



MTA Energy

LIFE SUPPORT POLICY (VIC)

2024

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1. INTRODUCTION

At MTA Energy (MTA), we are committed to providing essential services to all our customers, including those who rely on life support equipment. If you are a customer of MTA Energy requiring Life Support Equipment or you have a medical condition requiring continuous supply of electricity you must notify us so that we can effectively manage your account in accordance with Victorian Life Support regulations.

Note: MTA Energy provides services exclusively to commercial and industrial customers. This policy refers solely to small business customers consuming less than 40 MWh per annum. MTA Energy does not supply services to residential customers.

This Life Support Policy outlines our commitment to ensuring uninterrupted services to customers who depend on life support equipment and our procedures for managing their specific needs.

2. DEFINITIONS

distributor means:

- (a) a person who holds a distribution licence under the Electricity Industry Act or in respect of those obligations under the Electricity Distribution Code which are not excluded under clause 1.3.2 of that code of practice, a person who is exempt from holding a distribution licence under the Electricity Industry Act; or
- (b) a person who holds a distribution licence under the Gas Industry Act;

life support customer means a customer who is a life support resident or a customer at whose premises a life support resident (who is not the customer) resides or intends to reside;

life support customer details in relation to a customer means

- (a) information that evidences that the customer is a life support customer;
- (b) the personal details of each life support resident residing or intending to reside at the premises of the life support customer; and
- (c) the date from which life support equipment is required at the premises of the life support customer by each life support resident;

life support equipment has the meaning given by section 40SA of the Electricity Industry Act and section 48DC of the Gas Industry Act;

life support protections means the protections against disconnection of a life support customer under Part 2, Division 5C of the Electricity Industry Act or Part 3, Division 4AA of the Gas Industry Act;

life support resident means a person who requires life support equipment.

medical confirmation means certification in a medical confirmation form from a registered medical practitioner that a person residing or intending to reside at a customer's premises requires life support equipment;

medical confirmation form means a written form issued by a retailer or exempt person to enable the relevant customer to provide medical confirmation to the retailer or exempt person respectively.

3. CUSTOMER OBLIGATIONS & RESPONSIBILITIES

- (a) If you are a business with life support equipment, you must provide medical confirmation to ensure continued registration as a life support customer. We will provide you with a Medical Confirmation Form for completion.
- (b) If you do not provide medical confirmation, you may be deregistered and if so will cease to receive life support protections.
- (c) Life support customers must be aware that there may be Distributor planned outages/interruptions under the Electricity Distribution Code or unplanned outages/interruptions to the supply at the address. The Distributor is required to notify the customer of any planned interruptions.
- (d) If you change to a different electricity retailer, you must advise your new retailer of choice that the premises continue to require life support equipment.
- (e) If you are a life support customer you may be eligible for concessions and rebates offered by the State or Federal governments. You can find out more by visiting their websites.

4. RETAILER OBLIGATIONS

As your retailer, we will ensure that:

- (a) All customer details are maintained in our Life Support Register
- (b) We comply with strict obligations under applicable laws and regulations for Premises registered as requiring Life Support Equipment, including providing Life Support Customers with notice of upcoming electricity outages, prioritising reconnection after an outage and coordinating with your Distributor to make sure you are aware of and able to manage any outages safely.

Customers who rely on life support equipment will be given priority in the event of planned or unplanned service interruptions. We will make all reasonable efforts to ensure that these customers receive timely assistance and support during such interruptions.

- (c) We will maintain open lines of communication with customers who rely on life support equipment. This includes regular updates on any service interruptions, changes in procedures, or other relevant information that may affect their access to essential services.

Please advise if you require translation services or an interpreter.

5. CUSTOMER NOTIFICATION

If you are submitting a New Customer Registration:

- (a) Upon notification of a customer's reliance on life support equipment, we will:
 - i. Document the customer's reliance on life support equipment in our records.
 - ii. Advise the customer of their responsibilities, including the need to inform us of any changes in their circumstances related to life support equipment.
 - iii. Provide the customer with information about our Life Support Policy and procedures.

If you are transferring an Existing Life Support Registration

- (a) We will work with your Distributor to transfer the customer's existing registration to MTA Energy.
- (b) We will require consent from the customer to enable us to verify and transfer prior Life Support Registration with the Distributor.

5. CUSTOMER CONSENT & PRIVACY

You give MTA Energy the following Consents to enable us to process a Life Support Medical Confirmation Form or to transfer a Prior Life Support Registration, and to manage our ongoing obligations to you as a Life Support Customer:

- (a) Personal details such as your name, address and the details of your Life Support Equipment may be collected and used for the following purposes:
 - i. arranging a new registration as a Life Support Customer or the transfer of a Prior Life Support Registration; and
 - ii. enabling us to have ongoing management of your account in accordance with applicable laws and regulations for Life Support Customers
- (b) if you have a Prior Life Support Registration, we may contact your Distributor and confirm that you have submitted a valid Life Support Medical Confirmation Form to enable us to register you as a Life Support Customer and to manage our ongoing obligations to you as a Life Support Customer
- (c) if you have submitted a Life Support Medical Confirmation Form, we may share relevant information with your Distributor to enable us and your Distributor to register you as a Life Support Customer and to manage our ongoing obligations to you as a Life Support Customer.

6. REVIEW AND UPDATES

This Life Support Policy will be reviewed regularly to ensure its effectiveness and compliance with regulatory requirements. Any updates or changes to the policy will be communicated to all relevant stakeholders.

7. CONTACT INFORMATION

For inquiries or assistance regarding our Life Support Policy, customers can contact us at:

Phone: +61 2 8363 1310

Email: admin@mtaenergy.com

For more information about Rebates & Concessions available to in Victoria, please visit:

<https://services.dffh.vic.gov.au/annual-electricity-concession>

Distributor Contact Information:

DISTRIBUTOR	FAULTS & EMERGENCIES	GENERAL ENQUIRIES
Powercor Australia	13 24 12	13 22 06
Ausnet Services	13 17 99	1300 360 795
United Energy Distribution	13 20 99	1300 131 689
Citipower	13 12 80	1300 301 101
Jemena	13 16 26	1300 131 871

Or call 136 186