

of assistance. At IID's discretion, a representative may be sent to verify manufacturer plate data.

Do I have to renew my application?

The application must be renewed every 36 months from date of application. Contact IID to request your new application by calling **1-800-303-7756**, by downloading an application online at www.iid.com/ease or visiting an IID office (see back page for addresses).

Do I have to reapply when I move?

No. Not if you contact IID customer service at the time you submit your request for change of service. If you do not, your EASE qualification will automatically terminate upon your change of service and you will be required to reapply.

IMPORTANT NOTICE
Although Imperial Irrigation District will make every effort to supply uninterrupted service, continuous service cannot be guaranteed. In the event of a power outage, patients requiring continuous service are responsible for providing their own backup power system. Program participation does not guarantee service on delinquent or past due accounts.



CONTACT US

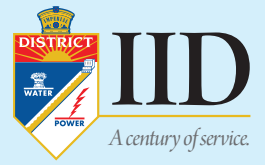
Call Center Hours

6:30 a.m. - 6:30 p.m. Monday thru Friday
(Customers may experience longer wait times on Mondays)

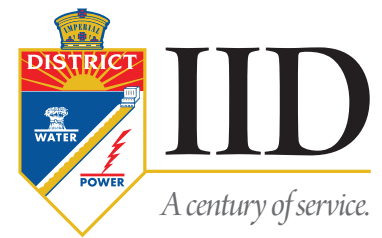
- Customer Service - Toll Free..... 1-800-303-7756
- Customer Service - Local..... 1-760-335-3640
- Fax 1-760-339-9744
- Email..... energyassistance@iid.com
- Mail..... P.O. Box 937
Imperial, CA 92251
- Website..... www.iid.com
- READY/CARE/EASE..... 1-760-339-9032

IID Customer Service Centers

- Brawley
135 S. Plaza Street
- Calexico
301 Imperial Avenue
- El Centro
1285 Broadway
- Imperial
333 E. Barioni Blvd.
- La Quinta
81-600 Avenue 58



**Energy Assistance for
Special Equipment
(EASE)**





What is the Energy Assistance for Special Equipment (EASE)?

EASE is an assistance program that reduces the electrical rate for a defined quantity of electricity used to operate medical equipment by a single-family household that has a full-time resident who requires the use of electric devices for medical reasons.

Why is this program being offered?

At IID, we understand that certain medical conditions require the use of electric devices. Use of such equipment may cause household electric consumption to increase beyond “normal” levels. To help offset the added expenses a medical condition of this nature places on the household budget, IID offers a reduced rate for a defined quantity of energy consumption.

Who can apply?

Any customer whose single-family household is served by IID and requires the use of electric devices for medical reasons. Program is intended for residential customers only. Business or commercial customers do not qualify for this program.

What equipment qualifies for assistance under this program?

Permanently installed electric space heating and/or air conditioning for paraplegic, quadriplegic, life-threatening illness, compromised immune system, hemiplegia, multiple sclerosis or scleroderma patients. (Please refer to Part 2 of the EASE application.) A household with the above mentioned health issues would receive the program rate on 300 kilowatt hours on their monthly billing.

Other qualifying medical devices include, but not limited to the following. Devices used for therapy rather than life support **do not** qualify.

- apnea monitor
- compressor/concentrator
- electrostatic/ultrasonic nebulizer
- hospital bed
- motorized wheelchair (battery charging unit)
- portable volume ventilator
- respirator equipment

Other devices may qualify. Please refer to the guidelines on the application.

When can I apply?

Whenever a change in circumstance to a full-time resident requires electrical devices for medical reasons.

Where can I apply?

You may request an application by calling **1-800-303-7756**, by downloading an application online at www.iid.com/ease or by visiting an IID office (see back page for addresses).

How do I apply?

After obtaining an application, complete Parts 1 and 2 of application and submit to IID.

- Part 1: To be completed by customer
- Part 2: To be completed by a California licensed M.D./D.O.

What amount of assistance will I receive?

It depends on how much electricity is consumed by the medical equipment used in the household each month. Take the electric information found on the equipment manufacturer data plate and put it on the EASE application. This information will be used to calculate the kilowatt-hour usage of the equipment and will determine the amount