

Life Support Policy

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Version 2.0

Company Real Utilities Pty Ltd

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1. Introduction

- 1.1. This Life Support Policy ('the Policy') applies to all Real Utilities Pty Limited customers who are eligible for Life Support protections.

2. What is life support protection?

- 2.1. If you or someone in your household uses life support equipment, you may be eligible for protection under life support energy regulations.
- 2.2. This will mean your address is registered with your local network and your distributor will advise you with four (4) days' notice of any planned power outages so you can plan accordingly.
- 2.3. It also means in the event of a power outage your property will be on the priority list for reconnection of supply.

3. What is Life Support Equipment?

- 3.1. Life Support Equipment can mean any equipment that a registered medical practitioner certifies is required for life support, including the following:
 - a. Oxygen concentrators
 - b. Intermittent peritoneal dialysis machines
 - c. haemodialysis machines
 - d. Power wheelchairs for quadriplegics
 - e. Total Parent Nutrition (TPN)
 - f. Enteral feeding pump
 - g. External heart pump
 - h. Kidney dialysis machine
 - i. Continuous positive airways pressure respirator
 - j. Crigler Najjar syndrome phototherapy equipment
 - k. Ventilators for life support
- 3.2. Please speak to your doctor if you have any questions about your equipment and whether it is Life Support Equipment.
- 3.3. You may also qualify for some concessions and rebates for customers with Life Support Equipment. You can find out more information here:
 - a. VIC: <https://services.dhhs.vic.gov.au/life-support-concession>
 - b. NSW: <https://www.service.nsw.gov.au/transaction/apply-life-support-energy-rebate-retail-customers>

- c. QLD: <https://www.qld.gov.au/community/cost-of-living-support/concessions/medical-concessions/electricity-life-support>
- 3.4. Please contact a member of our staff for more information on any concessions you may be eligible for.

4. How to register your Life Support Equipment

- 4.1. Notify us by phone or email that you have life support equipment at your premises.
- 4.2. We will send you a medical confirmation form through your preferred contact method.
- 4.3. Complete the form.
- 4.4. Have the form signed by your medical practitioner.
- 4.5. Return the completed and signed form back to us within 50 business days by emailing support@realutilities.com.au or sending it to Customer Service Centre, PO Box 621, Archerfield BC Qld 4108
- 4.6. We will confirm receipt and notify the distributor of the life support equipment.

5. Customer notification

- 5.1. When you tell us that you require life support equipment on your premises, we will:
 - a. Within one business day of your advice, or from the date we become the financially responsible retailer for your premises, register you and notify the relevant distributor you are a customer that requires life support equipment and the date from which that equipment is required;
 - b. If your life support equipment is fuelled by both electricity and gas, advise you that you need to inform your gas retailer that you require life support equipment on your premises; and
 - c. Within 5 business days of your advice, or from the date we become the financially responsible retailer for your premises, provide you with the information listed in section 9 of this Policy
 - d. Have your personal information handled securely, privately, and sensitively.

6. Distributor notification

- 6.1. If your distributor tells us that you require life support equipment on your premises, we will:
 - a. Within one business day, register you as a customer which requires life support equipment and register the date from which the life support equipment is required; and
 - b. Within 5 business days, provide you with the information listed in section 9 of this Policy.

7. Exempt person notification

- 7.1. An exempt person means a person who is exempt from holding a licence under section 16 of the Electricity Industry Act to engage in certain activities as set out in the General Exemption Order.
- 7.2. If an exempt person tells us that you require life support equipment on your premises, we will:
 - a. Within one business day, register you as a customer which requires life support equipment and register the date from which the life support equipment is required; and

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- b. Within one business day, notify the relevant distributor that you require life support equipment and the date from which you require life support equipment.

8. Exempt distributor notification

- 8.1. An exempt distributor means a relevant exempt person who distributes electricity under section 16 of the Electricity Industry Act to engage in certain activities as set out in the General Exemption Order.
- 8.2. If your premises is supplied by an exempt distributor and if you advise us that you require life support equipment on your premises, we will:
 - a. If Real Utilities is the relevant exempt distributor, we will duly record your life support status in our capacity as exempt distributor;
 - b. If Real Utilities is not the relevant exempt distributor, within 5 business days after being advised by you that you require life support equipment on your premises, we will advise you who is the relevant exempt distributor, and advise you to contact the exempt distributor to register for life support on your premises; and
 - c. If Real Utilities is not the relevant exempt distributor, within one business day after receiving relevant information about your life support equipment requirements (including medical confirmation) or any relevant contact details, advise you to provide the same information to the exempt distributor, unless the relevant information was provided to the retailer by the exempt distributor.

9. Medical Confirmation

- 9.1. Within 5 business days of being advised that you require life support protections or from becoming the financially responsible retailer for your premises, we will send you a life support medical confirmation form.
- 9.2. Within 5 business days of being advised that you require life support protections or from becoming the financially responsible retailer for your premises, we will send you information on:
 - a. What will happen if you fail to complete and return the medical confirmation form;
 - b. Distributor planned interruptions under the Electricity Distribution Code and unplanned outages;
 - c. How to prepare for unplanned outages, including a plan of action;
 - d. Our emergency contact number;
 - e. Your distributor's emergency contact number;
 - f. What to do if you change retailers and the person residing at the premise still requires life support equipment;
 - g. The types of equipment that fall within the definition of life support equipment;
 - h. Concessions and rebates offered by the State or Federal governments, and how to access them; and
 - i. The availability of interpreter services and the contact number for these services in community languages.

9.3. If you advise us that you have already told your distributor that you require life support equipment at your premises and that you have already provided your distributor with medical confirmation, we won't need to provide most of this information to you - as long as we can confirm your advice with your distributor.

10. Life Support medical confirmation form

10.1. We will ensure that the medical confirmation form will:

- Be dated;
- State that completing and returning the form to us will satisfy the requirement to provide medical confirmation under the Energy Retail code;
- Request your property address;
- Request the date from which you require supply of energy for the purpose of the life support equipment;
- Request medical confirmation;
- Specify the types of equipment that are classified as life support equipment;
- State the date you must return the medical confirmation form to us; and
- State that you can request an extension to allow more time to complete and return the medical confirmation form.

11. Reminder notices

11.1. After sending you the medical confirmation form, we will:

- Provide you with 50 business days to complete and return the medical confirmation form;
- Provide you with at least two written reminder notices advising you must provide medical confirmation;
- The first reminder notice will be provided at least 15 business days from the issue date of the medical confirmation form; and
- The second reminder notice will be provided at least 15 business days from the issue date of the first reminder notice.

11.2. The reminder notices will:

- Be dated;
- State the date of when the medical confirmation form is due;
- State the types of equipment that fall under life support equipment; and
- Advise that you must provide medical confirmation;
- Advise that your premise has been temporarily registered as requiring life support equipment until the medical confirmation is received;
- Advise that failure to provide the medical confirmation may result in the premise being de-registered for life support; and
- Advise that you may request a time extension to complete the medical confirmation form.

12. Our ongoing obligations

- 12.1. Once we are required to register your premise for life support we will:
 - a. Provide your distributor with relevant information around the requirement for life support at the premise including the date we receive your medical confirmation form and any relevant contact details within one business day from receipt;
 - b. Update the registration within one business day of being notified of any changes to the life support equipment requirements for the premise or any changes to your contact details; and
 - c. Not de-energise the premise from the date the life support equipment will be required at the premise (the date we were notified on the requirement for life support equipment at the premise).

13. Planned/Unplanned outages

- 13.1. Your distributor will notify you in writing ahead of any planned outages (due to maintenance or upgrade) with at least 4 business days notice. It is very important that we have your most up to date contact details.
- 13.2. Unplanned outages can also occur due to unforeseen circumstances. It is vital that you have prepared a plan of action for unplanned outages.

14. Prepare a plan of action

- 14.1. Once you are registered as a life support customer, your distributor will ensure you are on the priority list for reconnection during an outage. However, you should have a plan of action until reconnection.
- 14.2. Some questions to help you create a plan of action and save a life in an emergency may be:
 - a. Where will you go?
 - b. How will you get there?
 - c. How will you take your equipment?
 - d. Who will you contact?
 - e. How will you contact them?
 - f. Do you have back up equipment?
 - g. Are medical supplies easy to access and full stocked?
 - h. Have you made emergency arrangements with your doctor for extended outages?
- 14.3. Some tips for preparing for a power outage:
 - a. Keep a physical list of emergency contacts somewhere safe (doctors, friends, family members, emergency numbers).
 - b. Regularly check your back-up battery or equipment that it is fully charged.
 - c. Subscribe to your distributor's outage notifications.

15. Deregistration of Life Support

- 15.1. We will only de-register your premises in the circumstances set out below.

- 15.2. If we or an exempt person has de-registered your premises, we must notify the distributor the date and reason the de-registration occurred within 5 business days and update the life support register within one business day from the de-registration date.
- 15.3. If we are notified that a distributor de-registered your premises, we must within one business day, update the registration under the Electricity Distribution Code.

16. If we don't hear from you

- 16.1. If we have not received your completed medical confirmation form or haven't heard from you within 50 business days of the account being set up, we will notify the distributor of your incomplete application.
- 16.2. We will do this only after we have:
 - a. Issued you reminder letters in accordance with clause 11;
 - b. Issued you with a de-registration letter 15 business days after the second reminder letter which will outline the scheduled de-registration date if no contact is made within 15 business days;
 - c. Not received a completed medical confirmation form before the scheduled de-registration date; and
 - d. Attempted to contact you in person, via phone or electronic means.
- 16.3. We will then update our billing system to reflect that your premises will not be registered as having life support equipment and you will not be protected by life support protections.

17. If you move retailers or move premises

- 17.1. If you're changing energy retailers and have registered with us, your registration will cease and you'll need to register your Life Support Equipment with your new retailer. If you've registered with your distributor, they will let your new retailer know.
- 17.2. If you're moving premises, you will need to re-apply to have your Life Support Equipment registered at your new address.

18. If you no longer need life support registration at your address

- 18.1. Contact us and we will update your account. We'll send you a confirmation letter to confirm when the life support registration is being de-registered from your account.

19. Record keeping

- 19.1. We must ensure that all life support equipment registration and de-registration details are maintained and kept up to date, including the following:
 - a. The date the premises requires energy supply for the purpose of life support equipment;
 - b. When medical confirmation was received;
 - c. The date the premise was de-registered and the reason;
 - d. A record of communications with the customer that contains each customer's explicit informed consent and is kept for 2 years; and

e. A record of explicit informed consent to be retained for a minimum of 2 years.

20. Important contacts

- 20.1. NSW Government Service Line- 13 77 88
- 20.2. QLD Government Service Line - 13 74 68
- 20.3. VIC Government Service Line - 1300 650 172
- 20.4. ACT Government Service Line - 13 14 93
- 20.5. SA Government Service Line - 1800 307 758

21. Contact us

- 21.1. Call us on 1300 16 16 68 or send email to support@realutilities.com.au to tell us about your situation or make an enquiry.

22. Interpreter Service

- 22.1. Please contact the Translating and Interpreting Service (TIS) on 13 14 50 and say you'd like to speak to us.

23. Version control

Version	Approver	Date
V1	Paolo Bevilacqua	16 May 2019
V2	Anita Hoskins	3 April 2025