



**Discover Energy Pty Ltd**

**Life Support Policy**

All States

## **Purpose**

If you or someone in your household has life support equipment, we want to help you be as safe as possible.

Registering your home with us is important so we can apply life support protection.

## **Eligibility**

To be eligible for life support protection and to be registered as a life support customer with us, you or someone at your property must rely on at least one of the following:

- oxygen concentrator
- intermittent peritoneal dialysis machine
- kidney dialysis machine
- chronic positive airways pressure respirator
- Crigler-Najjar syndrome phototherapy equipment
- a ventilator for life support (also known as a respirator)
- any other equipment that a registered medical practitioner certifies is required

## **Registering for Life Support**

Registering for life support protection is easy and only takes a few steps:

1. Contact us and let us know there is a need for life support protection, you can do this via phone, email, online chat or via your MyAccount login.
2. We then inform your local distributor and send you some information on the management of your energy supply in the event of emergency or outage and provide you with a life support registration form. You can also choose to contact your local distributor directly.
3. To be registered, both you and your medical practitioner will need to complete and sign the life support registration form. All parts of the form are to be completed and then signed by your medical practitioner. Once complete, please send the form back to us by the specified due date so we can ensure that your life support protection has been registered.

We know that sometimes things take longer than anticipated, if you need more time to complete and return your form please contact us as soon as possible so that we can help with extending the due date for the form. If we have not heard from you by the due date and not received your completed form you may be deregistered and no longer eligible for life support protection at your premises.

If you have any questions, you can call us on 1300 946 898.

## **Planned Interruptions with life support protection**

Life support protection cannot and does not guarantee an uninterrupted supply of energy. There may be times your energy supply will be interrupted due to planned works for maintenance or upgrades planned by us or your local distributor.

Life support protection ensures you will be given appropriate notification of the planned disruption.

**What you can expect:**

- If your energy supply is interrupted by us, unless we agree otherwise, we will write to you at least four business days in advance, to help you prepare for the interruption.
- If it's a distributor. If your energy supply is interrupted by your local distributor, they are required to notify you at least four business days in advance of the interruption.

**Unplanned Interruptions**

Sometimes things do not work as planned and you end up with no power due to an unplanned interruption.

Many unforeseen events could cause this to happen, including:

- extreme weather conditions
- accidents that damage your local distributor's network

If anyone at your premises relies on life support equipment and are unexpectedly left with no energy supply, the first thing you must do is contact your local distributor and explain that the property requires a supply of energy for life support equipment.

You will find your distributor's faults and emergency number on the top right corner of your Discover Energy bill.

If your premises have been registered successfully for life support with us and your distributor, the distributor will have all the necessary information readily available.

Planning – it is always a good idea to have a plan to support you in the event of unplanned interruptions. Things you should consider:

- Write down all your important phone numbers and keep them in a safe place, including: your emergency contact, doctor, nearest hospital, and your local distributor and energy retailer.
- Ensure you have back up batteries to your life support equipment and that they are always charged.
- Ensure any back up oxygen tanks are full.
- Ensure you have a power bank that is kept fully charged for your mobile phone.
- Talk to your medical practitioner for any additional advice that applies to your life support equipment.

**Life Support Concession**

Some Life Support Concessions and rebates may be available to you if you use life support equipment at your premises. Please visit our concessions page for more information.