



Community Wildfire Safety Program Portable Battery Program

Support for Income-Qualified Medical Baseline Customers in High Fire-Threat District Areas

PG&E is continuing our collaboration with community organizations to assist qualifying customers who depend on power for medical equipment.

The Portable Battery Program

PG&E's Portable Battery Program provides backup batteries to lessen the impact of Public Safety Power Shutoff (PSPS) events on customers who rely on medical devices. In 2020, PG&E collaborated with community-based organizations to provide more than 5,500 portable batteries. This year, PG&E is continuing to work with five Low-Income Home Energy Assistance Program providers and Richard Heath and Associates to deliver additional batteries.

Program partners will reach out to eligible customers to conduct a phone or email assessment. The assessment will survey customer emergency preparedness plans and medical device information to match the customer with the best battery available for their needs.



Key Information



Qualifying customers must be enrolled in Medical Baseline **and** CARE or FERA.*



Approved batteries will be delivered directly to the customer's home.



Customers who need additional support during a PSPS event may be referred to the [Disability Disaster Access & Resources Program](#).

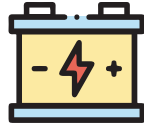
*Must also reside in a High Fire-Threat District or have experienced two or more PSPS events.

Customer Experience

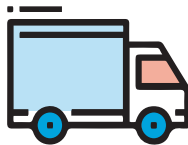


PG&E program partners reach out to **pre-qualified** customers to **conduct assessments**

Appropriate portable battery is matched to the customer's critical medical device(s) power needs



Battery delivered to customer



Power needs of customer's critical medical device(s) **exceed portable battery capabilities**

Customer referred to [Disability Disaster Access & Resources Program](#) for alternative support



Portable Battery Program Resource Partners

ORGANIZATION	COUNTIES SERVED	WEBSITE
Butte Community Action Agency	Butte	buttecaa.com
Central Coast Energy Services	Marin, Monterey, San Benito, San Mateo, Santa Clara, Santa Cruz	energyservices.org/psps
Community Resource Project	Yuba	communityresourceproject.org
North Coast Energy Services	Lake, Mendocino, Napa, Solano, Sonoma, Yolo	nces.org
Redwood Community Action Agency	Humboldt	rcaa.org
Richard Heath and Associates	Alameda, Amador, Butte, Calaveras, Colusa, Contra Costa, El Dorado, Fresno, Glenn, Kern, Lassen, Madera, Mariposa, Nevada, Placer, Plumas, San Joaquin, San Luis Obispo, Santa Barbara, Shasta, Sierra, Siskiyou, Tehama, Trinity, Tulare, Tuolumne	pgebatteryprogram.com