

**EGYPTIAN ELECTRIC COOPERATIVE ASSOCIATION  
POLICY BULLETIN NO. 109B**

**SUBJECT: MEDICAL EXTENSION**

**POLICY: EXCEPTION TO DISCONNECTION FOR NON-PAYMENT FOR  
SERIOUS ILLNESSES**

In addition to Policy 109A Disconnection for Non-Payment for Traditionally Billed Accounts, III.1 Serious Illness, the Cooperative may delay disconnection for non-payment of service for up to a total of 60 days when the disconnected service will aggravate an existing serious illness or create a medical emergency for any person who is a permanent resident of the premise where electric services are rendered.

1. The member shall immediately contact the Cooperative office and obtain a Medical Certification form and enter into a Deferred Payment Arrangement (DPA).
  - a. Medical requests must be made in writing, email, or fax within 7 days of the date the certification forms were provided to the member. The illness must be certified to the Cooperative by a licensed physician or local board of health (Certifying Party). For immediate requests, the Certifying Party may call the Cooperative for the medical request, but the Certifying Party shall follow-up with a written complete medical certification within 7 days after the phone contact is made. Medical Certifications must include the following information:
    - i. Name of the person with the serious illness.
    - ii. Statement that the person is a permanent resident of the service location.
    - iii. Nature of the illness where termination of electrical services will aggravate the illness.
    - iv. Period of time to extend a disconnection of services for non-payment, not to exceed 30 days.
    - v. Name, title, business address, phone, email address and signature of Certifying Party.
  - b. A DPA for any past due and unpaid balances due to the Cooperative must be agreed upon before a delay of disconnection would take place. The member must also keep the account current in addition to the DPA or will be subject to normal disconnection procedures.
2. Upon receipt of a successfully executed medical extension and approved DPA a medical delayed disconnection can occur for up to 30 days. The member may request to renew the medical extension for an additional 30 days by providing another Medical Certification form, not to exceed a total of 60 days.
3. If the member fails to contact the Cooperative, fails to produce a completed Medical Certification form, fails to enter into an DPA, breaks the DPA, or fails to keep the account current moving forward, the service will be subject to normal disconnect procedures in accordance with Policy 109A.

Adopted: 02/27/2024

Attested: Randall Campbell, Secretary