

Medical Baseline Program

APPLY TODAY

Get extra assistance from PG&E if you rely on power for certain medical needs.

Benefits

- ✓ **Financial Savings:** Get an additional monthly allotment of power or a discount based on your rate.
- ✓ **Customer Support:** You may receive additional alerts ahead of a Public Safety Power Shutoff (PSPS). If you do not respond, we will make additional alert attempts hourly, or contact you in person, until we reach you.

You may be eligible if you:

- Use a qualifying medical device
- Have an ongoing medical condition with certain heating or cooling needs

Some eligible devices include:

- Motorized Wheelchairs
- CPAP Machines
- Respirators
- Dialysis Machines

LEARN MORE

For a list of qualifying medical conditions and devices, please visit pge.com/medicalbaseline or call **1-800-743-5000**. Eligibility is not based on income.

How to enroll

1 **Apply online**
Fill out an application at pge.com/medicalbaseline.

2 **Get a confirmation code via email**
Share your code with your medical practitioner. They will need to input information online for your application.

3 **Have your medical practitioner complete your application**
Your medical practitioner will confirm if you are eligible for the program. They will then return your online application to PG&E.

You can also print the application form by visiting pge.com/medicalbaseline. Your medical practitioner will need to complete your paper application.

Mail application to:

PG&E Billing Center
Medical Baseline
P.O. Box 8329
Stockton, CA 95208

To request a paper application in large print or braille, please call **1-800-743-5000**.

Additional resources for Medical Baseline customers

Before a PSPS outage:

- See if you qualify for a generator rebate, portable battery or a Backup Power Transfer Meter to power devices during outages. pge.com/backuppower
- Save **1-800-743-5002** in your phone so you will recognize our number when we contact you.



During a PSPS outage, visit pge.com/pspsresources to:

- Locate a Community Resource Center to charge your devices and get supplies.
- Find accessible car rides and hotel options.
- Receive food replacement from local food banks.

For translation support in 240+ languages, call PG&E at **1-866-743-6589**.
To receive communications in large print or braille, call **1-800-743-5000**.

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires. "PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2023 Pacific Gas and Electric Company. All rights reserved. CCC-0523-6272. 05/16/2023.