

**PACIFIC GAS AND ELECTRIC COMPANY  
Wildfire Mitigation Plans Discovery 2023  
Data Response**

PG&E Data Request No.:	OEIS_003-Q004		
PG&E File Name:	WMP-Discovery2023_DR_OEIS_003-Q004		
Request Date:	April 21, 2023	Requester DR No.:	P-WMP_2023-PG&E-003
Date Sent:	April 26, 2023	Requesting Party:	Office of Energy Infrastructure Safety
DRU Index #:		Requester:	Colin Lang

**SUBJECT: REGARDING SUPPORT FOR MEDICAL BASELINE CUSTOMERS**

**QUESTION 004**

- a. How does PG&E support Medical Baseline (MBL) customers during wildfire emergencies?

**ANSWER 004**

PG&E evaluates the scope of the wildfire emergency and partners with Community Based Organizations (CBOs) to activate services based on the wildfire footprint and estimated customer impact. Two contact centers are activated during emergencies to provide 24/7 emergency live agent service for customers to report emergencies and obtain information on support resources. PG&E's partnership with 211 connects customers identified as Access and Functional Need (AFN), including Medical Baseline (MBL) customers, with approximately 11,000 CBOs and government agencies across PG&E's service area. 2-1-1 provides emergency needs screening via incoming calls and texts, outbound efforts, and in-person visits to identify the needs of households during wildfire emergencies. 2-1-1 provides Care Coordination. Through the Care Coordination process, individuals will undergo an intake assessment with a 2-1-1 Care Coordinator, including their current household situation, electricity needs, and medication and/or assistive technology usage to determine their needs during a wildfire emergency. Care Coordination provides a personalized safety plan that lists the individual's emergency contacts, local emergency or customer organizations' contact information, health and medical information, and other similar items. 2-1-1 Care Coordinators will contact the individual customer to check whether they require additional support. PG&E also partners with local food banks to provide customers with support during wildfires. For additional information, please refer to PG&E's 2023 AFN Plan at [https://www.pge.com/en\\_US/residential/outages/public-safety-power-shutoff/psps-support.page](https://www.pge.com/en_US/residential/outages/public-safety-power-shutoff/psps-support.page)

At times, PG&E may also make Live Agent phone calls to Medical Baseline customers daily, in parallel to the automated notifications, as an additional attempt to reach the customer during a wildfire event.