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## MEDICAL EQUIPMENT PRIORITY

Date Returned: \_\_\_\_\_

This form is to be completed by the Member and a Licensed Medical Personnel. Once enrolled, Todd-Wadena Electric Cooperative will flag your account with a medical alert. *Placing your account on the medical alert list does not guarantee uninterrupted service.* If the individual using life-sustaining equipment cannot be without power for any length of time, TWEC recommends developing alternate plans. (See attached "How Todd-Wadena Restores Power")

Completion of this form does not prevent disconnection for non-payment. The member must enter into and keep a mutually acceptable payment agreement.

*In accordance with MN Statutes 216B.098, Subd.5, Residential Customer Protections; Medically Necessary Equipment; A utility shall reconnect or continue service to a customer's residence where medical emergency exists or where medical equipment requiring electricity necessary to sustain life is in use, provided that the utility receives written certification, or initial certification by telephone and written certification within five business days, that failure to reconnect or continue service will impair or threaten the health or safety of a resident of the customer's household. A customer whose account is in arrears must contact and enter into a payment agreement with the utility. The payment agreement must consider a customer's financial circumstances and any extenuating circumstances of the household.*

### TO BE COMPLETED BY MEMBER:

Information must match current membership records

Account #: \_\_\_\_\_

First Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_ Last Name: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Name of person dependent on medical equipment: \_\_\_\_\_

Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### TO BE COMPLETED BY CERTIFIED LICENSED MEDICAL PERSONNEL:

Name of Medical Personnel: \_\_\_\_\_ Clinic Name: \_\_\_\_\_

Address: \_\_\_\_\_ City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

I acknowledge that the patient listed above requires electrical life-sustaining equipment that is medically necessary to support the life of this patient.

Medical Personnel Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Please Keep this for Future Reference

### HOW TODD-WADENA RESTORES POWER

When Todd-Wadena experiences multiple power outages, our goal is to restore service to the greatest number of members in the shortest amount of time. We begin at the power source and work out to the individual services along the system. Dangerous problems, such as downed power lines in public areas, are attended to as soon as possible.

The following items are normally the service restoration priorities:

- A. **Transmission Lines:** These are high voltage lines that move bulk electricity from a generating plant to a substation or between substations. Damage to a transmission line could instantly cause an outage for 5,000 to 25,000 customers.
- B. **Substations:** Substations are electrical facilities that contain equipment for switching or regulating the voltage of electricity. These lower the amount of electrical voltage from transmission lines so that the electricity can be transmitted through distribution lines. Todd-Wadena has 14 substations throughout the service area. Storm damage or even a squirrel can interrupt power for up to about 1500 customers.
- C. **3-phase Distribution Lines:** These larger distribution lines crisscross our service area providing power to larger customers and serving single-phase distribution lines. These lines serve between 100 and 500 customers.
- D. **Single-phase Distribution Lines:** These lines make up the bulk of our distribution system. A tree falling on one of these lines can interrupt power for 25 to 100 customers.
- E. **Transformers:** Blown fuses on transformers due to lightning will interrupt power for 1 to 20 customers. Sometimes lightning damage requires the replacement of the transformer.
- F. **Secondary Wires:** This is the wire that serves an individual residence. While it only affects one customer, the time required to repair it can be equal to repairing a three-phase line with up to 1,000 customers.

The Cooperative's distribution system is constructed with protective devices such as fuses and circuit breakers. These confine the outage to specific areas, limiting the number of members affected by the power interruption. For example, if a tree falls on a secondary wire/line, only that line would be without service. Other members served from the main distribution line would still have service, although their lights may blink momentarily.