



When you have Life Support Equipment in use at your home, you rely on energy for the equipment to function.

From time to time, your energy distributor may need to interrupt your power supply so crews can work safely on the network. Storms, bushfires, unexpected problems or accidents such as a car crashing into a power pole can also affect the power supply to your home.

As your energy retailer, we may also occasionally need to perform work that affects supply of electricity or gas to your home. As a registered Life Support customer, we'll notify you in writing at least four business days before the interruption. Your distributor will also notify you in advance of any planned outages.

Types of Life Support Equipment eligible for registration.

- an oxygen concentrator;
- an intermittent peritoneal dialysis machine;
- a kidney dialysis machine;
- a chronic positive airways pressure respirator;
- crigler najjar syndrome phototherapy equipment;
- a ventilator for Life Support;
- any other equipment that a registered medical practitioner certifies is required for a person residing at the customer's premises for Life Support.

The types of Life Support Equipment eligible for concessions or rebates may differ from state to state for registered Life Support customers. You'll find a full list of eligible Life Support Equipment at powerdirect.com.au/lifesupport or on your Medical Confirmation form.

How to register your Life Support Equipment.

To register Life Support Equipment at your current address, you'll need to complete a Medical Confirmation form and ensure your medical practitioner completes the relevant declaration.

Visit powerdirect.com.au/lifesupport for more information on registering your Life Support Equipment

It's important to be prepared and have a plan of action in case of an outage, especially an unexpected one.

Here are some questions to help you create a plan of action and be prepared. It could help save a life in an emergency.

- Is a back-up built into your Life Support Equipment and what is it?
- Is your medical equipment plugged into a surge protector?
- If you have reserve oxygen cylinders, are they filled and working?
- Can you open your garage and exit your home if the power goes out?
- Are your medical supplies easy to access and fully stocked?
- Do you have uninterrupted power supply (UPS) for a temporary battery? How often do you check to make sure it's fully charged?
- Does your phone need an electricity supply?
- Do you have an alternative phone service such as a mobile phone?
- Is there a neighbour who can check on you?
- Do you need to arrange to stay with a friend or relative if you are without power in your home?
- Do you have important contact details written down somewhere handy, eg. friends, relatives, doctor, hospital, taxi service?
- Do you have your distributor's emergency phone number handy so you can call them to see how long an unexpected outage may last for?
- Do you have Powerdirect's 24-hour phone number handy if the power goes out?
- Does Powerdirect have your up-to-date contact details so that you'll be notified of planned retailer outages?
- Does your hospital have back-up generators that could supply your Life Support Equipment?
- Have you made emergency arrangements with your medical professional for extended outages?

Moving house or changing energy retailers?

It's really important that you re-apply to register your Life Support Equipment at your new address.

If you have questions about your Life Support Equipment registration, call Powerdirect on **1300 307 966** (8.30am - 6pm AET, Monday to Friday) or **1300 001 024** at other times or public holidays.

Arabic
هل تحتاج لمترجم؟ اتصل على الرقم أدناه:
Spanish
¿Necesita un intérprete? Llame al número indicado abajo.
Italian
Se vi serve un interprete, telefonate al seguente numero.
Greek
Αν χρειάζεστε διερμηνέα, τηλεφωνείτε στον αριθμό παρακάτω.
Croatian
Trebate li pomoć tumača? Nazovite niže navedeni broj.
Vietnamese
Nếu quý vị cần sự giúp đỡ, vui lòng gọi số bên dưới.
Chinese
如果您需要傳譯員的幫助，請致電以下號碼。

For language assistance please call **131 450**.