

ENERGY AND ESSENTIAL MEDICAL EQUIPMENT

Be ready and have a plan

Do you need the power for your medical equipment?

Life support dependent customers

Customers are classified as being dependent on life support if you are reliant on the following support equipment:

- oxygen concentrator
- Intermittent peritoneal dialysis machine
- chronic positive airways pressure respirator
- ventilator for life support
- kidney dialysis machine
- Crigler Najjar syndrome phototherapy equipment
- Any other equipment (whether fuelled by electricity or gas) that a registered medical practitioner certifies is required for life support, or a medical condition which requires continued supply of electricity and/or gas.

Planned Interruptions

The completion of maintenance or upgrades on your electricity distributor network or meters may be a necessity which may cause interruptions to your electricity supply. These planned interruptions are irregular and should not be a cause for concern, however, if your electricity is being interrupted because of any work, you will receive notifications in advance to allow you time to prepare.

Unplanned interruptions

Alongside planned interruptions it is important that as a customer on life support, you plan for any unplanned interruptions. These plans are for those days when you are unexpectedly left with no power. Outages due to extreme

weather conditions and road accidents that may have caused some damage. Due to these uncontrollable factors life support customers should follow the advice outlined below to ensure they are safely prepared to handle when a situation like this arises. If you unexpectedly find yourself without power, contact your local electricity and/or distributor immediately.

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 goes out without warning. A plan should 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 electricity.
- 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.

Advice for preparing for a power outage

It's important to be ready if the power goes out. Here are some tips for your plan.

- In advance of a power outage, ensure you have purchased a source of back-up power ready for your life support machine – this could include a power bank, battery or generator
 - Regularly check on this power source and ensure it is fully charged
- Ensure you know your life support machine back to front; you need to know what to do if your machine stops working
 - Check that the power point is switched on or plugged in properly, try different power circuits, talk to neighbors to see if their power is out as well, have a pre-charged back up machine ready
 - Ensure any back up oxygen tanks are full
- Have a power bank for your phone and subscribe to power outage notifications from your distributor to ensure you are always notified with updates
 - Consider purchasing a second phone that is only used in emergencies
- Ensure your medical equipment is plugged into a surge protector
- If you have a garage, ensure you can still exit your home even if the power goes out
- Prepare a fully stocked medical supply kit in case of emergencies
- Communicate with your family and neighbors
 - Do you need to arrange friends or families to stay with you if you are without power?
 - Do you need to arrange a check in with neighbors when the power goes out?
- Write down important contact information in an easily accessible and visible location
 - Include your relatives, friends, doctors, hospital, local distributor and energy retailer and Distributor contact details (see below).

Distributor Contact Details

Australian Capital Territory

ActewAGL T: 13 14 93 W: www.actewagl.com.au

Queensland

Energex T: 136 262 W: www.energex.com.au

Ergon T: 136 296 W: www.ergon.com.au

New South Wales

Ausgrid T: 13 13 88 W: www.ausgrid.com.au

Endeavour Energy T: 131 003 W: www.endeavourenergy.com.au

Essential Energy T: 132 080 W: www.essentialenergy.com.au

Register as a life support customer with Next Business Energy and your Distributor

Registering as a life support customer with Next Business Energy and your Distributor is important.

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

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** Next Business Energy and ask us 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 Next Business Energy as soon as possible—you won't get registered until we get it.
- ✓ **Tell** Next Business Energy if any of your details change—like your address or contact details.

Need more information or have some questions?

Call **Next Business Energy** on **1300 46 6398**
or email info@nextbusinessenergy.com.au

You can get more information on our Life Support page at www.nextbusinessenergy.com.au/life-support

You may also be eligible for a Life Support Concession. Call us for more information.



Northern Territory

Power and Water NT T: 1800 245 092 W: www.powerwater.com.au

South Australia

SA Power Networks T: 131 366 W: www.sapowernetworks.com.au

Victoria

AusNet Services T: 131 799 W: www.ausnetservices.com.au

Citipower T: 131 280 W: www.citipower.com.au

Powercor T: 132 412 W: www.powercor.com.au

United Energy T: 132 099 W: www.unitedenergy.com.au

Jemena T: 1300 131 871 W: www.jemena.com.au