

Good people
in power



1800 500 540
132 099
www.unitedenergy.com.au
1300 131 689 (Mon-Fri 8am - 6pm)
131 450 
ueservicedesk@ue.com.au

United Energy life support emergency
Service difficulties / faults 24 hours
To get power outage information
General enquiries
Telephone interpreting service
Email address

**Emergency
contact details:**

FOLD

Supporting your critical needs:

Electricity and your Life Support Equipment

A guide for customers using
a life support machine



Good people
in power

Electricity and your life support equipment

United Energy have been advised that someone at your premises requires the use of life support equipment. We have registered your address as having life support equipment and will not physically disconnect your supply as long as you are registered.

While we will not physically disconnect your power, unplanned outages may mean you are left without power or we may need to perform planned maintenance and upgrades. You will be notified at least four business days prior to a planned outage.

For this reason, we cannot guarantee you a continuous supply.

Prepare an action plan for power outages

Your doctor or medical adviser should have already explained what action to take should your life support equipment stop working. If you have not made plans with your doctor or medical adviser, please work with them to establish an action plan in case of outages.

If you do not have an action plan in place, or if your plan or your doctor's or medical adviser's information is unclear please contact them immediately.

Changes to your circumstances

If there are any changes to your circumstances, you must notify us and your retailer. For more information visit www.unitedenergy.com.au/lifesupport



About United Energy

United Energy are a distribution business responsible for operating and maintaining the electricity network that transports electricity network that transports electricity to more than 685,000 homes and businesses across Melbourne's south eastern suburbs and the Mornington Peninsula.

We deliver the power that you buy from your retailer, along our fixed network of poles, wires and equipment. Your retailer sends you your power bill and they pay us a distribution fee. United Energy does not sell you electricity.

Our role is to provide you with a safe and reliable power supply, and this involves maintaining the distribution network in your area. To find out more about who we are and what you can expect from us, download our Customer Charter from our website www.unitedenergy.com.au/charter