

Hibbing Public Utilities

Policy Number: CUST108Suspension of Utility Shut Off As a Result of Medical Necessity

Date: September 10, 2013

Subject: Suspension of Utility Shut Off as a Result of Medical Necessity

Suspension to the shut off of utility services (for a violation of customer policies, i.e., nonpayment) may take place if the following information is provided:

- 1) The customer provides a statement from their doctor indicating the customer (or other individual) residing in the subject premises:
 - a. has a medical condition;
 - b. that the medical condition requires treatment by a device which requires utility service;
 - c. that without said utility the individual cannot receive the requisite treatment;
 - d. that the equipment is necessary to sustain life;
 - e. that failure to reconnect or continue service will impair or threaten the health or safety of the customer.
- 2) The customer enters into a payment agreement with the HPUC which is acceptable to the HPUC and provides for payment of said utility service in full.

September 10, 2013
Adopted by Commission Action