

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
- 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 customer and are your details up to date?
- Do the current COVID-19 protocols impact your plan?

Know your equipment

In a power outage does your equipment need:

- a regularly charged backup battery?
- a surge protector to protect it when the power comes back on?
- an uninterruptible power supply (UPS) for temporary battery backup power?
- reserve oxygen cylinders, and are they filled and working?

During a power outage

- Do you have a phone that will work when the power is out?
- Could you ask a neighbour to check on you during a power outage?
- Keep Ausgrid's emergency number **13 13 88** handy and check www.ausgrid.com.au/poweroutages for updates.
- Have you discussed emergency arrangements with your medical practitioner/carer during outages?

If you need to travel

- Do you know how to transport your medical equipment if necessary?
- Do you have emergency contact details handy e.g. doctor, hospital, neighbour or local taxi service?
- Does your hospital have backup generators that could supply your life support equipment?

Life support action plan

Please retain for your records

Ausgrid contact details

Electricity supply interruptions	13 13 88
Ausgrid general enquires	13 13 65
Telephone interpreting service	13 14 50

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**.