Using Medical Certificates to Stop a PECO or PGW Shutoff

A medical certificate is a form signed by your medical provider (doctor, nurse practitioner, physician's assistant) that says that you or someone in your household has a serious illness or medical condition that would be worsened by a utility shutoff. It can be used to prevent a utility shutoff for 30 days.

There are two ways to request a medical certificate:

1. **Call your utility** and have them fax a medical certificate to your medical provider to fill out. Tell your provider to expect a fax. **OR**
2. **Tell your doctor** that you are facing shutoff and ask them to fax a letter to the utility.
   The letter must include:
   - The name/address of the person whose name is on the utility account;
   - The name and address of the afflicted person and their relationship to the customer or applicant;
   - The expected length of the medical condition or illness;
   - Name, office address, and phone number of the certifying medical provider

Finally, call the utility company again to confirm that they received your medical certificate!

Important to note:
- Medical certificates can be renewed **two additional times**, regardless of payment.
- If you pay current charges (usage for the billing month), you may be able to get additional medical certificates.

CLS phonelines are open for new clients! If you are facing issues with your utilities, contact 215-981-3700 and leave us a message. For more information about CLS, visit [clsphila.org](http://clsphila.org).