

# Did you receive a PECO or PGW shut off notice?

*You can prevent a shutoff or restore service if you or  
someone in your household has a medical condition*

First, check with your utility to see if you qualify for a payment agreement or other option to prevent shut off. If not, follow the steps below.

✓ **Two ways to prevent shut off with a medical certification:**

1. Call your utility and inform them that someone in the household has a medical condition.
  - Tell them your doctor's fax number; and
  - Let your doctor's office know the form is coming and ask that they fill it out so that you can keep your utility on.
2. Tell your medical provider that you have a shut off notice or have been shut off and ask them to fax a letter for you to the utility. The letter must include:
  - The name and address of customer whose name the account is registered;
  - the name and address of afflicted person and relationship to customer or applicant;
  - the length of the medical condition or illness; and
  - the name, office address, and telephone number of certifying physician, physician assistant, or nurse practitioner.

✓ **A medical certification will prevent a shut off or restore service for 30 days.**

✓ **If you do not keep up with your current charges, there is a limit of 3 medical certifications until bill is paid down to \$0.**

✓ **You may be able to get more than 3 medical certifications if you:**

1. Pay the **current charges** on your bill when they are due. You must pay these each month you have a medical.
  - Current Charges = your usage for the billing month (if you are on budget billing, your current charge is your monthly budget billing amount).
2. Renew your medical certification before the end of 30 days by following the same steps listed above. **Each time, you must submit a new written renewal.**



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