



Electricity and your life support equipment



A guide for customers using a life support machine

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CitiPower and Powercor Australia 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 powercor.com.au/life-support.



About CitiPower and Powercor

CitiPower and Powercor deliver the essential electricity that over one million customers rely on every day across Melbourne and central and western Victoria.

Our team maintains more than 77,000 kilometres of wires and over 670,000 poles. Households make up over 86 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 vehicle chargers to the network.

We power a diverse range of customers, from homes, cafes and small businesses to restaurants and major office buildings. Our network supplies electricity to world-class sporting precincts, public health facilities, educational institutions, government buildings and cultural facilities.

Our team operates from 15 depots, a Bendigo-based customer contact centre and our CBD headquarters to provide safe and reliable power, including in high bushfire risk areas.

Emergency contact details:



Life support emergency

CitiPower 1800 066 909

Powercor 1300 364 301



Service difficulties and faults (24 hours)

CitiPower 13 12 80

Powercor 13 24 12



General enquiries (business hours)

CitiPower 1300 301 101

Powercor 132 206



Telephone Interpreting Service 13 14 50



info@citipower.com.au

info@powercor.com.au



Outage information

powercor.com.au

