

# Life Support Energy Supply

## About Life Support Energy Supply

As your current energy retailer, we want to ensure you have all the information you need about your energy supply when you require life support at your premises.

If you have a life support machine at your premises, it is important that you fill out the attached Life Support Concession and Machine Notification Application Form. This important information is used to register you as a life support customer with us and your distributor.

Interruptions to your properties' energy supply cannot be guaranteed never to happen. However, advising us that you require life support equipment will ensure you are given advance written notice of any planned interruption to your energy supply.

Depending on your concession status and machine type, you may be also eligible for a government concession on your energy bill.

It is your responsibility to register your life support status with us. Should you fail to provide us with the required medical confirmation, we may be obliged to deregister your premises as requiring life support equipment. Regardless of your concession eligibility, we recommend you complete the machine notification section of the form.

## Registration

### Steps:

- 1 Complete and sign the Medical Confirmation Form and Life Support Concession, if applicable.
- 2 Get your form certified by your medical practitioner that the premises you are residing at, or intending to reside at, requires life support equipment
- 3 Alternatively you can provide a current medical certificate that certifies that your premises has life support equipment
- 4 Return the completed form to Tango Energy:
  - PO BOX 320 Geelong North VIC 3215 or
  - [lifesupport@tangoenergy.com](mailto:lifesupport@tangoenergy.com)

You will receive the application form no later than five business days of advising us that a person residing at your premises requires life support equipment. It is important that you arrange the appropriate supporting documentation as soon as practical. Your premises will be temporarily registered as requiring life support equipment until the form is returned.

We will take all reasonable steps in person, telephone or electronic means to assist you in registering, including at least two written reminder notices at no less than 15 business days from the date of issue of the form and then no less than 15 business days from the first reminder notice. You can request at least one extension of time of 25 business days to register.

If your form is not received by the deregistration date, written notice will be provided to inform you that your premises will cease to be registered as requiring life support equipment and our obligations in this matter will end no less than 15 business days from the date of the deregistration notice.

We may also deregister your premises after notification from your distributor of deregistration.

## Eligibility

To obtain a government life support concession you need a valid concession card and eligible machine. For details visit the Department of Human Services (DHS) [website](#) or email: [Concessions@tangoenergy.com](mailto:Concessions@tangoenergy.com)

## Life Support Equipment

Life support equipment means 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
- (g) in relation to a particular customer – 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.

'Other' life support equipment may include, but is not limited to, the following:

- (i) external heart pumps
- (ii) respirators (iron lung)
- (iii) suction pumps (respiratory or gastric)

- (iv) feeding pumps (kangaroo pump, or total parenteral nutrition)
- (v) insulin pumps
- (vi) airbed vibrator
- (vii) hot water
- (viii) nebulizer, humidifiers or vaporizers
- (ix) apnoea monitors
- (x) medically required heating and air conditioning
- (xi) medically required refrigeration
- (xii) powered wheelchair.

## Interruptions

The energy supply to your property may be interrupted at times. Planned interruptions now and then are required to allow us or your distributor to carry out maintenance works on power poles, wires, gas mains or meters in your area.

If it is a retailer planned interruption, we will notify you in writing at least four business days prior of outages (to be counted from but not including the receipt date of the notice).

If it is a distributor planned interruption, your distributor will notify you in writing at least four business days prior of outages (to be counted from but not including the receipt date of the notice).

In the event of a retailer or distributor planned interruption, it is a good idea to plan ahead to ensure that you aren't impacted by the interruption. Always have a plan in place in the case of planned interruptions.

Unexpected outages due to damage of power lines and poles from lightning strikes or car accidents may also happen.

We recommend you prepare an energy interruption action plan. Your medical practitioner can provide assistance. We are also able to help. It's a good idea to get your electrician to check out the wiring and switchboard in your home.

Include in your plan these Emergency telephone numbers.

- Tango Energy 1800 010 648 Monday to Friday between 8.30am to 5.30pm (AET)
- Your distributor 24 hour Faults + Emergencies number:
  - Endeavour Energy: 131 003
  - Essential Energy: 132 080
  - Ausgrid: 131 388

If an interruption occurs, first check to see if a fuse has blown or the main switch in your electricity meter box is off. You may consider having an alternative power source like a backup generator or an arrangement to stay elsewhere in the case of an outage. Keep your plan in a place where it can easily be found.

## Life Support Changes

It is important you call us immediately to let us know if your details change. This includes if the registered person has vacated the premises or no longer requires life support. For a change of address you must complete a new form.

Should you decide to change energy retailers, you need to advise them of your life support requirement. We or your distributor may at any time request confirmation that the registered person still resides at the property or requires life support equipment.

## Interpreter Services (131 450)

خدمات الترجمة  
口譯服務  
dịch vụ phiên dịch  
servicios de intérprete

## Hearing Impaired Services

If you have a hearing or speech impairment, please call via the National Relay Service on 133 677 from your TTY phone and ask to be connected to 1800 010 648.

**For more information please call Tango Energy on 1800 010 648 between 8.30am to 5.30pm (AET), Monday to Friday.**