



# Information for Customers Using Life-Support Equipment

We care about our customers and recognize that some face special challenges. For customers who rely on electricity to power life-support equipment in their homes, such as respirators or kidney dialysis machines, Pepco offers the Emergency Medical Equipment Notification Program.

This program provides advance notice of scheduled outages and severe weather alerts to customers who depend on electricity for emergency medical and life-support equipment. Services available to qualified participants who enroll in this program include:

- an information package to help you prepare for emergencies,
- notification of scheduled outages in your area, and

*(continued on back)*

- notification of severe storms such as hurricane warnings that could lead to extended outages on our electric system.

**To enroll, please visit [pepco.com/home/requests/special](https://www.pepco.com/home/requests/special) or call Customer Care at 202-833-7500 to obtain the necessary certification form for you and your physician to complete.**

Please note, severe storms can cause extensive power outages throughout our electric system. Unfortunately, as much as we would like to prioritize certain households in restoring service, the nature of widespread damage often prevents that.

That's why we encourage all our customers to take responsibility and have a contingency plan ready for potentially long-lasting service interruptions. Identify a relative or friend who you can stay with if you lose power. Also, identify a location with emergency power capabilities such as a hospital and make plans to seek shelter there.

**\*Clientes que hablan español pueden llamar al 202-872-4641.**



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