



Flo Energy Australia Pty Ltd Victorian Life Support Policy





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1 Policy Overview

1.1. Flo Energy Australia Pty Ltd is a licenced energy retailer that retails electricity and gas to Victorian customers.

1.2. Our topmost priority is the safety and well-being of our staff and customers. This is our life support policy that is prepared to assist customers who may require the use of life support equipment at their premises.

1.3. The policy provides an overview of the life support registration and de-registration process, planned and unplanned outages, the support available for life support customers, record-keeping obligations for us as a licensed energy retailer, and the process to manage complaints.

2 Life Support Customer - Definition

2.1. In accordance with the definition of the Energy Retail Code of Practice, this policy applies to **any life support customer** being 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 where a **life support resident** is a person who requires life support equipment.

3 Types of Life Support Equipment

3.1. Life support equipment includes but is not limited to:

- a) Oxygen concentrators
- b) an intermittent peritoneal dialysis machine
- c) a kidney dialysis machine
- d) a chronic positive airways pressure respirator
- e) Crigler-Najjar syndrome phototherapy equipment
- f) a ventilator for life support
- g) in relation to a particular customer – any other equipment (whether fuelled by electricity or gas) that a registered medical practitioner certifies is required for a person residing at the customer's premises for life support.

3.2. 'Other equipment' may include, but is not limited to, the following:

- a) external heart pumps
- b) respirators (iron lung)
- c) suction pumps (respiratory or gastric)
- d) feeding pumps (kangaroo pump, or total parenteral nutrition)
- e) insulin pumps
- f) airbed vibrator
- g) hot water
- h) nebulizer, humidifiers or vaporizers
- i) apnoea monitors
- j) medically required heating and air conditioning
- k) medically required refrigeration
- l) powered wheelchair.



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4 Registration and De-registration process for life support equipment

Registration process

4.1. A customer can inform us of the need for a life support registration at their premises at any time but we encourage that if you or anyone at your premises requires the use of life support equipment, you contact us as soon as possible.

4.2. Once we have been notified that you or someone else residing at the premises requires the use of life support equipment, we will within 1 business day:

- a) register your account in our system as a life support account and also make a record of your life support requirement on our life support register.
- b) inform your distributor of the date from which life support equipment is required so that they can update the distributors registration.
- c) Update our register of life support customers. We will also update this register within 1 business day when informed of any updates to your life support equipment requirements.
- d) Advise you to inform your gas retailer that you, or someone residing at your premises requires the use of life support equipment.

4.3. Within 1 business day of you sending us any relevant contact details, or provide us with a medical confirmation, including updated details we will:

- Advise the distributor for the purposes of updating the distributor's registration under clause 12.2.1(a) or 12.2.2 of the Electricity Distribution Code, or under clause 4A.3(a)(i) of the Gas Distribution System Code;
- Update our register of life support customers; and
- Advise you to inform your electricity or gas retailer of the update (where relevant).

4.4. Within 5 business days of you informing us, we will send you a life support pack. This life support pack will include key information regarding your life support registration and this includes:

- a) A medical confirmation form;
- b) Information explaining that if for any reason you fail to provide the completed medical confirmation form, you may be deregistered and will cease to receive life support protections;
- c) Advice that if we are your electricity provider, there may be distributor planned interruptions under the Electricity Distribution Code as well as unplanned interruptions to your supply. The distributor is obligated to notify you of any planned interruptions;
- d) Advice that if we are your gas provider, there may be distributor planned interruptions under the Gas Distribution System Code as well as unplanned interruptions to your supply. The distributor is obligated to notify you of any planned interruptions;
- e) Information to assist you in preparing a plan of action in the case of an unplanned interruption;
- f) An emergency contact number for both us and the distributor (the charge for this call will not exceed the cost of a local call);
- g) Advice that if you decide to change to a new retailer and someone at your premises continues to require life support equipment, you should inform the new retailer of the life support needs;
- h) Information on how you may be eligible for state or federal government concessions and rebates, including how to access these benefits;
- i) Information about the availability of interpreter services for community languages, along with the corresponding contact phone numbers for these services.

This life support pack is designed to ensure you are well-informed and prepared.

4.5. We will also provide you with this information if we are advised by a distributor or by you that you, or someone residing at the premises requires life support equipment unless we have previously provided you that information at your current premises.





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4.6. From the date we send you the medical confirmation form, you will have a minimum of 50 business days to return a signed copy of your medical confirmation form by a medical practitioner.

4.7. We understand that sometimes things may come up and you won't be able to return the medical confirmation form back to us within the required time. To help with this in accordance with the relevant energy regulations, we are also required to provide you with at least one extension of time to provide the medical confirmation form. This extension of time will be a minimum of 25 business days.

4.8. If you reside or are intending to reside in premises where an exempt electricity seller supplies or sells your electricity and we are notified by your exempt electricity seller that you require life support equipment, we will notify your distributor within 1 business day of this requirement and advise them of the date from which the life support equipment is required. In this instance we will also record your details in our life support register within 1 business day.

4.9. If you reside or are intending to reside in premises where an exempt electricity seller supplies or sells your electricity and we are notified by your exempt electricity seller of any updates to the life support equipment requirements for your premises or any relevant contact details, we will update our life support register and notify your distributor within 1 business day.

4.10. If we are notified by your distributor that you require life support equipment then within 1 business day we will record your details in our life support register.

Confirmation

4.11. Where your premises have been registered as requiring life support under section 40SG (1) or 40SH (1) of the Electricity Industry Act, or section 48DI or 48DJ(1) of the Gas Industry Act, we may, at any time, request confirmation as to whether the person for whom life support equipment is required still resides at the premises or still requires life support equipment.

Deregistration process

4.12. We may deregister your account for life support on your request if you or someone living at your premises no longer requires life support equipment. We may also deregister your account for life support if you do not return the medical confirmation form within the timeframe prescribed above or if we are notified by a third party such as your distributor or exempt seller (if relevant).

4.13. If we deregister your premises for life support, or are advised by your exempt seller that they have deregistered you, we will:

- a) Within 5 business days notify your distributor of the date of deregistration and the reason for the deregistration.
- b) Within 1 business day update our life support register.

4.14. Once we have deregistered your account, our obligations in relation to the registration of life support equipment will cease.

Deregistration on your request

4.15. Where you advise us that life support equipment is no longer required, we will send you a written notification advising:

- a) That you will be deregistered on the basis that you have advised us that the person requiring the life support equipment has vacated the property or no longer requires the life support equipment,
- b) The date that you will be deregistered which will be at least 15 business days after the date of our written notification,
- c) That you, or the person requiring the life support equipment will no longer receive the life support protections once the property is deregistered,
- d) That you must contact us prior to the deregistration date if life support equipment is still required, and
- e) That if you don't respond to our written notification within the time frame specified in the notification, confirming that the life support equipment is still needed or that the person hasn't vacated the premises, we have the right to deregister you.
- f) That we are able to deregister you prior to the date specified in the notification if the person requiring life support equipment, or their authorised representative gives explicit informed consent to do so.



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Deregistration where you have failed to provide a medical confirmation form

4.16. Before we deregister your account for failure to provide a medical confirmation form, we will send you the following checks:

- a) provide the first reminder notice within no less than 15 business days from the date of issuing the medical confirmation form,
- b) provide a second reminder notice within no less than 15 business days from the date of issuing the first reminder notice,
- c) take reasonable steps to contact you either, in person, by telephone, or by electronic means including by attempting contact at different times,
- d) provide you a deregistration notice within no less than 15 business days from the date of issuing the second reminder notice.

4.17. If we do not hear from you or do not receive a copy of a signed medical confirmation form from your medical practitioner following the steps set out below, we will deregister your premises for life support as per the deregistration date mentioned in the deregistration notice.

4.18. Any deregistration notice we send will:

- (i) be dated;
- (ii) mention the date you will be deregistered, which will be at least 15 business days from the date of the notice;
- (iii) advise that you will cease to be registered as requiring life support equipment unless medical confirmation is provided before the date for deregistration; and
- (iv) advise that you will no longer receive the protections under Division 5C of the Electricity Industry Act or Division 4AA of the Gas Industry Act once you are deregistered. These protections relate to unauthorised disconnection, unauthorised removal or omission of your details from the life support register and retailer obligations around providing information to relevant parties within specific timeframes.

Deregistration when notified by your distributor

4.19. If we are notified by your distributor that they have deregistered your premises pursuant to clauses 12.5.5 and 12.5.6 of the Electricity Distribution Code of Practice, or 4A.10 and 4A.11 of the Gas Distribution System Code of Practice we may deregister the premises.

5 Medical confirmation forms

Content

5.1. The completion and return of a medical confirmation form to us allows us to confirm the registration of your premises.

5.2. It is important that we collect sufficient information from you to allow us to assess your situation. A medical confirmation form will:

- Be dated,
- State that completion and return of the form will satisfy the requirement to provide medical confirmation under the Energy Retail Code of Practice,
- Specify the types of equipment that are considered life support equipment,
- Advise the date which the medical confirmation form must be returned to us,
- Advise that you may request an extension of time to complete and return the medical confirmation form.

5.3. A medical confirmation form will also request information from you such as:

- Your property address,
- The date from which you require electricity at the property for your life support equipment,
- Medical confirmation.

Reminders

5.4. If we have not received your medical confirmation within 15 business days from the date we issued the medical confirmation form, we will send you out a reminder.



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5.5. We will also send you a second reminder notice if we have not received your medical confirmation form within 15 business days following the first reminder notice.

5.6. Each reminder notice will be dated and contain such information as:

- The date the medical confirmation is required,
- The types of equipment that are considered 'life support equipment'.

5.7. Each reminder notice will also advise you of the following:

- That you must provide medical confirmation,
- That you have been temporarily registered as requiring life support equipment until the medical confirmation is received,
- That failure to provide medical confirmation may result in you being deregistered, and
- That you can request an extension of time to provide medical confirmation.

6 Government assistance and concessions

6.1. There are different programs provided by the government that can help people with low income, vulnerable individuals, or those with medical needs.

6.2. We can assist you in finding out if you qualify for any of these programs and help you with the application process. In some cases, we can even check if you are eligible for certain benefits through CCES (Centrelink Confirmation e-services).

6.3. If we discover that you might be eligible for a concession, rebate, or any other form of assistance, we will notify you via email or phone.

6.4. You can find more information about relevant assistance programs by visiting www.energy.vic.gov.au/about-energy/your-bill/concessions-and-hardship

7 Keeping us informed

7.1. We request that you keep us informed about any changes related to your life support equipment. This includes notifying us if:

- a) you no longer require life support equipment;
- b) you have moved to a new address; or
- c) you decide to switch to a different energy retailer.

7.2. If you need to inform us of any changes you can do so by sending us an email at <business email address> or contacting us at <business phone number>.

7.3. Your premises will remain registered with your local distributor until you inform us of any changes, move to different premises, or switch to another retailer. If you decide to switch to another retailer, we strongly encourage that you notify your new retailer of your life support needs.

8 Record-keeping

8.1. As a retailer, we have a process in place to keep records of our customers who rely on life support equipment. This helps us ensure that we meet the requirements of the Energy Retail Code of Practice.

8.2. Here's how we handle our record keeping obligations:

- a) We have established policies, systems, and procedures designed for registering and deregistering customers who rely on life support equipment.
- b) We maintain and regularly update a register of our life support customers. This register includes important details such as:
 - The date when the customer requires an energy supply for their life support equipment at their premises.
 - The date when we received medical confirmation from the customer for the premises in question.





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- The date and reason for deregistering a customer if they no longer require life support equipment or for any other valid reason.
- A record of our communications with the customer.

c) By keeping these records up to date and maintaining clear communication with our life support customers, we strive to ensure that your energy needs are met effectively and efficiently.

9 Complaint management process

9.1. Customers who have concerns or complaints regarding their life support services should contact us either via email [<business email address>](#) or phone on [<business phone number>](#).

9.2. All our complaints are managed in accordance with our complaints and dispute management procedure, which can be found [<link to the procedure>](#).

9.3. If your complaint remains unresolved, you have the opportunity to request your complaint be reviewed internally within our organisation by a senior manager. If your complaint still remains unresolved, you can contact the Energy and Water Ombudsman of Victoria.

Energy and Water Ombudsman Victoria

Freecall: 1800 500 509

Translating and interpreting service (TIS):131 450

Online: <https://www.ewov.com.au/start-a-complaint>

Email: ewovinfo@ewov.com.au

Post: Reply Paid 469 Melbourne VIC 8060

10 Privacy

10.1. We are committed to protecting the privacy of our customers and will handle personal information in accordance with the company's Privacy Policy [<include the link for the privacy policy here>](#) and applicable privacy legislation.

Version Control

This policy shall be reviewed and updated as required, or at least every four years to ensure its continued effectiveness and compliance with applicable laws and regulations.

| Version | Amendment | Author and date |
|---------|---------------|-----------------|
| 1 | Initial draft | CQ 27/06/2023 |
| 2 | Updated | 28/11/2023 |
| 3 | Updated | 23/02/2024 |

