



Medical Baseline Program

Savings and safety for people with special energy needs

Program Overview

PG&E's Medical Baseline Program is an assistance program for residential customers who have special energy needs due to qualifying medical conditions. 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 or call 1-800-743-5000.

Extra Notifications During a PSPS Event

If severe weather threatens a portion of the electric system serving a community, it may be necessary for PG&E to turn off electricity in the interest of public safety. This is known as 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 those customers who rely on electricity for critical life sustaining equipment when possible.

▶▶ 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. Review the complete list of qualifying conditions/machines available at [pge.com/medicalbaseline](https://www.pge.com/medicalbaseline) and 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](https://www.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/mywildfirealerts](https://www.pge.com/mywildfirealerts) or calling **1-800-743-5000**.



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



STAY INFORMED ABOUT OUTAGES by visiting [pge.com/outages](https://www.pge.com/outages).



DURING A PUBLIC SAFETY POWER SHUTOFF 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 additional special needs, the California Foundation for Independent Living Centers can help you during a PSPS. For more information please visit [disabilitydisasteraccess.org](https://www.disabilitydisasteraccess.org).

Due to COVID-19 shelter-in-place requirements and changing medical practitioner priorities, PG&E customers can self-certify their eligibility to enroll in the Medical Baseline program. Signature by a qualified medical practitioner is not required to apply but may be required to remain on the program beyond one year.

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 during a PSPS. A full list of qualifying conditions and machines is available at [pge.com/medicalbaseline](https://www.pge.com/medicalbaseline).