

Action plan checklist

Make a plan for when the power goes out.
Use the checklist below to help you prepare.

Getting started

- Have you registered as a life support customer and are your details up to date?
- Do the current COVID-19 protocols impact your plan?

Know your equipment

In a power outage does your equipment need:

- a regularly charged backup battery?
- a surge protector to protect it when the power comes back on?
- an uninterruptible power supply (UPS) for temporary battery backup power?
- reserve oxygen cylinders, and are they filled and working?

During a power outage

- Do you have a phone that will work when the power is out?
- Could you ask a neighbour to check on you during a power outage?
- Keep Ausgrid's emergency number **13 13 88** handy and check www.ausgrid.com.au/poweroutages for updates.
- Have you discussed emergency arrangements with your medical practitioner/carer during outages?

If you need to travel

- Do you know how to transport your medical equipment if necessary?
- Do you have emergency contact details handy e.g. doctor, hospital, neighbour or local taxi service?
- Does your hospital have backup generators that could supply your life support equipment?

Life support action plan

Please retain for your records

Ausgrid contact details

Electricity supply interruptions	13 13 88
Ausgrid general enquires	13 13 65
Telephone interpreting service	13 14 50

Your doctor or medical practitioner

Name

Number

Your nearest hospital

Name

Number

Your neighbour or relative support person

Name

Number

Local taxi or transport

Name

Number

National Meter Identifier (NMI)

NMI number

Your National Meter Identifier (NMI) is a unique number that identifies your premises. Your NMI number is located on your electricity bill. Providing the NMI number allows us to quickly identify your premises.

Advise us of any changes

Your safety and wellbeing 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 call your Electricity Retailer to update your contact details. For any changes to your life support status contact us on **13 13 65**.

Have trouble hearing?

For TTY (teletypewriter) services call **13 36 77** then ask for **13 13 65**.

For speak and listen services call **1300 555 727** then ask for **13 13 65**.