



LIFE SUPPORT IDENTIFICATION INFORMATION

If you, or someone in your household, is maintaining life support equipment, you may request to have your account added to our critical care notification program in order to be identified as a Life Support customer.

In order to apply for life support account identification, your physician must certify, in writing, that equipment is being used for life support by you or a member of your household. Certification must be updated on a yearly basis.

The letter must **specifically state**:

- that equipment is being used for **life support** by a member of your household;
- the type of equipment being used; and
- the patient's name and address, best contact number, and an alternate number, if desired

The letter must be signed by a medical doctor, on doctor's letterhead and mailed to:
Eversource, 247 Station Drive, SW200, Westwood, MA 02090-9230

It is important that you know that although Eversource cannot assure any life support customer an uninterrupted supply of electricity, we will take steps to help prevent or minimized the inadvertent loss of electricity due to routine maintenance and repairs. **We strongly suggest that you have an alternative source of energy should you be faced with a prolonged electric outage.**

Please note that when a storm or other emergency event is declared, we will provide, on a confidential basis, your address and contact information to the public safety officials in your community and advise that life support equipment is in use for persons at your location.

Life support identification does not protect your account from being shut off for non-payment.

For further assistance, please call us at 800-592-2000.