

ENERGY AND ESSENTIAL MEDICAL EQUIPMENT

Be ready and have a plan



Australian Competition and Consumer Commission
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Do you need power for your medical equipment?

Your power can go out unexpectedly... you need to be ready and have a plan

Talk to carers, family and friends about making a backup plan that covers what to do if your electricity or gas goes out without warning. A plan could cover:

- What steps will you take—go to a friend's house?
- How will you get there—do you have transport and will you be able to transport your equipment?
- Have a way of contacting people if the power goes out—remember, some phones don't work without power.
- Who will you call—a contact list of names, addresses and telephone numbers of your doctor, the nearest hospital, and someone nearby who can assist you. Keep this somewhere handy so you can find it easily.
- Keep backup medical equipment fully charged at all times and ready to go if you need to use it.

Register as a life support customer with your energy company

Registering as a life support customer with your energy company is important.

It means that if they are planning to turn off the power for works or some other reason, they will tell you before it happens so you can make other arrangements to power your equipment until the power comes back on.

Once you advise your energy company of the need for life support protection you are temporarily registered. To maintain your life support registration you need to provide your energy company with medical confirmation from your doctor.

Your energy company will provide you with an information pack to complete which includes the medical confirmation form. You will need to ensure that you return your medical confirmation form and any other requested information to your energy company by the due dates.

If you don't return the required information, the energy company may commence the removal of your life support registration. This means that you may lose your life support protections.

Having a backup plan is still important even if you are a registered life support customer... unexpected power outages can happen.

If you want to be registered as a life support customer:

- ✓ **Contact** your energy company and ask them to send you a registration form to complete.
- ✓ **Visit** your doctor—they will need to fill out some details and sign it to prove that you need life support equipment.
- ✓ **Return** the form to your energy company as soon as possible.
- ✓ **Tell** your energy company if any of your details change—like your address or contact details.

More information

Need more information or have some questions?

- Contact your energy company.