

LIFE SUPPORT INFORMATION

FOR HOUSEHOLDS

**EMERGENCY
NUMBER: 131 003**

IMPORTANT INFORMATION FOR CUSTOMERS WHO 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 completing the reverse of this leaflet and putting it on your fridge will ensure that important numbers are on hand.

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?

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**.

LIFE SUPPORT ACTION PLAN

CONTACTS

**EMERGENCY
NUMBER: 131 003**

PLEASE FILL IN THIS FORM NOW AND KEEP IT IN A HANDY PLACE SUCH AS ON YOUR FRIDGE

ENDEAVOUR ENERGY CONTACT DETAILS

Life Support Emergency/Faults: **131 003**

Postal Address: PO Box 811 Seven Hills NSW 1730

YOUR DOCTOR OR OTHER MEDICAL ADVISER

Name: _____ Number: _____

YOUR NEAREST HOSPITAL

Name: _____ Number: _____

YOUR NEIGHBOUR OR A NEARBY RELATIVE

Name: _____ Number: _____

YOUR NATIONAL METER IDENTIFIER (NMI)

NMI number: _____

Your NMI is a unique number that identifies your premises, and you'll find it on your electricity bill. Providing the NMI when you call allows us to quickly establish where you live.

ENGLISH NOT YOUR FIRST LANGUAGE?

Please use our free translation service by calling **131 450**.

بيمالة فور وال تحريديرية ال ترجمة خدمة: 131 450

Dịch Vụ Thông Ngôn Và Phiên Dịch: 131 450

笔译和口译服务: 131 450

筆譯和口譯服務: 131 450

अनुवाद और दुभाषिया सेवा – 131 450

Servizio di traduzione ed interpretariato: 131 450

Servicio de Traducción e Intérpretes: 131 450

Serbisyo sa Pagsasalín-wika at Pag-iinterpretar: 131 450

51 Huntingwood Drive, Huntingwood NSW 2148

PO Box 811, Seven Hills NSW 1730

T: 131 081 • F: 61 2 9853 6000

www.endeavourenergy.com.au

