



## Life Support information

If you, or anyone at your home or business premises depends on life support or life support dependent you need to be registered on your account.

You should tell us so that we, and your local distributor (the company responsible for the poles, wires and gas pipes in your area) can register your account and give you extra protections with your power supply. You can read more about the way to complete this registration below.

### Life Support Dependent

You are classified as being life support dependent if you depend on any of the following life support equipment:

- Oxygen concentrator
- Intermittent peritoneal dialysis machine
- Kidney dialysis machine
- Chronic positive airways pressure respirator
- Crigler najjar syndrome phototherapy equipment
- Ventilator for life support
- Any other equipment (whether fuelled by electricity or gas) that a registered medical practitioner certifies is required for life support, or a medical condition which requires continued supply of electricity and/or gas.

### Life Support Registration

You need to let us or your distributor know about your life support equipment needs so that it can be registered on your account. You can tell us about your life support needs by visiting our [website](#) for online chat or email us on [lifesupport@powowpower.com.au](mailto:lifesupport@powowpower.com.au).

We will temporarily register your premises and send you a Medical Confirmation Form to complete with your doctor and return by a specified due date. We will also notify your distributor and send you some important information on how to prepare for a planned, or unplanned, power outage.

If you do not return a completed Medical Confirmation Form signed by your doctor, we may not be able to complete the registration process which may result in life support protections being removed from your premises. If you need more time to complete the form, please let us know so we can give you an extension.

### Medical Confirmation Form

Please complete this form and have your doctor sign after then you'll need to send the signed and completed form to us via email on [lifesupport@powowpower.com.au](mailto:lifesupport@powowpower.com.au).



NSW - please find information and downloadable form link [here](#).

QLD - please find information and downloadable form link [here](#).

SA - please find information and downloadable form link [here](#).

QLD and SA - you need to apply directly to your governments for any potential life support rebates.

### Medical Confirmation Form submission due date

You must complete and return the form within the due dates (the date that was specified on the email by Powow Power). If the form is not returned to us within due dates, we'll send you a reminder. Your account is temporarily registered with life support status until we receive your completed Medical Confirmation Form and the form must be certified by a doctor.

Please see the government's [life support registration guide](#) for more information.

Alternatively you can register directly with your distributor. The contact details of your distributor please see below table.

### Electricity Distributors

States	Distributor	Current and report outage	Website	Contact Number
NSW	Endeavour Energy	<a href="#">Outages   Endeavour Energy</a>	<a href="http://www.endeavourenergy.com.au">www.endeavourenergy.com.au</a>	<a href="#">131 003</a>
	Ausgrid	<a href="#">Outages - Ausgrid</a>	<a href="http://www.ausgrid.com.au">www.ausgrid.com.au</a>	<a href="#">131 388</a>
	Essential Energy	<a href="#">Outages &amp; Faults (essentialenergy.com.au)</a>	<a href="http://www.essentialenergy.com.au">www.essentialenergy.com.au</a>	<a href="#">132 080</a>
SA	SA Power Networks	<a href="#">Outages - SA Power Networks</a>	<a href="http://www.sapowernetworks.com.au">www.sapowernetworks.com.au</a>	<a href="#">131 366</a>
QLD	Energex	<a href="#">Power Outages - Energex</a>	<a href="http://www.energex.com.au">www.energex.com.au</a>	<a href="#">136 262</a>

For more information visit our website for online chat and useful [FAQ](#).