



# Medical Baseline Program

Savings and safety for people with additional energy needs

## Program Overview

**PG&E's Medical Baseline Program** is an assistance program for residential customers who depend on power for medical and independent living needs. Eligibility is based on medical conditions or needs of a person in your home, NOT on income. The program includes two different kinds of help:

- A lower rate on your monthly energy bill (additional energy at the lowest rate)
- Extra notifications in advance of a Public Safety Power Shutoff (PSPS)

### Examples of Qualifying Medical Conditions and Devices:

- Multiple Sclerosis
- Asthma/Sleep Apnea
- Special Heating/Cooling Needs
- Respirators
- Motorized Wheelchairs
- IPPB/CPAP Machines
- Hemodialysis Machines



For a complete list of qualifying medical conditions and devices, visit [pge.com/medicalbaseline](https://www.pge.com/medicalbaseline) or call 1-800-743-5000.

## Extra Notifications During a PSPS Event

High winds can cause tree branches or debris to contact energized electric lines, which could damage our equipment and cause a major wildfire. We may need to turn off power during severe weather for public safety to prevent such fires; this is a PSPS.

When possible, PG&E provides extra alerts for households participating in the Medical Baseline Program leading up to and during such an event to help them prepare.

If we are unable to reach you via phone, text or email, PG&E will also attempt to knock on the doors of customers in the Medical Baseline Program. It is important customers reply to our notification texts and calls so we can share information before a PSPS.

▶▶ See reverse for application instructions. ◀◀

# APPLYING FOR PG&E'S MEDICAL BASELINE PROGRAM

## IT'S AS EASY AS 1,2,3!

**1 CHECK YOUR ELIGIBILITY** by reviewing the complete list of qualifying conditions/machines at [pge.com/medicalbaseline](http://pge.com/medicalbaseline). Work with a qualified medical practitioner to certify that a full-time resident in your home requires use of qualifying medical devices (or has specific heating/cooling needs) to treat ongoing medical conditions. Note, eligibility for Medical Baseline is based on medical conditions or needs, NOT on income.

**2 VISIT** [pge.com/medicalbaseline](http://pge.com/medicalbaseline) to download and print the Medical Baseline Program application form or call **1-800-743-5000** and ask to have one mailed to you.

**3 COMPLETE AND SIGN** Part A of the Medical Baseline Program application form, including your preferred contact method, and make sure Part B is completed and signed by a qualified medical practitioner. Then, mail it in to:

**PG&E Credit and Records Center  
Medical Baseline  
P.O. Box 8329  
Stockton, CA 95208**

### Do You Have a Plan to Stay Safe During Power Outages?



**UPDATE YOUR CONTACT INFORMATION** by visiting [pge.com/psps](http://pge.com/psps) or calling **1-800-743-5000**.



**PREPARE AND PRACTICE A PLAN** to keep you and your family safe during an emergency. Visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging) for more steps you can take to prepare.



**STAY INFORMED ABOUT OUTAGES** by visiting [pge.com/psps](http://pge.com/psps).



**DURING A PSPS**, please answer calls and/or reply to text messages from **1-800-743-5002** (tip: save this number in your phone).



#### **WILL YOU NEED EXTRA HELP DURING A POWER SHUTOFF?**

If you or someone you know has a disability or medical needs, the California Foundation for Independent Living Centers can help you during a PSPS. For more information please visit [disabilitydisasteraccess.org](http://disabilitydisasteraccess.org).

Due to novel coronavirus (COVID-19) shelter-at-home guidelines and changing medical practitioner priorities, a signature from a qualified medical practitioner is not required to enroll in the Medical Baseline Program this year. **HOWEVER, A SIGNATURE FROM A QUALIFIED MEDICAL PRACTITIONER MAY BE REQUESTED** to remain in the program beyond one year. Applications for the Medical Baseline Program will be accepted online in 2020.

### NOTE FOR MEDICAL PROFESSIONALS

A licensed physician, nurse practitioner, physician assistant or person licensed pursuant to the Osteopathic Initiative Act, may certify a patient's eligibility as having a life-threatening condition or illness for the Medical Baseline Program. This program is not connected to any other medical assistance program, like Medicare or Medi-Cal, and only provides a lower energy rate from PG&E and extra notifications before and during a PSPS. A full list of qualifying conditions and machines is available at [pge.com/medicalbaseline](http://pge.com/medicalbaseline).