

A guide for customers using a life support machine

Electricity and your life support equipment

United Energy have been advised that someone at your premises requires the use of life support equipment. We have registered your address as having life support equipment and will not physically disconnect your supply as long as you are registered.

While we will not physically disconnect your power, unplanned outages may mean you are left without power or we may need to perform planned maintenance and upgrades. You will be notified at least four business days prior to a planned outage.

For this reason, **we cannot guarantee you a continuous supply.**

Prepare an action plan for power outages

Your doctor or medical adviser should have already explained what action to take should your life support equipment stop working. If you have not made plans with your doctor or medical adviser, please work with them to establish an action plan in case of outages.

If you do not have an action plan in place, or if your plan or your doctor's or medical adviser's information is unclear please contact them immediately.

Changes to your circumstances

If there are any changes to your circumstances, you must notify us and your retailer. For more information visit unitedenergy.com.au/life-support



About United Energy

United Energy delivers essential electricity that over 717,000 customers rely on every day, across Melbourne's south-eastern suburbs and the Mornington Peninsula.

Our team maintains more than 13,500 kilometres of wires and almost 203,000 poles. Households make up 90 per cent of our customers.

As a distribution system operator, we play an essential role in Victoria's clean energy transition by supporting our customers to connect solar, batteries, smart appliances and electric vehicles to the network. Nearly 20 per cent of our customers have connected rooftop solar to the United Energy network.

Our team operates from three depots, our Bendigo-based customer contact centre and corporate offices in Glen Waverley to provide safe and reliable power to our customers.

Emergency contact details:

-  **Life support emergency**
1800 500 540
-  **Service difficulties and faults (24 hours)**
132 099
-  **General enquiries (business hours)**
1300 131 689
-  **Telephone Interpreting Service 13 14 50**
-  **ueservicedesk@ue.com.au**
-  **Outage information**
unitedenergy.com.au