




Your Touchstone Energy® Partner 

Life Support Registry Information

It is always a priority to provide reliable service to our members; however, there are unavoidable situations which cause outages. Our commitment to providing electric service is especially true regarding life-support system users. If you or a family member relies on any form of life support you should:

- Fill out the form below.
- Update this information at least every six months or whenever there is a change.
- Obtain backup equipment such as generators or batteries.
- Notify Medina EC immediately when an outage occurs and tell the dispatcher that you are a critical need member.
- Make sure you have a phone that does not rely on electricity.
- Keep your account number, meter number, and Medina EC phone number by the phone.

Please note Critical Account Status does not exempt members from paying their bill.

Name: _____
Address: _____
Phone Number: _____
Email Address: _____
Account Number(s): _____
List Special Equipment: _____ _____
Do you have a Standby Generator: _____ Yes _____ No
Do you have a Battery Backup System: _____ Yes _____ No
Battery Life: Number of Hours? _____
Member Signature: _____
Please attach a physician's directive or prescription detailing life support needs.
Please mail this form and Physician's directive or Prescription to:
Medina Electric Cooperative
P.O. Box 370
Hondo, TX 78861
If you have any questions, please visit www.MedinaEC.org, call 1-866-MEC-ELEC (632-3532) or e-mail Info@MedinaEC.org.