

Life support / Financial hardship

Life support

If someone in your home uses an approved life support machine, let us know. We'll tell your energy distributor so they can keep you informed of any planned power outages. Some approved medical equipment, may include but is not limited to;

- › Oxygen Concentrator
- › Intermittent Peritoneal Dialysis Machine
- › Kidney Mialysis Machine
- › Chronic Positive Airways Pressure Respirator
- › Crigler Najjar Syndrome
- › Phototherapy Equipment
- › Ventilator for life support

You'll need to complete the application form and have your medical practitioner sign it, and return the completed form to Energy Trade **within 10 business days** of registering life support on your account, by return email. Failure to return the completed form, may result in you no longer being registered for life support with Energy Trade or your distributor.

You may also be eligible for concessions or rebates, depending on state based policy arrangements and the type of life support equipment that you use. If you have any questions about registering your life support medical equipment, just give our team a call on 1300 001 255 Monday to Friday between 8.30am-6pm

Financial hardship

Our Energy Trade Hardship Program is designed to help out eligible residential customers when things get tough. We're here to help! Get in touch and we'll give you access to information and options to help you get on top of your energy bills... and stay there.

We offer real assistance with flexible options. If you are experiencing financial hardship, we can help with:

- › flexible payment plan options; and or
- › referral to state and territory concessions and rebates.

While on our Energy Trade Hardship Program, you need to:

- › work with us to use less energy & pay off your debt.
- › Stay in touch - let us know if or when your circumstances change.
- › Manage your Energy Trade Hardship Program plan repayments in full and on time.

We want you to take control of your energy bills.

We take your privacy seriously. No one else needs to know if you're having a tough time. We'll look after your personal and credit information exactly as per the Privacy Act 1988. Your financial information will only be used to assess your Energy Trade Hardship Program application.