



ENSA

Life Support Systems

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What do I need to do if I have a Life Support device in my home?



Level 3 / 257 Collins St, Melbourne VIC 3000, Australia
ensa.net.au | 1300 00 ENSA (3672)

ENSA enjoys an enviable reputation for quality and reliable service delivery. There are, however, certain situations when supply interruptions occur so you should make us aware of any health issues relating to your specific supply so that we can inform you of any planned interruptions.

Life support status notification

Life support status ensures disruptions to your electricity supply is kept to a minimum. You may qualify for life support status if you or someone at your location needs life sustaining equipment that runs on electricity. Life support accounts are coded to make sure ENSA staff and service technicians are aware of your situation.

In the event of a planned service outage you will be notified ahead of time. In the event of an unplanned outage restoration of your service will receive high priority.

Making an application

If you believe your account should carry life support status, please contact the Customer Support team on 1300 00 ENSA (3672). You will be asked to complete a life support notification application form which requires some documentation from your physician confirming medical need.

Once your life support status has been approved please ensure your contact details remain current. If you fail to inform us of a change of telephone number, physical or mailing address ENSA may not be able to contact you about, or during, a service outage.

