

Life Support Policy

Energy On – Simplifying Utilities

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Life Support Policy

What is Life Support?

Life support refers to the treatments and techniques performed in an emergency in order to support life after the failure of one or more vital organs.

Life support equipment means any of the following:

- 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;
- in relation to a particular customer—any other equipment (whether fuelled by electricity, gas or water) 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:

- external heart pumps
- respirators (iron lung)
- suction pumps (respiratory or gastric)
- feeding pumps (kangaroo pump, or total parenteral nutrition)
- insulin pumps
- airbed vibrator
- hot water
- nebulizer, humidifiers or vaporizers
- apnoea monitors
- medically required heating and air conditioning
- medically required refrigeration
- powered wheelchair.

Your Obligations

If a person living at your premises requires life support equipment, you must register the premises with us. To register, you will need to give written confirmation from a registered medical practitioner of the requirement for life support equipment at the premises; and you must tell us if the life support equipment is no longer required at the premises.

Energy On Obligations

When advised by a customer that a person residing or intending to reside at the customer's premises requires life support equipment, Energy On must:

- Register the premises as having life support equipment within one day business day from being advised by the customer; and
- advise the Financially Responsible Market Participant (hereafter referred to as "FRMP") of the Parent Meter the requirement of life support at the premises (within one business day from being advised by the customer); and
- give the FRMP relevant information about the premises for the purposes of updating the FRMP's records and registers; or
- advise the distributor that a person residing at the premises requires life support equipment (within one business day from being advised by the customer); and
- give the distributor relevant information about the premises for the purposes of updating the distributor's distribution records and registers; and
- determine whether the life support equipment is fuelled by both electricity and gas and whether the customer has a different gas retailer. If so, Energy On must inform the customer that they should inform their gas retailer that a person residing or intending to reside at the premise requires life support equipment; and
- within 5 business days after receipt of advice from the customer, provide in writing:
 - I. a medical confirmation form;
 - II. information in regard to the failure of providing the medical confirmation form;
 - III. advice that there may be planned or unplanned interruptions;
 - IV. information to assist the customer to prepare a plan of action in case of an unplanned interruptions;
 - V. give the customer an emergency telephone contact number for the distributor (the charge for which is no more than the cost of a local call);
 - VI. give information about the types of equipment that fall under the definition of life support;
 - VII. advise the customer of eligible concessions or rebates offered by the State or Federal governments;
 - VIII. advise the availability of interpreter services;
- not arrange for the de-energisation of the premises while the person continues to reside at the premises and requires life support equipment; and
- when a customer whose premises has been registered with life support equipment advises Energy On that they have vacated or no longer require the life support equipment, Energy On must inform the relevant parties (FRMP or distributor) that the life support equipment is no longer required.

Definitions

De-energisation: To disconnect from a source of energy (electricity, water, gas, etc.): shut off the power to.

Distributor: Distributors own and manage the area which delivers utilities to homes and businesses.

Financially Responsible Market Participant (FRMP): The retailer that is financially responsible for supplying the electricity to a premise.

Parent Meter: A parent meter is installed between the distributor's energy grid and the Embedded Network building.

Premise: A house/apartment/shop which is occupied by a resident.

Document History

Version	Date	Author	Comment
1.0	March 2016	C. Hancock	Draft issued for consultation
1.1	December 2016	A. McMeekin	Content review
1.2	October 2017	A. McMeekin	Updated and review of content, formatting updated
1.3	February 2019	R. Di Noto	Updated and review of content
2.0	February 2019	E. Buxton	Formatting update
2.1	January 2020	R. Di Noto	Updated and review of content