

Cowell Electric Supply Life Support Policy

About this Policy

The purpose of this policy is to ensure that electricity customers in the Remote Area Energy Supply (RAES) scheme with Life Support (LS) requirements are identified, recorded, and provided with the appropriate information and support in relation to their needs.

Cowell Electric Supply (CES) has developed this Policy to ensure the requirements set out by the Essential Services Commission of South Australia (ESCOSA) regarding LS customers are met. Details of these requirements are outlined in the relevant Retail licences issued by ESCOSA.

This policy also includes arrangements for Electricity Prepayment System customers, as per ESCOSA's Prepayment Meter System Code (Code) and relevant licences.

This policy applies to electricity customers in remote townships and communities supplied by the RAES scheme. This incorporates the townships of Blinman, Cockburn, Glendambo, Kingoonya, Manna Hill, Marla, Maree, Nundroo, Oodnadatta, Parachilna and the Communities and associated Homelands within the APY Lands, Oak Valley and Yalata.

This policy does not extend to the RAES Independent Operators in Andamooka, Coober Pedy and Yunta. It should be noted, however, that similar overarching Licence and Code requirements apply to the Independent Operators and that they are required to have similar LS policies and procedures in place.

Definitions

Term	Definition
Electricity Prepayment System	System that allows customers to purchase electricity in advance of supply.
Self-disconnection feature	When a customer using the EPS has exhausted all credit, the electricity supply to the property will disconnect until additional credit is applied to the meter to reconnect.

Life Support Definition

ESCOSA defines a LS customer as someone who requires:

- an oxygen concentrator
- an intermittent peritoneal dialysis machine
- kidney dialysis machine
- a chronic positive airways pressure respirator
- crigler najjar syndrome phototherapy equipment
- a ventilator for life support, and/or
- in relation to a particular customer—any other equipment that a registered medical practitioner certifies is required for a person residing at the customer's premises for life support.

ESCOSA is guided by the National Energy Retail Rules and will consider other equipment on a case-by-case basis.

The Retailer must disable the self-disconnection feature of the prepayment meter system at the supply address of a person requiring a life support system.

Life Support Registration

Customers requiring LS equipment within the RAES scheme must register these needs with CES and complete the *Life Support Registration Form*. This form needs to be signed by a medical practitioner. Details of these requirements can be found at www.raes.sa.gov.au and www.cowellelectric.com.au.

Planned and Unplanned Supply Interruptions

Registered LS customers will be notified by CES in advance of any planned interruptions to the electricity supply. Registered LS customers will be given at least 3 days' notice of the planned outage, which details the commencement time, duration and, if available, reason for a supply interruption of more than 15 minutes.

RAES networks are subject to extreme weather conditions and are subject to many unplanned supply interruptions. The same weather conditions may also prolong the duration of the supply interruption by many hours due to the accessibility of the community/township and the location of the fault.

Unplanned supply interruptions will occur without warning or notification.

LS customers should have an action plan ready for planned and unplanned outages. *Life Support and Preparing for Electrical Supply Interruptions* provides information to help you prepare for such outages and can be found at www.raes.sa.gov.au and www.cowellelectric.com.au.

Reporting

Under ESCOSA licencing and Code requirements, CES must record all LS customers on their Customer Relationship Management database. This information is to be reported to ESCOSA upon request.

Feedback and Queries

To provide feedback on this Policy or for any further queries, contact Cowell Electric Supply.

Free Call: 1800 805 020

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