

Life Support Equipment Information

If someone in your household requires life support equipment, you need to register this equipment with us so we can help you manage planned and unplanned energy interruptions.

At Ampol Energy, the health and safety of our customers is our priority. If someone in your household requires life support equipment, please contact us to register your premises with us as soon as possible to ensure you receive the life support protections under the Energy Laws.¹

Once registered with us, we will give you advance written notice of any planned interruptions by us. Your distributor will also provide advance written notice of any planned interruptions to the supply of electricity to your premises, which may occur for reasons such as to work on the network.

It's also important we know what life support equipment your household has in case of unplanned outages such as floods, bushfires, storms or unexpected traffic accidents impacting the power supply to your home. This information is used to ensure that your electricity supply is prioritised when practicable under the Energy Laws.

Types of life support equipment eligible for registration

Under the energy laws, life support equipment can include, but is not limited to:

- 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 required for a person residing at the premises for life support that has been certified by a registered medical practitioner. 'Other' life support equipment may include, but not limited to, the following:
 - 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; and
 - Powered wheelchair.

Further information about life support equipment and eligibility can be found at ampolenergy.com.au/lifesupport.

Emergencies

If you require emergency medical assistance call 000.

In the case of an emergency, you can contact us on 13 14 04 (and choose option 1) or your distributor. Your distributor's contact details should be available on its website. The charge for a call to each of these numbers is no more than the cost of a local call.

Concessions and rebates

You may be eligible for concessions and rebates offered by the State or Federal governments. For information on how to access these see:

Australian Government Rebates and Assistance

<https://www.energy.gov.au/rebates>

Queensland Government Energy Concessions

<https://www.qld.gov.au/community/cost-of-living-support/concessions/energy-concessions>

Register now



If you haven't yet registered your life support equipment, please call us as soon as possible on 13 14 04 (Monday - Friday 9am-6pm AEST).

Find out exactly how to register your life support equipment by visiting ampolenergy.com.au/lifesupport.

The future of energy, today.



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Being prepared in case of an outage

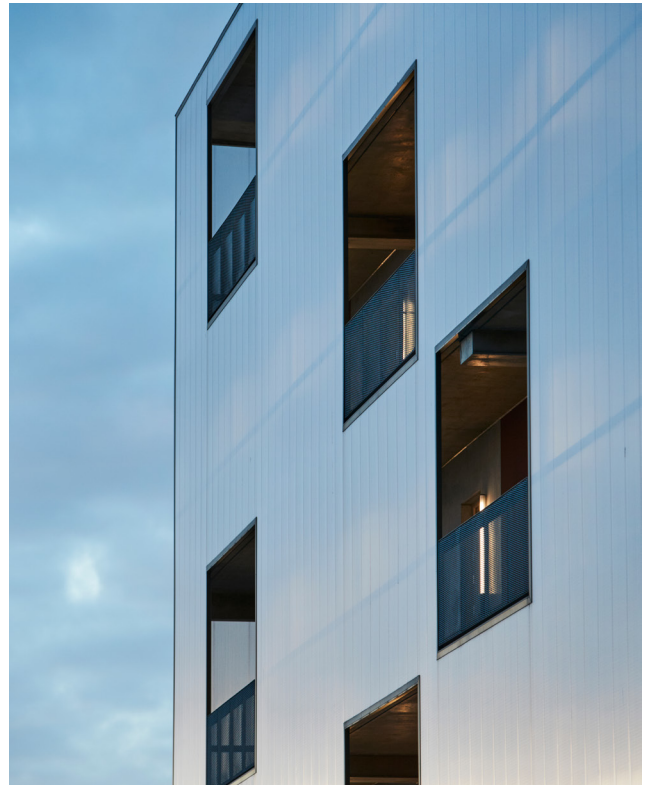
A plan of action can help you prepare in case of an outage - planned or unplanned. Here are some questions to consider **now**, in case of an emergency.

- Do you have your energy distributor's emergency phone number handy so you can call them to see how long an unexpected outage may last for?
- Does your life support equipment have a back-up power source?
- Do you have uninterruptible power supply to use as a temporary battery? Make sure you are regularly checking it's fully charged.
- Is your life support equipment plugged into a surge protector?
- If you have reserve oxygen cylinders, are they filled and working in case of emergency?
- Are your medical supplies fully stocked and easily accessible?
- Do you have a list of important contact details handy e.g. family, friends, doctor, hospital or taxi service?
- Do you have a neighbour who can check on you in case of emergency?
- Can you exit your home if the power goes out i.e. will your garage open without a power source?
- Do you have a working phone service independent of a power source i.e. a mobile phone?
- Do you need to arrange to stay with friends or family in an outage? Decide at what point in an outage you make this move.
- 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?
- Does Ampol have your up-to-date contact details so that you'll be notified of planned retailer outages?

You should take the time to answer each question above, prepare a plan of action for when an outage occurs, and communicate this plan to your household so everyone knows what to do in an outage.

If your home loses energy unexpectedly and you or someone in your household relies on life support equipment, follow your action plan.

Keep our emergency phone number and your energy distributor's phone number handy so you can quickly contact them in the event of an unplanned outage.



Get in touch – we're here to help

If you have any questions about your life support equipment registration, please do not hesitate to contact us on 13 14 04 (Monday - Friday 9am-6pm AEST).

If you require the assistance of an interpreter service, please call Ampol Energy Customer Service Team on 13 14 04 (Monday - Friday 9am-6pm AEST).

Arabic

هل تحتاج لمترجم؟ 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 13 14 04.

