



Medical Alert program

Overview

- Identify customers with electrically powered **life support equipment**
- Provide additional notification of **scheduled outages** and **storm preparedness**

The program does:

- ✓ Allow customers to receive **additional communications in advance** of scheduled outages
- ✓ Allow customers to **receive additional communications prior to storms**, including storm preparedness tips

The program does not:

- ✗ Provide guaranteed avoidance of outages
- ✗ Result in quicker restorations of service

Who qualifies?

Customers (or patient living at customer's premises) who use the following devices:

Infant Monitor	Oxygen Concentrator	Suction Trach Patients	Feeding Pumps
Adult Heart Monitor	Nebulizer	IV Pumps	Air Fluidized Therapy Beds
Respirator	CPAP	VAD Device	Hoyer Lifts
Ventilator	Kidney Dialysis	Pulse Oximeters	Other
			(As determined by the Licensed Healthcare Worker)

- ✓ Licensed Healthcare worker has to attest that the customer (or patient living at customer's premises) is prescribed the device.

- ✓ Customers must submit a completed Medical Alert program application, including the Licensed Healthcare Worker's signature.

Information **resources**

AES Indiana website: aesindiana.com/medical-support that includes:

- Link to the application form
- List of qualifying devices
- Emergency preparedness tips