

RESIDENTIAL CRITICAL CARE AND CHRONIC CONDITION CUSTOMERS

All City of Shiner customers count on the City to provide reliable electric service, but none more than those who rely on life-sustaining electrically powered medical equipment. If this is you or someone who permanently resides at your home, you may be eligible for our Residential Critical Care and Chronic Condition Program.

WHAT IS IT?

Our Residential Critical Care and Chronic Condition Program is a registry of residential service locations where people rely on life-sustaining electrically powered medical equipment. When planned outages or service interruptions for nonpayment are scheduled, we will make all reasonable efforts to provide advance notice so preparations can be made.

WHAT IT IS NOT

Our Residential Critical Care and Chronic Condition Program does not guarantee priority electric service or priority service restoration, and locations registered in the program are not exempt from planned service interruptions. Registered customers are not exempt from their financial responsibilities to pay timely for electric utility services provided or from potential termination of service in accordance with City of Shiner policies.

WHO QUALIFIES?

To qualify, the location must be the permanent residence of someone diagnosed by a physician with one of the following medical conditions:

- **Chronic Condition:** Having been diagnosed by a physician as requiring an electric-powered device (or heating or cooling of the home) to prevent the impairment of major life function. To maintain chronic designation, customers must reapply once a year.
- **Chronic Condition, lifelong:** Same as chronic condition, but does not require annual re-certification or application.
- **Critical Care:** Having been diagnosed by a physician as requiring an electric-powered device to sustain life. To maintain critical care designation, customers must reapply once every two years.
- **Critical Care, lifelong:** Same as critical care, but does not require biennial re-certification or application.



HOW DO I APPLY?

Download application at: www.shinertexas.gov

Request an application by calling the City at: 361-594-3362

Pick up an application at the City office. Return completed applications by filing through the website, scanning, and emailing the document, or sending to the city's customer service department at address: shiner@shinertexas.gov.

CRITICAL LOAD PUBLIC SAFETY OR INDUSTRIAL CUSTOMERS



All City of Shiner customers count on the City to provide reliable electric service, and some utility accounts qualify for Critical Load Public Safety or Industrial Customers Program due to their role in providing health, safety, and welfare elements to the community as a whole.

/// WHAT IS IT?

The Critical Load Public Safety or Industrial Customers Program is a registry of public safety accounts that include hospitals, water/wastewater facilities, police & fire stations and other industrial and natural gas facilities that meet certain criteria and are crucial to the preservation of health, safety and welfare in the community. When planned outages or service interruptions are scheduled, we will attempt advance notice so preparations can be made to mitigate issues that may be caused by an electrical outage. It also means that registered Public Safety and Industrial customers will be prioritized in electrical power restoration efforts to the extent possible.

/// WHAT IT IS NOT

Our Critical Load Public Safety or Industrial Customers Program does not guarantee these accounts are exempt from planned service interruptions or Electric Reliability Council of Texas (ERCOT) load shed (rolling outage) events. Registered customers are not exempt from their financial responsibilities to pay timely for electric utility services provided or from potential termination of service in accordance with City of Shiner policies.



/// WHO QUALIFIES?

To qualify, the account must meet criteria established for these types of accounts using Public Utility Commission of Texas (PUCT) guidelines.

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