



An Extended Guide · No. 1718

Registering With Your Utility's Medical List

A free call that puts
your home on their radar

Tech Made Simple — Service Made Personal

BillsHomeTech.com · (330) 200-8042 · Atwater, Ohio

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! Read this first — this is not medical advice

This guide is about keeping the power on — it is not medical advice, and it is not a substitute for a plan made with the people who know your health. Make your backup-power plan together with your doctor and your equipment supplier, and follow their guidance on your specific device, its settings, and how much backup you need. Register ahead of time on your electric utility's medical or priority-restoration list. And please never rely on a backup battery alone for life-sustaining equipment: a battery buys you time, it does not replace care. If the power is out and anyone's health is at risk — trouble breathing, chest pain, confusion, or bluish lips — call 911, or get to a hospital or shelter that has power. Getting on this list is one of the easiest, cheapest steps in your whole plan — but it is a helpful extra, never a guarantee that your power will stay on.

A free phone call that's worth making today

If someone in your home depends on powered medical equipment, your electric company almost certainly wants to know. This guide walks you through getting on their medical list, calmly and start to finish.

I'm Bill, from Bill's Home Tech here in Portage County. Of all the steps in an outage plan, this is one of my favorites to recommend, because it costs nothing but a little time and it quietly works in your favor from the moment you're on the list.

We'll cover what the list actually is, what it does and doesn't do, how to sign up, and how to keep it current. None of it is complicated, and you can do the whole thing from your kitchen phone.

★ I'm glad to sit with you while you call

If you'd like company for the phone call or help with the form, that's exactly the kind of thing I do. Call or text me at (330) 200-8042.

The whole guide, on one page

If you do only these things, you've done the important part.

- ❑ Call your electric utility and ask about their medical or priority list.
- ❑ Ask what it's called, who qualifies, and exactly what it does for you.
- ❑ Fill out the form — online, by mail, or over the phone.
- ❑ Get your doctor's confirmation if they ask for it.
- ❑ Register with your water and phone providers too, if you rely on them.
- ❑ Remember it's a helpful extra, not a promise the power stays on — keep your own backup.
- ❑ Renew it every year, and update it if you move or change equipment.

✓ One call starts it all

Most of this begins with a single phone call to the number on your electric bill. Everything else follows from there.

What a medical or priority list actually is

Different companies use different names for the same basic idea.

Many electric utilities keep a special list of customers who rely on electric-powered medical equipment or have other critical needs at home. You'll hear it called a medical-priority list, a critical-care list, or a life-support registry, depending on the company. Being on it tells the utility that your household needs extra consideration around outages.

- It flags your address in their system as a medical-needs household.
- It often means you get advance notice before planned work that interrupts power.
- It can mean restoration crews are aware of your home during a wider outage.
- It sometimes comes with extra check-in calls during long events.

✓ Ask for the exact name

When you call, ask what they call the program. Using their own term makes the rest of the conversation go smoothly.

What being on the list can do for you

The benefits are real and worth having — as long as you know their shape.

The list works quietly in the background. Its biggest value is notice and awareness: the utility knows your home has a medical need, so you're more likely to hear about planned outages ahead of time and to be on the crews' radar when the lights go out unexpectedly.

- Advance warning of planned maintenance that will cut your power, so you can prepare.
- A flag that can inform how crews prioritize their work in a broad outage.
- Sometimes a courtesy call or text during a long event to check that you're managing.
- A clear record that you told them — useful if you ever need to follow up.

★ Notice is the real gift

Even just knowing an outage is coming lets you top up batteries, fill backup tanks, and switch to your power station calmly instead of in the dark.

What the list does not promise

This is the most important page here, so please don't skip it.

Being on a medical list does not guarantee your power will stay on, and it does not promise your home will be first to come back. Storms damage lines wherever they fall, and crews restore power in the order that safely brings the most people back the fastest. The list helps, but it is never a substitute for having your own backup ready.

! Keep your own backup, no matter what

Treat the list as a helpful extra layer, never as your main plan. You still need an indoor-safe battery power station, device backups, and — for oxygen — supplier tanks. If the power is out and someone's health is at risk, call 911 or get to a place with power. A registration cannot breathe for anyone.

Who can usually get on the list

If powered equipment is part of someone's health at home, you very likely qualify.

- Homes with oxygen concentrators, CPAP or BiPAP machines, or ventilators.
- Homes with dialysis equipment, feeding pumps, or powered suction.
- Homes with powered wheelchairs, hospital beds, or stairlifts someone relies on.
- Homes where refrigerated medication must stay cold to stay safe.

Some utilities also include older adults or people with other vulnerabilities even without a specific device. The only way to know your company's rules is to ask — and there's no harm in asking.

✓ When in doubt, apply anyway

If you're not sure whether you qualify, apply and let them decide. The worst answer is a polite no, and often the answer is yes.

How to sign up, step by step

It's usually a short form and a little basic information.

- Find your electric company's name and phone number on your bill or their website.
- Call customer service, or look for medical or critical-care registration on their site.
- Be ready with your account number, address, and a good contact number.
- Describe the equipment in plain terms — you don't need technical details.
- Ask whether they need your doctor to confirm, and how to send that in.

★ I can help you find the right form

Utility websites aren't always easy to navigate. If you'd rather not hunt for it, call me and we'll find the right page or number together.

Two kinds of homes, two sets of needs

Who your electric provider is, and how far the lines run, changes how much this registration matters.

If you live in town or the suburbs

In town or the suburbs, you're usually served by a larger utility with a formal program and an easy online form.

- There's often a web page for medical registration you can fill out in a few minutes.
- Planned-outage notices tend to be well organized, so advance warning is reliable.
- Restoration in populated areas is often quicker — welcome, but still not a guarantee.
- Your supplier and pharmacy are usually close if you need a top-up.

If you are out in the country on a well

In the country, you may be served by a rural electric cooperative, and long lines to scattered homes can mean longer outages — which makes this registration matter even more.

- Call your co-op directly; smaller providers may handle it by phone rather than a web form.
- Ask specifically how they handle long rural outages and whether they call medical households.
- Because restoration can take longer out here, lean harder on your own backup layers.
- A well means no water during an outage too, so register and prepare with that in mind.

★ Not sure who your provider is?

Tell me your address and I'll help you figure out who serves you and how their program works. Call (330) 200-8042.

Getting your doctor's confirmation

Many programs ask a doctor to confirm the medical need — a simple step, handled well.

Some utilities want a note or form signed by your doctor confirming that someone in the home relies on powered equipment. Your doctor's office handles these regularly, so it's usually a quick request. Ask the utility exactly what they need, then pass that along to the office.

- Ask the utility whether a doctor's confirmation is required, and in what form.
- Call your doctor's office and ask them to complete it — give them the utility's form if there is one.
- Keep a copy for your own records, with the rest of your written plan.

✓ Let the two offices talk in their own language

You don't have to translate anything medical. Just connect the utility's request to your doctor's office and let them handle the details.

Keeping your registration up to date

A registration only helps if the information behind it is still true.

- ❑ Renew on whatever schedule your utility requires — often once a year.
- ❑ Update your phone number the moment it changes, so their calls reach you.
- ❑ Tell them if you move, even within the same service area.
- ❑ Update the record if your equipment changes or a need ends.
- ❑ Note your renewal date on the calendar with your other yearly tasks.

! An old phone number is a silent gap

The most common way this list quietly stops working is an outdated contact number. If they can't reach you, the notice can't help you.

Other places worth registering

Your electric company isn't the only one who should know.

Register with	Why it helps
Water utility	Priority if you need water
Phone or medical-alert provider	Keeps your alert working
Local emergency management	Wellness checks in a crisis
Fire department non-emergency line	They know your address

✓ **A few short calls, once**

You only have to make these calls one time. Spread them over a week if you like — each one adds a quiet layer of looking-out-for-you.

What to have handy before you call

A couple of minutes of gathering makes the call smooth.

- Your electric bill, for the account number and provider name.
- The address on the account, exactly as it's written.
- A phone number where they can always reach you.
- A plain description of the equipment and who relies on it.
- Your doctor's office name and number, in case they ask.

★ Keep it all in one folder

I like to see families keep this in the same folder as their written power plan, so everything's together the day you need it.

Planned outages and surprise ones

The list helps with both, in different ways.

For planned work — when the utility shuts power off on purpose to fix or upgrade something — being on the list usually means you get a call, letter, or text ahead of time. That warning is golden: it lets you charge everything and switch to backup calmly. For a surprise outage from a storm, the list makes crews aware of your need, though it can't change how fast a downed line gets repaired.

✓ Treat every notice as your cue

Whenever you get an outage notice, use it as your signal to top up batteries and fill backup tanks right away.

If your utility has no formal program

Smaller providers may not have a fancy list — ask anyway.

A few small utilities and co-ops don't run a formal medical registry. If yours doesn't, ask them to note your medical need on your account, ask how they prioritize restoration, and lean a little harder on your own backup layers. And if you rent, register in your own name — the need follows the person, not the landlord.

! Don't let a no stop your planning

No program just means the rest of your plan carries a bit more weight. Your own indoor-safe backup is what you truly control.

Common Questions

The questions families ask me most about the medical list.

Q: Does being on the list mean my power comes back first?

Not necessarily. It makes crews aware of your need, but repairs happen in the order that safely restores the most homes fastest. Keep your own backup ready.

Q: Is there a fee to register?

Registration itself is generally free. If anyone asks you to pay a fee to get on a medical list, stop and call the utility's official number from your bill to check.

Q: Will it lower or change my bill?

The list is about outage handling, not billing. Some utilities separately offer payment help, but that's a different program — ask if you're interested.

Q: Do I have to prove the medical need?

Sometimes — often just a doctor's confirmation on a simple form. The utility will tell you exactly what they need.

★ Ask me if a question isn't covered

If you hit a question the utility's answer didn't settle, call me at (330) 200-8042 and we'll work out who to ask next.

A quick word on staying safe from scams

Anything involving your account can attract the wrong kind of phone call, so let's stay sharp.

- Start the call yourself, using the number printed on your paper bill — not a number from an email or text.
- A real utility won't demand payment by gift card or wire to keep you on a medical list.
- Don't give your account details to anyone who called you out of the blue; hang up and call the official line.
- If a caller pressures or rushes you, that alone is a warning sign.

! When in doubt, hang up and call the bill number

No honest utility will mind you calling their real number to confirm. It's always the safe move.

A caring checklist

Tick these off at your own pace — there's no wrong order.

- ☐ I found my electric provider's name and number on my bill.
- ☐ I called and asked about their medical or priority list.
- ☐ I filled out the registration form.
- ☐ I sent in my doctor's confirmation, if they needed one.
- ☐ I registered with my water and phone providers too, where it applies.
- ☐ I noted my renewal date on the calendar.
- ☐ I still have my own indoor-safe backup ready, list or no list.

★ Small steps, real peace of mind

Every one of these is a five-minute task that keeps working for you long after you've forgotten you did it.

How I can help with this

This is paperwork I'm happy to sit beside you for.

I can help you figure out who your provider is, find the right form or phone number, understand what they're asking, and file your doctor's confirmation. I'll also help you set up the reminders so the renewal never slips. What I can't do is make any medical statement on your behalf — that stays with your doctor — or promise what the utility will do.

★ Company for the boring parts

Forms and phone menus are more pleasant with someone beside you. That's a perfectly good reason to call me at (330) 200-8042.

Bringing it all together

Registering on your utility's medical list is a small, free step with a long, quiet payoff.

It puts your household on the map for outage notice and restoration awareness, and it costs you nothing but a phone call and a bit of follow-up. Just remember its limits: it's a helpful extra, never a guarantee, so it sits alongside your own backup rather than replacing it. Our guide on talking to your power company goes further on the wider relationship, and our overview guide ties the whole plan together.

★ One call today, calmer for years

If you've been meaning to do this, let today be the day. Call your utility — or call me first at (330) 200-8042 and we'll do it together.

Your next small step

You could take the first step in the next five minutes.

- Right now: find your electric bill and the customer-service number on it.
- Today: call and ask what their medical or priority list is called.
- This week: complete the form and request your doctor's confirmation if needed.
- This month: register with your water and phone providers too.
- Once a year: renew, and update your contact number and equipment.

✓ The first call is the hardest part

And it isn't very hard. After that, it's mostly just keeping the information fresh.

Why this one's worth the small effort

It's the rare task that keeps helping long after you've done it.

Most of your plan asks for gear or practice. This one just asks for a phone call. Once you're on the list, it works for you in the background every storm season, with no further effort beyond a yearly renewal. For the time it takes to make a cup of coffee, that's a wonderful trade.

★ Pair it with your backup and you're in good shape

The list plus an indoor-safe battery plus a written plan — that's a household that's genuinely ready. I'm glad to help you get all three in place.

You don't have to do this alone

You just have to remember that a friendly, patient person is one call away.

I hope this guide made registering with your utility's medical list feel a little less daunting and a lot more doable. Keep it in a drawer with your other important home papers, come back to a page whenever you need it, and don't worry about memorizing anything.

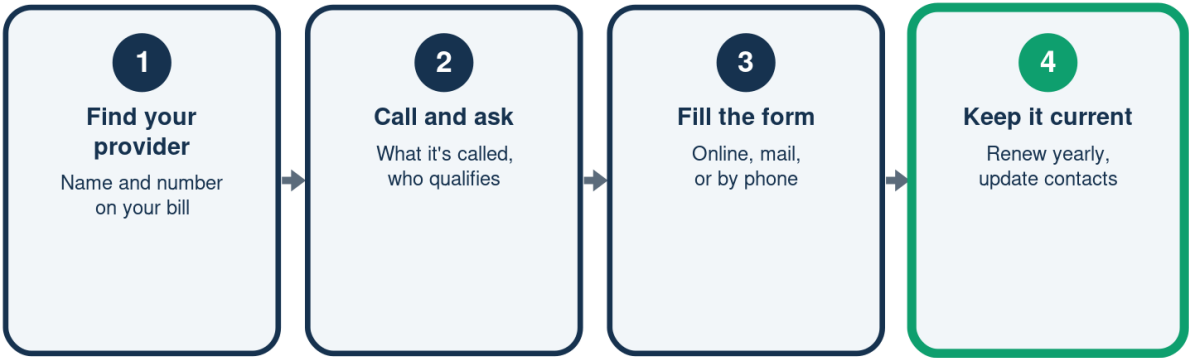
When you'd rather have a hand, that's exactly what I do. I come to your home, work at your pace, and never make you feel rushed or silly for asking. I'll help you choose and set up a battery power station, get the equipment your family depends on connected safely, and test the whole plan before you ever need it. A first visit is a flat \$99, and for the parts that don't need me on-site I can often help right on your screen for \$49. Every visit comes with a 30-day, come-back-free guarantee. I help with the power side only — your settings, your prescription, and when to seek care always stay with your doctor and your equipment supplier — and for any licensed electrical work, I'll line you up with a trustworthy local pro.

★ Bill's Home Tech — real help, close to home

Call or text me at (330) 200-8042, or visit BillsHomeTech.com. Serving Atwater and all of Portage County. 30+ years of patient, plain-English tech help — and if you're ever not 100% happy with a visit, I'll make it right or refund it. That's a promise. — Bill

Getting on the List in Four Steps

From your electric bill to a current registration



One phone call starts the whole thing.

What the List Does and Doesn't Do

Helpful extra, not a guarantee

	The list does	The list does not
Outage notice	Advance warning	Stop the outage
Crew awareness	Flags your home	Promise you're first
Your backup	Adds a layer	Replace your own
In an emergency	Notes your need	Replace calling 911

Keep your own indoor-safe backup no matter what.

Who Else to Register With

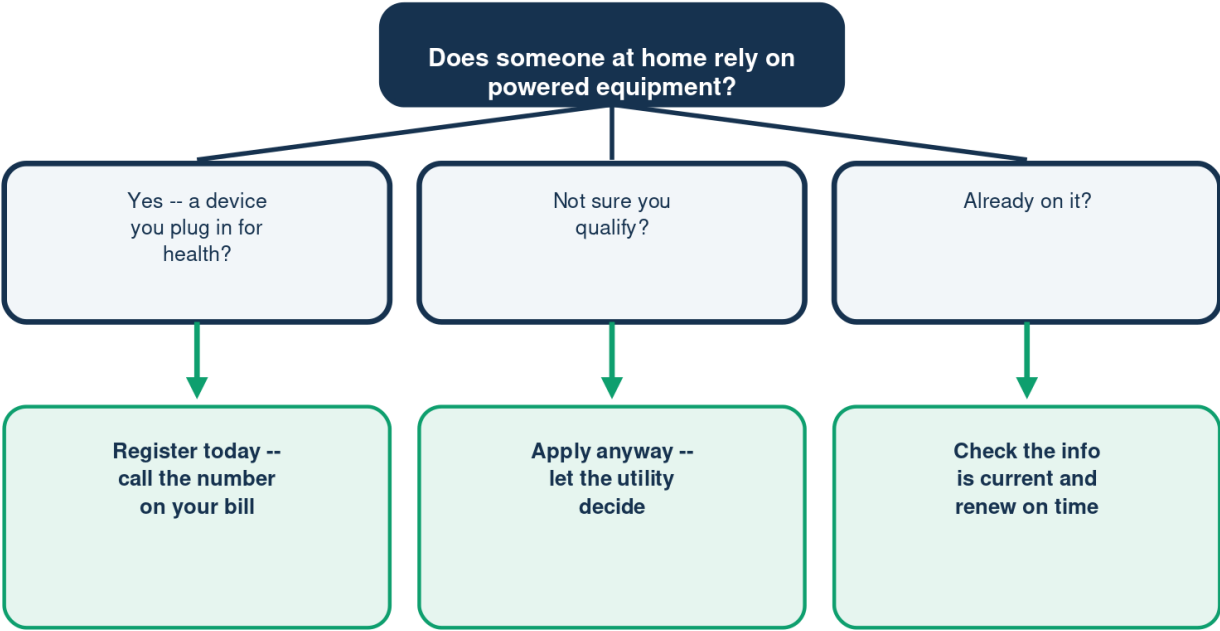
A few short calls, made just once

Register with		Why
Electric utility	Restoration priority	
Water utility	Water if you need it	
Phone / alert provider	Keeps alert working	
Emergency management	Wellness checks	

The need follows the person -- register in your own name.

Should You Register?

A quick way to know



The list is a helpful extra, never a guarantee -- keep your own backup and call 911 if health is at risk.
Illustration - a schematic, not to scale. Your setup may differ.



Need a Real Person?

You do not have to remember all of it.
You just have to remember you can call.
Friendly, in-home tech help -- I come to you.

BILL'S PROMISE

If you are not 100% happy with a visit, I will
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no fine print. That is how I would want to be treated.

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Bill@BillsHomeTech.com · Mon–Sat 9:00 AM – 7:30 PM

— Bill

Prefer help without a visit?

Bill can screen-share and fix many things remotely — a flat \$49, free for Support Plan members.



A Note From Bill

A quick note from Bill.

I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that comes from using these guides. Thanks for reading, and stay safe out there.

— *Bill*



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