

Simple steps for a safer summer if you rely on medical equipment

Australians love their summers, but the season also brings dangerous storms and bushfires that can threaten lives and property, and interrupt power supply. There are a few simple steps you should take if you rely on continuous supply of power for medical equipment.

1.

Register your details with Endeavour Energy by contacting us on 131 003.

We will immediately flag you as dependent on life support equipment in our systems, notify your electricity retailer and issue you with an information pack.

2.

Complete the medical confirmation form contained in the information pack, have it signed by your doctor and return it to us.

We will then finalise the registration of your life support equipment and notify your electricity retailer.

3.

Prepare a back-up plan in case of a power outage.

This could be as simple as having important information on hand including names, addresses and telephone numbers of your doctor, the nearest hospital, a neighbour or someone nearby who is willing to assist you.

Emergency and customer support numbers

For an emergency: Triple Zero (000)

SES emergency help in storms and floods: 132 500

RFS bushfire information line: 1800 679 737

Endeavour Energy emergency line: 131 003

There are a few questions we suggest you think about to help you develop your back up plan in case of a power outage. It 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 such as for your doctor, hospital, and local taxi service?
- ☒ Do you have general items handy such as a torch and battery-operated radio?
- ☒ Do you have Endeavour Energy's phone number (131 003) 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?
- ☒ If you manage a hospital, does your supply power up via back-up generators for your life support equipment if the power goes out?
- ☒ Is your life support equipment plugged into a surge protector?