

Mojo Power's Life Support Program Information Guide

If someone in your household has Life Support Equipment, it's important to plan for unexpected energy outages. **Register your life support machine with Mojo Power today.**



Mojo Power Pty Ltd ABN 61 604 646 479
Level 5, 28 Margaret Street, Sydney NSW 2000
GPO 7049, Sydney, NSW 2001
hello@mojopower.com.au Fax 02 8318 2118

Our life support program

If someone in your household has Life Support Equipment, it's important to let us know.

What's the life support program

We understand that some customers need specific life support machines in their homes, such as an oxygen concentrator or a dialysis machine. So, we work with our distributors to help you avoid surprise interruptions to your power supply.

Am I eligible

If you or a person residing or intending to reside at your premises requires any of the equipment below, you're a life support customer eligible for the Life Support Program:

- an oxygen concentrator
- an intermittent peritoneal dialysis machine
- a kidney dialysis machine
- a chronic positive airways pressure respirator
- crigler najjar syndrome phototherapy equipment
- a ventilator for life support
- any other equipment that a registered medical practitioner certifies as required for life support.

How do I apply

Registering our Life Support program is easy:

1

Contact your doctor. Ask your medical practitioner to complete the indicated section of the form and certify your requirement for the use of life support equipment.

2

Send us your application. Return your completed filled application form via postal and send to **GPO 7049, Sydney, NSW 2001** or scan and email to **hello@mojopower.com.au**.

Mojo will notify you if your application form has not been completed correctly.

You may also be eligible for concessions or rebates depending on state-based policy arrangements and the type of life support equipment you use.

Is my medical equipment eligible for life support concession?

If the medical condition of the person/s who requires life support equipment requires electricity for cooling or heating purposes, you may be eligible for a concession. Here's a list of eligible life support equipment based on the state in where you live.

Life support equipment	Concession available state wise	
	NSW	QLD & SA
Positive Airways Pressure (PAP) Devices	✓	No concessions exist for SA. Concessions for QLD customers are managed and payed directly by the Queensland Government visit the QLD Electricity Life Support page for more details.
Positive Airways Pressure (PAP) Device 24 hour usage	✓	
Enteral Feeding Pump	✓	
Ventilators (formerly known as 'respirator' or 'iron lung')	✓	
Oxygen Concentrators	✓	
Oxygen Concentrators 24 hour usage	✓	
Phototherapy Equipment (Crigler Najjar)	✓	
Hemodialysis Machine	✓	
Intermittent Peritonea Dialysis Machine	✓	
Total Parental Nutrition (TPN)	✓	
Ventolin Nebuliser	✗	
Left Ventricular Assist Device	✓	

Keeping your details up-to-date

If your premises is registered as having someone who requires life support equipment, it's essential that you keep us and your electricity retailer informed of any changes at your premises, including if you no longer need or wish to be registered on the Life Support Program.

Your electricity retailer holds important information, and will keep us informed of any changes so it's important that you also contact your electricity retailer for:

- changes to your contact details, including telephone number and postal address
- electricity rebates, and
- matters involving your electricity account.

Please notify Mojo Power by providing written confirmation of any changes to **hello@mojopower.com.au** or **Mojo Power, GPO 7049, Sydney, NSW 2001**.

What to Expect

Customers or a member of your household with medically necessary equipment can expect:

- To receive advanced notice of planned power outages to allow you to make alternate arrangements during the outage, if necessary.
- Mojo Power to contact you during unplanned outages, providing information on the cause and an estimated time that power will be restored.
- Updates should the restoration time change.

Important information

Planned power outages

Correctly completing and registering your life support requirements guarantees you will be given no less than four business days' written notice of a planned interruption to your electricity supply. This advance notice of any planned interruption to your energy supply allows you to make alternative plans, reducing any risk of harm occurring or more serious consequences.

Unexpected power outages

Your Network will do everything possible to provide a reliable electricity supply, but sometimes unexpected technical issues or situations arise. For example, storms, strong winds, lightning, wildlife strikes, traffic accidents and even vandalism can disrupt the power supply.

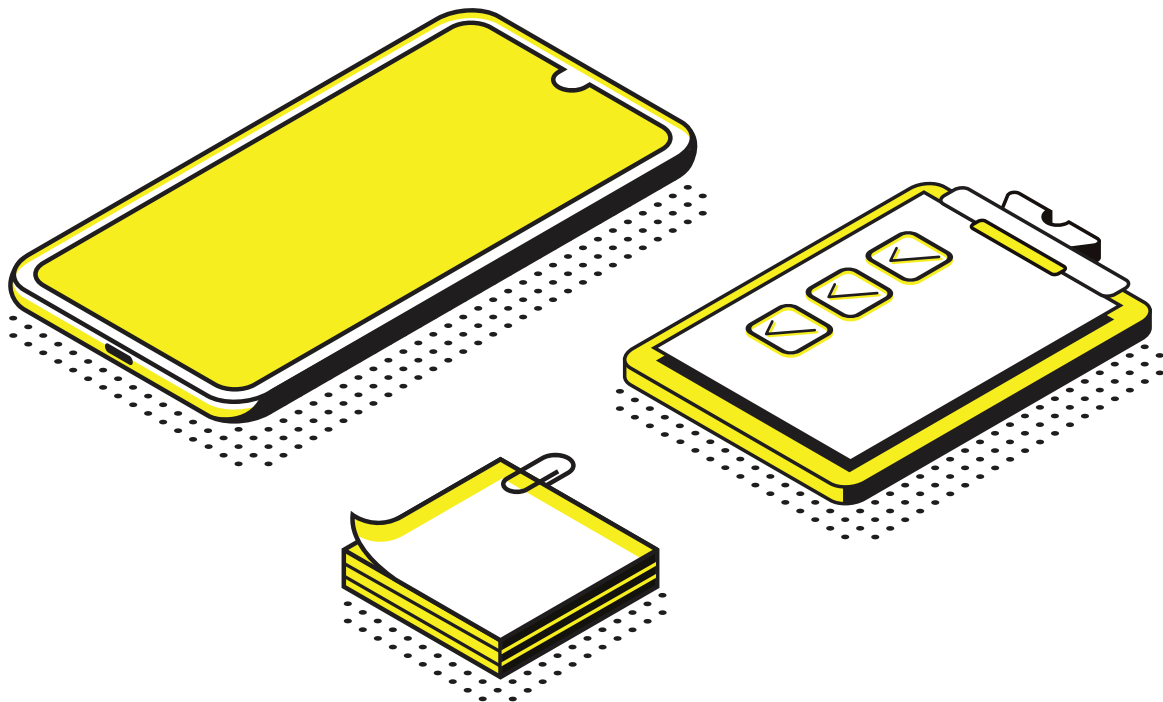
Please remember, it is your responsibility to prepare for when power is interrupted and to make alternative arrangements for emergency situations.

You need to be ready and have a plan. Talk to family, friends and carers about making a backup plan that covers what to do if your electricity goes out.

Back-Up Plan

We recommend that you talk to your medical specialist and put a plan in place for any unexpected outages. Here's some options to consider to start the conversation:

- Always have an alternative power source nearby - such as a battery back-up system or a generator.
- If your medical equipment has a battery back-up, ensure that the battery is charged and tested regularly.
- If your back-up battery is low and power has still not been reconnected to your home, have a transport plan in place to enable you to get to the hospital.
- Keep emergency phone numbers handy.
 - Your doctor
 - The local hospital
 - Ambulance Services
 - Taxi
- Know the location of your nearest hospital. Always have a phone available that doesn't rely on main power
- Have a battery-operated radio on hand with fresh batteries
- During a storm, listen to the radio to keep up with the latest weather conditions
- Be fully prepared to leave your home if an extended outage occurs.



Contact details

Faults and emergencies

For a fault or emergency related to infrastructure such as poles, wires or meters, contact your local distributor. Refer to our emergency contact numbers below. **If the fault or emergency is life threatening, call 000.**

Your doctor's number

Your hospital's number

Other emergency contact person and number

QLD

Energex **13 19 62**

Ergon Energy **13 16 70**

NSW

Ausgrid **13 13 65**

Endeavour Energy **13 10 03**

Essential Energy **13 20 80**

SA

SA Power Networks **13 13 66**

Note: Keep your energy distributor's emergency phone numbers somewhere easy to find, like the front of your fridge. That way you'll find them easily in the event of an outage.

