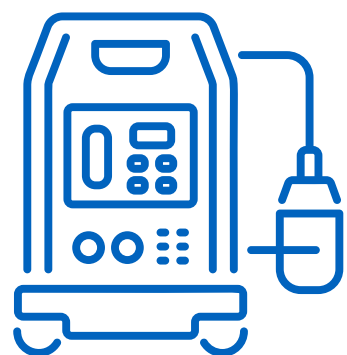


Life Support equipment protections

Information for people who use life support equipment



If you, or someone living with you, uses life support equipment that needs electricity or gas, tell your energy provider as soon as possible.

Your energy provider must provide important protections immediately, to help reduce the risk of harm if your energy supply is interrupted.

What is life support equipment?

Life support equipment may include:

- ▶ an oxygen concentrator
- ▶ an intermittent peritoneal dialysis machine
- ▶ kidney dialysis machine
- ▶ a chronic positive airways pressure respirator
- ▶ crigler najjar syndrome phototherapy equipment
- ▶ a ventilator for life support

It also includes other equipment a registered medical practitioner certifies is needed for life support.

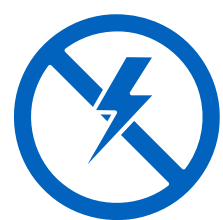
Who can receive life support protections?

Protections must be provided at any address where someone who uses life support equipment lives. They must be provided whether you own, rent or are temporarily staying in at a residential address, like a house or unit, or a non-residential address, like an aged care facility, retirement village, or hotel.

What are the protections?

Once you tell your energy provider that life support equipment is being used, they must:

- ▶ not disconnect your supply except in an emergency
- ▶ explain that there will not be notice before unplanned outages
- ▶ provide information to help you prepare for unplanned outages
- ▶ give at least four business days' notice before a planned outage
- ▶ provide an emergency contact telephone number
- ▶ provide options for another person to help with communications about life support protections
- ▶ offer flexible payment arrangements, if needed, to manage debt.



Important – unplanned outages may happen. Telling your energy provider that someone at your address uses life support equipment does not guarantee uninterrupted energy supply. Unplanned outages can still occur. It is important to have a back-up plan in place.

How do I register?

Contact your energy provider and tell them that you, or someone living with you, uses life support equipment.

You can do this if you are:

- ▶ the account holder
- ▶ the person who uses the life support equipment
- ▶ a family member, carer or registered medical practitioner
- ▶ a person with power of attorney or legal guardianship

You can register by phone, email or in writing. Life support protections start immediately. You do not need to provide medical confirmation before these protections begin.

Important – if your life support equipment also uses water, you should also contact your water provider.

Not sure who supplies you? Look at your most recent bill, invoice from your landlord, or ask your property manager.

Life support protections begin as soon as your provider is notified. Further information on page 2.

FAQs

Frequently asked questions around life support equipment protections



Do I need to do anything after registering?

Yes. Life support protections begin as soon as your provider is notified. To continue receiving life support protections, you will need to provide medical confirmation from a registered medical practitioner. Your provider will give you at least **75 business days** to provide this information and will remind you before it is due.

What is medical confirmation?

Medical confirmation is written evidence that life support equipment is being used at a supply address. It must include details of the:

- ▶ person who requires life support equipment
- ▶ supply address where they live
- ▶ type of life support equipment they need
- ▶ date from which the equipment is needed
- ▶ registered medical practitioner who is providing the medical confirmation.

Your energy provider may not accept medical confirmation that is more than four years old. If you are having difficulty getting medical confirmation, contact your energy provider as soon as possible.

What happens after I have provided medical confirmation?

Your energy provider will contact you once a year to check that your details are still correct, that life support protections are still needed, and to remind you to maintain a plan for unplanned outages to your energy supply.

What happens if I don't provide medical confirmation?

If you do not provide medical confirmation, your energy provider may remove your life support protections.

Before this happens, your energy provider must:

- ▶ provide at least 15 business days' notice
- ▶ record the reason for removing protections.

What if I move or my details change?

Tell your energy provider if:

- ▶ you move to a new address
- ▶ you change your contact details
- ▶ you change energy providers
- ▶ life support equipment is no longer needed.

If you move or change energy providers, and your initial medical confirmation was more than four years ago, you may need to provide new medical confirmation.

Emergency Contact List

Contact	Name	Phone number
My energy provider		
Medical clinic or practitioner		
My secondary contact		

When will life support protections end?

Life support protections will continue unless the person using the equipment moves out, no longer needs it, or your energy provider receives advice from a registered medical practitioner or hospital that the equipment is no longer needed at the address. Your provider must give you notice before removing life support protections.

Can someone else help manage my life support communications?

Yes. Another person, called a secondary contact, can register for life support protections and receive communications as well or instead of you. They can receive outage notices, provide emergency contact details and help respond to requests from your energy provider. They cannot make general changes to your electricity account.

Where can I get help if I have a complaint?

If your energy provider does not provide the protections in this factsheet, contact the Energy and Water Ombudsman SA (**EWOSA**), who offer a free and independent dispute resolution service. Before contacting EWOSA, you should first try to resolve the issue directly with your energy provider.

For more information, you can call EWOSA on **1800 665 565** (free call) or submit an online complaint through their website: www.ewosa.com.au

Quick checklist

- ☐ Tell your energy provider that life support equipment is used at your address
- ☐ Provide medical confirmation when requested
- ☐ Nominate a secondary contact (optional)
- ☐ Prepare a back-up plan for unplanned outages
- ☐ Notify any other providers you rely on (for example: water provider)
- ☐ Keep your contact details up to date (on-going)
- ☐ Tell your energy provider if life support equipment is no longer needed

Disclaimer

This factsheet provides a general description of the protections available to where a person living at a supply address relies on life support equipment. For full details, please visit the [Essential Services Commission's website](http://www.ewosa.com.au).