

# Do you need water or power for your medical needs?

Your water and power network services provided by Power and Water can go out unexpectedly ...  
You need to be ready and have a plan.

**Talk to your carers, family and friends about having a backup plan that covers what to do if your services are interrupted without warning. Your plan should cover:**



#### **What will you do?**

Will you go to a friend's house or your nearest medical centre?



#### **How will you get there?**

Do you have transport and will you be able to transport your equipment?



#### **How will you contact people?**

Remember some land line phones don't work without electricity.



#### **Who will you call?**

Do you have a contact list of names, addresses and telephone numbers, including your doctor, the nearest hospital, and someone nearby who can assist you? Keep this somewhere handy so you can find it easily.

Keep backup medical equipment fully charged at all times and ready to go if you need to use it.

#### **Register as a life support customer with your service provider**

Registering as a life support customer with your retailer or network service provider is essential.

It means that if they are planning to interrupt your service for planned works, they will notify you in advance so you'll be able to make other arrangements prior to the event.

Having a backup plan is important even if you are already a registered life support customer, outages can happen unexpectedly so it's always better to be prepared.

#### **If you want to be registered as a life support customer:**

- Contact your retailer or network service provider, let them know you need to be registered.
- Visit your doctor, as they will need to provide verification (a letter or medical certificate) as proof that you need life support equipment.
- Ensure you return all the required information e.g. Medical certificate or letter from your doctor, to your retailer or network provider as soon as possible, you won't get registered unless this information is provided.
- Tell your retailer if any of your details change, like your address or contact details.

#### **MORE INFORMATION**

If you have questions or need more information, please call 1800 245 092

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powerwater.com.au