



MEDICAL ALERT PROGRAM TERMS AND CONDITIONS:

Certain medical conditions make it favorable to have continual access to City of Newton utility services. The City of Newton offers a Medical Alert Program, which allows eligible customers with certain medical qualifications to have additional notification prior to disconnection of their utility services in cases of nonpayment and delinquency.

Upon receipt of this signed form, the completed application for the Medical Alert Program, and supporting documentation from your Medical Provider, the City of Newton staff will review your case to determine eligibility. Several aspects may affect eligibility including with payment history, credit within the billing system, and medical condition.

If eligibility is determined, you will be notified by Customer Service staff. Your account will be updated to reflect the Medical Alert Program. In the event of potential disconnection of your utility services for nonpayment, you will be provided additional notification prior to disconnection.

If your services are interrupted due to nonpayment, the account balance must be paid in full prior to reconnection of services.

In order to maintain status on the Medical Alert Program, customers must submit annually a new signed Medical Alert Terms and Conditions form and updated supporting documentation from your Medical Provider.

Today's Date: _____ Account Number: _____

Service Address: _____

Phone Number: _____ Email: _____

I understand that I am obligated to pay my monthly utility bill by the due date and failure to make timely payments may result in interruption of service. I also understand I am not guaranteed uninterrupted utility service.

Customer's Signature: _____