

# CRITICAL CARE REGISTRY

PEC will apply 2 residential designations defined by the Public Utility Commission of Texas (PUCT):

## **1. Chronic Condition Residential Member**

Where a resident diagnosed by a physician requires an electric-powered medical device to prevent impairment of the person's medical condition.

*Example: Breathing treatment for asthma*

## **2. Critical Care Residential Member**

Where a resident requires an electric-powered medical device to sustain life.

*Example: Home ventilator system*



# CRITICAL CARE REGISTRY

PEC will adjust the certification periods provided by the PUCT offering longer timeframes:

## 1. Chronic Condition Residential Member

<i>Diagnosis</i>	<i>PUCT</i>	<i>PEC</i>
Normal	90 Days	1 Year
Lifelong	1 Year	Life

## 2. Critical Care Residential Member

<i>Diagnosis</i>	<i>PUCT</i>	<i>PEC</i>
Normal	2 Years	2 Years
Lifelong	N/A	Life

The patient's physician will determine if Lifelong status is applicable in the registration form.



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The Critical Care Registry does not provide:

- **Priority Outage Restoration**

The member needs an alternate plan in place to ensure continuity of the support system and is responsible for installation and maintenance of any back-up power.

- **Exemption of Financial Responsibilities**

The service may be disconnected, however the cooperative will offer additional notice and payment arrangements.

Primary benefit of the Critical Care Registry:

- **Member Education**

Communicating clear expectations of the utility and the members in the Registry.



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Next steps upon tariff approval:

- **Configuring Systems**
  - Testing account flags
  - OMS integration
  - Reporting certification expirations
- **Planned Outage Notification Options**
  - Additional automated call and/or personal call
  - Site visit / door hanger
- **Collection Notification Options**
  - Verbal confirmation of delinquency
  - Site visit / door hanger
  - Appropriate payment arrangement guidelines

Procedures will need to be scalable, keeping the ability to maintain personal touch as the Registry grows.

