

Life Support Policy

Energy On - Simplifying Utilities

Date: February 2019



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 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.

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

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 Financially Responsible Market Participant (hereafter referred to as "FRMP") of the Parent Meter the requirement of life support at the premises; 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; 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 information to assist the customer to prepare a plan of action in case of an unplanned interruptions; 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); 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.