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, you will receive hourly calls or an in-person visit from PG&E. This helps us know you are safe and prepared for an outage.

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

For a list of qualifying medical conditions and devices, please visit [pge.com/medicalbaseline](http://pge.com/medicalbaseline) or call 1-800-743-5000. Eligibility is not based on income.
How to enroll if you are not a PG&E account holder

Apply online
Visit [pge.com/medicalbaseline](http://pge.com/medicalbaseline) and follow the instructions. Your medical practitioner will confirm if you are eligible and will then complete and return your online application to PG&E.

Your landlord will need to give you the following for your application:
- Master Meter account number
- Complex name and address
- Complex manager’s name
- Complex phone number

Apply via mail
Visit [pge.com/medicalbaseline](http://pge.com/medicalbaseline) to print an application. 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 an application in large print or Braille, please call [1-800-743-5000](tel:18007435000).

Additional resources

Before a PSPS outage:
- See if you qualify for a generator rebate, free portable battery or a Backup Power Transfer Meter to keep your device powered. Visit [pge.com/backuppower](http://pge.com/backuppower)
- Get help creating a plan for your medical needs. Call [211](tel:211), text “PSPS” to [211-211](tel:211211) or visit [211.org](http://211.org)

During a PSPS outage, visit [pge.com/pspsresources](http://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, or to request print communications in large print or Braille, call [1-800-743-5000](tel:18007435000).

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. ©2024 Pacific Gas and Electric Company. All rights reserved. CCC-0624-4494. 05/23/2024.