



Your doctor or medical adviser should have already explained what action to take should your life support machine stop working. You should follow their advice first. This guide can help you identify if a problem originates with the power supply or your life support machine.

CitiPower and Powercor

Electricity Distributors

We own and operate two separate electricity distribution networks, managed under a single corporate structure. The CitiPower network supplies urban and inner suburban Melbourne and the Powercor network spans central and western Victoria.

We deliver the power that you buy from your electricity retailer, along our fixed networks of poles, wires and equipment. Your retailer sends you your power bill and they pay us a distribution fee. Neither CitiPower nor Powercor sell you electricity.

Our role is to provide you with a safe and reliable power supply, and this involves maintaining the distribution network in your area.

For more information visit our website at www.citipower.com.au or www.powercor.com.au



Contact

Details

Life Support Emergency

CitiPower	1800 066 909
Powercor	1300 364 301

Service Difficulties and Faults

CitiPower	13 12 80
Powercor	13 24 12

General Enquiries

CitiPower	1300 301 101
Powercor	13 22 06

Your Doctor's Number

Your Hospital's Number

Your Neighbour's Contact Details

Name	Number
<input type="text"/>	<input type="text"/>

Email Enquiries

CitiPower	info@citipower.com.au
Powercor	info@powercor.com.au

Telephone Interpreter Service **13 14 50**

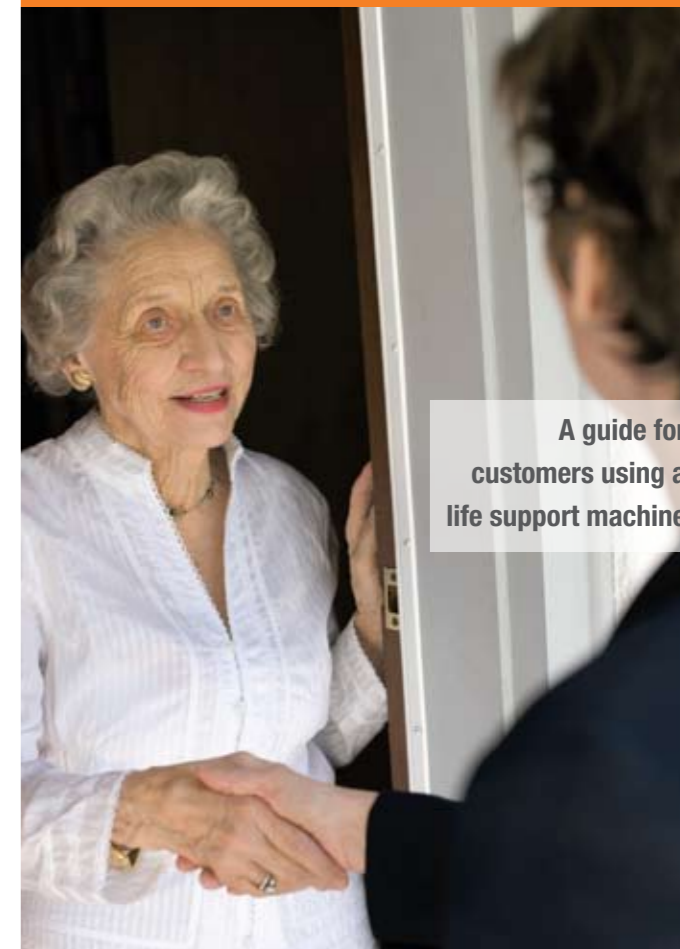
Large print versions of this brochure are available

04-B001 Issue 2 April 2009



Special Needs Customers

Electricity and Your Life Support Equipment



A guide for customers using a life support machine



Electricity

and Your Life Support Equipment

CitiPower and Powercor Australia have been advised that someone at your premises requires the use of a life support machine. We have registered your address as having life support equipment, and will not physically disconnect your supply as long as you are registered. We also provide you with this practical advice and an emergency telephone contact number in the event of a power failure (see Contact Details).

Registering as a special needs customer **does not guarantee you a continuous power supply** – unplanned power outages occur from time to time for reasons outside our reasonable control, and occasionally your power supply may need to be interrupted for local maintenance or upgrade works. You will be notified at least four days prior to any planned outage, but unplanned outages occur without any notice at all.

Your doctor or medical adviser should have already explained what action to take should your life support machine stop working. Naturally you should follow their advice first. If for some reason your hospital or doctor has not provided you with this advice or their information is in any way unclear, please contact them immediately.

In the event your life support machine unexpectedly stops working, this step-by-step guide will help you to determine if the problem originates within our electricity distribution system or within the life support equipment itself.



If your life support machine stops working, the problem could lie in any of the following:

- **The life support equipment itself**
- **The power circuits within your home, or**
- **The power supply to your neighbourhood.**

When Your Life Support Machine is Operating Normally

The following three simple steps will help you to determine where a potential problem lies, and should be undertaken while your life support machine is operating normally.

Step 1: plug in to the power supply

The way in which you connect your life support machine to the power supply will allow you to quickly identify why it has stopped working.

- Plug your life support machine into the first outlet of a double power point.
- Plug an appliance such as a lamp into the second outlet. Should your life support machine stop working, this appliance will act as a “tester” to quickly show you if there is power being supplied to that power point.

Step 2: access an alternative power circuit

All houses have a number of separate power circuits that supply power to different parts of your home. These circuits may be labelled in your fuse box or circuit breaker box. It is possible to have power supply fail in one circuit, yet still be supplied to another.

- Locate a power point on an alternative power circuit to your life support machine and plug an extension cord into it.
- Connect a plug board to this extension cord and place it close to your life support machine.

- Connect another household appliance to the plug board. Now you can easily see if the alternative power circuit is still operating, should your life support machine suddenly stop working.

If you are able to move about while using your life support equipment, you may be able to dispense with the extension cord and plug board and plug into another circuit by moving to a different area in your home.

Step 3: establish contact with a neighbour

Make contact with a neighbour and place their phone number on your emergency contact list on the back of this brochure. You can then quickly call and determine if a power failure is localised to your house, or is affecting others in the neighbourhood. Remember that telephones that rely on electricity will not work during a power outage.

If Your Life Support Machine Stops Unexpectedly

The following steps will allow you to determine the cause of a failure in your life support machine. This information will also help us to respond to your needs.

Step 1: check your test appliance

- Check the test appliance you have plugged into the same power point as your life support machine. If the test appliance is still functioning, then your life support equipment may be faulty.
- Plug your life support machine into the tester’s power point. If it will not start then your life support equipment may be faulty.

In both cases, you should refer to the plan you have developed with your medical adviser.

If the test appliance is not functioning, proceed to step 2.

Step 2: check your alternative circuit

- Check if the appliance plugged into your alternative circuit is still working. If it is, plug your life support machine into the alternative power circuit and turn it on.
- If it works, it is likely that a fuse has blown or a circuit breaker has tripped in the original circuit – call a Registered Electrical Contractor (electrician) for assistance.
- If your life support machine still does not work, there is most likely a fault within the life support equipment itself – again, you should refer to the plan you have developed with your medical adviser.
- If you have a safety switch installed, ensure that it is in the “ON” position.

If both circuits are not working, and you’ve checked your safety switch (if you have one), it is likely that there is an interruption to your power supply and you should proceed to step 3.

Step 3: contact CitiPower and Powercor

You should now assume that the power will be off for some time.

- Contact the neighbour you have arranged as an emergency contact to determine if they still have power.
- Contact CitiPower on **1800 066 909** or Powercor on **1300 364 301** and advise:
 - Your name and address
 - That you use a life support machine and you have lost power
 - Whether your neighbour still has power.