

QENERGY LIMITED
**ELECTRICITY AND
YOUR LIFE SUPPORT
INFORMATION GUIDE**

A guide for customers using Life Support Machinery



our life support program

This info guide has everything you'll need to know about **QEnergy's Life Support Program**.

Here's what you'll find inside:

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Emergency loss of supply for Life Support Customers

If the fault or emergency is life threatening, call **000**.

QLD	NSW	VIC	SA
Energex 13 19 62 Ergon Energy 13 16 70	Ausgrid 13 13 65 Endeavour Energy 13 10 03 Essential Energy 13 20 80	Powercor 1300364301 Citipower 1800066909 Jemena 13 16 26 SP Ausnet 13 17 99 United Energy 13 20 99	SA Power Networks 13 13 66

Need help? If you are a QEnergy life support customer and you are currently experiencing a loss of electricity supply, please contact us on **1300 854 407**.

life support registration

The registration of customers requiring life support equipment is critical to ensuring customers are provided the required protections. QEnergy are committed to providing our customers with information about their obligations, life support protections and what is needed to continue receiving the protections.

Planned Power Outages:

Correctly completing and registering your life support requirements guarantees you will be given at least four business days' written notice of a planned interruption to your electricity supply. This advance notice of any planned interruption to your energy supply allows you to make alternative plans, reducing any risk of harm occurring or more serious consequences.

PLEASE READ AND BE FAMILIAR WITH YOUR OBLIGATIONS TO QUALIFY AND MAINTAIN YOUR LIFE SUPPORT REGISTRATION

To finalise your Life Support Registration you are required to take the following steps:

- ✓ **Understand** Take the time to read the Life Support Information Guide. This document provides you with important information in relation to your life support registration and protections within the Electricity Industry. Time frames for compliance are important to maintain your Life Support Protections. Please contact us if you have questions.
- ✓ **Complete** the Life Support Registration Form that was included with our Information Guide. Before you return the form your Medical Practitioner will need to fill out details and sign it to substantiate someone at your property requires life support equipment.
- ✓ **Return** your completed Life Support Registration Form to QEnergy **as soon as possible** to avoid being de-registered. The registration form **MUST** be returned within the prescribed time frames. Failure to provide QEnergy with a completed Registration Form, within 50 business days of receiving your Life Support Information Guide, means you may be deregistered from our Life Support Register and run the risk of receiving no life support protections.
- ✓ **Tell** QEnergy if any of your details change—like your address, contact details or if the person residing at your premise no longer requires life support protections.
- ✓ **Moving Out** QEnergy is regulated to deregister a premise where a person requires life support equipment before your account can be finalised. QEnergy requires you to contact us **at least 20 business days** before your move out date. Once QEnergy is notified of your move out date, we will request for the premise to be deregistered from life support protections. For your protection, your Network requires you and QEnergy to give 15 business days' notice before they will remove a Life Support flag and we will send you a letter confirming this date of de-registration. When the premise has been successfully deregistered, QEnergy will then be able to request your account to be finalised. We will organise for a meter read to be obtained to finalise the account and please note any usage consumed up until the date the meter read is obtained is payable.
- ✓ **Our Action** QEnergy will flag your account as requiring Life Support Protections as soon as you advise us of your needs which means we will do this before you return the completed Life Support Registration Form.
 - QEnergy will then monitor and await the return to us of your Life Support Registration Form
 - **After 15 business days**, if we have not received a returned completed Registration Form, we will send you a Registration Reminder Notice via registered mail.
 - **If a further 15 business days** expires, and we still have not received your completed Registration Form, we will send you a Final Reminder Notice again via registered mail.
 - **If a further 15 business days** expires and we still have not received your completed Registration Form, we will issue you a De-registration Notice. This Notice will advise the date your premise will be removed from Life Support protections.

TALK TO US! If you experience any difficulties in meeting these time frames for returning the Life Support Registration Form you need to take action; you can request an extension. **Contact us on 1300 69 89 92 to discuss options as soon as possible.**

help and **support**

Am I eligible as a Life Support Customer

You are eligible if you have a medical condition that requires access to special electrically powered life support equipment and/or have a person/s living at your premises that has a medical condition that requires access to special electrically powered life support equipment.

You are classified as being life support dependent if you depend on any of the following equipment:

- Oxygen concentrator
- Intermittent peritoneal dialysis machine
- Kidney dialysis machine
- Chronic positive airways pressure respirator
- Crigler najjar syndrome phototherapy equipment
- Ventilator for life support
- Any other equipment a registered medical practitioner certifies is required for a person residing at a customer's premises for life support.

If you are not sure whether a medical condition might qualify for our Life Support Program, please ask your doctor or health care provider.

Keeping personal details updated

It is important QEnergy must be notified immediately if the person who requires life support:

- **Changes their contact details.**
- **Moves to another address.**
- **No longer requires the life support equipment detailed on the application form.**

Please notify QEnergy by calling **1300 QENERGY** or by providing written confirmation of any changes to **service@qenergy.com.au** or **PO Box 3043 South Brisbane QLD 4101**.

Government Concession Schemes

If the medical condition of the person/s who requires life support equipment requires electricity for cooling or heating purposes, you may be eligible for a concession. In addition, some concession rebates are applicable in certain states for different machinery please refer to our website

www.qenergy.com.au/Government-Rebates-And-Concessions to access more information or contact us on **1300 QENERGY** or service@qenergy.com.au or **PO Box 3043 South Brisbane QLD 4101**.

Is my medical equipment eligible for Life Support Concession?

LIFE SUPPORT MEDICAL EQUIPMENT	NSW	VIC	QLD	SA
Positive Airways Pressure (PAP) Devices	Yes	No	No	No
Positive Airways Pressure (PAP) Device 24 hour usage	Yes	No	No	No
Enteral Feeding Pump	Yes	No	No	No
Ventilators (formerly known as 'respirator' or 'iron lung')	Yes	No	No	No
Oxygen Concentrators	Yes	Yes	No	No
Oxygen Concentrators 24 hour usage	Yes	Yes	No	No
Phototherapy Equipment (Crigler Najjar)	Yes	No	No	No
Hemodialysis Machine	Yes	No	No	No
Intermittent Peritonea Dialysis Machine	Yes	Yes	No	No
Total Parental Nutrition (TPN)	Yes	No	No	No
Ventolin Nebuliser	No	No	No	No
Left Ventricular Assist Device	Yes	No	No	No

important information

Planned Power Outages

Correctly completing and registering your life support requirements guarantees you will be given no less than four business days' written notice of a planned interruption to your electricity supply. This advance notice of any planned interruption to your energy supply allows you to make alternative plans, reducing any risk of harm occurring or more serious consequences.

Unexpected power outages

Your Network will do everything possible to provide a reliable electricity supply, but sometimes unexpected technical issues or situations arise. For example, storms, strong winds, lightning, wildlife strikes, traffic accidents and even vandalism can disrupt the power supply.

Please remember, it is your responsibility to prepare for when power is interrupted and to make alternative arrangements for emergency situations.

You need to be ready and have a plan.

Talk to family, friends and carers about making a backup plan that covers what to do if your electricity goes out.

Your Plan should cover:

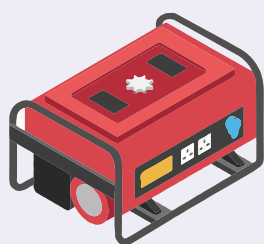
- Where you will go ?
- How you will get there – can you transport your equipment?
- How you will contact people if the power goes out – remember, some phones (cordless) only work with electricity.
- Who you will call ?
- Is your backup equipment fully charged and ready to go?
- Do you understand how your Life Support equipment will be impacted when power goes out ?

life support services

If we know you rely on a life support system, your network will not physically disconnect your power supply.

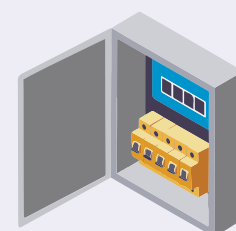
This does not, however, mean that you will have a continuous power supply, because unplanned outages do happen for reasons beyond the network's control. We encourage you to develop a back-up plan in consultation with your doctor or medical adviser to ensure you are well prepared for such an occurrence.

Different medical situations require different plans so the first step is to evaluate your circumstances. The following are examples of what could be contained in a back-up plan:



1. Consider a source of back-up power for your medical equipment such as a battery or generator.

2. Become familiar with the different power circuits and power points within your home by checking your switchboard or contacting a registered electrician.



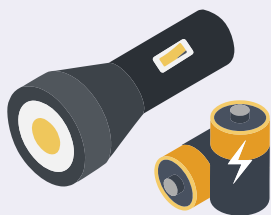
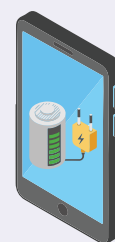
3. Learn what to do if your life support equipment stops working by using our step-by-step guide.



4. Contact your doctor, hospital or life support equipment supplier to discuss appropriate options such as additional oxygen bottles.

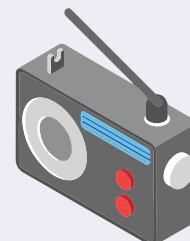


5. Have access to a phone that doesn't require power to operate. Ensure your phone is charged at all times.

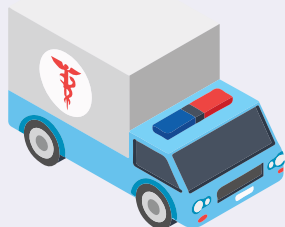


6. Place a torch, with spare batteries, close to the life support equipment in case the power fails.

7. Use a battery operated radio to keep up-to-date with restoration efforts during storms or other severe weather.



8. Make prior arrangements with a family member or friend to stay with them should you need to vacate your home.



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

your life support equipment

Here is a step-by-step guide to help you identify if there is a problem within the electricity distribution system or within the life support equipment itself.

Determining the problem:

- The life support equipment itself
- The power circuits within your home, or
- The power supply to your neighbourhood

When your life support machine is operating normally

When your life support is working normally, you need to follow these steps to help you determine if there is a potential problem.

Step 1: Plug in to the power supply.

The way in which you connect your life support machine to the power supply will allow you to quickly identify why it has stopped working.

Step 2: Try to access an alternative power circuit.

There may be a number of separate power circuits that supply power in different parts of your home. It is possible to have power supply fail in one circuit and have the other one working smoothly. Try to locate a power point on an alternative power circuit to your life support machine and plug an extension cord into it. You may also try to connect another household appliance to the plug board so you can see the alternative power circuit is still operating should the life support machine suddenly stop working.

Step 3: Establish contact with a neighbour.

Make sure you contact a neighbour and have their phone number readily available on your emergency contact list. You can immediately call and determine if the power failure is caused by a power outage, or is affecting others in the neighbourhood.

If my life support machine suddenly stops working, what do I do?

Step 1: Check your test appliance you have plugged into the same power point as the life support machine.

Test if the appliance is functioning it is then your life support equipment may be faulty.

Step 2: Check your alternative circuit.

See if the appliance plugged into your alternative circuit is still working. If it is, plug the life support machine to the alternative power circuit and turn it on. If it works, it is likely that a fuse has blown or circuit breaker issues with the original circuit you may directly call a Register Electrical Contractor (electrician) for assistance. If your life support machine still does not work, most likely the equipment is already faulty. You should refer to the plan you have developed with your medical adviser.

Step 3: Contact your network or retailer.

You should now assume that the power will be off for some time. Contact your neighbour to determine if they still have power. Call **000** if there is fault or a life threatening emergency.



contact details

faults and emergencies

For a fault or emergency related to infrastructure such as poles, wires or meters, contact your local distributor. Refer to our emergency contact numbers on the front of this guide. QEnergy is not a distributor - we are your retailer.

For general enquiries, contact **1300 698 992**.

Your Doctor's Number

Your Hospital's Number

Other Emergency Contact Person and Number

For email enquiries, contact service@qenergy.com.au.

For the Interpreter Service, call **131 450**.

