



## 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 and gas 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.
- ✓ **FOR CUSTOMERS OUTSIDE VICTORIA:** Your medical confirmation form must be complete, legible, signed and dated no more than 4 years before the date you notified us of your life support needs. If you have previously provided a medical confirmation form that meets these requirements to your previous retailer (or to your distributor), you may submit a copy of that medical confirmation form to us in lieu of the Shell Energy medical confirmation form. You can obtain a copy of any current medical confirmation form from your distributor or previous retailer.

## Life Support Protection

Shell Energy or your distributor may occasionally need to interrupt your power supply (or your distributor may need to interrupt your gas supply) for maintenance, repairs or other works. For electricity planned interruptions you will be notified in writing at least four (4) business days in advance of these planned interruptions occurring. If you are in Victoria and require gas for life support, your gas distributor will provide at least 10 business days prior notice of a planned gas interruption or notification as required under the Gas System Distribution Code.

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



## Have a plan

Your power or gas 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 or gas, 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 or gas
- 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 – electricity distributors

United Energy	13 20 99
Powercor	13 24 12
Citipower	13 12 80
Jemena	13 16 26
Ausnet	13 17 99

### VICTORIA - gas distributors

Australian Gas Networks	1800 898 220
Ausnet Services	13 67 07
Multinet Gas Services	13 26 93

### TASMANIA

TasNetworks	13 20 04
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### SOUTH AUSTRALIA

South Australia Power Networks	13 13 66
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## AUSTRALIAN CAPITAL TERRITORY

**Evoenergy**

**(formerly known as Actew AGL) 13 10 93**

## 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 [LifeSupport@shellenergy.com.au](mailto:LifeSupport@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.