



Ampol Energy (Retail) Pty Ltd Life Support Policy

1. Contents

1. Contents	1
1. Overview of Life Support Policy.....	2
2. Types of Life Support Equipment	2
3. Preparing for Outages	3
4. Government Assistance and Concessions	4
5. Complaints Management	5
6. Privacy	6
7. Review	6

1. Overview of Life Support Policy

What we will do when you notify us of Life Support Equipment

How to Register your Life Support Equipment

1. Please call us on 131 404 to register your life support status - your premises will be temporarily registered as requiring life support protections under the Energy Laws until medical confirmation is received.
2. You will then need to provide us with medical confirmation signed by a registered medical practitioner – we will provide you with a medical confirmation form, or you can provide us with a signed medical certificate noting that you require life support equipment and specifying the life support equipment you need.

Please note there are timing requirements under the Energy Laws for when you must return the medical confirmation to us (we must provide you with at least 50 business days). We are happy to provide you with an extension of time if required.

3. Return your medical confirmation form or medical certificate to us by email or post.

Email: lifesupport@ampolenergy.com.au

Post: Ampol Life Support, Reply Paid xxx, Alexandria NSW 2015

Once we've processed your medical confirmation, we'll send you a notice by letter or email confirming that your premises has been registered as requiring life support and will receive the protections under the Energy Laws, depending on your communication preference for important notices.

2. Types of Life Support Equipment

Life support equipment is equipment that is needed to ensure the ongoing health and safety of people with certain medical conditions. Under the Energy Laws, life support equipment can include, but is not limited to:

- 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
- Any other equipment that a registered medical practitioner certifies is required for a person residing at the premises for life support. 'Other' life support equipment may include, but not limited to, the following:
 - External heart pumps
 - Respirators (iron lung)
 - Suction pumps (respiratory or gastric)
 - Feeding pumps (kangaroo pump, or total parenteral nutrition)
 - Insulin pumps
 - Airbed vibrator
 - Hot water
 - Nebulizer, humidifiers, or vaporizers

- Apnoea monitors
- Medically required heating and air conditioning
- Medically required refrigeration
- Powered wheelchair

Please note that some types of life support equipment are eligible for concessions or rebates, and these may differ from state to state.

3.Preparing for Outages

- a. Prepare a plan of action and communicate this to your household so everyone knows what to do in an outage. See our information sheet to help you prepare a plan of action.
- b. Keep our emergency phone number and your energy distributor's phone number handy so you can quickly contact them in the event of an unplanned outage.
- c. If your home loses energy unexpectedly and you or someone in your household relies on life support equipment follow your action plan.

If you require emergency medical assistance call 000.

Click [here](#) to download our life support information document.

A plan of action can help you prepare in case of an outage. Here are some questions to consider **now**, in case of an emergency.

- Do you have your energy distributor's emergency phone number handy so you can call them to see how long an unexpected outage may last for?
- Does your life support equipment have a back-up power source?
- Do you have uninterruptible power supply (UPS) to use as a temporary battery? Make sure you are regularly checking it's fully charged.
- Is your life support equipment plugged into a surge protector?
- If you have reserve oxygen cylinders, are they filled and working in case of emergency?
- Are your medical supplies fully stocked and easily accessible?
- Do you have a list of important contact details handy e.g., family, friends, doctor, hospital or taxi service?
- Do you have a neighbour who can check on you in case of emergency?
- Can you exit your home the power goes out? i.e., will your garage open without a power source.
- Do you have a working phone service independent of a power source? i.e., a mobile phone.
- Do you need to arrange to stay with friends or family in an outage? Decide at what point in an outage you make this move.
- Does your hospital have back-up generators that could supply your life support equipment?
- Have you made emergency arrangements with your medical professional for extended outages?
- Does Ampol have your up-to-date contact details so that you'll be notified of planned retailer outages?

Keeping us informed if your circumstances change

It's important to let us know of any changes relating to your life support equipment, including:

- if you no longer need your life support equipment;

- if you have moved to a different address; or
- if you decide to change energy retailers.

Please call us on 131 404, if you need to change any of your details.

4. Government Assistance and Concessions

There are a variety of Government concession and rebate schemes that can assist low income, vulnerable or medically dependent customers.

The Life Support Electricity Concession is equal to the cost of 1,880 kilowatt hours of electricity annually. If you are a concession card holder using a life support machine at home, you could be eligible for concessions on your electricity bills. To be eligible for this concession

- The Electricity account holder must hold one of the following concession cards
 - Centrelink Pensioner Concession Card
 - Veterans' Affairs Pensioner Concession Card
 - Health Care Card
 - Veterans' Affairs Gold Card
- Must use an eligible life support equipment
 - intermittent peritoneal dialysis machines
 - oxygen concentrators
 - haemodialysis machines
 - other machines if application is approved by a supervisor at DHHS

Ampol Energy upon receipt of the application form completed and signed by your doctor, nurse or hospital social worker confirming your use of a life support machine will check your concession card details with Centrelink and apply the concession to your bill.

Medical Cooling Concession is given on electricity bills related to medically required cooling where the medical condition is confirmed by the doctor. It is 17.5% of electricity usage and service costs between 1 November and 30 April. To be eligible for this concession

- The Electricity account holder must hold one of the following concession cards
 - Centrelink Pensioner Concession Card
 - Veterans' Affairs Pensioner Concession Card
 - Health Care Card
 - Veterans' Affairs Gold Card

And

- Have a medical condition that affects their body's ability to self-regulate temperature or
- Have a household member with such a medical condition.

Pre-approved medical conditions are:

- Multiple Sclerosis
- Lymphoedema
- Parkinson's disease
- Fibromyalgia
- Post-polio Syndrome/Poliomyelitis
- Motor Neurone Disease

Applications for other conditions must be approved by the Department of Families, Fairness and Housing.

We will send you an application form once advised of your condition. The application form needs to be completed and signed by your doctor confirming your medical

condition. If your condition is one of the pre-approved conditions, send the form to us by email or post.

Email: lifesupport@ampolenergy.com.au

Post: Ampol Life Support, Reply Paid xxx, Alexandria NSW 2015

For any other condition, send your form to concessions@health.vic.gov.au for assessment.

Ampol Energy upon receipt of the application form completed and signed by your doctor, will check your concession card details with Centrelink and apply the concession to your bill.

The Essential Medical Equipment Payment is an additional support of an annual payment provided by Centrelink to concession card holders (and their carers) with higher-than-average energy costs because they rely on essential medical equipment or who medically require heating/cooling at home to manage a disability or medical condition. For more information and to apply, visit <https://www.servicesaustralia.gov.au/essential-medical-equipment-payment>

Utility Relief Grant Scheme (URGS) provides help with a bill payment that is overdue due to a temporary financial crisis. If eligible, you can receive a maximum of \$650 on each utility type in a two-year period (or \$1,300 for households with a single source of energy (e.g. electricity only). The grant is available to renters and homeowners and to be eligible, one must fulfill either of the criteria listed below

- Be an account holder who has one of the following eligible concession cards
 - Centrelink Pensioner Concession Card
 - Veterans' Affairs Pensioner Concession Card
 - Health Care Card
 - Veterans' Affairs Gold Cardor
 - May not have one of these cards but are part of a low-income household

If you are eligible for the Utility Relief Grant Scheme, you are entitled to our assistance in completing and submitting the application. Further information can be found by visiting <https://services.dffh.vic.gov.au/utility-relief-grant-scheme>

The Excess Electricity Concession is 17.5 per cent of electricity usage and service costs and is calculated after retailer discounts and solar credits have been deducted. If your electricity charges have reached, or are expected to reach, the annual limit of \$2,973.00 and if you receive the Life support concession or the Medical cooling concession, Ampol Energy will apply the Excess Electricity Concession to your Electricity account and you do not need to complete any additional application form.

5.Complaints Management

The Ampol Energy Retail customer service team works with the customer to resolve complaints they may have. If a customer has a complaint, they can contact us by email ([Insert _Email]), online chat or by leaving a complaint using the online form available at [Insert _Website]. Customers can also call [Insert _Phone] to leave a complaint.

Further information about how we handle complaints can be found in Ampol Energy Retail's Complaints and Dispute Resolution Policy which can be downloaded from [Insert _Website].

If you are dissatisfied with the outcome of our complaint process, you may get it reviewed by the Energy & Water Ombudsman Victoria, which is a free service. EWOV can be contacted on 1800 500 509 or by visiting www.ewov.com.au

6. Privacy

Ampol Energy Retail is committed to respecting the privacy and protecting the personal information of our customers in accordance with the Privacy Act 1988 (Cth). Our Privacy Policy can be found on the website at [website].

7. Review

Ampol Energy Life Support Policy has been developed to support customers dependent on Life Support equipment and is subject to a review once in two years.

Document change history

Version number	Conducted by	Approved by	Date	Description of changes
1	Adam Lourey		20/05/2022	