



Communicating with Utility Companies: *Become a Priority!*

Below are suggestions for initiating contact with utility companies regarding facility restoration priority. Much of this initial information can be gathered from each individual utility's web site.

- Determine if the utility has a designated Account Manager or Customer Service representative assigned to the Healthcare market segment. If there is an assigned Account Manager, schedule a meeting to discuss restoration process. The request for an assigned Account Manager should not necessarily be based on the electric revenue generated by the dialysis facilities, but rather based on the ***critical need*** for dialysis patients to receive treatment.
- If the utility does not provide an assigned Account Manager, contact the customer call center and inquire about the following items:
 - Does the utility have a designated restoration priority for dialysis facilities?
 - If so, has the utility identified all the appropriate accounts in their customer information system?
 - Does utility have an automated outage reporting and restoration status phone system? If so, ensure that all appropriate information is entered in the utility's customer information system.
- Utilities are likely to have Emergency Planning teams. It may be helpful to offer to deliver the "Save a Life" informational handout, included in this toolkit, to the key personnel of individual utility restoration planning teams. The Florida Kidney Disaster Coalition may also be able to assist with educational presentations if there is a need. A presentation could be used as a platform to reinforce the critical care provided at the individual facilities. Email FKDC for more information: fkdc@nw7.esrd.net
- Considerations for Post Emergency – These are critical issues to discuss with the utility Account Manager or Emergency Planner:
 - Is restoration information by geographic region available on utility web site?
 - Do critical care health facilities such as dialysis providers have access to a dedicated phone number to receive and report restoration information?
 - Will the utility designate a customer service representative to receive a fax or email detailing the status of multiple dialysis facilities?

It may be helpful to utilize the "Utility Restoration" spreadsheet included in this kit. This spreadsheet details the status of all facilities served by a utility. It can be used to communicate restoration updates between management and the utility or between on site employees and corporate or regional management. Providing utilities with a list of facilities and restoration status for each facility will assist the utility in providing clear, concise updates and estimates for the affected facilities.