

# Simplifying Utility Solutions in Multi-Tenant Environments

Life Support Policy  
October 2017



# Life Support Policy

## 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 or gas) that a registered medical practitioner certifies is required for a person residing at the customer's premises for life support or otherwise where the customer provides a current medical certificate certifying that a person residing at the customer's premises has a medical condition which requires continued supply of electricity or gas.

## Energy On Obligations

Where a customer provides Energy On with confirmation from a registered medical practitioner that a person residing at the customer's premises requires life support equipment, Energy On must:

- register the premises as having life support equipment; and
- advise the distributor that a person residing at the premises requires life support equipment; and
- give the distributor relevant information about the premises for the purposes of updating the distributor's distribution records and registers; and
- not arrange for the de-energisation of the premises while the person continues to reside at the premises and requires life support equipment; and
- 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).;

## 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.
- You must tell us if the life support equipment is no longer required at the premises.