Life Support Customers

FACT SHEET



Help us support your power supply/energy needs.

There are times when we may need to interrupt the power supply so crews can safely carry out essential upgrades or planned maintenance to the electricity network.

If you rely on life support medical equipment, we encourage you to register as a life support customer. Together, we can minimise the impact of any disruptions to your power supply.

What is life support equipment?

Essential medical equipment required to assist life support customers for example:

- · an oxygen concentrator
- · an intermittent peritoneal dialysis machine
- · a kidney dialysis machine
- · a continuous positive airways pressure respirator
- \cdot Crigler-Najjar syndrome phototherapy equipment
- · a ventilator for life support
- any other equipment that a doctor says you need for life support.

If you have any questions about the equipment you or someone in your home uses and whether it is life support equipment, talk to your doctor.

What happens when I register with Ausgrid as a life support customer?

Registering as a life support customer means we take extra precautions to maintain your power supply and ensure you are supported during outages.

During outages you will receive an SMS notification if we have a mobile number on file. Please check with your Energy Retailer to ensure your details are updated.

How to register

- Contact your Electricity Retailer to see if you're eligible for the NSW Life Support Energy Rebate.
 Registration for life support and the NSW Life Support Energy Rebate require completion of a form which is to be signed by your doctor.
- Your Electricity Retailer will support you with your application for the rebate and can also register you as a life support customer and pass this information to us.
- You can also register direct with Ausgrid by calling **13 13 65** (9.00am to 4.30pm).
- · You can call this number to register on behalf of someone else

Contact us

If you have any questions regarding the electricity supply to your life support equipment please contact us on **13 13 65** (9.00am to 4.30pm) or **13 13 88** in the event of an emergency.

Power outages can be checked online at www.ausgrid.com.au/poweroutages.

If a power outage results in a life-threatening situation, call **000** and request an ambulance immediately.



Action plan checklist

Make a plan for when the power goes out. Use the checklist below to help you prepare.

Getting started ☐ Have you registered as a life support of and are your details up to date?	customer
Do the current COVID-19 protocols im your plan?	ıpact
Know your equipment	
In a power outage does your equipment in a regularly charged backup battery?	need:
a surge protector to protect it when the comes back on?	ne power
an uninterruptible power supply (UPS temporary battery backup power?) for
reserve oxygen cylinders, and are they and working?	/ filled
During a power outage	
Do you have a phone that will work will power is out?	hen the
Could you ask a neighbour to check of during a power outage?	n you
Keep Ausgrid's emergency number 13 handy and check www.ausgrid.com.a	
poweroutages for updates.	
Have you discussed emergency arrangement with your medical practitioner/carer doutages?	_
If you need to travel	
Do you know how to transport your mequipment if necessary?	nedical
Do you have emergency contact deta e.g. doctor, hospital, neighbour or loca service?	-
Does your hospital have backup gene	rators

Life support action plan

Please retain for your records

Ausgrid contact details 131388 Electricity supply interruptions 13 13 65 Ausgrid general enquires 131450 Telephone interpreting service Your doctor or medical practitioner Name Number Your nearest hospital Name Number Your neighbour or relative support person Name Number Local taxi or transport Name Number National Meter Identifier (NMI) NMI number

Your National Meter Identifier (NMI) is a unique number that identifies your premises. Your NMI number is located on your electricity bill. Providing the NMI number allows us to quickly identify your premises.

Advise us of any changes

Your safety and wellbeing is always a priority for us.

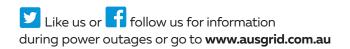
It is important you keep us informed of any changes to your circumstances. This includes any changes to your phone number and postal address.

Please call your Electricity Retailer to update your contact details. For any changes to your life support status contact us on **13 13 65**.

Have trouble hearing?

For TTY (teletypewriter) services call **13 36 77** then ask for **13 13 65**.

For speak and listen services call **1300 555 727** then ask for **13 13 65**.



that could supply your life support equipment?

