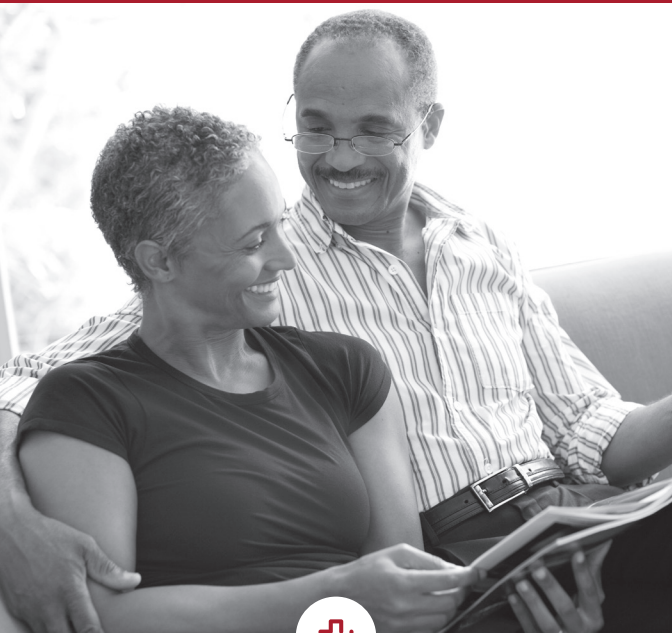


Be Prepared and Stay Safe

Information regarding
our Life Support
Equipment program



Our Life Support Equipment (LSE) Program

This program is for customers, or their household members, who are medically-dependent on specific electrically operated equipment such as oxygen concentrators, kidney dialysis machines, respirators, ventilators, pressure breathing therapy, peritoneal dialysis machines, infusion feeding pumps, and infant apnea monitors.

The program doesn't guarantee uninterrupted electric service or a company-provided generator.

Through this program we offer:

- A Personal Emergency Planner to help you prepare for a service interruption.
- A confidential phone number for quick access to report a loss of power and discuss restoration efforts.
- Notification of severe weather and other emergencies, as well as scheduled outages.
- Text alerts during major weather events and emergencies when you enroll in pro-active text messaging.
- A wellness call during an extended outage or a home visit if phone contact cannot be made.
- Payment options if you are having trouble paying your energy bill.

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To begin the enrollment process, please complete the Special Programs Reply Form (to the right) and return it to the company:

Orange & Rockland

390 West Route 59, Spring Valley, NY 10977

Attn: Customer Assistance

Special Programs Reply Form

As an O&R/Rockland Electric residential customer, you or a member of your household may be eligible for special programs or be entitled to certain protections from service shut-offs. To ensure that you receive all the protection available to you, please complete this form and return it to the address below. The information you provide will remain strictly confidential. Thank you for helping us serve you better.

I have the following hardship/medical condition(s): Please specify each.

- Medical Hardship _____
- Life Support
Equipment _____
- Other Disability _____

I'm a customer with special needs:

- Visually Impaired Speech Impaired
- Senior Citizen Hearing Impaired
- Homebound Disabled

Part A

Customer's Name: _____

Address: _____

City: _____ State: ____ Zip: _____

Telephone Number: _____

Alternate Number: _____

Email Address: _____

Account Number: _____

Customer's Signature: _____

Part B - I'm registering for Third-Party Notification

(Complete Parts A and B of this Reply Form)

Name of Third Party: _____

Address: _____

City: _____ State: ____ Zip: _____

Telephone Number: _____

Alternate Number: _____

Email Address: _____

Signature of
Third Party: _____

Did you know?

You can report an outage via text. Simply text “OUT” to [69678 \(myORU\)](tel:69678).

Once you report your outage, you can also check on the status of it by texting “STAT” to [69678 \(myORU\)](tel:69678).

You can sign up for proactive outage texts via [MyAccount](#).

Learn how to prepare for storms at oru.com/storms.

Find out more

oru.com/lse

1-877-434-4100

Search @ORUConnect on social media

