

Life Support - General Advice (Electricity)

Important information if someone at your supply address requires electricity for Life Support Equipment.

You are classified as being life support dependent if you depend on any of the following equipment:

- Oxygen concentrator
- Intermittent peritoneal dialysis machine
- Kidney dialysis machine
- Chronic positive airways pressure respirator
- Crigler najjar syndrome phototherapy equipment
- Ventilator for life support

Any other equipment (powered by electricity) that a registered medical practitioner certifies is required for life support.

In order to confirm the registration of your premises as having Life Support Equipment, you are required to return the Life Support Confirmation form which includes your medical confirmation from your practitioner. Please return the approved forms within 10 business days or as soon as practically possible. You do have up to 50 business days to return the completed and signed form and if you require an extension (up to 25 business days) please contact our office.

If you have previously had the Life Support Confirmation form verified, please send us a copy of the existing form, the form must be revalidated every 2 years. Please return the completed form to

email: lifesupport@meter2cashesolutions.com.au

mail: PO BOX 404 Nundah, QLD 4012

Failure to do this may result in you no longer being registered for Life Support with Flow Systems or your distributor.

Important Information

Planned power outages

There are times when we may need to interrupt the power supply so that our contractors can safely carry out essential upgrades or planned maintenance to the electricity network in your building.

We will notify you in writing a minimum of four business days before any planned interruption, giving you the date, time and duration of the scheduled interruption so you can plan around it.

Unplanned power outages

Registering as life support does not guarantee continuous uninterrupted supply as unplanned outages may occur that are outside our control. In the event of an unplanned power outage please contact your local distributor for further assistance and updates.

Distributor	State	Faults and Emergencies
Energex	QLD	131 962
Ergon Energy	QLD	132 296
Endeavour Energy	NSW	131 003
Ausgrid	NSW	131 388
Essential Energy	NSW\ACT	132 080
Evoenergy	ACT	131 093

COMMERCIAL IN CONFIDENCE

METER2CASH Solutions Pty Ltd • ABN 51 130 008 196

PO Box 404, NUNDAH QLD 4012

Ph: 07 3350 5999 Fax: 07 3265 4412

lifesupport@meter2cashesolutions.com.au

We urge you to prepare a plan of action in case of an unexpected power outage like those caused by storms and bushfires on the electricity distribution network.

Regularly check the back-up battery of your life support equipment so it's fully charged and ready for use at all times.

Make sure you have important information on hand such as names, addresses and telephone numbers of your doctor, the nearest hospital, a neighbour or someone nearby who is willing to assist you.

Consider also making an emergency plan with your medical professional for extended outages and emergencies.

Advise us of any changes

Your safety and wellbeing is always a priority for us It is important you keep us informed of any changes to your circumstances. This includes any changes to your phone number and postal address.

Regards,

Customer Office
METER2CASH Solutions

E: lifesupport@meter2cashesolutions.com.au

P: (07) 3350 5999

ELECTRICITY - LIFE SUPPORT CONFIRMATION FORM



IMPORTANT: PLEASE SUBMIT THIS COMPLETED FROM TO US AS SOON AS POSSIBLE USING THE DETAILS BELOW

This form should be completed by any individual or business where there is an occupant residing at the premises that uses life support equipment (as indicated in the list below) and returned to us as soon as possible. **You have up to 50 business days to submit your Life Support Confirmation Form. Please note that as friendly reminder we will issue** reminders notices during this period in accordance with this Rule. Please contact us if you require more time.

Upon receipt of this completed form we will notify your distributor of your life support status. Your distributor's emergency contact number is on the bill issued by us and displayed in our Life Support Information issued to you by METER2CASH Solutions. For general information on Life Support, you can also go to www.meter2cashesolutions.com.au/occupants/lifesupport/

Registering as a life support customer does not guarantee you continuous uninterrupted supply as unplanned outages may occur that are outside our control ie; weather related instances. You will be notified at least four business days in advance of any Retailer planned interruption.

FOR RESIDENTIAL REGISTRATIONS-- PLEASE COMPLETE TENANCY DETAILS

Site Address	Move In Date
We confirm there is Life Support equipment used by a person at this premise. Please tick the type/s of equipment:	
<input type="checkbox"/> Oxygen concentrator	<input type="checkbox"/> intermittent peritoneal dialysis machine
<input type="checkbox"/> kidney dialysis machine	<input type="checkbox"/> a chronic positive airways pressure respirator
<input type="checkbox"/> crigler najjar syndrome phototherapy equipment	<input type="checkbox"/> a ventilator for life support
<input type="checkbox"/> other (please state type/s)	

FOR SMALL BUSINESS REGISTRATIONS - PLEASE COMPLETE COMPANY/BUSINESS DETAILS

Company/Business Name	
Company/Business Contact	
ABN/ACN	Phone

CONFIRMED BY MEDICAL PRACTITIONER

Medical Practitioner Name	
Date	Medical Practitioner's Stamp
Signature	

ELECTRICITY ACCOUNT HOLDER'S AUTHORISATION AND DECLARATION

<input type="checkbox"/> All information on this form are, to the best of my knowledge, true and accurate	
<input type="checkbox"/> I will update METER2CASH Solutions as and when any of my contact details change ie (not limited to) phone, address, next of kin etc	
<input type="checkbox"/> I understand METER2CASH Solutions cannot guarantee continuous uninterrupted supply as unplanned outages may occur at any time	
Signature	Date

The personal information you provide in this form is subject to the Privacy Act 1988 (Cth). We handle your personal information in accordance with our Privacy Policy. You can obtain a copy of the Privacy Policy from our website <https://www.meter2cashesolutions.com.au/privacy-policy/> or by contacting us on (07) 3350 5999

We will flag your account as Life Support on receipt of this form or verbal notification from you (pending the appropriate documents within required timeframes). You are required to submit all relevant documentation within 50 days of the date on this notice. An extension of a further 25 days may be provided. If you do require more time please contact METER2CASH Solutions customer service team via the below contact options:

lifesupport@meter2cashesolutions.com.au
Phone: (07) 3350 5999
PO BOX 404, NUNDAH, QLD 4012
www.meter2cashesolutions.com.au