

life support information for households: **FAQs.**



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

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

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Contact your gas retailer* or APA on **1300 001 001** to register your premise.

When you call please have the following information handy:

1. the address of the premises, and the date from which life support is required; and
2. 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).

Your gas retailer will advise APA if you contacted them directly or we will advise your gas retailer if you contact us directly that you have gas-fuelled life support equipment.

You will receive an information pack and Medical Confirmation Form that you need to fill in.

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You will need to arrange for your medical practitioner to fill in and sign parts of the Medical Confirmation Form and send it back by the date stated in your information pack.

If you need more time to complete the Medical Confirmation Form please contact us or your gas retailer (whomever sent the Form) to arrange an extension of time.

If you do not return the signed Medical Confirmation Form within the required timeframe you will receive reminder notices and your premise may be deregistered for gas-fuelled life support equipment.

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Remember! Let us or your gas retailer know if your circumstances change.

Do you or does someone living at your premises have a medical condition that is supported by gas equipment?

If so you can contact us or your gas retailer and we will register your premise as having gas-fuelled life support equipment. If you contact us first, we will notify your retailer.

You then need to fill in a **Medical Confirmation Form** with written confirmation from a registered medical practitioner outlining the type of gas-fuelled life support equipment that is required. We give you a minimum of 50 business days to fill in and return the Form to us. However, if you do require an extension of time, please contact us on **1300 001 001** (Mon-Fri, 8am-5pm AEST).

For more information

visit www.apa.com.au

email apagaslifesupport@apa.com.au

or call us on **1300 001 001**

*** Make sure you get in touch with your gas retailer to register for any available South Australian or Queensland Government rebates.**

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.

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Does my life support registration guarantee continuous 24 hours gas supply?

No, we may need to carry out maintenance or upgrade works, or the supply may be interrupted for a reason beyond our control for example, extreme weather, third party damage, water egress or equipment failure might disrupt your supply without warning.

When APA is planning to interrupt supply, how much notice will life support customers receive?

If we need to interrupt your supply to undertake planned maintenance or upgrades, we'll give you at least four business days' written notice so you can make alternative arrangements. Alternatively, if you give us explicit consent we can endeavour to undertake the planned interruption on an earlier agreed date.

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

What should I do during an unplanned or planned gas supply interruption?

We recommend that life support customers have an emergency plan in place for such circumstance. Please refer to our Life Support Fact Sheet for the checklist that will assist you with your plan.

Can a life support registration relate to any person residing at the premises?

Yes, APA or your Gas Retailer will register a premise as requiring gas-fuelled life support equipment for any person who resides at the address.

If I fail to provide the Medical Confirmation Form within the required time frame, will my premises be deregistered as having gas-fuelled life support equipment?

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

The National Energy Retail Rules require us to provide you with two 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 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).

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.

What should I do if the person who relies on gas-fuelled life support equipment has vacated the premises or no longer requires the gas-fuelled life support equipment?

You are required to advise either us or your retailer of any changes in the need for gas-fuelled life support equipment.

If you contact us in the first instance, we will start the deregistration process by providing you with a written notification and asking for the date of deregistration. Once your confirmation is obtained, we will deregister the premises and notify your retailer of the deregistration.

Do I need to keep my details up to date?

Yes, it is important you keep APA and your retailer informed of any changes to your circumstances. This includes any changes to your phone number and postal address.

Please call our Customer Service Team on **1300 001 001**. Our team is available Monday to Friday, 8am to 5pm (AEST).

What do I do if the life support equipment used at my premises does not rely on gas supply?

Please ensure you contact your electricity retailer if your medical equipment is powered by electricity.