

life support information for households.



**Do you need gas for your medical equipment?
Your gas can go out unexpectedly.
Be ready and have a plan.**

Am I eligible?

If you or a member of your household rely on gas to supply any of the equipment below, you are eligible to register your premise for Gas Fuelled Life Support Equipment:

- Oxygen concentrator.
- Intermittent peritoneal dialysis machines.
- Kidney dialysis machines.
- Continuous positive airways pressure respirators.
- Crigler-Najjar syndrome phototherapy equipment.
- Life support ventilators.
- Any **other equipment** required for life support, as determined by a medical practitioner.

Other equipment may include the following:

- External heart pumps.
- Respirators and iron lungs.
- Suction pumps (respiratory or gastric).
- Feeding pumps.
- Insulin pumps.
- Airbed vibrators.
- Medically required hot water.
- Nebulisers, humidifiers or vaporisers.
- Apnoea monitors.
- Medically required heating and air conditioning.
- Medically required refrigeration.
- Powered wheelchairs.

Supply reliability

We endeavour to provide a constant, uninterrupted supply of gas, however there are instances when despite our best efforts you may experience unplanned interruptions to your gas supply.

We are committed to delivering for our customers by providing a safe and reliable gas supply. However, we cannot guarantee continuous 24 hour gas to any premise include those registering with Gas Fuelled Life Support Equipment.

There can be unexpected incidents that are out of our control, which may affect your gas supply, for example, extreme weather, third party damage, water egress or equipment failure might disrupt your gas supply without warning.

From time to time your gas supply may also be interrupted to undertake upgrades or planned maintenance to our gas network. If we need to interrupt your gas supply to undertake planned maintenance, we'll give you at least four (4) business days' written notice so you can make alternative arrangements.

Except in the case of an interruption, we will not arrange for the de-energisation of the premises from the date the life support equipment will be required at the premises.

How do I register my premise for Gas Fuelled Life Support Equipment?

Please call us on **1300 001 001** (Mon-Fri, 8am-5pm AEST) to register your details. Alternatively, you may register directly with your gas retailer.

Please note registration is only applicable to APA operated gas distribution networks in South Australia, Queensland and Tamworth, NSW. For all other APA operated gas distribution networks, please contact your Retailer.

When you contact us to register please have the following information handy:

- the address of the premises at which life support equipment is required, and the date from which it is required; and
- the Meter Installation Registration Number (MIRN) which can be found on your retail gas account (alternatively if you do not have a copy of the gas account we can use the meter number which can be found on the gas meter of the premise).

When notified of your premise for Gas Fuelled Life Support Equipment you will receive an information pack within five (5) business day containing:

- a life support equipment medical confirmation form
- information about the requirement to get medical confirmation from a registered medical practitioner; and
- information about the life support protections the customer will receive.

You must return the completed medical confirmation form within 50 business days of date we dispatched the information pack to you.

Note: the life support registration is temporary until medical confirmation is received.

Failure to provide the medical confirmation may result in deregistration.

You will be provided five (5) opportunities to provide us with the completed medical confirmation form.

The National Energy Retail Rules require us to provide you with two (2) reminder notices before the de-energisation process can commence.

Notice periods

- first reminder notice (shall be provided no less than 15 business days from the date the information pack was issued)
- second reminder notice (shall be provided no less than 15 business days from the date the first reminder notice was issued)
- at least one (1) extension of a minimum of 25 business days if requested by the customer (at any time during the process, not necessarily in this sequence)
- deregistration notice (to be provided no less than 15 business days from the date the second reminder notice was issued).

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How can I plan for a gas interruption?

Customers who rely on a continuous supply of gas for life support equipment are urged to have backup plans in place in case your gas supply is interrupted.

To assist your planning, you may find the following checklist useful:

- contact your doctor, hospital or life support equipment supplier to discuss appropriate options if there is no gas
- have access to a telephone that doesn't require power to operate
- ensure you have contact information including names, addresses & telephone numbers of:
 - your doctor
 - the nearest hospital
 - the local taxi or ride-sourcing service
 - someone nearby who is willing to assist you
 - APA's emergency telephone number **1800 427 532** (1800 GAS LEAK)
 - your Retailers' telephone number
 - emergency services, Triple Zero (000)
- Place a torch, with spare batteries, close to the life support equipment in case the electricity also fails
- Have a battery-operated radio with spare batteries during a weather event, and listen to the radio to keep up with the latest information
- If possible, organise with friends or family to use their gas supply (if they aren't affected)
- Go directly to the nearest hospital or call Triple Zero (000) if you feel your health is at risk

Do I need to keep my details up to date?

Yes.

If you have registered with us as having Gas Fuelled Life Support Equipment at your premises, it's important that you keep us informed of any changes to your contact details (such as telephone number or mobile phone), if you move premises or if the Gas Fuelled Life Support Equipment is no longer required.

Please call us on **1300 001 001** (Mon-Fri, 8am- 5pm) if your details change.

Information sharing

We may also contact you from time to time to ensure our information is correct.

If you decide to change retailer at your premises and a person residing at your premises continues to require life support equipment, you should advise the new retailer of the requirement for life support equipment.

Important: Life support registration is not transferrable between retailers or distributors.

However, if we become aware that you have changed retailer we must notify the new retailer of the need for life support equipment at your premises.

What do I do if the Life Support Equipment used at my premises does not rely on a gas supply?

Please contact your retailer to let them know that your life support equipment is not fuelled by gas and that it uses electricity only.

If you have not chosen an energy retailer yet you can visit <https://www.energymadeeasy.gov.au/> to choose one.

Privacy

By completing and returning the medical confirmation form to us, you consent and agree to APA collecting, managing and disclosing the personal information you have provided to us in accordance with the Privacy Act 1988 (Cth) and our Privacy Policy (as amended from time to time). Our Privacy Policy and detailed privacy statements are available at apa.com.au/privacy. Please contact us to request a paper copy.

You warrant that you have complied with all applicable laws and obtained all necessary consents in order to provide the information in this application.

How we use this information

These details may be:

- used by us to contact you in the event of an planned/unplanned interruption; or
- shared with your retailer to minimise disruptions caused by maintenance or network upgrades in your area.

For more information visit www.apa.com.au or email apagaslifesupport@apa.com.au.