

# Life Support Equipment protections

Customers using Life Support Equipment (LSE) rely on the power staying connected. The [Electricity Code](#) requires retailers to apply certain protections to customers who have registered as an LSE address in Western Australia.

From 1 January 2026, registering LSE with an electricity retailer will be simpler.

## What is the Electricity Code?

The *Code of Conduct for the Supply of Electricity to Small Use Customers 2022* sets minimum standards for the supply of electricity to small use customers.

The code is available on the ERA's [website](#).

## What are the LSE protections?

Under the Electricity Code, retailers:

- Must give an LSE customer extra notice of planned disconnections.
- Prioritise response to the address if the power supply is affected.
- Must not disconnect the power for non-payment of bills.

## Changes to the Electricity Code?

- Customers no longer need to visit a medical specialist just to get their need for LSE “signed off” (confirmed).
- A medical practitioner (e.g. doctor) can confirm the initial registration.
- A health practitioner (e.g. nurse) can confirm the ongoing need for LSE every three years.
- Facilities like nursing homes need to confirm with the retailer every three years, rather than every year.
- Households with more than one LSE user only update the retailer annually, rather than update for each LSE user.

## Contact your electricity retailer

Contact your retailer to register for LSE protections. For residential customers, the retailers are Synergy and Horizon Power.



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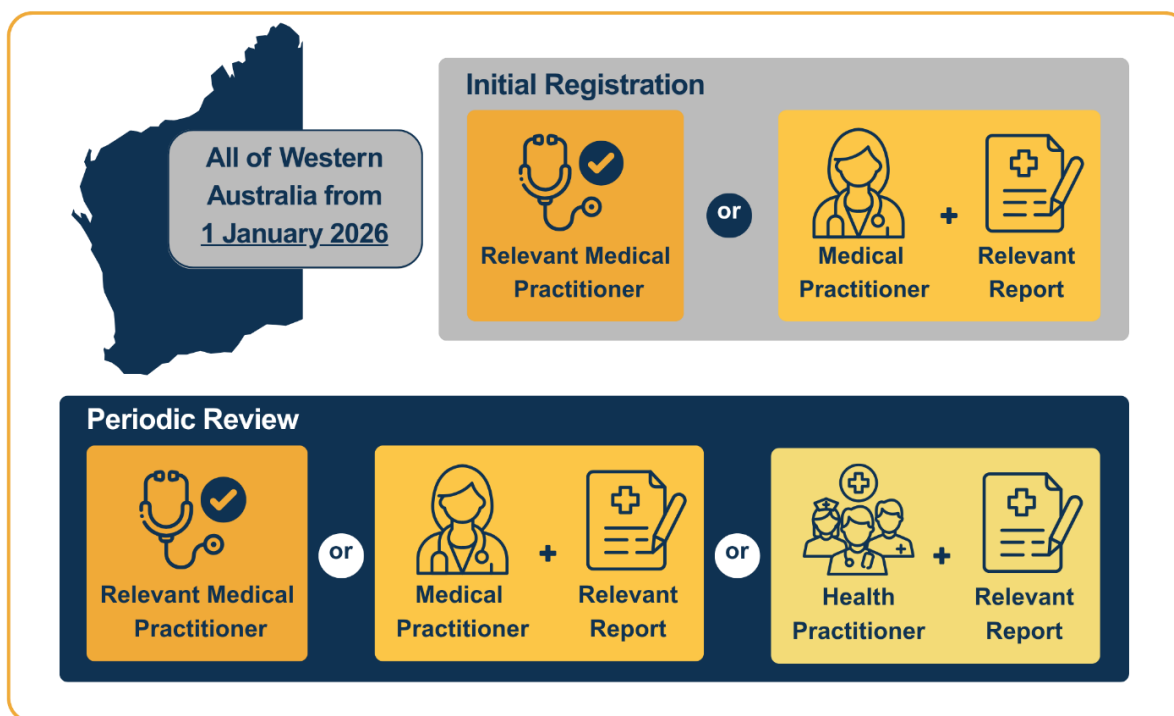


1800 267 926



## The changes in detail – Electricity Code

This diagram shows who can confirm LSE registration or periodic review from 1 January 2026. The terms for medical and health practitioners are defined on the next page.



### Initial Registration

Before the changes, customers would get the registration “signed off” by a specialist doctor. For customers outside the metropolitan area, their local doctor could also do this.

From 1 January 2026, retailers will be required to accept an LSE registration confirmed by any medical practitioner, if a relevant medical practitioner diagnosed the need for LSE.

The same process will apply for metropolitan and regional customers.

For example, if a customer finds out about the retailer’s LSE protections after seeing their cardiologist, they can get their regular doctor to confirm the registration, based on the cardiologist’s report.

### Periodic Review





Before the changes, customers would get the review “signed off” by a specialist doctor every three years. For customers outside the metropolitan area, their local doctor could also do this.

From 1 January 2026, retailers will be required to accept confirmation of ongoing need from any health practitioner if a relevant medical practitioner diagnosed the need for LSE.

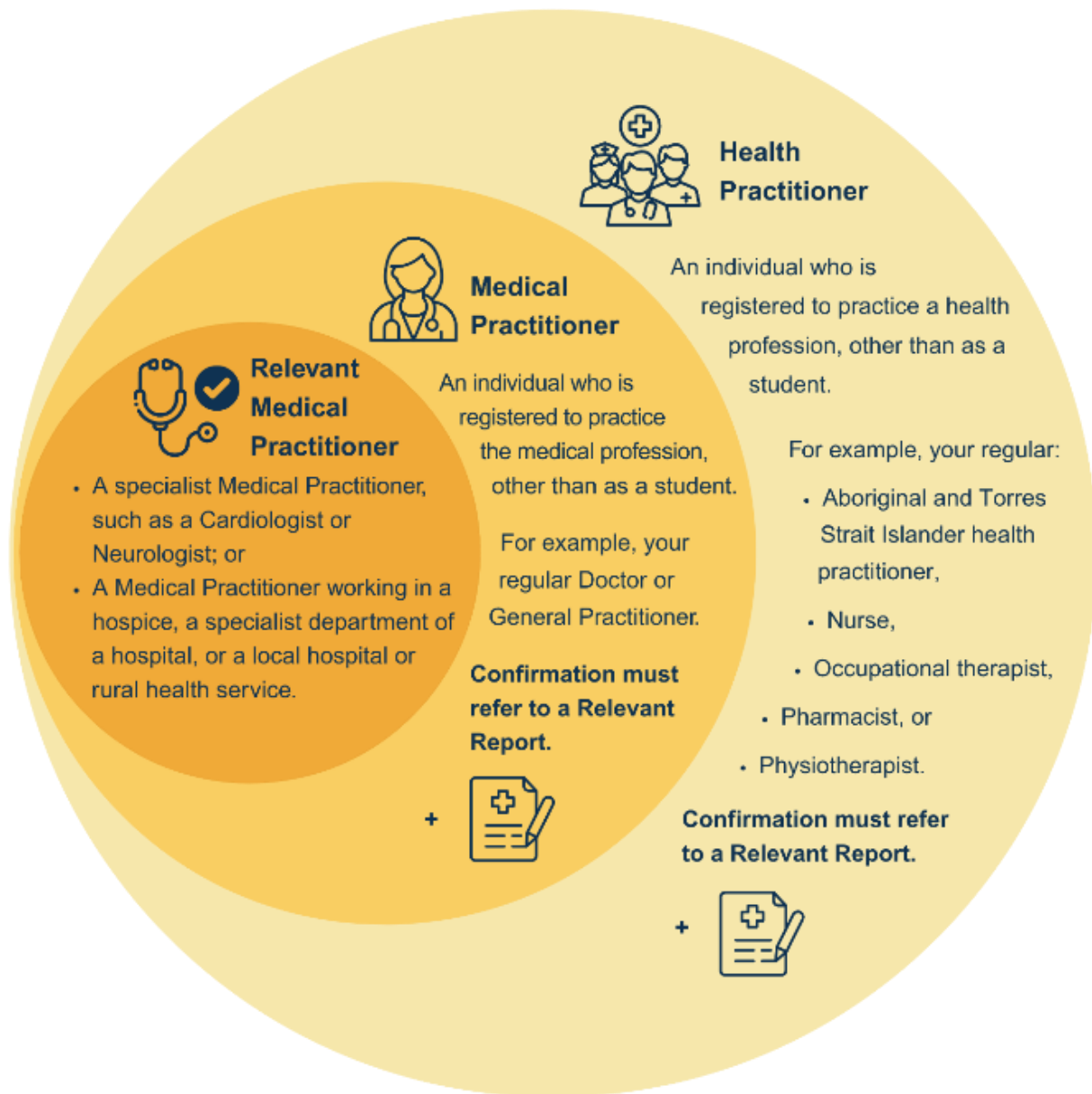
The same process will apply for metropolitan and regional customers.

For example, when a customer is asked to update their contact details and confirm ongoing need for LSE, the home-care nurse can sign off at the next visit.

## Explaining the terms in the Electricity Code

Term	Icon	Explanation	Example
<b>Relevant Medical Practitioner</b>		<ul style="list-style-type: none"> <li>A medical practitioner, other than a specialist general practitioner, who holds specialist registration in a recognised specialty in the medical profession under the <i>Health Practitioner Regulation National Law (WA)</i>; or</li> <li>A medical practitioner working in:               <ul style="list-style-type: none"> <li>- a hospice; or</li> <li>- a hospital specialist department; or</li> <li>- a local hospital or rural health service (if the supply address is outside the Perth metropolitan area).</li> </ul> </li> </ul>	<b>Cardiologist</b>
<b>Relevant Report</b>		A written diagnosis or medical report provided by a Relevant Medical Practitioner.	<b>Cardiologist Report diagnosing cardiovascular condition and need for LSE</b>
<b>Medical Practitioner Confirmation</b>		<p>Written confirmation from an individual who is registered under the <i>Health Practitioner Regulation National Law (WA)</i> to practise the medical profession, other than a student.</p> <p>Confirmation must be based on a Relevant Report.</p>	<b>General Practitioner</b>
<b>Health Practitioner Confirmation</b>		<p>Written confirmation from an individual who is registered under the <i>Health Practitioner Regulation National Law (WA)</i> to practise a health profession, including the medical profession, other than a student.</p> <p>Confirmation must be based on a Relevant Report.</p>	<b>Nurse</b>

## Examples of practitioners



## Need more information?

The Australian Health Practitioner Regulation Agency keeps a list of registered health practitioners and tips on how to use the register on its [website](#).

RevenueWA manages the LSE Energy Subsidy, explained in its [Fact Sheet](#). Equipment specified for the Subsidy is on the State Government's [website](#).

## CONTACT US