

Life support and preparing for electrical supply interruptions

Overview

Cowell Electric is contracted by the South Australian Government to manage and maintain electricity generation and distribution assets and provide retail services for the Remote Area Energy Supply (RAES) scheme.

Cowell Electric services the townships, communities, and associated homelands of Amata, Blinman, Cockburn, Glendambo, Indulkana, Kalka, Kaltijiti, Kanpi, Kingoonya, Mannahill, Marla, Marree, Mimili, Murputja, Nundroo, Nyapari, Oak Valley, Oodnadatta, Parachilna, Pipalyatjara, Pukatja, Umuwa, Watinuma, and Yalata.

Service technicians undertake a comprehensive maintenance program to ensure the reliability and safety of the system. Unfortunately, unplanned interruptions to the supply of electricity are at times unavoidable due to severe weather and other unforeseen circumstances.

Cowell Electric has an effective 24-hour fault reporting service and endeavours to rectify all outages quickly. However, if you have Life Support equipment, it is important that you prepare a plan of action in case of an unplanned outage.

Similarly, at times Cowell Electric will need to perform planned maintenance that involves the power supply being interrupted for a period of time. Notice will always be given to customers prior to these events (a minimum of three days). It is important that Life Support customers are prepared for these events also.

Life support registration

Customers requiring Life Support equipment within the RAES scheme must register these needs with Cowell Electric by completing the relevant documentation, confirmed by a medical practitioner. You can find this documentation and more information at:

- www.raes.sa.gov.au
- or contact **Cowell Electric** on **1800 805 020**

Life Support equipment includes:

- an oxygen concentrator, or
- an intermittent peritoneal dialysis machine, or
- a chronic positive airways pressure respirator, or
- medically required heating or cooling or
- a nebuliser, or
- a kidney dialysis machine, or
- a ventilator for life support, or
- other equipment as notified by the Commission from time to time.

It is important to note that registering as a Life Support customer will not guarantee a continuous supply of electricity. It will however enable Cowell Electric to provide notification of any planned interruptions.

Once registered as a Life Support customer, it is important that your personal details are kept up to date. Please contact Cowell Electric as soon as possible on 1800 805 020 if any of your details, such as your home address or telephone number, change. Cowell Electric will contact registered Life Support customers from time to time to make sure the information they have is correct.

For unplanned electricity supply interruptions, or to register your life support needs, contact:



Cowell Electric
Emergency service line

1800 805 020

Available 24 hours a day - 7 days a week

Preparing an Outage Plan

If you use Life Support equipment it is important that you develop an Outage Plan with your family and medical practitioner so that you are prepared in case of planned and unplanned power outages.

Everyone's medical situation is different, so it is important that you create a plan specific to your unique set of circumstances.

When developing your Outage Plan, remember that medical advice comes first. Your medical practitioner should provide you with advice as to what action to take should power to your Life Support equipment be interrupted. Please note that it is not possible for Cowell Electric to provide generators to customers during outages.

The following questions will help you develop an Outage Plan:

- What back-up is built into your life support equipment?
- Is your medical equipment plugged into a surge protector?
- Do you have an uninterruptible power supply (UPS) for temporary battery back-up power?
- If you have a back-up battery, how often do you check to make sure it is fully charged?
- If you have reserve oxygen cylinders, are they filled and working?
- Are your medical supplies fully stocked?
- Can you open your garage or leave your home if the power goes out?
- Does your home phone need an electricity supply?
- Do you have an alternative phone service such as a mobile phone?
- Do you have a battery-operated radio on hand with fresh batteries?
- Do you have a neighbour who can check on you?
- Do you have Cowell Electric's emergency phone number handy if the power goes out?
- Does your medical clinic have back-up generators that could supply your life support equipment?
- Do you have important contact details handy (E.g., family members, doctor, police)?
- Have you made arrangements with your medical professional for extended outages?
- Does Cowell Electric have your current contact details?

Your emergency contact list

Name	Phone number
Medical clinic	
Family member	
Neighbour	
Police	