements when financial hardship can be demonstrated. This program does not stop the disconnection of service when time payment arrangements are not kept.

To qualify, the medical certificate customer must be a member of the household where service is required.

A qualified medical professional submits an Emergency Medical Certificate (EMC) to your utility service provider. The EMC must include the following:

- The name of the person the certificate is for and relationship to the customer
- Complete description of health conditions
- Explanation of how the person's health will be significantly endangered by terminating service
- How long the health condition is expected to last
- Type of service required
- Signature of the qualified medical professional

Please contact your utility company if you would like to discuss having a medical certificate on your account.