



Medical Baseline Program

Savings and safety for customers with additional energy needs

PG&E's Medical Baseline Program is an assistance program for PG&E customers who need energy for certain medical needs.

The program includes:

- An additional monthly allotment of energy at a lower rate
- Extra notifications for Public Safety Power Shutoffs (PSPS) *see reverse* ▶▶

Examples of Qualifying Medical Conditions and Devices:

- Asthma/Sleep Apnea
- Respirators
- Multiple Sclerosis
- Special Heating/Cooling Needs
- Motorized Wheelchairs
- IPPB/CPAP Machines
- Hemodialysis Machine



**APPLY FOR PG&E'S MEDICAL BASELINE PROGRAM
VISIT PGE.COM/MEDICALBASELINE TODAY!**

1 CHECK ELIGIBILITY REQUIREMENTS.
Review the complete list of conditions and medical devices that qualify.

2 FILL OUT AN APPLICATION FORM.
Visit our web page to complete an online application form.

3 HAVE YOUR MEDICAL PRACTITIONER COMPLETE YOUR APPLICATION FORM.
A qualified medical practitioner needs to confirm your energy needs.

You can also print a copy of the application form by visiting pge.com/medicalbaseline.

Please send your completed application to:

**PG&E Credit and Records Center
Medical Baseline
P.O. Box 8329
Stockton, CA 95208**

For any questions, call:
1-800-743-5000

Extra PSPS Notifications

For public safety, we may need to turn off power during severe weather to help prevent wildfires. This is known as a PSPS.

PG&E provides extra notifications to Medical Baseline customers before and during a PSPS event.

We will call you or send a text message. **ANSWER THE PHONE AND SAY “HELLO” OR REPLY “1” TO OUR TEXTS** to let us know you have received our notifications. If you do not respond, we will attempt to notify you in person.



How Can You Prepare for a PSPS?



UPDATE YOUR CONTACT INFORMATION and language preference at pge.com/mywildfirealerts or call **1-866-743-6589**.



PREPARE AND PRACTICE an emergency plan and review safety resources. safetyactioncenter.pge.com



SEE IF YOU QUALIFY FOR A NO-COST BACKUP PORTABLE BATTERY to power critical medical devices. pgebatteryprogram.com



FIND SUPPORT AND RESOURCES before, during and after a PSPS event. pge.com/pspsupport



GET EXTRA HELP from the Disability Disaster Access and Resources Program. disabilitydisasteraccess.org



DISCOVER ADDITIONAL RESOURCES such as food replacements and information on financial assistance. pge.com/disabilityandaging



NEED EXTRA HELP BUT DON'T QUALIFY FOR MEDICAL BASELINE? If anyone in your home has a serious condition that could become life-threatening without power, self-certify for Vulnerable Customer status. Visit pge.com/vcstatus.



For translated support in over 250 additional languages, please contact PG&E at **1-866-743-6589**.