

LIFE SUPPORT INFORMATION

FOR HOUSEHOLDS

DO YOU RELY ON POWER FOR MEDICAL EQUIPMENT?

At Endeavour Energy we are committed to providing you a safe and reliable electricity supply.

Occasionally we may have to interrupt your power to undertake upgrades or planned maintenance. Storms, bushfires, and other unexpected problems can also disrupt your power. For these reasons we are unable to guarantee continuous 24-hour power supply to your home.

If we plan any work that affects you, we will notify you in writing at least four business days in advance, giving you details of the date, time, and duration of the scheduled interruption.

BE PREPARED

If you rely on a continuous supply of power for medical equipment, please make sure you have a back-up plan in place in case your power is interrupted.

This fact sheet will help you develop a plan of action; and don't forget to keep important phone numbers close by for quick reference when needed.

TELL US ABOUT ANY CHANGES

Your safety and wellbeing is a high priority for us, so we keep a record of all of our customers requiring power for life support equipment. Please make sure you keep us informed about any changes to your circumstances, such as a new address and/or phone number. You can call us on 131 003.

PLANNING FOR POWER INTERRUPTIONS

Your answers to these questions will help you develop an action plan that could save your life in an emergency.

- Can you get out of your home if there is no electricity?
- Does your landline telephone need an electricity supply?
- Do you have an alternative phone service such as a mobile phone?
- Do you have a neighbour who can help you if the power goes out?
- If you have reserve oxygen cylinders, are they filled and working?
- Are your medical supplies fully stocked and secure in case of an emergency?
- Do you have important contact details handy e.g. doctor, hospital, and local taxi service?
- Do you have general items handy e.g. torch and battery operated radio?
- Do you have Endeavour Energy's phone number handy to call if the power goes out?
- Do you have emergency arrangements for extended outages?
- What back-up is built into the life support equipment you have?
- Do you have uninterruptible power supply (UPS) for temporary battery back-up power?
- If you have a back-up battery how often do you check to make sure it is fully charged?
- Does your hospital supply power via back-up generators for your life support equipment if the power is out?
- Is your life support equipment plugged into a surge protector?



Access power outage information 24/7

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