

Life Support

Frequently Asked Questions

Do you or does someone living at your premises have a medical condition that is supported by gas equipment?

If so, you can contact us or your gas retailer and we will register your premise as having life support equipment. If you contact us first, we will notify your retailer.

You then need to fill in a Medical Confirmation Form with written confirmation from a registered medical practitioner outlining the type of life support equipment that is required. We give you a minimum of 50 business days to fill in and return the Form to us. However, if you do require an extension of time, please contact us on **1300 001 001** (Mon-Fri, 8am-5pm AEST).

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

1

Contact your gas retailer* or Australian Gas Networks (AGN) on 1300 001 001 to register your premise.

When you call please have the following information handy:

1. the address of the premises, and the date from which life support is required; and
2. 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).

Your gas retailer will advise AGN if you contacted them directly or we will advise your gas retailer if you contact us directly that you have life support equipment.

You will receive an information pack and Medical Confirmation Form that you need to fill in.

2

You will need to arrange for your medical practitioner to fill in and sign parts of the Medical Confirmation Form and send it back by the date stated in your information pack.

If you need more time to complete the Medical Confirmation Form please contact us or your gas retailer (whomever sent the Form) to arrange an extension of time.

If you do not return the signed Medical Confirmation Form within the required timeframe you will receive reminder notices and your premise may be deregistered for life support equipment.

3

Remember! Let us or your gas retailer know if your circumstances change.

* Make sure you get in touch with your gas retailer to register for any available South Australian or Queensland Government rebates

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Does my life support registration guarantee continuous 24 hours gas supply?

No, we may need to carry out maintenance or upgrade works, or the supply may be interrupted for a reason beyond our control for example, extreme weather, third party damage, water egress or equipment failure might disrupt your supply without warning.

When Australian Gas Network is planning to interrupt supply, how much notice will life support customers receive?

If we need to interrupt your supply to undertake planned maintenance or upgrades, we'll give you at least four business days' written notice so you can make alternative arrangements. Alternatively, if you give us explicit consent we can undertake the planned interruption on an earlier agreed date.

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

What should I do during an unplanned or planned gas supply interruption?

We recommend that life support customers have an emergency plan in place for such circumstance. Please refer to our Life Support Fact Sheet for the checklist that will assist you with your plan.

Can a life support registration relate to any person residing at the premises?

Yes, Australian Gas Networks or your Gas Retailer will register a premise as requiring life support equipment for any person who resides at the address.

Am I eligible for life support registration?

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*.

If I fail to provide the Medical Confirmation Form within the required time frame, will my premises be deregistered as having life support equipment?

Yes, it may be deregistered. Before your premises is deregistered, we will try to contact you via at least two methods (i.e. mobile numbers or registered post to your address) to understand if you require an extension of time to complete and return the Medical Confirmation Form to us.

If you have not provided the Form to us within the extended period, we will provide you with a Deregistration Notice specifying the date of deregistration. If we haven't received your Form after 15 business days since we issued you the Deregistration Notice, we may deregister the premises and notify your retailer of the deregistration.

What should I do if the person who relies on life support equipment has vacated the premises or no longer requires the life support equipment?

You are required to advise either us or your retailer of any changes in the need for life support equipment.

If you contact us in the first instance, we will start the deregistration process by providing you with a written notification and asking for the date of deregistration. Once your confirmation is obtained, we will deregister the premises and notify your retailer of the deregistration.

* Please refer to our Life Support Fact Sheet for a list of "other" equipment that a registered practitioner may consider essential for their patient.