

# Services for Special Customers



Caring for those with special needs



[www.lipower.org](http://www.lipower.org)

1-800-490-0025

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## Ensure Your Power Supply Is Protected

LIPA continually maintains and reinforces its system to minimize power interruptions. However, sometimes high winds, tree branches, lightning, or ice can occasionally disrupt electric service. There are preventive measures you can take to maintain your life-support equipment, such as:

- Consider having a licensed electrician install a standby generator. If you do, please notify us. Operating a generator without our knowledge can be dangerous for you and for our field personnel. To have your generator inspected for safety, call the location nearest you.  
Brentwood . . . . .631-348-6044  
Hewlett . . . . .516-792-7112  
Riverhead . . . . .631-548-7042  
Hicksville . . . . .516-545-2242
- Contact your local fire and police departments and inform them of your health situation. Find out now what kind of assistance (such as transportation or first aid) they can offer during a power outage.
- Develop a network of friends, relatives and neighbors you can rely on for help.
- Arrange to stay with a friend or relative in the aftermath of a major storm. Check now to see which person's home can accept your equipment without difficulty. Have alternative sites in case your first choice is also without power.
- Let us know immediately if you change your telephone number or if your situation changes and there is no longer a need for the equipment.

To learn more about any of these programs, call 1-800-490-0025.

## Si Habla Espanol

Si tiene alguna pregunta sobre su cuenta con LIPA, o si desea obtener informacion sobre algunos de nuestros programas, por favor llame a nuestro departamento de Servicio al Cliente y pida hablar con uno de nuestros representantes de habla hispana. Al telefono 1-800-490-0085.

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FIRST-CLASS MAIL PERMIT NO. 51 MELVILLE NY

POSTAGE WILL BE PAID BY ADDRESSEE

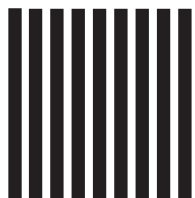
LONG ISLAND POWER AUTHORITY

PO BOX 9083

MELVILLE NY 11747-9813



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# Services for Special Customers

## Caring for our customers with special needs

LIPA strives to be responsive to all our customers' needs and we are committed to improving the quality of life within our service territory. That is why we offer an array of services for customers with special needs. Knowing about these services may help you or your loved ones, now or in the future.

Information about these and other LIPA programs is available 24 hours a day, 7 days a week at [www.lipower.org](http://www.lipower.org).

## Special Protections for Medical Emergencies

LIPA provides additional time so that payment arrangements can be made for customers or their immediate family who are ill or have a chronic medical condition. Customers in this situation must provide LIPA with a Medical Certificate from a licensed physician, and the certificate must state:

- Why the electric service is required during the health emergency
- The doctor's name, address, telephone number and license number
- The customer's name, address, telephone number and account number

We will continue the electric service for thirty (30) days. We will not terminate electric service during a medical emergency; however, the customer is still responsible for the payment of their LIPA bill.

Senior Citizens 62 years or older and those with disabilities should also contact us so that appropriate protections, as needed, may be provided.

## Critical Care Program

If you or a member of your household relies on life-support equipment, file a medical certificate with us from your doctor or local Board of Health and we will note your LIPA account and tag your meter as "critical care." When we anticipate a severe storm, we will call you so that you can make advanced preparations. If an outage does occur, every effort will be made to restore your electricity as quickly as possible during a severe storm. However, there may be occasions when timely restoration is difficult. We encourage you to ensure medical needs are taken care of in the event of a power outage.

Listed below are 11 devices which meet the medical criteria for life-support equipment.

### Qualifying Life-Support Devices

- Apnea Monitor
- Curraise Respirator
- Positive Pressure Respirator
- Suction Machine
- IV Feeding Machine
- Tank Type Respirator
- Respirator/Ventilator
- Hemodialysis Machine
- Rocking Bed Respirator
- Oxygen Concentrator
- IV Medical Infusion Machine

## Large Print Bill and Braille Bill

The Large Print bill is designed for our customers who have difficulty reading a regular LIPA bill. The print is 55% larger than our regular bill, and can be mailed along with your billing statement.

Customers who read Braille may request a summary of their bill converted to Braille, which will be sent to them along with their billing statement. We have contracted with the

Helen Keller National Center in Sands Point to convert our bills to Braille. For more information on the Braille bill, or to request a Large Print bill or Braille bill, call us at 1-800-490-0025 or enroll on the attached card.

## Friendly Follow-Up Program

Sometimes circumstances make it difficult for our customers to keep track of their account. LIPA's Friendly Follow-Up Program allows customers to designate a relative, trusted friend, or social service agency to receive an extra copy of your LIPA bill should it become overdue.

This extra protection can help you keep your account current if you're planning a long vacation, live alone or are unable to make timely payments for other reasons such as illness or an emergency.

The person chosen to receive notification from us will not be responsible for paying the bill, but can help keep track of your LIPA account. If needed, that person can follow-up with us and arrange to have your bill paid.

If you would like to participate, please complete the enrollment form attached and return it to us.

## Peace of Mind Program

This assistance plan for hospitalized customers extends the due date of their bill for an additional thirty (30) days.

Customers who are hospitalized, or have an immediate member of the family in the hospital, qualify for the program. To learn more or to apply for the Peace Of Mind Program, please call us at 1-800-490-0025.

## Hearing/Speech Impaired – TDD Services

Customers who are hearing or speech impaired can call our TDD (Telecommunications Device for the Deaf) Service for assistance at (631) 755-6660.

## – ENROLLMENT FORM –

- I would like to join the Friendly Follow-Up Program     Please send me a Large Print bill     Please send me a Braille bill  
 I would like to join the Critical Care Program     I am 62 years or older, or disabled     I would like to enroll in Peace of Mind

PLEASE PRINT

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Town \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Phone # \_\_\_\_\_ Date \_\_\_\_\_  
Account # \_\_\_\_\_

### For Peace of Mind Only

Hospital Name \_\_\_\_\_  
Doctor's Name \_\_\_\_\_

### For Friendly Follow-Up Only

(Person/Agency) \_\_\_\_\_  
Address \_\_\_\_\_  
Town \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Phone # \_\_\_\_\_  
Authorized Signature \_\_\_\_\_

Please call us at 1-800-490-0025 if you have special needs not addressed in this brochure.