

1. Purpose

Discover Energy is committed to supporting customers who rely on life support equipment. This policy outlines how we identify, register, and protect life support customers in accordance with Australian energy laws and regulations.

If you or someone at your premises relies on life support equipment, it is critical that you register with us so we can apply the appropriate protections.

2. Your Rights and Our Obligations

Under the **National Energy Retail Rules**, Discover Energy must:

- Register you as a life support customer from the date you notify us (subject to confirmation requirements)
- Not disconnect your electricity supply for non-payment while you are registered
- Provide advance notice of planned interruptions
- Share your life support status with your electricity distributor
- Provide information to help you prepare for outages

3. Eligibility

You may be eligible for life support protections if a person residing at your premises requires electricity for any of the following equipment:

Recognised Life Support Equipment

- Oxygen concentrator
- Intermittent peritoneal dialysis machine
- Kidney dialysis machine (hemodialysis)
- Chronic positive airway pressure (CPAP) machine
- Bi-level positive airway pressure (BiPAP) machine
- Crigler-Najjar syndrome phototherapy equipment
- Ventilator (respirator)
- Enteral feeding pump
- Suction equipment
- Any other electrically powered equipment that a registered medical practitioner certifies as required for life support

4. Registration Process

Step 1: Initial Notification

Contact Discover Energy to advise that life support equipment is required at your premises. You can notify us via phone, email, or your online account.

Important:

From the moment you notify us, **you will receive immediate temporary protection.**

Step 2: Medical Confirmation

We will provide you with a Life Support Registration Form.

- This form must be completed and signed by a registered medical practitioner
- You must return the form within the required timeframe (minimum 50 business days as per current rules, unless extended)

Step 3: Distributor Notification

We will notify your local electricity distributor to ensure protections are applied at the network level.

Step 4: Ongoing Protection

Once confirmed, your premises will be formally registered as a life support site.

If documentation is not returned within the required timeframe and no extension is requested, your registration may be cancelled.

5. Planned Interruptions

Life support registration does **not guarantee uninterrupted electricity supply.**

However, you are entitled to advance notice:

- **Retailer interruptions:** At least **4 business days' notice**
- **Distributor interruptions:** At least **4 business days' notice**

Notifications will include the expected date, time, and duration of the interruption.

6. Unplanned Interruptions

Unplanned outages may occur due to:

- Severe weather
- Network faults or damage
- Emergencies or system failures

What you should do:

- Contact your local electricity distributor immediately
- Inform them that your premises has life support equipment
- Follow any emergency instructions provided

Your distributor's emergency contact details are listed on your Discover Energy bill.

7. Preparing for Power Interruptions

We strongly recommend that life support customers have an emergency plan in place.

You should:

- Keep a list of emergency contacts (doctor, hospital, distributor, emergency services)
- Maintain backup batteries for all equipment
- Ensure backup oxygen supplies are available (if applicable)
- Keep mobile devices charged (power banks recommended)
- Discuss contingency planning with your medical practitioner

8. Disconnection Protections

If you are registered as a life support customer:

- Your electricity supply **will not be disconnected for non-payment**
- Additional protections and support options will be made available

9. Concessions and Rebates

Depending on your location, you may be eligible for government concessions or rebates for life support equipment.

For more information, visit:

- Energy Made Easy
- Relevant state government energy concession programs

10. Contact Us

If you need assistance with life support registration or have questions:

Discover Energy

Phone: 1300 658 519

Email: customerservice@discoverenergy.com.au

Website: discoverenergy.com.au