

Medical Accommodation Policy

Service shall not be disconnected for nonpayment of a bill to a residential member who personally has or other person in the member's household has a serious illness for which disconnection might pose immediate danger to the member or other person, if the member:

1. Notifies Excelsior EMC of the medical condition and requests a payment accommodation:
 - a. orally via contact with a customer service representative at (912) 685-2115; or
 - b. in writing via facsimile to (912) 685-5782; and
 - c. provides the member's full name, address, and account number.
2. Upon receipt of a request for Medical Accommodation in compliance with the above, Excelsior EMC will put a 7-day hold on the member's account and remove any pending disconnect for non-payment orders to prevent disconnection of service for 7 days.
3. Within 7 days of providing initial notice and a request for Medical Accommodation to Excelsior EMC, the member shall provide a letter signed by a physician identifying the illness, its expected duration, and certifying that the illness would pose an immediate danger to the member or other person by disconnection of electricity to Excelsior EMC via facsimile to (912)685-5782.
4. Upon receipt of a medical letter in compliance with the above, Excelsior EMC will place a hold on the member's account, put the member on a do not disconnect Medical Accommodation list, and remove any pending disconnect for non-payment orders, preventing disconnection of service for non-payment for 30 days from the date of initial notice of the medical illness or the duration of illness, if shorter.
5. Excelsior EMC will remove expired Medical Accommodations from the do not disconnect list after 30 days or the duration of illness, if shorter. If the account remains past due after the Medical Accommodation expires, service will be disconnected for non-payment.
6. All past due amounts must be paid for the member to become eligible for an additional Medical Accommodation.

If the member is requesting critical list priority service during power outages, please refer to the critical list priority service policy.

NOTE: If service has been disconnected for non-payment and life sustaining equipment is in use and the patient is bedridden, you should call 911 and then Excelsior EMC at (912) 685-2115 and request a supervisor.