



Customer Care

(520) 623-7711

Fax: (520) 571-4010

Email: Custaccountinfo@tep.com

Monday through Friday
7 a.m. to 6 p.m.

**¿Necesita esta información
en español?**

Por favor, llame al (520) 623-7711

tep.com



REV 3/23

**MEDICAL DEVICE
ALERT**





Keeping you informed

If you or someone in your household uses a life-sustaining medical device or has a medical condition requiring continuous electric service, power outages can understandably cause real concern for you and your family.

Our Medical Device Alert program helps to keep you informed about service interruptions, their status and the estimated time of restoration. We also will notify you in advance of any planned electric outages affecting your residence.

How it works

When you return a completed certification by a licensed health care provider, Tucson Electric Power (TEP) will place an alert on your account that someone in your household uses a life-sustaining medical device or has a medical condition requiring continuous electric service. This helps us identify your service address and proactively communicate outage information to you to keep you updated.

To have an alert placed on your account, please complete the Customer Authorization Form and have your licensed health care provider complete the Licensed Medical Practitioner Certification Form.

Attach the form to the provider's letterhead or prescription form and mail it to:

Tucson Electric Power Attn: Medical Device Alert Program

PO Box 711 CEC 200 Medical
Tucson, AZ 85702

Please note that the Medical Device Alert program is not a low-income or discount program and does not guarantee uninterrupted service. Customers must remain current on their account by paying their monthly bills.

Customer Authorization Form

I authorize TEP to contact any sources necessary to establish the accuracy of information provided here or to obtain additional information pertaining to my eligibility to have an alert placed on my account. I further understand if I move, I must submit a new Licensed Medical Practitioner Certification Form that must be approved before the alert will be placed on the account for my new address.

I further authorize TEP to provide my contact and account information (which includes usage, billing and past due balance information) to organizations that provide bill payment assistance to customers.

By completing and submitting this form, I am voluntarily providing the personal information required to establish eligibility for this program. TEP uses this information only for the purpose of administering this program. For more information about how TEP collects and uses customer information, please refer to our Privacy Policy at tep.com/privacy.

Customer Signature_____

Date_____

TEP Account # _____

Emergency Contact Information

Name_____

Relationship_____

Phone Number_____

Licensed Medical Practitioner Certification Form

Please attach this form to either your office letterhead or a prescription form. Incomplete documentation will be returned directly to the customer.

I, _____, am a licensed medical practitioner.

License #_____

License Exp. Date_____

I certify that the patient named below is currently under my care.

Patient Name_____

Address_____

City, State, Zip_____

Phone Number_____

I certify the patient named on this form requires the use of a life-sustaining medical device or has a medical condition requiring continuous electric service. The patient and I have discussed contingency plans in the event of an interruption in service.

Licensed Medical Practitioner Signature_____

Date_____

Address_____

City, State, Zip_____

Phone Number_____

Detach for mailing