
**ACCELERATING & ADVANCING A SOCIALLY JUST CLEAN ENERGY ECONOMY
& SUPPORTING COMMUNITY RESILIENCE**

XCEL ENERGY'S MEDICAL CERTIFICATION PROGRAM

Customers with a documented medical condition may be eligible to obtain a medical certificate. Enrolled customers will receive additional communication about potential outages, as well as temporary protection from service disconnection due to unpaid account balances.

ADVANCE NOTICE FOR POWER OUTAGES

Power outages can negatively impact an individual's health for a variety of reasons. For example, refrigerated medication can spoil, indoor temperatures could become unsafe, and people would lose access to electricity-dependent medical equipment, such as oxygen concentrators, CPAP machines, and electric wheelchairs.

Customers that obtain a Medical Certificate will receive advance notification of a planned power shutoff or notification of an unplanned outage as a result of severe weather, wildfire mitigation or other emergency situations. Customers can use this information to prepare their home (such as by ensuring medical devices are fully charged) and plan for potential relocation.

In the event of a power outage, a backup power source can keep essential electrical loads running. Battery storage (recharged by rooftop solar in the event of an outage) can be a reliable and environmentally friendly form of backup power. Xcel Energy, Fort Collins Utility, and the City of Denver offer upfront rebates and performance incentives for installing battery storage or vehicle-to-building electric vehicle chargers.

PREVENT DISCONNECTION DUE TO UNPAID ACCOUNT BALANCES

Residential customers for any of Colorado's investor-owned utilities, including Xcel Energy, have the right under Rule 3407-3409 or 4407-4409 of the Colorado Public Utilities Commission to provide a "medical certification" to prevent the shutoff of electricity due to unpaid account balances for 90 days, allowing additional time to set up pay arrangements and/or seek energy assistance. Xcel customers that obtain a Medical Certificate will also be protected from late fees for 90 days. Refer to Xcel Energy's website for more information.

HOW TO APPLY

Download the [Medical Certification Form](#) or [Medical Certification Form \(Spanish\)](#) and have it completed by a medical professional (medical doctor, physician assistant or nurse practitioner) on your behalf.

Your medical provider can submit the form for you one of the following ways:

Fax: 612-564-7626

Mail: Xcel Energy, Attn. PAR Dept.
1800 Larimer St. Denver, CO 80202

Email: PAR@xcelenergy.com