

Life Support

Important information for households that rely on Gas Fuelled Life Support Equipment



How do I register my premise for Gas Fuelled Life Support Equipment?

Please call us on **1300 001 001** (Mon-Fri, 8am-5pm AEST) to register your details. Alternatively, you may register directly with your gas retailer. When you contact us to register please have the following information handy:

- the address of the premises at which life support equipment is required, and the date from which it is required; and
- the Meter Installation Registration Number (MIRN) which can be found on your retail gas account (alternatively if you do not have a copy of the gas account we can use the meter number which can be found on the gas meter of the premise).

Once we have registered your premise for **Gas Fuelled Life Support Equipment** we will send you an information pack on life support, including a Medical Confirmation Form. We will also contact your retailer to advise them that you have registered the premises for **Gas Fuelled Life Support Equipment**.

You will be required to return to us the completed Medical Confirmation Form signed by a registered medical practitioner by the date stated in your letter. We will send you reminder and deregistration notices to alert you that failure to provide the medical confirmation form within the required timeframe may result in your premise no longer being registered for **Gas Fuelled Life Support Equipment**.

You can provide us with a copy of a medical confirmation that was submitted to your previous retailer or distributor, provided this was signed and dated no more than 4 years ago and is legible.

If you fail to provide medical confirmation, your premises may be deregistered, and you will cease to receive the protections under Part 7 of the National Energy Retail Rules.

Am I eligible?

If you or a member of your household rely on gas to supply any of the equipment below, you are eligible to register your premise for Gas Fuelled Life Support Equipment:

- 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; or
- any other equipment that a registered medical practitioner certifies as required for a person residing at the premises life support*

We endeavour to provide a constant, uninterrupted supply of gas, however there are instances when despite our best efforts you may experience unplanned interruptions to your gas supply.

We are committed to delivering for our customers by providing a safe and reliable gas supply. However, we cannot guarantee continuous 24 hour gas to any premises including those registering with **Gas Fuelled Life Support Equipment**.

There can be unplanned interruptions to the supply of gas to undertake unanticipated or unplanned maintenance or repairs.

From time to time, there might also be planned interruptions to undertake planned maintenance, repairs or augmentation of our gas network (or the installation of a new connection or a connection alteration). If we need to interrupt your gas supply for these purposes, we'll give you notice in accordance with rule 124B of the National Energy Retail Rules. This rule requires us to give you at least four business days' written notice of the interruption.

There may also be retailer planned interruptions to the supply of gas at the premises. The retailer is required to notify you of these interruptions in accordance with rule 124B of the National Energy Retail Rules.

Except in the case of an interruption, we will not arrange for the de-energisation of the premises from the date the life support equipment will be required at the premises.

Importantly, the definition of life support equipment includes a category for 'other', being any equipment that a medical practitioner considers is essential for their patient. 'Other' life support equipment may include, but not limited to, the followings:

- 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 vaporize
- apnoea monitors
- medically required heating and air conditioning
- medically required refrigeration
- powered wheelchair

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What should I do, to plan for a gas interruptions?

Customers who rely on a continuous supply of gas for life support equipment are urged to have backup plans in place in case your gas supply is interrupted. To assist your planning, you may find the following checklist useful:

- contact your doctor, hospital or life support equipment supplier to discuss appropriate options if there is no gas;
- have access to a telephone that doesn't require power to operate;
- ensure you have contact information including names, addresses & telephone numbers of:
 - your doctor;
 - the nearest hospital;
 - the local taxi or ride-sourcing service;
 - someone nearby who is willing to assist you;
 - Australian Gas Networks emergency telephone number **1800 GAS LEAK**;
 - your Retailers' telephone number;
 - emergency services, Triple Zero (000).
- Place a torch, with spare batteries, close to the life support equipment in case the electricity also fails;
- Have a battery-operated radio with spare batteries during a weather event, and listen to the radio to keep up with the latest information;
- If possible, organise with friends or family to use their gas supply (if they aren't affected);
- Go directly to the nearest hospital or call Triple Zero (000) if you feel your health is at risk.

Do I need to keep my details up to date?

Yes.

If you have registered with us as having **Gas Fuelled Life Support Equipment** at your premises, it's important that you keep us informed of any changes to your contact details (such as telephone number or mobile phone), if you move premises or if the **Gas Fuelled Life Support Equipment** is no longer required. Please call us on **1300 001 001 (Mon-Fri, 8am- 5pm)** if your details change.

We may also contact you from time to time to ensure our information is correct.

If you decide to change retailer at your premises and a person residing at your premises continues to require life support equipment, you should advise the new retailer of the requirement for life support equipment.

What do I do if the Life Support Equipment used at my premises does not rely on a gas supply?

Please contact your retailer to let them know that your life support equipment is not fuelled by gas and that it uses electricity only.

Gas Retailers' Contact Numbers

Origin Energy	13 24 61
AGL	13 12 45
Energy Australia	13 34 66
Simply Energy	13 88 08
Alinta Energy	13 37 02
Red Energy	13 18 06
SAVANT Energy	1300 11 7376
Metered Energy	1300 761 581
Lumo Energy	1300 926 153

For more information visit

www.australiangasnetworks.com.au

Please note: Gas Fuelled Life Support Equipment registration is only applicable for Australian Gas Networks in our South Australian, Wide Bay and Victorian Gas Distribution Networks