

# PRIVACY

DPU will only share generic information with other other county departments, such as the Fire, Police or Emergency Management Department.

# WEB LINKS

**Los Alamos**  
**Department of Public Utilities (DPU)**  
<http://ladpu.com/DPU>

**DPU Voluntary Registration Form:**  
<https://ladpu.com/MedicalAlert>



## LOS ALAMOS

Department of Public Utilities

Electric, Gas, Water, and Wastewater Services

P: 505.662.8333

E: [CustomerCare@lacnm.us](mailto:CustomerCare@lacnm.us)

A: 1000 Central Avenue, Suite 130

Los Alamos, NM 87544

## VOLUNTARY REGISTRATION

# MEDICAL EQUIPMENT ALERT

Information, such as an account number, address and listed phone number or email would be provided to other county departments in the event that there is a mandatory evacuation, for example.



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## MEDICAL EQUIPMENT

The Los Alamos Department of Public Utilities (DPU) maintains a voluntary registration program for customers with medical equipment. We ask those customers who choose to participate, to notify us if individuals reside at their place of residence who are on electrically powered life sustaining medical equipment for the preservation of health or life.



## WE CAN'T PREVENT POWER OUTAGES

Although we work hard to maintain and improve the reliability of the electric system, we cannot guarantee that a power outage will never occur. It is the responsibility of the care giver to have a back-up system and/or a plan of action in the event of a power outage.

**HELP US HELP YOU. REGISTER IN THE VOLUNTARY MEDICAL EQUIPMENT ALERT PROGRAM**

**Notify us if you have electrically powered life sustaining medical equipment at your residence.**

### WHY REGISTER?

Registering helps us to identify accounts with special notification requirements of planned utility outages and assists us in prioritizing repairs for unplanned outages. Once you are enrolled, we will attempt to provide special notification above normal communication procedures, to a household member when a planned power interruption is scheduled.

Enrolling in the program does not relieve customers from the responsibility of paying their utility bills for electricity consumed.

### HOW TO ENROLL

Enrolling is easy. Visit the online registration at: <http://ladpu.com/MedicalAlert>

Customers can also call or email us to request a paper copy: 505 662 8333 or [CustomerCare@lacnm.us](mailto:CustomerCare@lacnm.us).

Information provided will be maintained in our computer database for one year. Customers will be asked to re-enroll each year. Cancel or update information any time by contacting us: 505 662 8333 or emailing us at [CustomerCare@lacnm.us](mailto:CustomerCare@lacnm.us).

### RESPONSIBILITY

The Medical Equipment Alert program is not a discount program or a guarantee of uninterrupted service, as mentioned above. Monthly bills must continue to be paid to avoid disconnection for nonpayment.

If your account is disconnected, a reconnect fee, and possibly a security deposit, will be charged.