



Life Support and Embedded Networks

IMPORTANT INFORMATION FOR HOUSEHOLDS THAT RELY ON LIFE SUPPORT EQUIPMENT

FACT SHEET 5

If you or someone residing at your premises relies on Life Support Equipment in an Embedded Network, it is vital to advise your embedded network operator/owner, embedded network manager, exempt seller, electricity retailer and/or your distributor. The person you notify becomes the **registration process owner**.

Life Support registration means that if your embedded network operator/owner, retailer or distributor plans to interrupt your power supply for maintenance, repairs or other works, they will let you know in advance so you can organise an alternative power source. Having a back-up plan in place is essential even if you are a registered Life Support customer. Unexpected power outages can occur without warning (for example, during a storm).

❖ How to register for Life Support?

- **Advise Energy Intelligence** or your distributor as soon as possible.
- Complete and sign the **Medical Confirmation Form (including the section requiring doctor input)** to prove that a person at the address requires Life Support Equipment.
- **Return the form to us as soon as possible** – you will only be temporarily registered until we receive the completed Medical Confirmation Form. Failing to send the completed form may result in de-registration and the loss of protection under relevant energy laws.
- **Tell us if your details change**, including your key contact name, address or if you no longer have a person residing at the premises requiring Life Support Equipment.

❖ Life Support Protection

Your distributor or other retailer may occasionally need to interrupt your power supply for maintenance, repairs or other works. You will receive important information in writing at least four (4) business days in advance of planned interruptions occurring.

IMPORTANT: A registered Life Support customer does not guarantee you a continuous, uninterrupted power supply. Unplanned outages can occur without notice. Please make alternative arrangements for these emergency situations.

❖ What is Life Support Equipment?

- an oxygen concentrator
- an intermittent peritoneal dialysis machine
- a kidney dialysis machine
- a chronic positive airways pressure respirator
- crigler najjar syndrome phototherapy equipment
- a ventilator for life support
- any 'Other' life support equipment may include, but is not limited to, the following:
 - external heart pumps
 - respirators (iron lung)
 - suction pumps (respiratory or gastric)
 - feeding pumps (kangaroo pump, or total parenteral nutrition)
 - insulin pumps
 - airbed vibrator
 - hot water
 - nebulizer, humidifiers or vaporizers
 - apnoea monitors
 - medically required heating and air conditioning
 - medically required refrigeration
 - powered wheelchair.

Consult a doctor if you have questions about the equipment you or someone residing at your premises uses and whether it is classed as Life Support Equipment.

For more information contact Energy Intelligence customer support team on 1300 277 233 on business days between 9 am to 5 pm or email support@energyintel.com.au





❖ Have a plan

It's vital to have an emergency plan in place. At any time, your power can go out unexpectedly.

If you experience a loss of power, refer to your plan. If there is an immediate threat to life, call an ambulance on 000.

If a loss of electricity occurs, there are a number of things you can check, firstly, is the main/safety switch in your apartment in the off position, have you blown a fuse, or is the main switch on your electricity meter in the off position. You may need to contact the building manager to access the meter for your apartment.

Ask your doctor or medical professional to clearly explain what you should do if your life support machine stops working or appears faulty. If they have not given you this advice or the information is unclear, please contact them immediately.

Your emergency plan could cover:

- A list of emergency phone numbers and a means of contacting these people or services that does not require mains power,
- Actions to seek alternative sources of power such as keeping a torch with working batteries always handy and your phone charged and subscribe to power outage notifications from your distributor (where available),
- A source of back-power ready for your life support machine, such as a battery or a generator that is fully charged at all times,
- Transportation arrangements,
- Any other advice from a doctor or medical professional.

❖ Updating Life Support information

As a Life Support customer, we ask that you notify us immediately in writing if:

- Your contact details change
- You are moving out of the premises
- You no longer require Life Support registration

PLEASE NOTE: If you change to a new electricity retailer and you continue to require Life Support equipment, you must advise your new retailer.

❖ Distributors Emergency numbers

National distributors (emergency/faults 24 hours)

AUSTRALIAN CAPITAL TERRITORY

- Evoenergy (formerly known as Actew AGL) 13 10 93

NSW

- Ausgrid 13 88 88
- Endeavour 13 10 03
- Essential 13 20 80

SOUTH AUSTRALIA

- South Australia Power Networks 13 13 66

TASMANIA

- TasNetworks 13 20 04

QUEENSLAND

- Energex 13 62 62
- Ergon 13 16 70

WESTERN AUSTRALIA

- Western Power 13 13 51

VICTORIA

- United 13 20 99
- Powercor 13 24 12
- Citipower 13 12 80
- Jemena 13 16 26
- Ausnet 13 17 99

❖ Life Support Concession

(VIC) For concession card holder using a life support machine at home, you could be eligible for concessions on your electricity and water bills.

For more information

- DHHS Concessions line 1800 658 521 (toll free)
- services.dhhs.vic.gov.au/life-support-concession

(NSW) The Life Support Rebate helps people pay their electricity bills if they are required or have someone living with them who is required to use approved energy-intensive equipment at home.

For more information

- Service NSW 13 77 88 (toll free)
- service.nsw.gov.au/transaction/apply-life-support-energy-rebate-supply-customer