



POLICY AND PROCEDURE

Medical Letter

PURPOSE: Establish guidelines consistent with City of Columbia Ordinance

POLICY:

City of Columbia Ordinance 27-21 (g)

Notwithstanding any other provisions of this section, the city shall postpone the discontinuance of utility service to a residential customer for a time not in excess of twenty-one (21) days if the discontinuance will aggravate an existent medical emergency of the customers, a member of his/her family or other permanent resident of the premises where service is rendered.

PROCEDURE:

Account must not have a delinquent balance to be able to place Medical Letter on file.

The customer's account has an ML code in the Hold screen after receiving documentation from the customer's physician.

The medical letter from the physician must be on letterhead and must specify the medical emergency that would be created by the loss of electricity.

When a customer with a qualifying medical letter comes up on the shut-off list, a letter will be sent by certified mail to the customer.

This letter will give the customer a new shut-off date twenty-one (21) days from the date of the original shut off.

Customers with medical letters are not eligible for any time extensions or payment agreements beyond the twenty-one (21) days designated in the certified letter.

Customers who refuse to sign for the certified letter will be shut-off on the day designated in the certified letter.

Customers who do not pay by the day designated in the certified letter will be shut-off on that day.