



Life Support Policy

The purpose of this policy is to ensure compliance with life support obligations

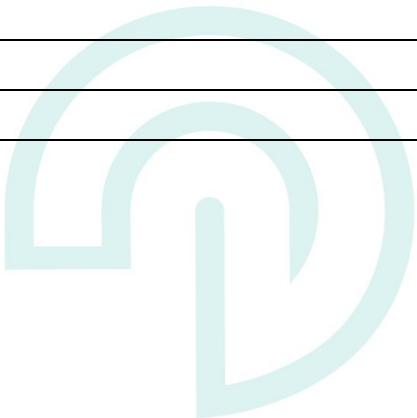
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Version History

V1.0	24/2/2021	Document created
V1.1	10/6/2021	Document review



Life Support Policy

1. What is Life Support?

Life Support is where someone at a residence has a medical condition and relies on continuous supply of electricity or gas to run critical medical equipment to ensure the ongoing health and safety of the person. The Life Support equipment is generally electric, but a doctor may authorise gas appliances also.

A customer must advise their retailer or their distributor that they have Life Support equipment at their property to ensure that they are provided with safe and reliable electricity supply.

A customer that is registered for Life Support will receive advanced notification of any planned outage if necessary for maintenance or upgrades.

However, unplanned outages beyond the Distributors control can also occur due to unforeseen circumstances such as traffic accidents or extreme weather.

2. Applying for Life Support

2.1 Who can apply for Life Support?

- a. A non-authorized contact can apply on the condition that the form has been completed and signed correctly;
- b. A customer who uses an eligible Life Support machine;
- c. A customer who has a household member who uses and eligible life support machine.

2.2 Customer notification

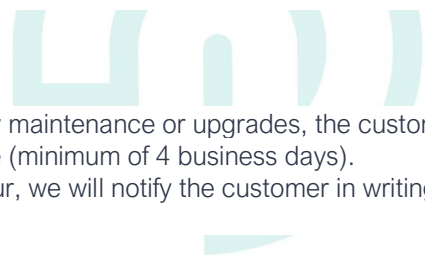
- a. A non-authorized contact can apply on the condition that the form has been completed and signed correctly;
- b. Customer notifies Retailer or Distributor that they have Life Support equipment on premise;
- c. The Distributor / Retailer contacted by the customer become the registration process owner;
- d. The registration process owner flags Life Support on the customer's account and notifies the relevant Retailer or Distributor;

2.3 Medical confirmation notification

- a. The registration process owner will need to send the Life Support medical form to the customer along with information around life support;
- b. If the customer returns the medical form within the timeframe (50 business days), we then update the system and notify the Distributor that the medical form has been provided.
- c. If the customer does not return the form, a Life Support de-registration process is followed: two reminder notices are issued and a scheduled de-registration letter advising the customer of the intended date we have scheduled to remove the Life Support flag from their account. Failure in providing the completed form may result in de-registration.

3. Planned / Unplanned Outages

- a. When a planned Outage is scheduled to occur due to any maintenance or upgrades, the customer's Distributor will notify the customer in writing ahead of time (minimum of 4 business days).
- b. When a Retailer Planned Interruption is scheduled to occur, we will notify the customer in writing ahead of time (minimum of 4 business days).



4. Life Support Equipment

Life Support equipment includes the following:

- a. Crigler Najjar Syndrome Phototherapy Equipment
- b. Chronic Positive Airways Pressure Respirator
- c. Intermittent Peritoneal Dialysis Machine
- d. Kidney Dialysis Machine
- e. Oxygen Concentrator
- f. Ventilator For Life Support
- g. Any other equipment that a registered medical practitioner certifies is required for Life Support
- h. Can be fuelled by either electricity or gas (in Victoria).

5. Life Support Equipment Concessions / Rebates

- i. Some customers may be eligible for concession or rebates depending on the Life Support equipment they use. In Victoria, approved machines are those that use at least 1,880 kilowatt hours of electricity annually. Machines already approved (in Victoria) are:
 - i. Intermittent peritoneal dialysis machines;
 - ii. Oxygen concentrators; and,
 - iii. Haemodialysis machine.
 - iv. Any other equipment that a registered medical practitioner certifies is required for a person residing at a customer's property for Life Support
- b. Those currently not eligible for a concession (in Victoria):
 - i. Power wheelchairs for quadriplegics
 - ii. Total Parental Nutrition (TPN)
 - iii. Enteral feeding pump
 - iv. External Heart Pump
 - v. Nebuliser
 - vi. Continuous Positive Airways Pressure Devices (CPAP)
 - vii. Crigler najjar syndrome phototherapy equipment
 - viii. Ventilators for Life Support (excludes nebulisers, humidifiers and vaporizers)

Victorian customers will cease to receive a rebate if they are no longer eligible for a concession card. If the customer moves property/changes address, equipment or retailer, they will need to complete and submit the Life Support form again to retain their rebate. Click to download the Victorian Life Support Concession and machine notification form. For more information, please visit [Department for Health and Human Services - VIC](#)

Customers in other States may be eligible for concessions or rebates and should check with the relevant State and Federal Government. The following links are provided as a guide.

- [NSW Government Life Support Electricity Rebate](#)
- [VIC Notification of Installation/Removal of life Support Equipment](#)
- [SA Notification of Installation/Removal of Life Support Equipment](#)
- [QLD Notification of Installation/Removal of Life Support Equipment](#)
- [ACT Notification of Installation/Removal of Life Support Equipment](#)

6. Life Support Registration Process

6.1 Life Support notification at the Point of Sale

- a. At the point of sale, a customer will be asked if they have any Life Support equipment at their property as a part of Explicit Informed Consent;
- b. If the customer advises that their premise has Life Support, the account MUST be flagged;
- c. The Life Support form and important information will be issued which must be completed and returned by the customer within 50 business days;
- d. The Life Support flag will generate a Life Support Notification (B2B) that will notify the Distributor of the Life Support requirements at the customer's premises;
 - i. Note; for an established customer that requires Life Support, the site must be manually registered for Life Support and the Life Support Notification to the Distributor must also be manually raised and submitted.
- e. In Victoria:
 - i. the Retailer must determine whether the Life Support equipment is fuelled by both electricity and gas; and whether the customer has different Retailers for electricity and gas. If so, the Retailer must inform the customer that the customer should inform their other Retailer that the customer's premises requires Life Support equipment.
 - ii. where the Life Support equipment is fuelled by both electricity and gas provided by the one Retailer, the Retailer is required to notify the Distributor for both electricity and gas.

6.2 Life Support notification after account established

- a. A customer may advise that their premise has Life Support equipment after an account has been established;
- b. The account will be updated as a Life Support address;
 - i. the site must be manually registered for Life Support and the Life Support Notification to the Distributor must also be manually raised and submitted.
- c. The Life Support form and important information must be manually issued to the customer, which must be completed and returned by the customer within 50 business days;
- d. We must ensure the customer's details are correct and up to date (this will ensure the customer received any updates or notification in relation to any upcoming planned outages);
- e. The form must be emailed or posted to the customer which must be completed within 50 business days;
- f. 2 reminder and a de-registration letter will be issued to the customer if the completed form is not received;
- g. In Victoria, the Retailer must determine whether the Life Support equipment is fuelled by both electricity and gas; and whether the customer has different Retailers for electricity and gas. If so, the Retailer must inform the customer that the customer should inform their other Retailer that a person residing or intending to reside at the customer's premises requires Life Support equipment.

6.4 Retailer obligations when advised by Distributor (Distributor is the Registered Process Owner)

When notified by a Distributor, Elysian Energy will:

- a. within one business day from being notified by the Distributor, register that a customer residing or intending to reside at a property address requires Life Support equipment and register the date from which the Life Support equipment is required; and
- b. no later than 5 business days after being notified by the Distributor of the requirement for Life Support, provide the customer communication with the information listed in clause 6.8.

6.5 Life Support communications sent to customer where Elysian is the Registered Process Owner

Once notified of the requirement for Life Support at a customer's premise, Elysian Energy will issue the following within 5 business days of being advised or becoming the financially responsible retailer:

- a. Life Support medical confirmation form
- b. information advising the customer that if they fail to complete and return the Life Support medical confirmation form, their premise may be de-registered and will cease to receive Life Support protections;
- c. that Distributor planned outages and unplanned outages may occur for electricity and gas (if applicable to the Life Support equipment). We will advise the customer that their Distributor is required to notify the customer of any planned outages;
- d. information to assist the customer on how to prepare for unplanned outage, including a plan of action;
- e. that retailer planned interruptions may occur. We will notify the customer of any planned retailer interruptions.
- f. Elysian Energy's and their Distributor's emergency contact number which are no more than the cost of a local call; and
- g. advise the customer that if they decide to change retailers and the person residing at the premise still requires Life Support equipment, the customer should advise their new retailer of the requirement for Life Support equipment;
- h. the types of equipment that fall within the definition of Life Support equipment
- i. advise the customer that they may be eligible for concessions and rebates offered by the State or federal governments, including information on how to access them; and
- j. information on the availability of interpreter services and the contact number for these services in community languages

6.7 Content of Life Support medical confirmation form

Elysian Energy will ensure the medical confirmation form issued to the customer has the following:

- a. be dated;
- b. advice to the customer stating that completion and return of the form to Elysian Energy will satisfy the requirement to provide medical confirmation under the Life Support Rules;
- c. request the customers property address;
- d. request the date from which the customer requires supply of energy for the purpose of the Life Support equipment;
- e. request medical confirmation;
- f. specify the types of equipment that are classified as Life Support equipment
- g. advice to the customer stating that the date they must return the medical confirmation form to Elysian Energy; and
- h. advice to the customer stating that they can request an extension to allow more time to complete and return the medical confirmation form.

6.8 Life Support communications sent to customer where the Distributor is the Registered Process Owner

Upon receiving notification from the Distributor that it has registered the site for Life Support, Elysian Energy will issue to the customer the following information within 5 business days:

- a. that it has been registered for life support with the Distributor and should have received, from the Distributor, Life Support information including a medical confirmation form;
- b. that it should complete and return the medical confirmation form supplied by the Distributor, to the Distributor;
- c. that retailer planned interruptions may occur. We will notify the customer of any planned retailer interruptions; and
- d. Elysian Energy's and their Distributor's emergency contact number which are no more than the cost of a local call.

7.0 Reminders for confirmation of premise as requiring Life Support equipment

Where Elysian Energy have been advised of the requirement for Life Support equipment at a premise and provided a medical confirmation form, we will:

- a. provide the customer 50 business days to complete and return their medical confirmation form
- b. provide the customer at least two written reminder notices advising the customer must provide medical confirmation;
- c. ensure the first reminder notice is provided no less than 15 business days from the date of issue of the medical confirmation form;
- d. ensure the second reminder notice is sent to the customer no less than 15 business days from the date of issue of the first reminder notice; and
- e. Attempt to contact the customer in person via phone and/or electronic means.

Elysian Energy will ensure the reminder notices will be:

- a. dated;
- b. state the date for when the medical confirmation form is due;
- c. state the types of equipment that fall under Life Support equipment; and
- d. Advise the customer the following:
 - ix. the customer must provide medical confirmation;
 - x. the premise is temporarily registered as requiring Life Support equipment until the medical confirmation is received
 - xi. failure to provide the medical confirmation may result in the premise being de-registered for Life Support
an extension to provide more time to complete the medical confirmation form can be requested by the customer

8.0 Registration of Life Support

Where Elysian Energy is the Registered Process Owner for a premise for the requirement of Life Support equipment after being advised by a customer, Distributor or Exempt Person, we will:

- a. provide the Distributor relevant information around the requirement for Life Support at the premise including when the customer provides Elysian Energy medical confirmation and any relevant contact details for the customer within one business day from receipt;
- b. Register or update the Life Support details within one business day of being notified by the customer, distributor or exempt person of any changes to the Life Support equipment requirements for the premise or any changes to the customer's contact details;

- c. not de-energise the premise from the date the Life Support equipment will be required at the premise (the date Elysian Energy were notified of the requirement for Life Support equipment at the premise).

9.0 De-registration of Life Support

Elysian Energy will not de-register a customer's premise except in the circumstances outlined below.

- a. The customer has contacted Elysian and specifically advised they are not eligible for Life Support.
- b. If Elysian Energy are notified that a customer's premise has been de-registered by the Distributor, we will: within one business day, update the registration under the relevant Retail and Distribution Codes / Rules.

If a customer's premise is de-registered by Elysian Energy or by an Exempt Person, we must notify the Distributor the date and reason the de-registration occurred and within 5 business days and have the register updated within one business day from the de-registration date.

9.1 De-registration where medical confirmation not received

Where a customer has made no contact and where the customer has not provided a completed medical confirmation form, Elysian Energy will not de-register the customer's premise for the requirement of Life Support equipment unless:

- a. The customer has contacted Elysian and specifically advised they are not eligible for Life Support.

We will then:

- b. Advise the Distributor within 5 business days of de-registration date including the reason for the de-registration
- c. Within one business say from de-registration, update our billing system to reflect Life Support no longer required
- d. Send the customer notification of de-registration of Life Support

The de-registration notice must:

- e. Be dated;
- f. specify the date which the customers' premise is scheduled to be de-registered, which will be at least 15 business days from the issue date of the de-registration notice;
- g. advise the customer their premise will no longer be registered as requiring Life Support equipment unless medical confirmation is received before the de-registration date; and
- h. advise the customer they will no longer receive Life Support protections.

9.2 The customer has advised they no longer require the Life Support at their premises.

We must ensure we have followed the Life Support de-registration process prior to any de-registration.

Once customer advises they no longer require Life Support equipment at the property, we must:

- a. issue the customer a letter advising of the scheduled de-registration date on the basis that the customer has advised to Elysian Energy that the person for whom Life Support equipment is required has vacated the premise or no longer requires Life Support equipment;
- b. the scheduled de-registration date must be 15 business days from the issue date of the letter and must advise the customer to contact Elysian Energy if they still require the Life Support prior to the date reflecting and once the de-registration occurs ;

- c. the customer will no longer be protected under the Life Support protections.
- d. the customer must contact Elysian Energy prior to the scheduled de-registration date if the person whom requires the Life Support equipment still requires the Life Support equipment and are still at the premise;
- e. Advise the Distributor within 5 business days of de-registration date including the reason for the de-registration.
- f. if a customer or their authorised representative provides explicit informed consent to the premise being de-registered on a date less than 15 business days from the written de-registration notification

9.3 The customer changes retailers or moves out

We may advise the customer to notify their new retailer of their Life Support requirements.

9.4 Disconnections

Life Support premises are not to be disconnected under any circumstances.

10.0 Training

All Elysian Energy staff will receive Life Support training on an annual basis. Life Support training will also be mandatory for all new staff as part of their induction. Wherever relevant, Third Party associates will also receive Elysian Energy life support training packages to form part of their internal training framework.

11.0 Record Keeping

Elysian Energy has established policies, systems and procedures for registering and de-registering premises as requiring Life Support equipment to facilitate compliance.

We must ensure that all Life Support equipment registration and de-registration details are maintained and kept up to date, including the following:

- a. the date when the customer requires supply of energy at the premise for the purpose of Life Support equipment
- b. when medical confirmation was received from the customer
- c. the date when the premise was de-registered and the reason
- d. a record of communications with the customer that contains each customer's explicit informed consent and is kept for 2 years.
- e. a record of explicit informed consent given by a customer or an authorised representative and retain the record for a minimum of 2 years;

