

# Lifelight Program

*In case of a planned or extended power outage, Central Maine Power's Lifelight Program identifies your home as having a person who requires a life support system and contacts you with outage information.*

## **Lifelight qualification**

If you or someone in your home requires medical equipment described as "life-sustaining equipment," you may qualify for our Lifelight Program. Some examples of life-sustaining equipment are oxygen machines and electric intravenous pumps.

## **Lifelight Program**

As a Lifelight Program participant, you will be notified of planned interruptions of service for scheduled maintenance or repairs. In addition, we will contact you during power emergencies expected to last longer than 5 hours with information and helpful tips.

## **How do I sign up?**

To join the program, your health care provider must fill out a Certification of Medical Equipment Necessity form. You can find this form on our website at **cmpco.com** or by contacting us at 1-800-750-4000, or 1-800-445-5631 for the hearing impaired, during regular business hours.

## **How much does it cost to participate in the Lifelight Program?**

There is no charge for this program.



*Customer Service Representatives, like Dianne, call Lifelight customers to tell them about planned electrical maintenance outages and extended emergency outages so you can implement your back-up plan.*



### ***What if I signed up for this program before?***

If you previously signed up for this program, there should be a white plastic tag on your meter. If you don't see this tag, please call us. If you are planning to move or have recently moved into your current home, and have life-sustaining equipment in your household that requires electricity, be sure to call us at 1-800-750-4000 to have your enrollment in Lifelight transferred to your new address.

### ***What happens in a major power outage?***

When a power outage occurs, our line crews work as quickly and safely as possible to repair our lines. However, it may be necessary during large storm outages to repair transmission and distribution lines before we can repair the lines that service your location. We'll make every attempt to notify you during an extended unplanned outage with information related to the outage. **Please be prepared** with a back-up system for your life sustaining equipment and have a plan in place with friends or relatives if you need to relocate until power is restored.

### ***Important information about using generators***

If you decide to install a generator to protect against extended outages, be sure to have it installed by a licensed electrician. Incorrectly installed generators can cause serious damage to your home and create life-threatening situations for our line workers and for you and your family members. For more generator safety information visit [cmpco.com](http://cmpco.com).

### ***What about planned outages that are used for maintenance or upgrading CMP equipment?***

In these situations, CMP will call to notify you in advance so you can make plans for the outage.

**Important: Please be sure to have back-up batteries to carry you through an extended outage.**

### ***What if I no longer need my life support system?***

Please let us know. If you no longer need this special service, we will remove you from the program. Keeping our records up-to-date will help us offer better service to those that still require this special program.



A white tag will be placed on your meter to indicate that a life-sustaining system is in your home.

***Want more information about the Lifelight Program? Visit our website at [cmpco.com](http://cmpco.com) or call us at:***

1-800-750-4000

or

1-800-445-5631

for the hearing impaired.