



We are independent. Our complaint resolution service is free, fair and easy to use. If we can't help you, we will tell you about someone who can.

Life support customers

If you, or anyone in your household depends on life support equipment to manage your health, you should register as a life support customer.

Life support equipment includes:

- oxygen concentrators
- intermittent peritoneal dialysis machines
- kidney dialysis machines
- chronic positive airways pressure respirators
- Crigler-Najjar syndrome phototherapy equipment
- life support ventilators
- any other equipment that a registered medical practitioner certifies is needed for life support.

How to register as a life support customer

Step 1: Contact your energy provider or distributor

It doesn't matter whether you tell your provider or your distributor – they must both keep an up-to-date register and tell the other who is on it.

Step 2: Fill in and return a medical confirmation form

You will get this form from your distributor or provider when you register as a life support customer. You must return it to stay on the register.

Step 3: Tell your provider or distributor whenever you change your address or phone number.

This is so they can always contact you when they are planning to turn off your power.

Protections for life support customers

If you are registered as a life support customer, your provider:

- must give you at least 4 days' notice or get your consent when it plans to turn off your power
- must not disconnect your power if you haven't paid a bill.

Risks for life support customers

Registering as a life support customer does not stop:

- planned power interruptions
- unplanned power interruptions.

Protecting yourself

To protect yourself from planned and unplanned interruptions, you should also:

- make an emergency plan to put in place if your power goes out with or without warning
- sign up for updates about power outages with SA Power Networks – call 131 261 or visit www.sapowernetworks.

SA Power Networks will send you an alert when your power goes out without warning and tell you when they think it will be fixed.

More help

Use our emergency plan checklist to help you make a plan that will keep you safe while your power is out.

Read our fact sheet *Making a complaint* and contact us if you need help.

Emergency plan checklist

Complete this 10-point checklist to make sure you have an emergency plan that will work for you.

You need to be able to answer YES to every question.

Get started

1. Have you registered as a life support customer?
2. Do your provider and distributor have your current address and contact details?
3. Can you get out of your home if there is no electricity?
4. Do you know how to open your doors and gates manually if you don't have power?
5. Are your medical supplies fully stocked and secure?
6. Do you have a plan for transporting your medical equipment if you need to?
7. Do you have a pathway out of your home that is clear, safe and easy for you to use?

Prepare your equipment

8. Do you have:
 - a torch and battery-powered radio on hand
 - a phone or mobile that will work when the power is out
 - a charged backup battery for your equipment
 - reserve oxygen cylinders that are filled and working (if you need them)
 - an uninterruptible power supply (UPS) for temporary battery backup power
 - your keys on hand?

Keep in contact

9. Do you have a family member or neighbour who can check on you during a power outage?
10. Have you discussed your emergency plan with your medical practitioner or carer?

Emergency numbers

Doctor	
Hospital	
Ambulance	
Neighbour	
Family member	
Power provider	
Power distributor	