

How to Enroll

If you or a member of your household uses qualified Life Support Equipment, contact a Customer Service Representative at **1-877-434-4100**. Please have your health care provider's information readily available; it is required during the initial sign up. If you are eligible, we will provide you with important information and enrollment forms. A signed form by your health care provider is mandatory to activate the LSE status on your account. Further, in accordance with State regulations, we may also require that you complete a current financial statement and provide proof of inability to pay.

Once the LSE status is confirmed, we will require that you recertify annually with signed documentation from your health care provider in order to maintain this status.

While enrolled as an LSE customer, it is important to keep us informed of your most current contact information. Also, please inform us if the equipment is no longer needed or if your financial circumstances have changed.



Stay Informed

In major outage events, we post restoration and outage information on our website at **www.oru.com**.

Our enhanced outage map allows you to zoom in at street level. That information can be accessed on any web-enabled cell phone, battery-operated computer or tablet. We also give storm updates to local radio stations, so have a battery-powered radio on hand.

Radio Station Guide for Updates

WTSX FM 96.7

Orange County

WHUD FM 100.7

Rockland and Orange Counties

WCBS AM 880

New York Metro Area

WINS AM 1010

New York Metro Area

WTBQ AM 1110

Orange, Passaic and Sussex Counties

WRCR AM 1700

Rockland County

WDLC AM 1490

Orange County

WGHT AM 1500

Bergen County

1808-0167-A-R

 Orange & Rockland

Life Support Equipment Program



 Orange & Rockland

1-877-434-4100 [oru.com](http://www.oru.com)



About our Life Support Equipment Program

We realize that our customers count on us to provide reliable electric service. This holds special importance to those who have Life Support Equipment (LSE) in their homes.

Our LSE program identifies customers who are dependent on specific electrically operated equipment. **The program does not guarantee uninterrupted electric service.** When unavoidable power outages occur, the program provides information and notifications to help LSE customers be informed, prepared and safe.

If you are a confirmed LSE customer you will be provided with a confidential phone number to report or request an outage update.

Be Prepared



- **Have a variety of telephone options available**, including a landline phone that plugs directly into the wall-phone jack. If you have a cell phone, you should keep it fully charged.
- **Have an alternate source of electric power**, such as a battery backup system. If a generator is your alternate source of power, be sure that it has been properly installed by a licensed professional and adjusted to the manufacturer's specifications and local building codes. Also be sure that it is located in a well-ventilated area.
- **Plan ahead for long-term outages.** Know which neighbor, friend or family member you can call for assistance. If you relocate, let us know by calling the confidential number provided to all LSE customers.
- **Contact your local emergency responders.** Let them know in advance that you may need help with transportation in the event of an extended outage.

Qualifying Life Support Equipment*

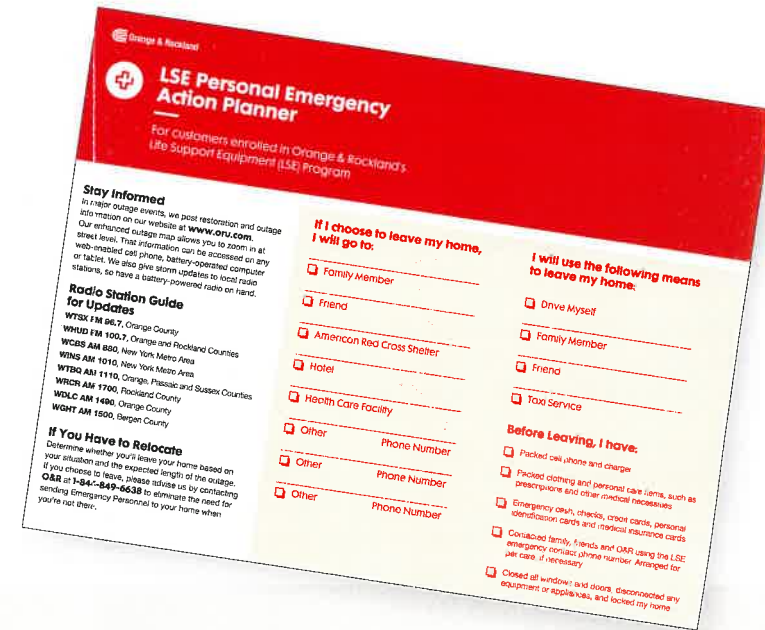
- **Kidney Dialysis Machine**
- **Oxygen Concentrator**
- **Respirator**
- **Ventilator**
- **Pressure Breathing Therapy**
- **Peritoneal Dialysis Machine**
- **Infusion Feeding Pump**
- **Infant Apnea Monitor (up to 24 months of age only)**

**Note: Only certain types/models qualify. Nebulizers and adult apnea monitors do not qualify.*

What to expect if you are enrolled in the LSE program

The LSE program provides:

- **A Personal Emergency Planner** to help you organize your plans if your electric service is interrupted. It also outlines your options if an outage is forecasted to be an extensive one.
- **A confidential telephone number** for quick access to report your loss of power.
- **Advance notification** of planned outages and notifications of severe weather and other emergencies that could cause unplanned outages.
- **A wellness call** during an extended outage or a home visit if phone contact cannot be made.
- **Flexible payment schedules.** You are still obligated to pay your monthly bill. If you are having trouble paying your bill, please call us at **1-877-434-4100** so we can discuss assistance options.



The LSE program does not provide:

- **Generators.** You are responsible to plan for and acquire a generator, if needed.
- **A guarantee of uninterrupted service.** Unavoidable power outages do happen. Sudden severe storms, vehicular accident damage, tree limb contact, equipment failure or other problems can interfere with your electric service.
- **Discounted electric service.** Our rates are regulated and therefore we are not allowed to offer discounted electric service.