

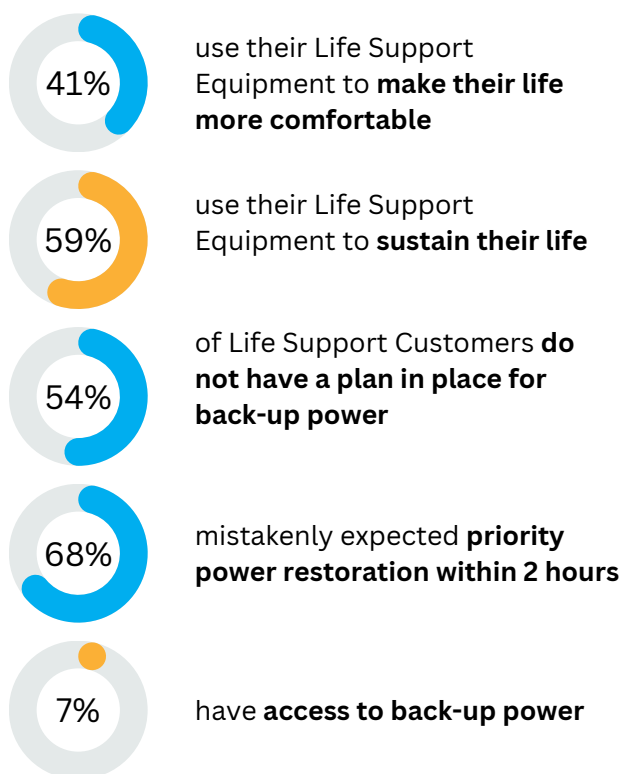
# Better Protections for Life Support Customers

## Who is a Life Support Customer?

Under the current National Energy Retail Rules, a Life Support Customer is one that relies on Life Support Equipment. To be placed on the Life Support Register, they need to contact their energy provider or network to register their premises as having Life Support Equipment and provide medical confirmation from their doctor to validate their registration.

## Life Support Customers Report

In 2022, the [Australian Energy Foundation Report](#) (funded by Energy Consumers Australia) surveyed over 4,000 Life Support Customers and relevantly found that:



During power outages, Life Support Customers that use their equipment to **sustain their life** can be greatly affected if they cannot power their equipment.

## Better Protections for the Life Support Customer Draft Rule Change Proposal

To help Life Support Customers better manage power outages in their homes, [Energy Charter Signatories](#) engaged with customer and patient representatives, medical professionals and the energy sector to consider how to better protect Life Support Customers.

This led to the establishment of the Life Support Medical Advisory Group (LMAG) in 2022 which provided a unique opportunity to build and evolve effective and meaningful support programs for Life Support Customers and made a number of recommendations that underpin the Draft Rule Change Proposal.

The Draft Rule Change Proposal includes four key opportunities to improve support:

- 1. Targeted Life Support Equipment Definition:** A more targeted definition of Life Support Equipment based on LMAG advice and the WA definition for Life Support Equipment.
- 2. National Template Medical Form:** To help Life Support Customers more easily provide evidence of their life support status, signed by a doctor. It also includes a secondary support person, confirmation of permanent condition and reference to concessions and template back-up plan.
- 3. Template Back-up Plans:** Access to template back-up plans, to be filled in with support by their doctor.
- 4. Awareness + Engagement:** Co-designed national awareness and engagement campaign regarding the changes and ongoing support for Life Support Customers.

To learn more or have your say, [visit our website](#).