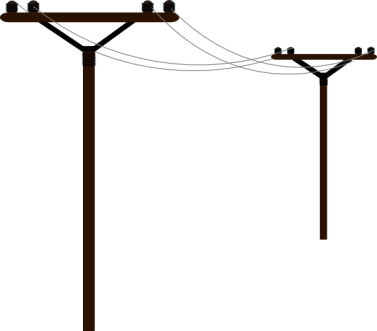
# Utility Company Notification

LVAD therapy is considered life sustaining equipment dependent upon electricity. ***Do not risk your power being shut off!! You must pay your bill in order to prevent a power shut off.*** *If you are having a financial hardship, call the utility company and inquire about budget plans for payment.*

1. Please call your power company in order to have your account registered as having a household member dependent on electricity.
2. Provide VAD coordinator company name, account # and payee and we will provide you with a physician signed letter noting dependence on electricity. Please make copies of this letter and give to your utility company as needed.
3. If the power company mails you an application to complete, please be sure to bring this into our VAD clinic as this application often will require MD signature.
4. Please bring to clinic any power company letter confirming you are on their list so that we may have a copy.

# NYS Utility Companies

* National Grid:
  + 1-800-642-4272
  + <https://www.nationalgridus.com/Upstate-NY-Home/Storms-Outages/Life-Sustaining-Equipment>
* Rochester Gas and Electric (RG&E)
  + 1-800-743-1701
  + <https://www.rge.com/UsageAndSafety/electricalsafety/stormsafety.html>
* New York State Electric and Gas (NYSEG)
  + 1-800-572-1111
  + <https://www.nyseg.com/YourAccount/payyourbill/serviceandassistance/default.html?menu=1188>

# Be Prepared for a Power Outage

1. Visit your utility company website for information on home safety.
2. Keep spare batteries charged.
   * A HeartMate II patient who loses power should have at least 36 hours of power if all 8 batteries are fully charged.
   * A HeartMate 3 patient who loses power should have at least 60 hours of power if all 8 batteries are fully charged.
3. Keep cell phone charged.
4. *Purchase of a generator is not required for LVAD therapy*, however many people purchase if you live in an area prone to frequent power outages.
5. Set up a call tree of friends, family and neighbors you can stay with until your power is turned back on.

* Bring your medicines, dressing supplies, battery charger, mpu, backup controller.

1. Call the VAD clinic if you expect your power to be out more than 12 hrs.
2. Call 911 for power emergencies. Local fire departments and hospitals can provide power.

