



When you have Life Support Equipment in use at your home, you rely on energy for the equipment to function.

From time to time, your energy distributor may need to interrupt your power supply so crews can work safely on the network. Storms, bushfires, unexpected accidents such as a car crashing into a power pole or a problem with gas mains can also affect the power supply to your home.

As your energy retailer, we may also occasionally need to perform work that affects supply of electricity or gas to your home. As a registered Life Support customer, we'll notify you in writing at least four business days before the interruption. Your distributor will also notify you in advance of any planned outages.

It's important to be prepared and have a plan of action in case of an outage, especially an unexpected one.

Here are some questions to help you create a plan of action and be prepared. It could help save a life in an emergency.

- Is there a back-up built into your Life Support Equipment and what is it?
- Is your medical equipment plugged into a surge protector?
- If you have reserve oxygen cylinders, are they filled and working?
- Can you open your garage and exit your home if the power goes out?
- Are your medical supplies easy to access and fully stocked?
- Do you have uninterrupted power supply (UPS) for a temporary battery? How often do you check to make sure it's fully charged?

Moving house or changing energy retailers?

It's really important that you re-apply to register your Life Support Equipment at your new address.

If you have questions about your Life Support Equipment registration, call AGL on **131 245** anytime, 24/7.

Types of Life Support Equipment eligible for registration

- 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.

The types of Life Support Equipment eligible for concessions or rebates may differ from state to state for registered Life Support customers. You'll find a full list of eligible Life Support Equipment at agl.com.au/lifesupport or on your Medical Confirmation form.

How to register your Life Support Equipment

To register Life Support Equipment at your current address, you'll need to complete a Medical Confirmation form and ensure your medical practitioner completes the relevant declaration.

Visit agl.com.au/lifesupport for more information on registering your Life Support Equipment.

- Does your phone need an electricity supply?
- Do you have an alternative phone service such as a mobile phone?
- Is there a neighbour who can check on you?
- Do you need to arrange to stay with a friend or relative if you are without power in your home?
- Do you have important contact details written down somewhere handy, eg. friends, relatives, doctor, hospital, taxi service?
- Do you have your distributor's emergency phone number handy so you can call them to see how long an unexpected outage may last for?
- Do you have AGL's 24-hour phone number handy if the power goes out?
- Does AGL have your up-to-date contact details so that you'll be notified of planned retailer outages?
- Does your hospital have back-up generators that could supply your Life Support Equipment?
- Have you made emergency arrangements with your medical professional for extended outages?

Arabic

هل تحتاج مترجم؟ اتصل على الرقم أدناه:

Spanish

¿Necesita un intérprete? Llame al número indicado abajo.

Italian

Se vi serve un interprete, telefonate al seguente numero.

Greek

Αν χρειάζεστε διερμηνέα, τηλεφωνείτε στον αριθμό παρακάτω.

Croatian

Trebate li pomoć tumača? Nazovite niže navedeni broj.

Vietnamese

Nếu quý vị cần sự giúp đỡ, vui lòng gọi số bên dưới.

Chinese

如果您需要傳譯員的幫助，請致電以下號碼。

For language assistance please call **1300 307 245**.