

OC Electricity Management Services Pty Ltd

ACN 169 137 606

SUPPLY OF ENERGY

LIFE SUPPORT POLICY

If you or someone at your residence has a medical condition and relies on a continuous supply of electricity to run critical medical equipment then you need to advise us and your distributor.

When we receive confirmation from a registered medical practitioner that you or someone residing with you is dependent on Life Support Equipment, we will register the premises as having life support equipment and advise your distributor. To the extent we are able (and are informed by your distributor) we will use our best endeavours to notify you at least four business days prior to any planned interruption, giving you details of the date, time and duration the interruption is scheduled for. Of course, energy supply cannot always be guaranteed and there will be unforeseen outages from time to time that are beyond the control of the distributor.

Whilst your premises continue to be registered as having someone residing there on Life Support Equipment we will not arrange for disconnection of supply for

What is Life Support Equipment?

Examples are:

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

It's very important to keep us informed of your current contact details, or if circumstances change regarding your life support equipment at your home so please ensure you keep us updated on any changes. And you must also advise us if life support equipment is no longer required in your premises.