

Medical confirmation form for registering life support equipment

By completing and returning this form to us, you will be satisfying your contractual obligation to provide medical confirmation that your premises require life support equipment.

You can also give us a medical certificate or a copy of a medical confirmation form that you have previously provided to another energy retailer or your distributor. To do this, the certificate or form must be:

- legible and specify the type of life support equipment required; and
- signed and dated by a medical practitioner no more than 4 years before the issue date of this form.

Completing this form

1. complete section 1 and sign and date it;
2. ask a medical practitioner to complete section 2 and make sure they sign and date it; and
3. return the form to us **within 50 business days** of the issue date by:
 - mailing it to Level 15, 1 Margaret St, Sydney NSW 2000; or
 - scanning and emailing it to support.solar@brighte.com.au.

Please check all sections of the form have been completed, signed and dated before you send it back to us.

You can request more time to complete and return this form by calling us on 1300 274 448.

Section 1 (to be completed by you)

Name	
Email	
Contact number	
Account number (on bill)	
Name of person requiring life support	
Premises requiring life support	
Meter number (NMI on bill)	
Date life support equipment registration is required	

When your premises are registered as requiring life support equipment, we will:

- not disconnect your electricity supply;
- send you prior written notice if we plan to interrupt your electricity supply; and
- notify your distributor that your premises are registered as requiring life support equipment so that they can give you prior written notice if they plan to interrupt your electricity supply.

You understand that:

- if you fail to provide us with medical confirmation, we may deregister your premises as requiring life support equipment and your premises will no longer receive the above protections;
- you must let us know immediately if you no longer need life support equipment at your premises; and
- if you decide to switch to another retailer and are still using life support equipment, you should advise your new retailer of your life support equipment requirements.

Customer Signature

____/____/____
Date

Section 2 (to be completed by medical practitioner)

The premises listed in section 1 above are required to be registered for the following **electricity** life support equipment (please select all that apply):

- Oxygen concentrator
- Intermittent peritoneal dialysis machine
- Kidney dialysis machine
- Chronic positive airways pressure respirator
- Crigler-najjar syndrome phototherapy equipment
- Ventilator (does not include nebuliser, humidifier or vaporiser)
- Powered wheelchair for quadriplegics (does not include mobility scooters)
- Enteral feeding pump
- External heart pump
- Phototherapy equipment
- Total parenteral nutrition pump
- Other (please specify): _____

Name	
Job title	
Medical/provider number	
Contact number	
Hospital/clinic/practice name	
Hospital/clinic/practice address	

Medical Practitioner Signature

____/____/____
Date

Information for customers with life support equipment

Planned interruptions to your electricity supply

From time to time, your distributor may need to interrupt your supply to maintain, repair or augment the distribution or transmission system, or install or alter a connection. We may also need to interrupt your electricity supply to install, maintain, repair or replace an electricity meter.

While your premises are registered as requiring life support equipment, unless you have provided your consent to an interruption occurring on a specific date, you will be given at least four business days prior written notice of a planned interruption.

Unplanned interruptions to your electricity supply

Unplanned interruptions to your electricity supply can occur due to unforeseen circumstances, including damaged powerlines or poles due to lighting strikes, falling trees, motor accidents, bushfires, or general equipment failure. **It is important to have a plan of action for an unplanned interruption.** Here are some questions to help you create a plan of action and be prepared. It could help save a 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 neighbor 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 (eg, doctor, hospital, and local taxi service)?
- Do you have general items handy (eg, torch and battery operated radio)?
- 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?

If your electricity goes out unexpectedly, you should also get in touch with your distributor. You can find your distributor's faults and emergencies number on your bills.

If an unplanned interruption results in a life-threatening situation, call 000 and request an ambulance immediately.