

# Important information for households that rely on medical equipment



If you rely on any of the following equipment, you are an eligible life support customer:

- an oxygen concentrator
- an intermittent peritoneal dialysis machine
- a chronic positive airways pressure respirator (CPAP)
- Cringler najjar syndrome phototherapy machine
- a ventilator for life support
- any other equipment that a registered medical practitioner certifies as required for life support.

**Ausgrid provides a safe and reliable electricity supply. However, no electricity network can guarantee continuous 24-hour power supply.**

From time to time, we may need to interrupt your power supply so crews can work safely on the network. Storms, bushfires or unexpected problems can also affect the power supply to your home.

If we plan to do upgrades or maintenance work that affects your power supply, we'll notify you in writing at least four business days prior to the interruption.

## Planning for power interruptions

**Answering these simple questions when developing your action plan could help save your life in an emergency.**

- What back-up is built into your life support equipment?
- Is your medical equipment plugged into a surge protector?
- Do you have uninterruptible power supply (UPS) for temporary battery back-up power?
- If you have a back-up battery, how often do you check to make sure it's fully charged?
- If you have reserve oxygen cylinders, are they filled and working?
- Are your medical supplies fully stocked?
- Can you open your garage or leave your home if the power goes out?
- Does your phone need an electricity supply?
- Do you have an alternative phone service such as a mobile phone?
- Do you have a neighbour who can check on you?
- Do you have Ausgrid's emergency phone number handy if the power goes out?
- Does your hospital have back-up generators that could supply your life support equipment?
- Do you have important contact details handy eg. doctor, hospital, local taxi service?
- Have you made emergency arrangements with your medical professional for extended outages?
- Does Ausgrid have your up to date contact details?

# Life support action plan

Power interruptions

13 13 88

General enquiries

13 13 65

Telephone interpreting service

13 14 50

## Your doctor or medical advisor

Name

Number

## Your nearest hospital

Name

Number

## Your neighbour or support person

Name

Number

## Local taxi or transport

Number

## National meter identifier

NMI Number

National Meter Identifier (NMI) allows us to quickly identify your premises and is printed on your electricity bill. Please also record it here.

## Advise us of any changes

Your safety and well being is always a priority for us.

It is important you keep us informed of any changes to your circumstances. This includes any changes to your phone number and postal address.

Please contact us on **13 13 65** should your contact details or circumstances change.

 Like us or  follow us for information during power outages.

