

## Amber Electric Life Support Customers

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### 1. Introduction

If you are a Customer of Amber (Amber Electric Pty Ltd ABN 98 623 603 805) and you need Life Support Equipment or you have a medical condition requiring a continued supply of electricity, **we need your consent** to make sure we can effectively and efficiently manage your account according to applicable laws and regulations.

Amber will manage your Life Support registration from the time you enter into an Electricity Supply Contract with Amber.

This document explains **Amber's obligations to you** and how we are required to manage your account to best support your circumstances while preserving the sensitive nature of the information we need to hold. It also sets out important **obligations that you must observe** to make sure we can effectively and efficiently manage your account according to applicable laws and regulations.

If you need additional assistance to read or understand this document, or any other aspect of your account with Amber, please contact us – see section 9 for **How to Contact Us**.

Capitalised terms in this document can be found in the **Glossary** (section 8).

### 2. Your obligations

#### (a) Registering as a Life Support Customer with Amber

You must tell us if a person ordinarily living at the Premises:

- (1) requires Life Support Equipment; or
- (2) has a medical condition which requires continued supply of electricity.

This allows us to register your Premises as requiring Life Support Equipment, which is a requirement under applicable regulations.

To become registered as a Premises requiring Life Support Equipment or for a medical condition requiring continued supply of electricity you must send us a Life Support Registration Form, which includes written confirmation from a registered medical practitioner of the requirement for Life Support Equipment or other relevant medical condition.

**If this process is not completed properly, the Premises will not be registered as requiring Life Support Equipment.**

This document explains how we will process, maintain and manage your Life Support registration when you enter into an Electricity Supply Contract with Amber and:

- (1) you have not previously been registered as a Life Support Customer with any other Retailer – **please go to section 4**; or

- (2) you have previously been registered as a Life Support Customer with another Retailer and you are entering into a new Electricity Supply Contract with Amber – **please go to section 5.**

If you are unsure whether the equipment you use qualifies as Life Support Equipment, please talk to your medical practitioner and seek their guidance to complete your registration as appropriate in section 4 or 5.

(b) Changing or Cancelling your Life Support registration

You must tell us if your requirements for Life Support Equipment change or if you no longer require Life Support Equipment at the Premises.

If you move Premises, we will need to transfer your registration as a Life Support Customer to your new address. We will help you manage this transition – if you plan to move house, please contact us as soon as you can so that we can get this process started.

### **3. Amber's obligations**

Amber is required to:

- (a) maintain a register of all Customers who require Life Support Equipment; and
- (b) 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.

### **4. New Life Support Registration**

If you or someone else at the Premises requires Life Support Equipment and there is no Prior Life Support Registration applicable for the Premises, it is important that you and your registered medical practitioner complete the [Life Support Registration Form](#) and return it to us at [info@amber.com.au](mailto:info@amber.com.au) or by mail to the postal address available at [amber.com.au/contact](http://amber.com.au/contact).

We will acknowledge receipt of your form after you return it to us.

In addition to the assistance and support that electricity Retailers and Distributors are required to provide to Life Support Customers, some government administered medical support schemes provide [rebates and concessions](#) for Life Support Customers. There may be other steps involved in completing the application process to qualify for these rebates and concessions.

Even though a Life Support Customer may not qualify for a concession or rebate, that does not mean the Life Support Customer is not entitled to assistance and support from Amber and their Distributor, which are requirements of applicable laws and regulations. This is why it is important that Life Support Customers complete the registration process.

## **5. Transferring a Life Support Registration**

If you enter into an Electricity Supply Contract with Amber and have an existing registration for Life Support Equipment at your Premises in place with another Retailer (Prior Life Support Registration), Amber and your Distributor can transfer this registration to Amber with very little inconvenience to you.

To enable us to work with your Distributor to verify your Prior Life Support Registration, you must give us the Consents set out in section 6 to allow us to transfer your Prior Life Support Registration to Amber and to enable us to have ongoing management of our obligations to you.

We will work quickly to process the transfer of your Prior Life Support Registration – you can assume this has all gone smoothly if you do not hear from us. However, we will send you a confirmation when the process is complete.

## **6. Your Consents**

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

- (a) Amber may collect and use the information in your Life Support Registration Form or Prior Life Support Registration, including your name, address and the details of your Life Support Equipment for the purpose of:
  - (1) arranging a new registration as a Life Support Customer or the transfer of a Prior Life Support Registration; and
  - (2) 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, Amber may contact your Distributor and confirm that you have submitted a valid Life Support Registration Form to enable Amber 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 Registration Form, Amber may share the information in the Life Support Registration Form with your Distributor to enable Amber and your Distributor to register you as a Life Support Customer and to manage our ongoing obligations to you as a Life Support Customer.

## **7. Changes to these Terms and Conditions**

We may need to change these arrangements, including where there are changes to the laws and regulations applicable to Life Support Customers. We will do what we can to make sure this does not happen often. When we need to make changes to these arrangements, we will always do this in a way that fully complies with applicable laws and regulations and we will give you notice in advance if the changes affect you or your registration as a Life Support Customer.

## 8. Glossary

Account Holder means the person who enters into or is a party to an Electricity Supply Contract with Amber. In this contract, we also use “you” and “your” to refer to the Account Holder.

Amber means Amber Electric Pty Ltd (ABN 98 623 603 805). Amber is also referred to as “we” and “us” in this document.

Customer means a person who has entered into an Electricity Supply Contract with a Retailer.

Distributor means the owner and operator of the poles and wires to which your Premises is connected to the electricity grid. The name of your Distributor can be found on your bill.

Electricity Supply Contract means a contract between Amber and a customer for the supply and sale of electricity.

Life Support Customer means a Customer who requires Life Support Equipment for a person ordinarily residing at the Premises.

Life Support Equipment includes the following equipment:

- (1) an oxygen concentrator;
- (2) an intermittent peritoneal dialysis machine;
- (3) a kidney dialysis machine;
- (4) a chronic positive airways pressure respirator;
- (5) crigler najjar syndrome phototherapy equipment;
- (6) a ventilator for life support; and
- (7) any other equipment that a registered medical practitioner certifies is required for life support for a person ordinarily residing at the Premises.

Life Support Registration Form means the form in section 4 of this document – a Customer must complete and return this form to Amber to initiate registration as a Life Support Customer if this has not been done previously with another Retailer.

Premises means the supply address to which Amber supplies electricity under an Electricity Supply Contract.

Prior Life Support Registration means a registration as a Life Support Customer that a Customer had in place with another Retailer before they entered into an Electricity Supply Contract with Amber.

Retailer means a seller and supplier of electricity.

## 9. How to Contact Us

Amber’s most up to date contact details are available at [amber.com.au/contact](http://amber.com.au/contact).

Phone: 1800 531 907

Email: [info@amber.com.au](mailto:info@amber.com.au)