



Media Statement

2 September 2025

Streamlined access for electricity customers with life support equipment

The Economic Regulation Authority has made it simpler for customers using life support equipment to access protections, through changes to the *Code of Conduct for the Supply of Electricity to Small Use Customers 2022* that will come into effect next year.

The Code provides protections to small use electricity customers, which include households and some small businesses, by setting standards for billing and payment, connections and disconnections, and complaints.

Under the Code, customers using life support equipment in their home can register to receive additional protections - earlier notice of planned outages, priority reconnection after outages, and no disconnections for non-payment.

Customers must register with their retailer and provide relevant medical evidence to access the protections, and then confirm their ongoing need for life support equipment with a health practitioner every three years.

We have expanded the range of professions that can provide that three-yearly confirmation, including general practitioners, nurses and pharmacists.

Previously there were different registration requirements depending on whether they were in metropolitan or regional areas. The requirements have now been streamlined.

We have also reduced reporting requirements for households where more than one customer requires life support equipment, and for businesses like nursing homes where life support equipment is routinely required.

The ERA's decision is informed by the work of the Electricity Code Consultative Committee – an independent statutory body set up to review the code every two years. The Committee includes representatives from industry and consumer groups, and well as government agencies.

The ERA's changes will come into effect on 1 January 2026.

Comments attributed to ERA Chair Steve Edwell:

“It is vital for people using medical equipment such as a dialysis machine or an oxygen concentrator to remain connected to the power supply.”

“Life support equipment registration comes with protection from disconnection – including for non-payment – so it's important for any effort to streamline the registration process to maintain a high threshold of proof for customers for these protections.”

“Currently, customers in the metropolitan area need to see their specialist every three years to confirm their ongoing need for life support equipment.”

“This creates an unnecessary administrative and financial burden – particularly for those customers with a condition that may be chronic or lifelong.”

“From next year, all customers can seek that three-yearly confirmation from their regular health practitioner, provided a specialist report or diagnosis is in place.”

“I would like to thank the members of the Electricity Code Consultative Committee, who provided essential support and insight into the concerns of both customers and industry.”

About the ERA

The ERA is Western Australia’s independent economic regulator. We aim to benefit all Western Australians by promoting strong economic outcomes through effective regulation and decision making. We strive to make sure current and future consumers pay no more than necessary for safe and reliable utilities.

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