



To Whom it May Concern:

This letter is to inform you that Reading Municipal Light Department (RMLD), in compliance with the Department of Public Utilities regulations, has implemented a new procedure to protect customers from termination of services due to a serious medical condition. This procedure has been approved by the Department of Public Utilities. RMLD records do not contain a current Physician's certification of illness for you.

Enclosed is a "Physician's Certification of Illness" (PCI) form which must be completed by your physician **every 3 to 6 months** depending on your illness. This form must be completed by your physician and faxed back to RMLD at 781 944-0614 or 781 942-2409, along with proof of financial hardship, **within 7 days** to continue protection from termination.

Upon receipt of the completed PCI form, RMLD shall inform you whether or not your claim has been appropriately certified. Although you may be certified for protection of termination, **your responsibility to pay your monthly bill remains in effect.**

In closing, copies of this form for future use will be available at our Ash Street office and on our website at [www.RMLD.com](http://www.RMLD.com). This is your notification of the RMLD protection of service procedure. **It is your responsibility (without further notification from RMLD) to provide RMLD with an updated Physician's Certificate of Illness on a quarterly or bi-annual basis.**

If you or your physician have any questions, please do not hesitate to contact the RMLD Business Office at 781 942-6598.

Sincerely,

RMLD Customer Service Department