



# Helpful Programs

## Medically Essential Service

- » Do you have special medical equipment at home? Let us know. Our Medically Essential Service can help you or someone you love who is dependent on electric-powered medical equipment. This service provides extra services, like pre-notifications before a major hurricane. However, it does not guarantee service nor provide an exemption from paying electric bills.

### Services

When appropriate, this service can help you with:

- » Referrals to social-service agencies that provide financial assistance
- » Special notices before electrical service is disconnected for non-payment
- » Special notices before and after a hurricane

### Your Responsibility

If you're eligible for this service, you may be provided extra time to secure funds or make other arrangements to help ensure your electricity-dependent medical needs are met. However, this does not guarantee uninterrupted service nor provide an exemption from paying electric bills. You will still be responsible for backup equipment and power supply in the event of power outages.

### Who is Eligible?

Any residential customer whose electric service is medically essential is eligible to join if that medical condition has been certified by a physician licensed to practice in the state of Florida.

Electric service is considered essential if you're dependent on electric-powered equipment as specified by a physician to avoid:

- » Loss of life
- » Serious medical complications requiring immediate hospitalization

### How to Apply

To join this service, you will need to:

- » Contact Customer Service
- » Request a Medically Essential Service application form
- » Provide a physician's certificate form
- » Re-apply each year with a new, completed physician form

## Hurricane Guide For Seniors

- » If you or a loved one is a senior citizen, this guide is a helpful tool to ensure successful planning, preparation and safety during this hurricane season. It provides helpful hints on caring for seniors with special needs, offers a hurricane planning checklist and more.
- » You can download the guide at **FPL.com/storm**. Click on "Prepare your home."

## Special Communications Services

- » If you are hearing or speech impaired, please dial 711 to use the Florida Relay Service, or dial 800-955-8771 (TDD).

## Additional Information

- » Build a personal Family Emergency Plan by visiting The State of Florida Division of Emergency Management website at **FLGetAPlan.org**.
- » Find shelter locations and register with your counties Special Needs Registry by visiting **FloridaDisaster.org/shelters**.

For more information about FPL programs visit **FPL.com/help**.



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