



# Ampol Energy Life Support Policy

Effective 05 September 2022

## **Our Details**

Ampol Energy (Retail) Pty Ltd ABN 21 652 913 347

Call us: 13 14 04

Write to us: GPO Box 4044, Sydney NSW 2001

Find out more: [ampolenergy.com.au](http://ampolenergy.com.au)





# Ampol Energy (Retail) Pty Ltd Life Support Policy

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## Ampol Energy (Retail) Pty Ltd Life Support Policy

### 1. Overview of Life Support Policy

#### Introduction

- 1.1. Ampol Energy (Retail) Pty Ltd (**Ampol Energy**), is an energy retailer operating in the Australian Capital Territory, New South Wales, Queensland, South Australia, Tasmania and Victoria.
- 1.2. Ampol Energy is committed to the safety and wellbeing of all of its customers. 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.
- 1.3. This document sets out our systems and procedures for registering and deregistering life support customers, to facilitate compliance with the energy laws.
- 1.4. In this Policy, the term "you" or "your" refers to a customer of Ampol Energy. In this Policy, the term "we", "us" or "our" refers to Ampol Energy.

### 2. Who is a Life Support customer

#### Eligible Customers

- 2.1. This policy applies to persons residing or intending to reside at premises supplied by Ampol Energy who require life support equipment, as defined below.

#### Types of Life Support Equipment

- 2.2. Life support equipment is equipment that is needed to ensure the ongoing health and safety of people with certain medical conditions. 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 (CPAP) 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 premises for life support. Such equipment may include, but is 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.

- 2.3. Please note that some types of life support equipment are eligible for concessions or rebates, and these may differ from state to state.

#### Government Assistance and Concessions

- 2.4. There are a variety of Government concession and rebate schemes that can assist low income, vulnerable or medically dependent customers.
- 2.5. We can help customers identify concessions or rebates they may be eligible for and help with applications to the appropriate authorities. In some circumstances we can check the CCES (Centrelink Confirmation e-services) to determine a customer's eligibility for some concessions.
- 2.6. If Ampol Energy becomes aware that you may be entitled to a concession or rebate or any other form of assistance, we will notify you by email or phone. Further information on relevant assistance programs can be found by visiting the following websites:
  - New South Wales, visit [www.energy.nsw.gov.au/energy-consumers/financial-assistance](http://www.energy.nsw.gov.au/energy-consumers/financial-assistance)
  - Queensland, visit [www.communities.qld.gov.au](http://www.communities.qld.gov.au) or call 13 74 68
  - ACT, visit [www.acat.act.gov.au](http://www.acat.act.gov.au)
  - South Australia, visit [www.dcsi.sa.gov.au](http://www.dcsi.sa.gov.au) or call 1800 307 758
  - Tasmania, visit [www.sro.tas.gov.au/electricity-concessions](http://www.sro.tas.gov.au/electricity-concessions)
  - Victoria, visit [www.energy.vic.gov.au/about-energy/your-bill/concessions-and-hardship](http://www.energy.vic.gov.au/about-energy/your-bill/concessions-and-hardship).

### 3. How to Register your Life Support Equipment

#### Notification by customer

- 3.1. At Ampol Energy, we encourage customers to call us as soon as possible on 13 14 04 to register their life support status.
- 3.2. We have an obligation to inform your distributor that someone residing or intending to reside at your premises requires life support equipment and the date from which the equipment is required unless you have already done so, you let us know that you



have already provided medical confirmation to your distributor, and we are able to confirm this with them.

- 3.3. We will register you accordingly and communicate with you and your distributor in accordance with the energy laws.
- 3.4. Within 5 business days of your call, we will send you a request for medical confirmation, including a Medical Confirmation Form, as well as information around planned and unplanned outages.
- 3.5. You can provide this medical confirmation by:
  - asking a registered medical practitioner to complete the Medical Confirmation Form;
  - providing a medical certificate from a registered medical practitioner that states a person residing at your premises requires life support equipment and specifies the life support equipment required; or
  - providing a copy of any medical confirmation you provided to your previous retailer or distributor.
- 3.6. Please note there are timing requirements under the energy laws for when you must return the medical confirmation to us (we must provide you with at least fifty (50) business days).
- 3.7. If we do not hear back from you after fifteen (15) business days, we will send you a reminder notice. If we have not heard from you after a further fifteen (15) business days after the reminder notice, we will send you a second notice.
- 3.8. We are here to help, please let us know if you need an extension of time to provide the medical confirmation information. We are happy to provide you with an extension of at least twenty-five (25) business days if required. Return your medical confirmation form or medical certificate to us by email or post.
 

**Email:** [lifesupport@ampolenergy.com.au](mailto:lifesupport@ampolenergy.com.au)

**Post:** Ampol Energy Life Support, GPO Box 4044, Sydney, NSW 2001
- 3.9. Once we've processed your medical confirmation, we will send you a notice by letter or email confirming that your premises has been registered as requiring life support and will receive the protections under the energy laws, depending on your communication preference for important notices.
- 3.10. If you decide to change retailer and a person residing at your premises continues to require life support equipment, you should advise your new retailer of your need for life support equipment.
- 3.11. **Please note** that if we do not receive your medical confirmation within the timeframes set out above, your premises may cease to receive life support protections under the energy laws. Please see section 6 below for more information.

#### **Notification by distributor or exempt electricity seller**

- 3.12. Within one (1) business day of receipt of advice from a distributor or exempt electricity seller that a customer requires life support equipment, we will register that a person residing or intending to reside at the customer's premises requires life support equipment and the date from which the life support equipment is required.
- 3.13. If the information outlined at 3.12 above is provided to us by an exempt electricity seller, we will share this information with the distributor for the premises within one (1) business day.
- 3.14. Within five (5) business days of receipt of advice from a distributor that a customer requires life support equipment, we will provide information to the customer about their registration in accordance with the energy laws as summarised in this policy, unless this information has already been provided by us to the customer.
- 3.15. Within one (1) business day of receipt of relevant information about the life support equipment requirements for the relevant customer's premises or any relevant contact details, we will (as applicable):
  - 3.15.1. provide the information to the distributor for the purposes of updating the distributor's registration; and
  - 3.15.2. update our register of life support customers and residents.

#### **Once registered**

- 3.16. We will promptly update our life support registration in respect of a customer when advised by a customer or distributor of any updates to the life support equipment requirements for the customer's premises or any relevant contact details.
- 3.17. We will promptly update the distributor if we become aware of any updates to the life support equipment requirements for a customer's premises or any relevant contact details.
- 3.18. Please note that we may, at any time, request a customer whose premises have been registered to confirm whether the person requiring life support equipment still resides at the premises or still requires life support equipment.

### **4. Outages**

#### **Planned outages**

- 4.1. If your premises are registered as requiring life support equipment, we will provide you with at least four (4) business days' (counted from, but not including the date of receipt of the notice) written notice of the retailer planned interruption to supply at the premises.



### Unplanned outages

- 4.2. Unplanned outages can occur where unanticipated issues arise and maintenance is required at short notice. In such situations, customers, including life support customers, are provided with limited notice prior to the outage.

### Action plan for outages

- 4.3. We strongly recommend that all Life Support customers prepare a plan of action and communicate this to your household so everyone knows what to do in an outage. For guidance on preparing an action plan, see our information sheet.
- 4.4. A plan of action can help you prepare in case of an outage. 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 (UPS) 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 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?

### Emergency contacts

- 4.5. If you require emergency medical assistance call 000.
- 4.6. In case of an emergency, you can contact us on 13 14 04 (Mon – Fri, 9am-6pm AEST) 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.

- 4.7. If you require the assistance of an **interpreter service**, please call Ampol Energy Customer Service Team on 13 14 04.

**Arabic** هل تحتاج لترجمة؟ 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.

### 5. Keeping us informed if your circumstances change

- 5.1. It's important to let us know of any changes relating to your life support equipment, including:
- if you no longer need your life support equipment;
  - if you have moved to a different address; or
  - if you decide to change energy retailers.
- 5.2. Please call us on 13 14 04, if you need to change any of your details.
- 5.3. Your address will remain registered with your local distributor until you notify us of a change in circumstances, move to a new house or switch to another energy retailer (where you will need to advise your new energy retailer that you require life support equipment).

### 6. De-registration

#### Where medical confirmation not received

- 6.1. If we have followed the process set out at 3.1 to 3.9 above and have not received a medical confirmation from you, we will take reasonable steps to contact you either by phone, in person or by electronic means.
- 6.2. If we are unsuccessful in reaching you, we may issue you with a deregistration notice no less than fifteen (15) business days from the date of issue of the second confirmation reminder notice mentioned at 3.7 above.
- 6.3. If we have not received your medical confirmation before the date for deregistration listed on the deregistration notice, we may deregister your premises. This means that you will no longer receive life support protections under the energy laws.



#### **On advice from Life Support Customer**

- 6.4. If a customer whose premises has been registered by us as requiring life support equipment advises us that the person who needs the life support equipment no longer lives at the premises or no longer requires the life support equipment, we may deregister the premises in question.
- 6.5. Before deregistering the premises in this context, we will ensure we have the requisite consent and provide the customer with a written notification in accordance with the energy laws.
- 6.6. Once we have deregistered the premises, we will:
  - update our register of life support customers and residents within one (1) business day; and
  - inform the distributor of the date of deregistration and reason for deregistration within five (5) business days

#### **On advice from the distributor or exempt seller**

- 6.7. We may deregister your premises if we are informed by the distributor that they have deregistered your premises in accordance with the relevant energy laws.
- 6.8. Once we have deregistered the premises, we will update our register of life support customers and residents within one (1) business day.

## **7. Record-keeping**

### **Registers**

- 7.1. We will ensure that our register of life support customers and life support residents is maintained and kept up to date, including the following details:
  - the date when a customer requires supply of energy at the premises for the purposes of the life support equipment;
  - when medical confirmation was received from a customer in respect of premises;
  - the date when a customer is deregistered and the reason for deregistration; and
  - a record of all life-support related communications with customers.

### **Medical confirmation retention**

- 7.2. If we have registered a customer's premises as requiring life support and the customer has provided medical confirmation in respect of that registration, we will keep a copy of the medical confirmation for:
  - the period of time the person remains an Ampol Energy customer for the registered premises; and
  - one hundred and ten (110) business days from the date the person ceases to be an Ampol Energy customer for the registered premises

(collectively, the **Retention Period**).

- 7.3. Subject to any applicable privacy laws, where we have registered a customer's premises as requiring life support equipment and the customer has provided us with a medical confirmation in respect of that registration, we will happily provide a copy of that medical confirmation to the customer on request within fifteen (15) business days at any point during the Retention Period.

## **8. Complaints Management**

### **Filing a complaint**

- 8.1. At Ampol Energy, our customer service team works with customers to resolve any complaints they may have.
- 8.2. If you have a complaint, please contact us through one of the following methods:
  - by calling us on 13 14 04,
  - by email at [complaints@ampolenergy.com.au](mailto:complaints@ampolenergy.com.au),
  - or by direct mail to Ampol Energy, GPO Box 4044, Sydney NSW 2001
- 8.3. Further information about how we handle complaints can be found in Ampol Energy's Complaints and Dispute Resolution Policy which can be downloaded from [ampolenergy.com.au/complaints](http://ampolenergy.com.au/complaints).

## **9. Privacy**

- 9.1. At Ampol Energy, we are committed to respecting the privacy and protecting the personal information of our customers in accordance with the Privacy Act 1988 (Cth). Our Privacy Policy can be found on our website at [www.ampol.com.au/privacy-and-reporting-policy](http://www.ampol.com.au/privacy-and-reporting-policy).

## **10. Review**

- 10.1. Ampol Energy Life Support Policy has been developed to support customers dependent on Life Support equipment and is subject to a review once every two (2) years.

