

# Information for customers with life support equipment.

## Electricity life support customers

Thank you for registering with Evoenergy as a life support customer. Evoenergy is your electricity distributor who own, operate and maintain the electricity network.

### Our obligations to each other

Evoenergy works hard to supply electricity to our customers, but cannot guarantee supply of electricity at all times. Sometimes things happen that are beyond our control.

#### Unplanned outages:

In the event of unplanned outages, such as a major disaster, incident or fallen tree on powerlines, we cannot guarantee you won't experience interruptions to your electricity supply.

#### Planned outages:

When we plan to do work in your area that will require an interruption to your power supply we will notify you in writing at least four business days in advance.

#### Emergency Management Plan – Life Support Device:

You should consider the following options ahead of any extended power interruption, whether planned or unplanned.

1. Identify a location with emergency power capabilities and make plans to go there.
2. Identify relatives or friends with whom you could stay.
3. Consider alternative back up power supplies.

A template is available on our website to assist you in documenting your Management Plan.

Talk to your medical professional about the suitability of back up options for your specific condition. Any back up supply connected to Evoenergy's network must be installed and maintained by a qualified and licensed person and comply with Evoenergy's [service and installation rules](#).

## Electricity bill rebates

Your electricity retailer manages all rebates for which you may be eligible as a life support customer. To ensure you are receiving your life support rebate on your electricity bill make sure to register with your electricity retailer directly.

## Keeping us up to date

It is important that you keep us informed of your current contact details or if circumstances change regarding life support equipment at your home. You can contact Evoenergy to advise of any changes by calling **13 23 86**.

From time to time Evoenergy may contact you directly to see if there have been any changes to your life support requirements to ensure our records are up to date.

Please retain this document for future reference. This information is also available on our website at [evoenergy.com.au/life-support](http://evoenergy.com.au/life-support)

## We're here to help you

**Talk to us:** 13 23 86

**Find out more:** [evoenergy.com.au/life-support](http://evoenergy.com.au/life-support)

**Email:** [NEMnetwork@evoenergy.com.au](mailto:NEMnetwork@evoenergy.com.au)

**Emergencies & Faults (24 hrs):** 13 10 93

Follow us on Twitter for live unplanned outage updates [@EvoenergyACT](https://twitter.com/EvoenergyACT)

## Additional resources

Australian Government websites provide additional customer resources on energy and essential medical equipment at [energymadeeasy.gov.au](http://energymadeeasy.gov.au) and [aer.gov.au](http://aer.gov.au)

## Language assistance

如果您需要幫助，請打電話給下面的號碼。

¿Necesita un intérprete? Llame al número indicado abajo.

هل تحتاج إلى مترجم؟ اتصل بالرقم أدناه.

Trebate li pomoć tumača? Nazovite niže navedeni broj.

Nếu quý vị cần sự giúp đỡ, vui lòng gọi số bên dưới.

**13 14 50 - 24 hours**