

# **Telstra Energy – Draft Life Support Policy**

**Version 1, 2021**

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## 1 Overview

### Why do I need to register my property for life support equipment?

If you register your property for life support equipment, then we can provide you with support and ensure that you receive the protections provided under law for properties registered for life support equipment.

This means that if we need to interrupt your power supply for planned activities, you will be notified in writing at least four business days before your power supply is interrupted. Your energy distributor will also notify you in advance of any planned outages. This gives you time to prepare for any planned power outage (e.g. have your source of back-up power ready for your life support equipment).

Unplanned power outages can also occur because of unforeseen circumstances such as extreme weather conditions. See further information below.

### Register your property for life support equipment

If you or someone who lives, or intends to live, at your property requires life support equipment, it is important that you notify us as soon as possible. You can notify us via phone on 13 22 00, email at [energylifesupport@team.telstra.com](mailto:energylifesupport@team.telstra.com), or online via My Account.

When you notify us that your property requires life support equipment, we will:

- register this information (including the date from which you require the life support equipment) on your account with us;
- send you in writing (by post or email) an information pack about your life support equipment registration. The information pack contains key information about ensuring that your property remains registered, including:
  - a medical confirmation form (which is also available at <https://www.telstra.com.au/life-support>);
  - information about obtaining medical confirmation from a registered medical practitioner for your medical confirmation form;
  - information and advice relevant to registering your property for life support equipment, including to assist you prepare a plan of action in case an unplanned interruption occurs; and
  - your energy distributor's emergency telephone contact number which can also be found on your bill and set out further below. If you need to find your distributor, please visit <https://www.telstra.com.au/electricity-and-gas/safety>; and
- advise your energy distributor that you require life support equipment at your property and from when you require life support equipment.

### Medical confirmation

You will need to provide us with medical confirmation that you (or someone residing with you) require life support equipment at your property.

If you are in Victoria	If you are in NSW, Queensland or South Australia
medical confirmation is a completed medical confirmation form	medical confirmation can be any one of the below:

	<ul style="list-style-type: none"> <li>• a completed medical confirmation form including completion of section [insert section requiring confirmation from registered medical practitioner] of the form</li> <li>• a medical certificate from your registered medical practitioner confirming that you (or someone living with you) require life support equipment <b>and</b> a completed medical confirmation form except section [insert] of the form</li> <li>• either of the above which you previously provided to another retailer or distributor if it is signed and dated no more than 4 years old from when you advised us that you require life support equipment at your premises and it is legible. You can ask your previous retailer or distributor to provide you with the medical confirmation you previously submitted. If you are unsure of whether your existing medical confirmation is valid, please contact us</li> </ul>
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## 2 What you need to do

1. Advise us as soon as possible that you require life support equipment at your property.
2. Provide us with your medical confirmation via post, email or fax:
  - a. Post: Care of Life Support Officer, Level 33, 242 Exhibition St, Melbourne, 3000
  - b. Fax: 1800 623 537
  - c. Email: [energylifesupport@team.telstra.com](mailto:energylifesupport@team.telstra.com)
3. Keep us informed if your details or life support requirements change.

For interpreter services, you can contact Telstra's Multicultural Service Centre (Translating and Interpreting Services): 1800 241 600

If you are providing us with a new medical confirmation form, it must be completed and sent back to us within 50 business days of receiving it in the post. If we don't receive your medical confirmation form within this time, we may deregister your property for life support equipment. We will remind you to return your medical confirmation form to us in time and will let you know if we intend to deregister your property and after your property is deregistered. If you need more time to complete your medical confirmation form, please contact us and we can extend the time period.

## 3 What is life support equipment?

Life support equipment includes:

- 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; and
- any other equipment (whether fuelled by electricity or gas) that a registered medical practitioner certifies is required for life support for you or a person residing at your property.

If you are unsure whether your equipment is life support equipment, please check with your medical practitioner.

## 4 Planned or unplanned outages

It is important that you and everyone at your property are prepared in the event of a planned or unplanned power outage. We will provide you with assistance to prepare a plan of action.

### Planned outages

We can only interrupt your power supply in very limited circumstances, most commonly to install, maintain, repair or replace your electricity meter. However, your energy distributor can arrange a planned interruption for broader purposes, including to carry out planned maintenance to the energy system. If your property has been registered for life support equipment, you will receive a written notice four business days before your power supply is interrupted either by us or your energy distributor.

### Unplanned outages

In addition to planned activities, your energy distributor may also need to carry out unanticipated or unplanned maintenance or repairs to the energy system. You may receive little to no notice of an unplanned outage – so it is particularly important that you are prepared.

### You should consider:

- whether you have access to back-up power for your life support equipment;
- keeping your action plan and the emergency telephone contact numbers for Telstra (13 22 00) and your energy distributor somewhere handy so that you can find them easily; and
- calling 000 in an emergency.

Who to call during an outage			
Electricity Distributors		Gas Distributors	
SA Power Networks	131 366	Central Ranges System	132 771
Endeavour Energy	131 003	Jemena Gas Networks (NSW)	131 909

Essential Energy	132 080	Australian Gas Networks	1800 427 5325 (1800 GAS LEAK)
Ausgrid	13 13 88	Multinet Gas	132 691
Citipower	131 280	AusNet Services	136 6707
Jemena	1300 131 871	Allgas Energy	1300 763 106
Powercor Australia	132 412		
AusNet Services	131 799		
United Energy Distribution	132 099		
Energex	131 962		
Ergon Energy	132 296		

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## 5 What if my circumstances change?

### What happens to my life support equipment registration if I move house?

If you are moving house, you will need to notify us of your new address and when you are moving to have that property registered for life support equipment from the correct date.

If you are in Victoria	If you are in NSW, Queensland or South Australia
you will need to provide new medical confirmation	you do not need to provide new medical confirmation unless details other than your address have changed

### What happens to my life support equipment registration if I change my energy retailer?

If you change your energy retailer and you still require life support equipment, it is important that you notify your new energy retailer. You will need to follow your new energy retailer's registration process.

If you are in Victoria	If you are in NSW, Queensland or South Australia
you will need to provide your retailer with new medical confirmation	you can ask us to return your medical confirmation and you may be able to provide this to your new retailer (provided that it is not more than 4 years old and legible).

## 6 What happens if I no longer need life support equipment registration?

If you or a person residing at the property no longer requires registration of life support equipment (or the person requiring life support equipment is no longer residing at your property), let us know by calling us on 132 200. We will update your account with us and send you a letter to confirm that you no longer require registration of life support equipment at the property and the date on which your property will be deregistered. You will no longer receive the protections under the law for properties registered for life support equipment.

## 7 Government assistance and concessions

You may be eligible for concessions or rebates provided by your state government depending on the type of life support equipment you require. Please refer to the information relevant to your state below:

- [New South Wales](#)
- [Queensland](#)
- [Victoria](#)
- South Australia – there are currently no applicable concessions or rebates for life support equipment.

### How do I apply for a concession or rebate?

If you are in:	How to apply for a concession or rebate
NSW	<ol style="list-style-type: none"> <li>1. Download the applicable concession or rebate application form <a href="#">here</a>.</li> <li>2. Complete the applicable concession or rebate application form.</li> <li>3. Return the completed concession or rebate application form to us via post, email or fax:               <ol style="list-style-type: none"> <li>a. Post: Care of Life Support Officer, Level 33, 242 Exhibition St, Melbourne, 3000</li> <li>b. Fax: 1800 623 537</li> <li>c. Email: <a href="mailto:energylifesupport@team.telstra.com">energylifesupport@team.telstra.com</a></li> </ol> </li> </ol>
Queensland	<p>You can apply directly to the Queensland Government for the concession:</p> <ol style="list-style-type: none"> <li>1. If you are eligible, you will have received the Electricity Life Support Concession application form when receiving your life support equipment.</li> <li>2. Complete the concession application form.</li> <li>3. Return the completed concession application form to the Queensland Government as instructed on the concession application form.</li> </ol>
South Australia	there are currently no applicable concessions or rebates for life support equipment.
Victoria	<ol style="list-style-type: none"> <li>1. Download the applicable concession or rebate application form <a href="#">here</a>.</li> <li>2. Complete the applicable concession or rebate application form.</li> <li>3. Return the completed concession or rebate application form to us via post, email or fax:               <ol style="list-style-type: none"> <li>a. Post: Care of Life Support Officer, Level 33, 242 Exhibition St, Melbourne, 3000</li> <li>b. Fax: 1800 623 537</li> <li>c. Email: <a href="mailto:energylifesupport@team.telstra.com">energylifesupport@team.telstra.com</a></li> </ol> </li> </ol>

If you want to know more about concessions, please refer to the information <https://www.telstra.com.au/concessions>.

## 8 Privacy

We are committed to protecting your privacy, keeping your information and ensuring the security of your data in accordance with *Privacy Act 1988* (Cth) and the Australian Privacy Principles.

For more information on how we collect use, store and disclose personal information, visit <https://www.telstra.com.au/privacy>.

## 9 Related information

Our FAQs are available <https://www.telstra.com.au/support/energy> for more information.

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