



Life Support Fact Sheet

What is Life Support?

If you or someone residing at your business premises relies on Life Support Equipment, it is vital to advise your electricity retailer and distributor.

Life Support registration means that if your energy retailer or distributor plans to interrupt your power supply for maintenance, repairs or other works, they will let you know in advance so you can organise an alternative power source.

Having a back-up plan in place is essential even if you are a registered Life Support customer. This is because unexpected power outages can occur without warning (for example, during a storm).

What is Life Support Equipment?

- 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.

Other life support equipment may include, but is not limited to, the following (applicable to Victorian customers only):

1. external heart pumps
2. respirators (iron lung)
3. suction pumps (respiratory or gastric)
4. feeding pumps (kangaroo pump, or total parenteral nutrition)
5. insulin pumps
6. airbed vibrator
7. hot water
8. nebulizer, humidifiers or vaporizers
9. apnoea monitors
10. medically required heating and air conditioning
11. medically required refrigeration
12. powered wheelchair.



Consult a doctor if you have questions about the equipment you or someone residing at your business premises uses and whether it is a Life Support Equipment.

How to register for Life Support

If your premises requires Life Support registration:

- ✓ Advise Shell Energy or your distributor as soon as possible.
If the approved life support equipment is fuelled by both electricity and gas, in addition to contacting us, you should also contact your gas retailer or distributor.
- ✓ Complete and sign the Medical Confirmation Form (including the section requiring doctor input) to prove that a person at the address requires Life Support Equipment.
- ✓ Return the form to us as soon as possible – you will only be temporarily registered until we receive the completed Medical Confirmation Form. Failing to send the completed form may result in de-registration and the loss of protection under relevant energy laws.
- ✓ Tell us if your details change, including your key contact name, address or if you no longer have a person residing at the premises requiring Life Support Equipment. Remember, it's your responsibility to ensure that your premises is registered and that the information you provide is accurate.

Life Support Protection

Shell Energy or your distributor may occasionally need to interrupt your power supply for maintenance, repairs or other works. Life Support customers receive important information about any retailer or distributor planned interruptions. You will be notified in writing at least four (4) business days in advance of these planned interruptions occurring.

IMPORTANT: Registering as a Life Support customer does not guarantee you a continuous, uninterrupted power supply. Unplanned outages can occur without notice. Please make alternative arrangements for these emergency situations.

Have a plan

Your power can go out unexpectedly at any time, so it's vital to have an emergency plan in place.

If you experience a loss of power, refer to your plan. If there is an immediate threat to life, call an ambulance on 000.

If a loss of electricity occurs, firstly, check to see if the power outage is due to a blown fuse or if the main switch on your electricity meter is in the off position.

Ask your doctor or medical professional to clearly explain what you should do if your life support machine stops working or appears faulty. If your doctor or medical adviser has not given you this advice or their information is unclear, please contact them immediately.



Your emergency plan could cover:

- What steps you will take
- A list of emergency phone numbers and a means of contacting these people or services that does not require mains power.
- Actions you will take to seek alternative sources of power
- Back-up generation or a battery that is fully charged at all times
- Transportation arrangements
- Advice from a doctor or medical professional.

Emergency numbers for distributors

National distributors (emergency/faults 24 hours)

*You will find your distributor's name and number on your electricity bill.

QUEENSLAND

Energex 13 19 62

Ergon 13 16 70

NSW

Ausgrid 13 13 88

Endeavour 13 10 03

Essential 13 20 80

VICTORIA

United 13 20 99

Powercor 13 24 12

Citipower 13 12 80

Jemena 13 16 26

Ausnet 13 17 99

TASMANIA

TasNetworks 13 20 04

AUSTRALIAN CAPITAL TERRITORY

Evoenergy (formerly known as Actew AGL) 13 10 93

SOUTH AUSTRALIA

South Australia Power Networks 13 13 66



WESTERN AUSTRALIA

Western Power 13 13 51

Emergency number for Shell Energy

Life Support emergency number (24 hours) 13 23 76

Interpreter Service – **13 14 50**

بخدمة الترجمة الخطية والشفهية

dịch vụ thông dịch

口译服务

傳譯服務

Updating Life Support information

As a Life Support customer, we ask that you notify us immediately if:

- Your contact details change
- You are moving out of the premises
- You no longer require Life Support registration

Please advise of the changes in writing to your Account Manager or by emailing service@shellenergy.com.au.

PLEASE NOTE: If you change to a new electricity retailer and you continue to require Life Support equipment, you must advise your new retailer.