

2022
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THE WORKERS COTTAGE UTILITIES

LIFE SUPPORT POLICY

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1. Life Support Equipment Means

- 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;
- In relation to a particular customer – any other equipment (whether fuelled by electricity or gas) that a registered medical practitioner certifies is required for a person residing at the customer's premises for life support or otherwise where the customer provides a current medical certificate certifying that a person residing at the customer's premises has a medical condition which requires continued supply of electricity or gas.

2. Our Obligation

In this Policy, the expression “we”, “us” and “our” are a reference to Australian Utility Rights Pty Ltd (ABN: 42 610 831 420).

Where a customer provided us with confirmation from a registered medical practitioner that a person residing at the customer's premises requires life support equipment, we must:

- Register the premises as having life support equipment; and
- Advise the distributor that a person residing at the premises requires life support equipment; and
- Give the distributor relevant information about the premises for the purposes of updating the distributor's distribution records and registers; and
- Not arrange for the de-energisation of the premises while the person continues to reside at the premises and requires life support equipment; and
- Give the customer an emergency telephone contact number for the distributor (the charge for which is no more than the cost of a local call)

3. Your Obligations

- If a person living at your premises requires life support equipment, you must register the premises with us. To register, you will need to give written confirmation from a registered medical practitioner of the requirement for life support equipment at the premises.
- You must tell us if the life support is no longer required at the premises.