

MEDICAL HARDSHIP CERTIFICATION



Tel: 978-948-3992

Mail: PO Box 355,
Office: 47 Summer St.
Rowley, MA 01969

www.rowleylight.com

Office Hours:
Weekdays 8 AM – 4:30 PM

Please provide the following information:

Customer Name: _____

Rowley Address: _____

RMLP Account #: _____

Phone Number: _____ (home/cell/work) circle one

2nd Phone Number: _____ (home/cell/work) circle one

Social Security #: _____

Directions to Customer

You may use this form to obtain a certification from your health care provider of your serious health condition. Please have your physician fill out this form and return it to RMLP **within seven (7) days**. The physician may attach a letter on his/her stationary as well.

I, the RMLP customer, do hereby certify that the information provided is complete and the truth, to the best of my knowledge.

Signature: _____ Date: _____

RMLP offers payment plans for customers. Call RMLP at (978) 948-3992 to set up a payment plan.

Please return this form to our office location at 47 Summer Street.

To Be Completed By Employee's Health Care Provider: (please print or type)

Patient's Name (If other than applicant): _____

Relationship to Applicant: _____

Please describe the medical facts regarding the condition: _____

Is this a *chronic condition* or *serious medical illness*? _____ (Choose One)

Signature of Health Care Provider

Address Line 1

Printed Name of Health Care Provider

Address Line 2

Date

Telephone



Financial Hardship Rights and Filing Requirements

Rowley Municipal Lighting Plant (RMLP) will not terminate electric service to customers who satisfy us that a financial hardship **AND** one or more of the following conditions exist:

1. A resident of your household has a **SERIOUS ILLNESS**; or
2. An **INFANT** under twelve (12) months of age lives with you and service has not been terminated before the birth of the child; or
3. Electric service is necessary to operate your **HEATING SYSTEM** and service has not been terminated before November 15 (protection valid only between November 15 and March 15); or
4. All residents of your household are **65 YEARS OR OLDER**.

Rights to Electric Service for Residential Customers during Financial Hardship If you cannot pay your electric bill because of a financial hardship and there is a serious illness, or there is an infant under the age of 12 months, or if it is between November 15 and March 15 and you heat your home with electric heat, we will not shut off your electric service. To protect yourself, call us immediately and we will send you a financial hardship statement, which you must complete and return. In addition, you must provide the necessary documentation outlined below within seven (7) days.

Serious Illness and Financial Hardship Initially, your doctor or board of health must call us to let us know of the serious medical condition. Within seven (7) days of the telephone call, you must return the Financial Hardship Statement and written certification of the serious illness. Said certification from your doctor or board of health shall state the name and address of the seriously ill person, the nature of the illness, and the business address and telephone number of the certifying physician or local board of health. The statement must be renewed monthly, or quarterly if the illness is certified to be chronic.

Winter Protection and Financial Hardship If you heat your home with electricity and cannot pay your overdue electric bill between November 15 and March 15 because of financial hardship, we will not shut off your electricity. Contact us by phone immediately and we will have you complete a Financial Hardship Statement.

Infant Under the Age of 12 Months and Financial Hardship To qualify, please contact us by phone immediately. Within seven days of the call, you must return the Financial Hardship Statement and send us the name, address, and birth date of the child and one of the following:

- Birth certificate.
- Official records or letter from a registered physician, local board of health, hospital, or government official.
- Letter from the Department of Transitional Assistance.
- Letter from a clergyman or religious institution.

Notice to Elderly Customers If all residents in your household are 65 or older, we will not shut off your electricity without the permission of the Massachusetts Department of Public Utilities (DPU). Please call RMLP immediately if all residents in your home are 65 years of age or older. If you cannot pay your bill at once, you can work out a payment plan with us. If you have any questions, or want further information, call us at (978) 948-3992. You must provide RMLP with a signed statement indicating the names and dates of birth of each member of your household. In addition, you may appoint a third person to represent you concerning your account with RMLP. We will, upon written request by you, send to this third party all bills, past due notices of termination of service and notice of your right to appeal. The third party will be in no way responsible for payment of your bill.

Payment Plans If you are having difficulty paying your electric bill, a Payment Plan may be arranged. Under this plan a past due balance may be paid in equal installments over a specified period. Current charges will be due in addition to the payments on the past due balance. The length of time that a payment plan extends will vary from a minimum of four (4) months depending on the past due balance and your ability to pay. We also offer Budget Billing, which averages your annual electric costs and spreads them over a 12-month period. Please call RMLP at (978) 948-3992 or visit www.rowleylight.com to find out more about this and other payment plans.

Right to Dispute your Electric Bill If you believe your electric bill is inaccurate or you wish to dispute all or part of your bill, or if you have a service quality problem or dispute, call us at (978) 948-3992 or write us at PO Box 355, Rowley, MA 01969. We will investigate the dispute and tell you what we find. If, after our investigation, you still think the bill is not correct or the service quality problem has not been addressed, you have a right to appeal by contacting the Massachusetts Department of Public Utilities (DPU) Consumer Complaints Division (at the information provided below) or by visiting the DPU's web site at www.mass.gov/dpu. DPU regulations provide that a company may not terminate electric service for failure to pay any portion of a bill when a customer complaint or appeal is pending.

RMLP inquiries: Rowley Municipal Lighting Plant
PO Box 355, Rowley, MA 01969

Phone: (978) 948-3992
Office: 47 Summer St., Rowley, MA 01969

Website: www.rowleylight.com

DPU: MA Dept. of Public Utilities – Consumer Division
1 South Station, Suite 2, Boston, MA 02110

Phone: (617) 737-2836 or toll free (877) 886-5066
Fax: (617) 305-3742

Website: www.mass.gov/dpu