

Action plan checklist

Make a plan for when the power goes out. Use the checklist below to help you prepare.

Getting started

- Have you registered as a life support customer with Discover Energy and are your details up to date?

Know your equipment

- In a power outage does your equipment need: a regularly charged backup battery?
- A surge protector to protect it when the power comes back on?
- An uninterruptible power supply (UPS) for temporary battery backup power?
- Reserve oxygen cylinders, and are they filled and working?

During a power outage

- Do you have a phone that will work when the power is out?
- Could you ask a neighbour to check on you during a power outage?
- Do you have your distributor's contact details or a way to subscribe to their updates?
- Have you discussed emergency arrangements with your medical practitioner/carer during outages?

If you need to travel

- Do you know how to transport your medical equipment if necessary?
- Do you have emergency contact details handy e.g. doctor, hospital, neighbour or local taxi service?
- Does your hospital have backup generators that could supply your life support equipment?



Emergency Contacts

Please retain for your records

Your distributor:

Distributor phone number:

Your distributor is responsible for the physical delivery of your energy. You can find out your distributor's details on the top right of your electricity bill.

Your doctor or medical practitioner

Name:

Number:

Your nearest hospital

Name:

Number:

Your neighbour or relative support person

Name:

Number:

Local taxi or transport

Name:

Number:

National Meter Identifier (NMI)

NMI number:

Your National Meter Identifier (NMI) is a unique number that identifies your premises. Your NMI number is located on your electricity bill. Providing the NMI number allows Discover Energy or your distributor to quickly identify your premises.

Your safety is our utmost priority.

It is important you keep us informed of any changes to your circumstances. This includes any changes to your phone number and postal address. Please call Discover Energy at 1300 946 898 or email

customerservice@discoverenergy.com.au to update your contact details.