



Energy & Water
Ombudsman NSW

Your life support action checklist

Are you reliant on home-based
life support equipment?

Careful planning to prepare for
power outages could save your
life in the case of an emergency.
Complete our checklist below to
make your life support action
plan today.



Get started

- ☐ Are you registered with your network **and** your energy provider as a life support customer? Are your details up-to-date?
- ☐ Can you get out of your home if there is no electricity? Make sure you know how to open your doors and gates manually if there's no power.
- ☐ Are your medical supplies fully stocked and secure?



In an emergency

Do you have a plan for transporting
your medical equipment if
necessary?



Gather your equipment

Make sure you have:

- ☐ A torch and battery-powered radio in an easily accessible place.
- ☐ A charged backup or solar charged battery for your equipment. When did you last check the battery was charged?
- ☐ Reserve oxygen cylinders. Are they filled and working?
- ☐ An uninterruptible power supply (UPS) for temporary battery backup power.
- ☐ Your life support equipment plugged into a surge protector for when the power returns.
- ☐ Your keys handy. Ensure you have a clear, obstacle-free pathway to exit your home.



Keep in contact

- ☐ Have a phone or mobile that will work when the power is out.
- ☐ Have emergency contact numbers saved in your phone.
- ☐ Ask a neighbour to check on you during a power outage. Make sure they have access to your home quickly either with a key or lockbox with key.
- ☐ Discuss emergency arrangements for power outages with your medical practitioner or carer.

Write down these emergency numbers:

Dr _____

Hospital _____

Neighbour _____

Family member _____

Energy network provider _____
(see list at bottom of page)

Check your mobile for power outage updates
and alerts from your network provider.



Essential Energy: 13 20 80
Ausgrid: 13 13 88
Endeavour Energy: 13 10 03



Rule change

In 2021 EWON initiated a change to the National Energy Retail Rules making it easier for customers reliant on life support equipment to change retailer and access the best energy deals.



For more information on life support equipment, visit our [information page](#)

Help for life support customers

Retailers or distributors must give anyone registered as a life support customer at least 4 business days notice of any planned outage.

If you or someone in your household relies on life support equipment, you may be eligible for rebates and other state or federal assistance.

- **NSW Government Life Support Rebate** to help pay your electricity bills
- **Commonwealth Government Essential Medical Equipment Payment**, a yearly payment to help with the energy costs of running medical equipment or medically required heating or cooling



Make a complaint or enquiry

If you have a problem with your energy service or are struggling to pay your bill, contact your provider first. If you're not happy with their response, get in touch with EWON.

Freecall	1800 246 545* Mon – Fri, 9am – 5pm
Freepost	Reply Paid 86550, Sydney South NSW 1234
Interpreter	131 450
TTY/Voice	133 677
Online	ewon.com.au
In person	By appointment only Level 11, 133 Castlereagh St, Sydney, NSW 2000

* If you're calling from a mobile phone, let us know and we'll call you back.



Register now

If you're registered as a life support customer with your retailer or distributor, they cannot disconnect your energy except during planned interruptions and must contact you to organise an alternative energy supply.