

Life support equipment registration

It's important to register your equipment in case there's a power outage

If you rely on life support systems at home, a continuous power supply is critical. By registering your equipment, you'll receive advanced notice of planned power outages in your area so you have time to prepare.

Eligible equipment included in the Life Support Electricity Subsidy Scheme

- + Ventilators (VPAP, BPAP or CPAP)
- + Oxygen concentrators
- + Suction pumps
- + Heart pumps
- + Dialysis equipment
- + Feeding pumps
- + Apnoea monitors



Complete and return your life support registration form within 20 days

To ensure your property is registered as having life support equipment, you need to complete this form and have this certified by a medical practitioner - within 20 days of notifying us of your need.



We'll contact you to confirm your registration once a year

You'll need to be re-certified by a medical practitioner every three years to maintain your registration.



You may be eligible for a subsidy to help with your energy costs

The Life Support Equipment Electricity Subsidy Scheme helps to cover electricity costs associated with operating life support equipment at your home.

How to submit this form

Please post this application to GPO Box P1145 Perth WA 6844 or email your nearest Horizon Power office.

Head Office

Stovehill Road
Karratha WA 6714

PO Box 817
Karratha WA 6714

P: (08) 9159 7250
E: karratha@horizonpower.com.au

East Pilbara

18 Anderson Street
Port Hedland WA 6721

18 Anderson Street
Port Hedland WA 6721

P: (08) 9173 8280
E: porthedland@horizonpower.com.au

East Kimberley

Lot 228, Messmate Way
Kununurra WA 6743

PO Box 916
Kununurra WA 6743

P: (08) 9166 4700
E: kununurra@horizonpower.com.au

Gascoyne Mid West

Cnr Iles Road and Robinson Street
CARNARVON WA 6701

PO Box 825
Carnarvon WA 6701

P: (08) 9941 6299
E: carnarvon@horizonpower.com.au

Goldfields Esperance

143 Sims Street
ESPERANCE WA 6450

PO Box 148
Esperance WA 6450

P: (08) 9072 3400
E: esperance@horizonpower.com.au

West Kimberley

Nila Janyba Broome Experience Centre
Shop 25-26 Paspaley Plaza,
8 Short Street
BROOME WA 6725

PO Box 345
Broome WA 6725

P: (08) 9192 9900
E: broome@horizonpower.com.au

horizonpower.com.au

Enquiries:

E: enquiries@horizonpower-reply.com.au P: 1800 267 926

HORIZON
POWER

Life support equipment registration

If your home has registered life support equipment, we'll work with you to ensure that you are given advanced notice of any planned outages in your area.

For any unplanned outages it's critical to have a prearranged action plan.

To complete this form:

1. The **patient and additional contact information** must be completed in Sections 1 and 2;
2. The **account holder must sign and date the declaration** under Section 3; and
3. Your **medical practitioner or hospital must complete and sign** Section 4.

Section 1: Life support patient details

Full name

Mobile Landline

Email (optional)

Postal address

Property address where life support equipment is used

Full name

Mobile Email (optional)

Section 2: Additional outage contact

Who else should be notified about outages at this property?

We'll notify the life support patient of power outages by SMS or email. You can nominate an additional person to receive outage notifications on your behalf.

Street address

Suburb Postcode

Who is the primary contact for outages at this property?



The primary outage contact will receive notifications of any planned notifications and will need to confirm they've been received.

☐

Life support patient (above)

☐

Additional outage contact (above)

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Section 3: Horizon Power account holder details and declaration

Full name

Horizon Power account number
(located on your bill):

Applicant (or carer) authorisation and declaration

- All information provided on this life support equipment application is, to the best of my knowledge and belief, accurate, true and not misleading.
- I reside at the address listed in Section 1 and my life support equipment is in use at this address.
- I acknowledge and agree that I will be required to renew this life support equipment application annually (without requiring production of medical certification unless requested).
- I will immediately notify Horizon Power in writing if life support equipment is no longer required at the supply address or of any changes that affect either the validity of this application or my entitlement to the Life Support account Identification.
- I consent to Horizon Power providing information concerning me, the patient and/or this application to the relevant government agencies for purposes related to this life support equipment application.
- I acknowledge that life support equipment applications which are misleading or contain misrepresentations or fraudulent statements or claims will be referred to the relevant authority for appropriate action.
- I acknowledge that my life support registration does not absolve me from my responsibility to make payment of my bill on the due date specified. I understand that if I do not make payment of my bill when it is due, the relevant credit management processes may apply.
- I understand it is my responsibility to have a pre-arranged action plan ready in the event my energy supply is interrupted.
- I consent and agree to Horizon Power collecting, managing, and disclosing the personal information I have provided, under the Privacy Act and Horizon Power's Privacy Policy (as amended from time to time).

Signature of applicant / carer

Date

Life support equipment registration

Section 4: Medical Practitioner authorisation



This section is to be completed by your doctor; or general practitioner if they work on an occasional basis from a local hospital, rural health service, or hospice doctor.

Medical Practitioner details

Medical Practitioner name: _____

Job title: _____ Provider # _____

Mobile _____ Landline _____

Please specify life support equipment registered at the supply address as per Section 1

Life Support Equipment	Tick
Ventilators - VPAP or BPAP	
Ventilator- CPAP- (only when required as life support equipment) *	
Oxygen concentrator (standard capacity-adult)	
Oxygen concentrator - adult (high capacity 'New Life Intensity')	
Oxygen concentrator - child (standard capacity)**	
Feeding pump	
Suction pump	
Apnoea monitor (child only)**	
Heart pump	
Nebuliser - child (used every day for 1-2 hours per day)**	
Nebuliser - adult (with a tracheostomy expected to be in place for more then six months and nebulised therapy is required for life support purposes)	
Machine assisted peritoneal dialysis equipment	

* Only CPAP machines that are clinically prescribed for severe obstructive sleep apnoea critical for life support with use for over four hours per night are eligible.

**A child is defined as being under the age of 16 years.

Medical Practitioner declaration

I confirm that the life support equipment identified above has been provided for the patient details as per Section 1 of this form. I consent to Horizon Power contacting me concerning the patient and/or this certification.

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Medical Practitioner signature _____

Date _____

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While we do everything possible to keep the power on, outages can happen

It's important to have a backup plan in place and keep your details up to date so we can notify you of any outages.

Planned power outages

Sometimes we need to turn the power off to your home to safely carry out maintenance, repairs, or upgrades to parts of the network. Unless it's an emergency, we'll let you know at least three business days before a scheduled power interruption so you can plan ahead.

Unplanned power outages

Power outages happen without warning for several reasons, including damage to electrical infrastructure, extreme weather, vandalism, falling trees or branches and animals interfering with power poles or wires.

As a registered life support customer, we will always work to restore your power as a priority and keep you updated along the way.

How you will be notified of power outages

You can choose to receive power outage notifications by sms or email - so it's important to always keep your contact details up to date.

If you would like a carer, friend or family member to receive outage notifications on your behalf, you can nominate them as a Primary Outage Contact on your life support registration form.



Prepare an action plan in case the power goes out

Talk to any carers, family and friends about making a backup plan if the power goes off without warning.

- ✓ Always have an alternative power source nearby - such as a battery backup system or a generator.
- ✓ Know the location of your nearest hospital.
- ✓ Always have a phone that doesn't rely on mains power.
- ✓ Have a battery-operated radio and torch on hand with fresh batteries.
- ✓ During a storm, listen to the radio to keep up with the latest weather conditions.
- ✓ Be prepared to leave your home if an extended outage occurs.
- ✓ Keep emergency phone numbers handy - for your doctor, fire department, police and ambulance services.

We're here to help

Update your details and notification preferences at any time by contacting us on the details below.



1800 267 926
General enquiries

General enquiries:
Monday to Friday 8am - 5pm



13 23 51
24/7 outage support

Call our faults line:
In a life threatening emergency please call 000 first.