

Do You Have a Medical Condition Which Requires Utility Service?

When can I get help to keep my utilities turned on?

Utility companies do not shut off service for persons with serious medical conditions.

What kind of condition?

A serious medical condition that your doctor certifies would put you in danger if your gas or electricity is disconnected for any period of time because you do not have the money to pay your bill.

What about my bill?

You still will be responsible for paying the utility bill for the whole time period the medical certificate is in effect.

What do I need to know?

- A medical certificate is good for only thirty (30) days.
- You can get three (3) certificates for your household in each 12-month period.
- You must have your doctor fill out the medical certificate form.
- You get the medical certificate form from the utility.
- First contact your doctor to see if he or she will fill out the form. Get the doctor's fax number.
- Call the utility and ask it to fax the medical certificate form to your doctor along with its fax number so that the physician can fax it back to the utility.
- The utility will require you to enter into a payment plan that will say that you will begin paying your utility bill when the medical certificate(s) expires.

Be certain that you do not have any other options such as HEAP (Home Energy Assistance Program) or PIPP (Percentage of Income Payment Program) before you ask for a medical certificate because of the limitations of the medical certificate program.

For help, call The Legal Aid Society of Cleveland at 216-687-1900 or toll free at 1-888-817-3777. In Ashtabula County, call 440-576-8120; in Lake or Geauga counties, call 440-352-6200 or 440-951-7240; in Lorain County, call 440-323-8240