

LIFE SUPPORT PROTECTION

It is very important to let us know if you or someone at your address uses a Life support machine. To register your life support equipment, please call us on 1300 110 100, or email us at contact@flipped.energy. Alternatively, you can also let your distributor know and they will inform us.

Eligible Life Support Machines

- an oxygen concentrator
- an intermittent peritoneal dialysis machine
- a kidney dialysis machine
- crigler najjar syndrome phototherapy equipment
- a ventilator for life support
- any other equipment (whether fuelled by electricity or gas) that a registered medical practitioner certifies is required for a person residing at the customer's premises for life support

What you need to do

- We will send you a medical confirmation form. You'll need to get a registered medical practitioner to complete and sign the medical confirmation form and return it us within the requested time frame.
- Please let us know if you require more time to return the form, so that we can provide you with some extension.

Planned/ Unplanned power outages

- Planned power outages are sometimes necessary for maintenance or system upgrades. If you've notified us that you rely on a life support machine, either we or your energy distributor will provide written notice in advance of any scheduled outage.

- However, unplanned outages may still occur due to unexpected events, such as severe weather or traffic accidents.

Preparing for unexpected power outages

Regardless of whether a power outage is planned or unexpected, we strongly recommend having an action plan in place to ensure your life support machine continues to operate safely and reliably.

- Make sure to set a reminder to check the backup battery of your life support equipment, ensuring it's fully charged and ready for use when needed.
- Keep your phone fully charged and, if available, sign up for power outage alerts from your electricity distributor.
- Have essential contact information readily available, including the names, addresses, and phone numbers of your doctor, the nearest hospital, a neighbour, or someone nearby who can assist you if needed.
- Make advance arrangements with your Medical Practitioner or a nearby hospital in case of an emergency or a prolonged power outage.

Concessions

Please refer to the Concession and Rebates section on our website to know more about the eligible life support concession or rebates for each State.