



**** MEDICAL EMERGENCY PRIORITY CERTIFICATIONS ****

You are receiving this letter because you or your physician has requested your account to be listed as a “Critical Account” status, for medical reasons.

In compliance with TVA rules and regulations, any customer (new or existing) must submit a completed and signed “Application for Medical Emergency Certification” form. The certification will expire 1 year from the date of approval. *It is the responsibility of the customer/patient to renew if the conditions extend beyond 1 year.*

The Clarksville Department of Electricity (CDE) identifies accounts with Medical Emergency statuses and are for customers who have *a life threatening medical condition*. CDE makes every effort to prevent outages, but sometimes storms, equipment failure or other events can cause outages to occur. CDE in no way guarantees that power will not be interrupted nor can we guarantee that priority consideration can be given following an outage or loss of electric service. We advise customers to be prepared for unexpected outages by having a plan in place or call 911 for medical assistance if necessary.

Enclosed is a NEW Medical Emergency Certification form. If your account qualifies for this status, **please complete and sign the “CUSTOMER” and “PATIENT” sections and have your physician complete and sign the “MEDICAL AUTHORIZATION” section.**

The letter may be submitted in person, U.S. Postal Service mail, fax, or by scanning the form and emailing to address provided on the bottom right portion of the form. If you have questions regarding this letter, please call 931-905-7203 or email us at criticalaccounts@cdelightband.com and we will be glad to assist you!

Form Enclosed: APPLICATION FOR MEDICAL EMERGENCY CERTIFICATION