



**Supporting your
critical needs**



**Electricity
and your
life support
equipment**

Contents

Electricity and your registered life support equipment	1
Planning for a possible power outage	2
If your life support machine stops unexpectedly	5
Important phone numbers	8
Contact us	9

United Energy - delivering a safe and reliable electricity supply

United Energy (UE) is licensed by the Victorian Government to distribute electricity across Melbourne's south-eastern suburbs and the Mornington Peninsula. We serve some 630,000 customers and own and manage more than 210,000 poles along with about 13,000 kilometres of wires.

Electricity and your registered life support equipment

United Energy (UE) has been advised that someone at your premises requires the use of a life support machine. We have therefore registered your address as having life support equipment, and we will at no point disconnect you from our network.

It is important to note that registering as a critical care customer does not guarantee continuous 24 hour power supply to the premises. Unplanned power outages can occur from time to time for reasons outside our control (such as extreme weather events or traffic accidents). Unfortunately these events can occur without prior notification, however, our crews will act immediately and attempt to resolve the supply issue as soon as possible.

We may also need to interrupt supply for maintenance or upgrade works to ensure the safety of our network. In this case, we would notify you in writing at least four business days prior to the planned interruption.

This brochure outlines practical advice and an emergency telephone contact number in the event of a power outage.

IMPORTANT: It is the responsibility of your doctor or medical adviser to clearly explain what action you should take if your life support machine stops working. If your doctor or medical adviser has not provided you with this advice or their information is unclear, please contact them immediately.

Planning for a possible power outage

We recommend that you plan for any power supply outages while your life support machine is operating normally.

If your life support machine unexpectedly stops working, the following three steps will help you to determine the cause of the problem.

Step 1:

Plug into the power supply

The way in which you connect your life support machine to the power supply will allow you to quickly identify why it has stopped working.

- Plug your life support machine into the first outlet of a double power point.
- Plug an appliance (such as a lamp) into the second outlet of the double power point. If your life support machine stops working, this appliance will act as a 'tester' to quickly show you if there is power being supplied to that power point.

Step 2:

Access an alternative power circuit

Most houses have a number of separate power circuits that supply power to different parts of your home. These circuits should be labelled in your fuse box or circuit breaker box. It is possible to have power supply fail in one circuit, yet still be supplied to another.

- Locate a power point on an alternative power circuit to that used by your life support machine, and plug an extension cord* into it.
- Connect a plug board to this extension cord and place it close to your life support machine.
- Connect another household appliance to the plug board. If your life support machine suddenly stops working, this will enable you to easily see if the alternative power circuit is still operating.

* If you are able to move about while using your life support equipment, you may be able to dispense with the extension cord and plug into another circuit by moving to a different area in your home.

Step 3:

Establish contact with a neighbour

Make contact with a neighbour and place their phone number on your emergency contact list on the back of this brochure. You can then quickly call and determine if a power failure is localised to your house or if it is affecting others in the neighbourhood. Please note that telephones that rely on electricity will not work during a power outage, so ensure that you have a mobile phone or a directly connected landline phone available.

If your life support machine stops unexpectedly, the problem could be:

- the life support machine itself may be faulty
- the power circuits within your home could be faulty, or
- the power supply to your house or neighbourhood may have been interrupted.

The following three steps will enable you to determine the cause of a failure in your life support machine.

This information will also help us to respond to your needs.

Before following any of these steps, please refer to the advice provided by your doctor or medical adviser.

In the case of an emergency please contact 000.

Step 1:

Check your test appliance

Check the test appliance you have plugged into the same power point as your life support machine.

If the test appliance is still functioning, plug your life support machine into the test appliance's power point. If your machine will not start, then your life support equipment may be faulty. You should refer to the plan you have developed with your doctor or medical adviser.

If the test appliance is not functioning, proceed to Step 2.

Step 2:

Check your alternative circuit

Check if the appliance plugged into your alternative power circuit is still working. If so, plug your life support machine into the alternative power circuit and turn it on. If this works, it is likely that a fuse has blown or a circuit breaker has tripped in the original circuit – please call a Registered Electrical Contractor (electrician) for assistance. A list of Registered Electrical Contractors may be found on the Energy Safe Victoria website: www.esv.vic.gov.au

If your life support machine still does not work, there is most likely a fault within the life support equipment itself – again, you should refer to the plan you have developed with your doctor or medical adviser.

If the alternative power circuit is not working:

- If you have a safety switch installed, ensure that it is in the 'ON' position
- If both circuits are not working, and you have checked your safety switch (if you have one), it is likely that there is an interruption to your power supply and you should proceed to Step 3.

Step 3:

Contact United Energy

You should now assume that the power supply may be off for some time.

- Contact the neighbour you have arranged as an emergency contact to determine if they still have power
- Contact United Energy on **132 099** and state:
 - your name and address
 - that you use a life support machine and have lost power
 - whether your neighbour still has power.

Important phone numbers

Your doctor or medical adviser

Number:

.....

Your hospital

Number:

.....

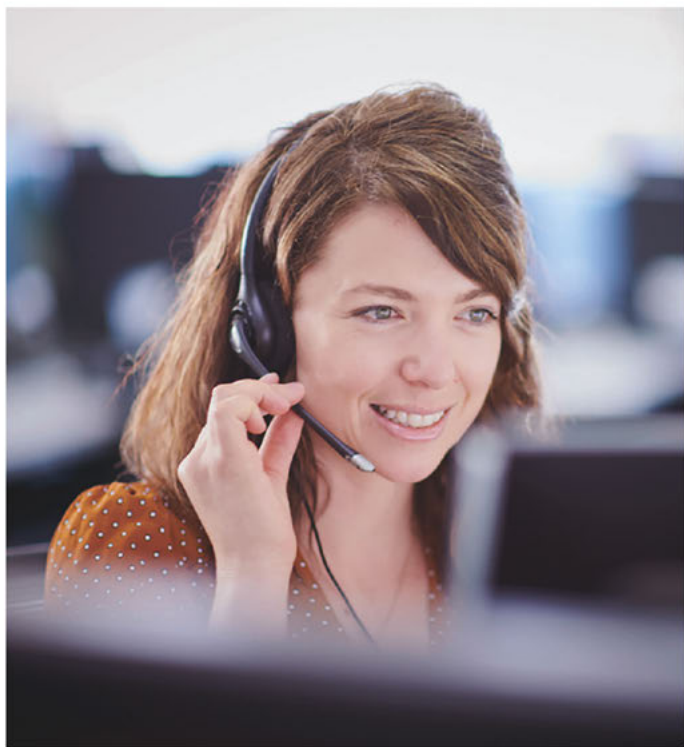
Your neighbour

Name:

.....

Number:

.....



Contacts

United Energy Life Support Emergency
1800 500 540

Service Difficulties / Faults 24 hours
132 099

To get power outage information:
www.ue.com.au

Customer Service Desk
1300 131 689
Monday to Friday 8am-6pm

Telephone Interpreting Service
131 450

Email Address
ueservicedesk@ue.com.au

www.ue.com.au

Your National Meter Identifier (NMI) is a unique meter number that identifies your metering installation in the National Electricity Market (you can obtain this from your electricity bill). You should record this NMI here for easy reference.

NMI: