

Powering your medical needs



When outages strike, Entergy works hard to restore power as safely and quickly as possible to all customers. But we can't guarantee continuity of service or priority in restoration, and unplanned outages can't be completely avoided. If your medical needs require electricity, we'll work with you to minimize the impact of a power outage and help develop a plan of action should an outage affect you.

Who's eligible?

This support is reserved for customers who:

- Have an in-home ventilator in use 24 hours a day
- Have a left ventricular assist device, or LVAD, in use in their homes 24 hours a day
- Have residents who are on hospice care

Participating in this program does not:

- Prevent disconnection if you don't pay your bill or call us to make arrangements
- Provide a discount on your electric service
- Mean your power is restored first in an outage. It's very important to have a plan in place

How do I enroll?

To enroll, start by calling the Entergy customer contact center at 1-800-ENTERGY (1-800-368-3749). When you explain your medical needs, the contact center agent will provide you with a fax number. Your physician should then fax a statement (on their letterhead or prescription pad) to that number explaining what type of equipment is used in the home, the patient's service location, the Entergy account number and the account holder's name.

Let's start with a plan

By putting together a plan now before an outage occurs, you can help protect your health and safety. Use this checklist to create a plan that works for you and your medical needs. Keep it in a familiar place for easy access.

Who do you know?

Make a list of three emergency contacts. These should be friends or family members that you share your plan with.

Name _____ Name _____ Name _____

Contact _____ Contact _____ Contact _____

Be prepared

Your preparation kit should include:

- Battery operated flashlights and lanterns. Do not use candles.
- Storage container for supplies that has wheels, if possible.
- Emergency medical supplies labeled with large print or braille.
- Equipment and assistive devices, like wheelchairs or walkers, labeled with your contact information.
- Ice or frozen cold packs in a small ice chest to store medicines in.
- Batteries and power banks for your assistive devices.
- Food and water supplies for up to 72 hours.
- Blankets and extra clothing.
- Extra money and the documents you'll need to secure Social Security and other regular benefits.
- Emergency kits for your pets/service animals.

To learn more, visit [Entergy.com/MedicalNeeds](https://www.entergy.com/MedicalNeeds)



You'll need backup

If you have equipment with battery-backup capability, make sure the battery pack is fully charged. Use a surge protector for life-support equipment. Consider owning a home generator and ensure you have a thorough understanding of how to use it. While some equipment has built-in backup systems, the backup period may not be long enough to cover an extended outage.

Plan where to go

Plan where you will go in the event of an extended power outage. This could be a neighbor or friend's home, or a hospital where you can receive the medical care you need. Don't forget to take any special medical equipment and medications with you.

Place _____ Name _____ Contact _____

Arrange transportaton

If you need to leave your home to seek refuge during an outage, it's good to have a couple of options for transportation and let your contacts know under what circumstances they should come and get you.

Name _____ Name _____

Contact _____ Contact _____

Follow official sources

Knowing where you can get reliable information during an emergency is crucial. It is important to know ahead of time where you can get critical updates about what is going on in your local community.

Tier 1: Life safety and evacuations

Local emergency management agency: _____

County Sheriff/City Police department: _____

Primary emergency alert system radio station: _____

Tier 2: Critical infrastructure and utilities

Electric utility provider: **Entergy – 1-800-ENTERGY (1-800-368-3749); Entergy.com**

Water and sewer authority: _____

State or local public works (road closures): _____

Tier 3: Health and community support

County health department: _____

Local official government page (Mayor/City Council): _____

Non-emergency community information line: (e.g. 211 or 311): _____

Your notes:
