



Application for Residential Critical Care

Section I

(To Be Completed By the Customer)

Customer Name: _____ Phone: _____

Account Address: _____

Mailing Address: _____

Account Number: _____

Secondary Contact: _____ Secondary Phone: _____

Patient's Name (Eligible Resident): _____

I have read, understand, and agree the information contained on this form is accurate and correct. I consent to the release of information on this form concerning patient medical condition for use in processing critical care payment option. I understand this information may be used to determine eligibility of services and any protection related to utility service. I agree to update the form every 2 years from date submitted, or if condition changes from critical. I have read and received the City of Granbury's Ordinance on Critical Care.

Patient Signature: _____ Date: _____

Section II

(To Be Completed By the Physician)

Physician Name: _____

Texas Medical Board License Number: _____

Telephone Number: _____ Fax Number: _____

Medical Condition: _____

Type of Life Sustaining Equipment Used: _____

Condition is life threatening without electrical service: Yes No

Physician Signature: _____ Date: _____

Please submit form to the Utility Billing Manager for approval. Completed form can be dropped off at office, mailed, or faxed. Any changes in status of customer must be immediately reported to the Utility Billing Department.

Critical application must be updated and approved according to PUC rules. Qualification pursuant to this form does not guarantee service will not be disconnected. Payment arrangements and agreements must be followed.



Sec. 13.02.008 Critical care customer policy

(a) Definitions. The following words and terms, when used in this section, shall have the following assigned meanings unless the plain context of the word dictates otherwise:

Critical care application. Certain application for critical care customer status which has been approved by the city manager and the director of finance.

Critical care customer. Any residential utility customer who has a person permanently residing in his/her home and who has been diagnosed by a physician as having a serious medical condition that requires an electric-powered medical device, electric heating or cooling, or other utility service to prevent the impairment of a major life function through a significant deterioration or exacerbation of the person's medical condition or to sustain life.

(b) Eligibility for protection. In order to be considered for a utility account to be designated as having a critical care customer associated with that account, the following criteria must be met:

- (1) A critical care application must be completed in full by the account holder and a physician.
- (2) The completed application must be returned to the city utility billing department for approval.
- (3) If the account is delinquent at the time of application, a deferred payment agreement with the account holder must be either in place or established and said agreement must be approved by the utility billing department.

(c) Customer protection. The following protections shall extend to all utility accounts designated as having a critical care customer residing at the address:

- (1) If an approved critical care application is on file and a current deferred payment agreement is in place and is being adhered to, utility service for the account shall not be disconnected for a period of sixty-three (63) days from the issuance of the utility bill.
- (2) If the deferred payment agreement is not being adhered to, the city shall provide written notice to the critical care customer and the secondary contact listed on the critical care application of its intention to disconnect utility service at the address not later than twenty-one (21) days prior to the date that service will be disconnected.
- (3) Prior to final disconnection of utility service for an account designated as having a critical care customer, the city shall contact both the critical care customer and the secondary contact, as listed on the critical care application, by telephone. If the city cannot make contact with the critical care customer or the secondary contact by phone, city staff shall visit the residence and attempt to make contact in person. If city staff is unable to make contact with someone at the residence, city staff shall leave a door hanger containing the date and time of the pending utility disconnection and contact information for the city.

(d) Expiration and renewal. Status as a critical care customer shall expire on the second anniversary of the original application. Upon expiration, an account holder desiring to renew his/her status as a critical care customer must file a new critical care application with the city utility billing department. If, at any point during the utility service usage, the physician's request for protection is no longer valid, the account holder shall immediately notify the city utility billing department.

(e) No guarantee of uninterrupted service. Protection under this section in no way relieves an account holder of his/her obligation to pay for utility service rendered by the city. Designation of an account as having a critical care customer in no way guarantees uninterrupted, regular or continuous water or electricity or utility supply. (Ordinance 14-589, sec. 2, adopted 1/7/14)

_____ Customer Initials



Customer Copy

Sec. 13.02.008 Critical care customer policy

(a) Definitions. The following words and terms, when used in this section, shall have the following assigned meanings unless the plain context of the word dictates otherwise:

Critical care application. Certain application for critical care customer status which has been approved by the city manager and the director of finance.

Critical care customer. Any residential utility customer who has a person permanently residing in his/her home and who has been diagnosed by a physician as having a serious medical condition that requires an electric-powered medical device, electric heating or cooling, or other utility service to prevent the impairment of a major life function through a significant deterioration or exacerbation of the person's medical condition or to sustain life.

(b) Eligibility for protection. In order to be considered for a utility account to be designated as having a critical care customer associated with that account, the following criteria must be met:

- (1) A critical care application must be completed in full by the account holder and a physician.
- (2) The completed application must be returned to the city utility billing department for approval.
- (3) If the account is delinquent at the time of application, a deferred payment agreement with the account holder must be either in place or established and said agreement must be approved by the utility billing department.

(c) Customer protection. The following protections shall extend to all utility accounts designated as having a critical care customer residing at the address:

- (1) If an approved critical care application is on file and a current deferred payment agreement is in place and is being adhered to, utility service for the account shall not be disconnected for a period of sixty-three (63) days from the issuance of the utility bill.
 - (2) If the deferred payment agreement is not being adhered to, the city shall provide written notice to the critical care customer and the secondary contact listed on the critical care application of its intention to disconnect utility service at the address not later than twenty-one (21) days prior to the date that service will be disconnected.
 - (3) Prior to final disconnection of utility service for an account designated as having a critical care customer, the city shall contact both the critical care customer and the secondary contact, as listed on the critical care application, by telephone. If the city cannot make contact with the critical care customer or the secondary contact by phone, city staff shall visit the residence and attempt to make contact in person. If city staff is unable to make contact with someone at the residence, city staff shall leave a door hanger containing the date and time of the pending utility disconnection and contact information for the city.
- (d) Expiration and renewal. Status as a critical care customer shall expire on the second anniversary of the original application. Upon expiration, an account holder desiring to renew his/her status as a critical care customer must file a new critical care application with the city utility billing department. If, at any point during the utility service usage, the physician's request for protection is no longer valid, the account holder shall immediately notify the city utility billing department.

(e) No guarantee of uninterrupted service. Protection under this section in no way relieves an account holder of his/her obligation to pay for utility service rendered by the city. Designation of an account as having a critical care customer in no way guarantees uninterrupted, regular or continuous water or electricity or utility supply. (Ordinance 14-589, sec. 2, adopted 1/7/14)