

LIFELINE & CARINGCARD

Taking the worry out of caring for a loved one



A service of:



**Rappahannock
Electric Cooperative**

A Touchstone Energy® Cooperative 

P.O. Box 7388
Fredericksburg, VA 22404
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800.552.3904

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www.myrec.coop



LifeLine

LifeLine helps make REC personnel aware of members who have medical equipment that utilizes electricity. REC will give priority to the restoration of electric service whenever reasonably possible to LifeLine participants. However, it is important to note that the LifeLine service does not guarantee that your electric service will not be interrupted.

Eligibility & requirements

To be eligible for LifeLine, a licensed physician must complete and sign REC's LifeLine application describing the medical needs of the member and the account *must* also be kept up to-date so that service is not disconnected for non-payment.

Emergency coordination

As a LifeLine participant, the Cooperative will provide your name and address to your local emergency services coordinator so that they will also be aware of your medical needs. A LifeLine application must be completed every 12 months. REC will send you a reminder and a new form each year.

REC will make every effort to restore power as soon as possible. However, the possibility exists that you may be without electric service for an extended period when there is major damage to the electrical system. For this situation, you may want to obtain an alternate power source such as a generator. In the event of an outage, the Cooperative will attempt to contact you by telephone (7am–10pm) if we believe the outage will last longer than five hours.

Caring Card

Caring Card is a program that assists our members who sometimes forget to pay their monthly electric bill. If a member's account becomes delinquent, REC will notify the contact person that helps remind them about the payment. The contact person is under no obligation to pay the delinquent bill — just to remind the member about the missed payment.

Enroll today

To enroll in the Caring Card program, please call 800-552-3904. Caring Card is a voluntary program, a member may withdraw at any time.

To enroll in the LifeLine program, please call 800-552-3904 and request an application be mailed to you. Have your doctor fill out the appropriate information and sign the form. It is your responsibility to mail the completed form to us. Once the information has been verified, you will become a LifeLine participant. If your situation changes and you no longer need the LifeLine service, please notify us so that priority service restoration can be provided to those who may face life-threatening circumstances.

Free to REC members

The LifeLine and Caring Card programs are a free service offered to all of members of Rappahannock Electric Cooperative.