



# Medical Baseline General Program Information

## What is Medical Baseline?

- It's a financial assistance program for residential customers that have special energy needs due to certain qualifying medical conditions.
- Eligible residential customers may receive a "standard" Medical Baseline quantity of approximately 500 kilowatt-hours (kWh) of electricity and/or 25 therms of gas per month, in addition to regular Baseline quantities.

## Who qualifies for Medical Baseline?

A licensed California doctor must certify that a full-time resident in your home is:

- Dependent on life-support equipment used in the home.
- A paraplegic, hemiplegic, quadriplegic, or multiple sclerosis patient with special heating and/or air-conditioning needs.
- A scleroderma patient with special heating needs.
- Being treated for a life-threatening illness, compromised immune system, or other medical condition with special heating and/or air-conditioning requirements necessary to sustain the patient's life or prevent deterioration of the patient's medical condition.

## What is life-support equipment?

- Any medical device used to sustain life or relied upon for mobility (as determined by a licensed doctor). Equipment must be used in the home. Generally, equipment used for therapy does not qualify for medical baseline.
- Life-support equipment includes: respirators (oxygen concentrators), iron lungs, hemodialysis machines, suction machines, electric nerve stimulators, pressure pads and pumps, aerosol tents, electrostatic and ultrasonic nebulizers, compressors, intermittent positive pressure breathing (IPPB) machines, and motorized wheelchairs.
- Please apply for Medical Baseline and let us know if a full-time resident is dependent on life-support so we can place a special code on your account. PG&E attempts to notify customer's with this life-support code if service will be interrupted due to planned maintenance, repair, or construction, and in the event of "rolling blackouts".

## How do I apply for Medical Baseline?

- Complete the "Medical Baseline Allowance" (Rev 5/13) application form. (A licensed California doctor must sign the application and certify the medical condition).
- Mail the completed and signed application form to:  
Pacific Gas and Electric Company  
Attention: Medical Baseline  
P.O. Box 8329, Stockton, CA 95208

## How do I know if I've been approved for Medical Baseline?

- To confirm you've been approved for Medical Baseline, please check the "Special Account Information" section of your bill. "Life-Support" and/or "Medical" will appear in this section of your bill if you've been approved.
- If you do not qualify for Medical Baseline, a letter will be sent to you.

## What if I have further questions?

- Please call Pacific Gas and Electric Company at **1-800-743-5000**, or **1-800-660-6789** (Spanish-line), or **1-800-893-9555** (Chinese-line). Hearing-impaired customers with Telecommunications Devices for the Deaf (TDD's) may call **1-800-652-4712**.
- Additional information about Medical Baseline and other customer programs is also available on PG&E's website ([www.pge.com](http://www.pge.com)).

# For Customers with Life-Support Devices

## Let us know

- Please let us know that a full-time resident in your home depends on a life-support device so we can give your account a special life-support code.
- Pacific Gas and Electric Company attempts to notify customers with this life-support code if service will be interrupted due to planned maintenance, repair, or construction. But we can't, of course, give advance notice of unscheduled power outages due to such events as storms, accidents, vandalism or equipment failure.
- We will also attempt to notify you in the event of "rolling blackouts". Rolling blackouts are service interruptions caused by electric power shortages or an electric power grid emergency.
- This life-support code also enables Pacific Gas and Electric Company to notify you of additional programs or considerations you may be eligible for.

## Please be prepared for an emergency

- Please keep in mind that temporary power outages may occur—and be prepared!
- Pacific Gas and Electric Company knows how important reliable electric and gas service is to our customers, especially those using life-support devices. We make every effort to prevent outages but **cannot guarantee that they will not occur.**

## What you can do to prepare for power outages

- Keep phone numbers of emergency response agencies (e.g. 911, hospital, fire department, police) in a convenient location, in the event emergency assistance is needed.
- Ensure batteries are fully charged each day if you use a battery-powered life-support device and keep extra batteries handy.
- Keep a flashlight and extra batteries handy.
- Have a back-up telephone that does not rely on electricity and battery-powered radio on hand.
- Have an alternative plan in place to ensure the continuity of any life-support needs. This may include making special arrangements to spend time with a friend or relative during an outage or using a back-up generator.
- If you use a back-up generator, please understand that customers are responsible for the safe installation, use, and maintenance of any back-up power. Improperly operated generators can be dangerous to you and line workers who may be working on power lines some distance from your home. Please be sure to use your generator safely and follow all of the manufacturer's safety instructions and local codes. And do NOT connect permanent or portable generators to another power source, such as utility power lines or electric outlets.
- If you would like a copy of our "Standby Electric Generator Safety" brochure or other power outage emergency preparedness tips, visit us at [www.pge.com/safety](http://www.pge.com/safety) or call Pacific Gas and Electric Company at **1-800-743-5000**.
- If you experience a rolling blackout, please tune to a local radio station for regular updates about the location and expected duration of the blackout. Generally, rolling blackouts last from one to four hours. It also may be helpful for you to know your rotating outage block number. Your rotating outage block number is located on your bill and is usually mentioned in news reports to identify which areas or blocks are experiencing a rolling blackout. Since this number can change, it is important that you check your bill regularly to see if you've been assigned to a different block.