

# Medical Protections for Utility Services



DECEMBER 2025

## Presenters:

**Jacqueline Ayende Rodriguez (she/her)-**  
Bilingual Research Associate and  
Communications Assistant

**Follow us @utilityproject on social  
media!**

**Email: [info@utilityproject.org](mailto:info@utilityproject.org)**

**Hotline: (877) 669-2572**

**Fax: (877) 669-2572**

## Address:

**194 Washington Ave.  
Suite 320  
Albany, NY 12210**



## About PULP

The Public Utility Law Project of New York (“PULP”) is the state’s only non-profit organization that advocates for low-income households’ access and affordability of utility services.

## Today’s Presentation

Today’s presentation focuses on how providers can help safeguard patients from utility shutoffs. We will review:

- Medical protections for services
- RGE’s medical certification process

## Why This Matters

Loss of utility service can immediately endanger medically vulnerable individuals. Providers play a crucial role in preventing and protecting services.