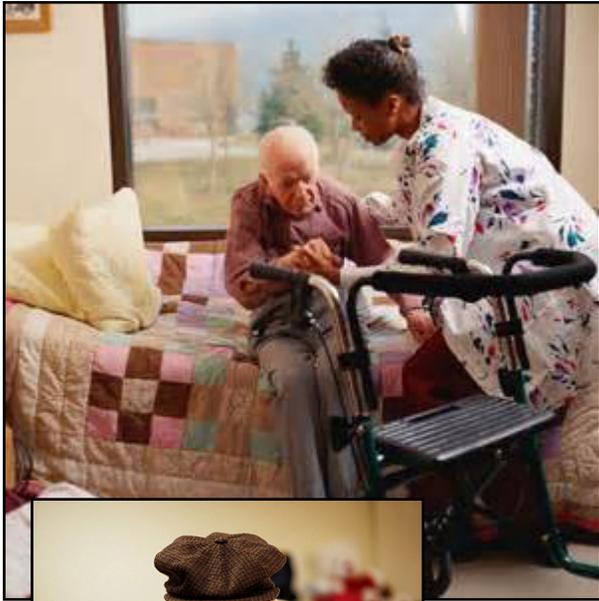


Occasional outages occur due to factors beyond our control, such as storms, auto accidents, tree and animal related caused, or equipment failure. We will make every effort to restore your power as quickly as possible when interruptions of electrical service do occur. It is important for consumers to have a back up emergency plan in case power cannot be restored immediately. Continued electrical service is particularly important for our members who depend on life support and other medical equipment.



*Critical care life support
is an important service
provided to our members.*

At EEA, we are concerned about our members. We maintain a list of people that may require life-support and it is essential their electricity stays on for this purpose.

Although we cannot guarantee your electricity will never go off, we will make every effort to restore your service as quickly and as safely as possible. If you or a loved one requires life-support, please contact our office and register today.

**Empire Electric Association
maintains a “critical care”
list of members
on life support equipment.**

If you or a member of your family uses life support, visit EEA’s office at 801 North Broadway, Cortez, Colorado or call **970-565-4444** or **800-709-3726** to find out how your name can be added to the list.



Planned Outages

When a planned outage is scheduled to allow for repairs or upgrades, every attempt is made to contact affected life support/medical equipment users to ensure that they are aware of the time and duration of the planned outage. Please provide a phone number where you can be contacted.

Power Outages

In the event of a power outage, it is important that you have emergency backup power sufficient to operate your life support/medical equipment. Even though EEA will make every effort to provide priority response to life support/medical equipment members in the restoration process, power could be out for an extended period of time.

Register Now

Please contact us and register with our **Life Support Program** if any person in your home is on life support equipment. During a power outage, linemen will be made aware of the life support equipment in your home.

Please note -

Participation in the **Life Support Program** does not prevent your service from being disconnected if your account has not been paid. In addition, we cannot guarantee restoration times during outage situations. If you require electricity for life support equipment, it is important to make arrangements for a back up power system or plan to relocate to a facility that has power. If your situation changes and you or a loved one no longer require EEA's Life Support Program, please contact our office

To Register

Provide the information listed below:

Name (as it appears on electric bill)

Account Number

Address

Daytime Phone

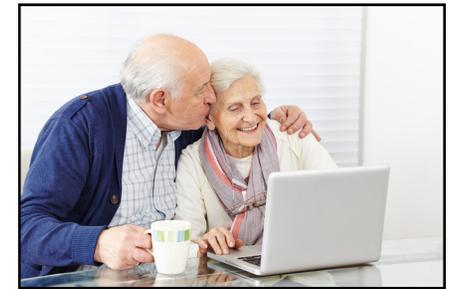
Evening Phone

Submit an annual letter or prescription from your physician describing your priority situation, as listed below:

Life-support (for example: oxygen required)

Medical facility (includes any geriatric, retirement or other medical facility)

Person with a handicap or disability.



This is a free service.

All the information provided by you and your physician will be kept confidential. A reminder will be mailed when your next annual letter or prescription is due. Call us today at 970-565-4444 or 800-709-3726 to ask about our Life Support Program.