

## Life Support Equipment Customer Policy

### What is life support equipment?

Life support equipment is defined in clause 10 of the Electricity Retail Supply Code as any of the following:

- (a) an oxygen concentrator;
- (b) an intermittent peritoneal dialysis machine;
- (c) a kidney dialysis machine;
- (d) a chronic positive airways pressure respirator;
- (e) crigler najjar syndrome phototherapy equipment;
- (f) a ventilator for life support; and
- (g) in relation to a particular customer—any other equipment that a registered medical practitioner certifies is required for a person residing at the customer's premises for life support.

Certain protections are available to customers who require eligible life support equipment.

### How can I register my life support equipment?

If a person is residing, or intending to reside, at your premises who needs an uninterrupted electricity supply for life support equipment then you can notify either your retailer (Rimfire) or the network service provider (PowerWater) of the type of equipment and date from when the equipment is required. The organisation that you notify will record this in their register, and let the other know, within 1 business day.

You can let us know that you would like to register by phone, on 1800 RIMFIRE; or email, at [enquiries@rimfireenergy.com.au](mailto:enquiries@rimfireenergy.com.au).

You can also advise PowerWater on 1800 245 090.

### What happens next?

Within 5 business days you will receive information including advice about planned and unplanned power interruptions, and assistance to help preparing an action plan in case of an unplanned interruption.

You will also receive a medical confirmation form that you must return within 50 business days, unless you request an extension, which will be a minimum 25 business days.

We will send you a confirmation reminder to return the form after 15 days, and another after 15 more days.

### What does registration mean for me?

Once registered we will not arrange to disconnect power at your premises from the date the life support equipment is needed, for any reason.

The network service provider (PowerWater) will not arrange to disconnect power at your premises from the date the life support equipment is needed, though unplanned outages may occur outside of their control.

If a planned interruption to power is needed, for example required maintenance, they will give you at least 4 business days' notice or they will obtain your consent to the interruption.

### When can it be cancelled?

Deregistration may occur for the following reasons:

- (a) if the medical confirmation form is not returned by the final deadline;
- (b) if you notify us (Rimfire) or the network provider (PowerWater) that your situation has changed, such as the equipment is no longer required, or the person vacates the premises;
- (c) if you transfer to a different retailer.

In any of these situations we (Rimfire) or the network provider (PowerWater) will provide you with a deregistration notice. This will be at least 15 business days after your second confirmation reminder. We will also contact you at least once either in person, by telephone, or by electronic means. The deregistration notice will include a deadline to change your mind.

When either us or the network provider initiates deregistration, we will notify the other to update their records.

**To contact the network service provider at any time phone 1800 245 090**

If you would like further information please contact us by phone; 1800 RIMFIRE (1800 746 3473), or email [enquiries@rimfireenergy.com.au](mailto:enquiries@rimfireenergy.com.au).