

# 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).