

## ELECTRICITY SUPPLY

### **PRIORITY SUPPORT REGISTER**

Home oxygen concentrators run off the normal electricity supply. The Electricity Supply Board (ESB) should be notified that you are dependent on home oxygen via an electrical concentrator. You can register your personal details with the ESB by completing a **Priority Support Registration Form**. This information is confidential and will enable the ESB to identify customers who are dependant on electrically powered medical equipment and who are vulnerable to supply interruption.

In the case of loss of electricity, the ESB should prioritise your local area for electrical power restoration. In the case of planned electrical interruptions, the ESB will contact priority support customers to inform them in advance of the date and likely duration of the disruption of the electricity supply.

### **To register as a Priority Support Customer contact:**

ESB Customer Supply. Electricity Supply Board, 27 Fitzwilliam Street, Dublin 2.

Tel: 1850 372 372

Website: [www.esb.ie](http://www.esb.ie)      Email: [service@esb.ie](mailto:service@esb.ie)

### **To report a loss of electrical power without warning contact:**

ESB Network Emergency / Electricity interruptions    Tel: 1850 372 999

### **For more information about planned electrical interruptions contact:**

ESB Network    Tel: 1850 372 999

### **Tip !**

- ✓ Always have your ESB account number ready when you contact ESB customer services.

## **ELECTRICITY ALLOWANCE**

Running an oxygen generator will increase the cost of your electricity bill. Some local health authorities offer a small ESB rebate in lieu of the excess electricity costs incurred by running your home oxygen machine(s). Contact your local health authority to see if they have a reimbursement scheme.

If a reimbursement scheme is available, you need to forward a copy of your ESB bill to the Accounts Department of your local health authority every 2 months when you receive your bill.