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)

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](http://pge.com/mywildfirealerts) or call 1-866-743-6589.
- **PREPARE AND PRACTICE** an emergency plan and review safety resources. [safetyactioncenter.pge.com](http://safetyactioncenter.pge.com)
- **SEE IF YOU QUALIFY FOR A NO-COST BACKUP PORTABLE BATTERY** to power critical medical devices. [pgebatteryprogram.com](http://pgebatteryprogram.com)
- **FIND SUPPORT AND RESOURCES** before, during and after a PSPS event. [pge.com/pspssupport](http://pge.com/pspssupport)
- **GET EXTRA HELP** from the Disability Disaster Access and Resources Program. [disabilitydisasteraccess.org](http://disabilitydisasteraccess.org)
- **DISCOVER ADDITIONAL RESOURCES** such as food replacements and information on financial assistance. [pge.com/disabilityandaging](http://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](http://pge.com/vcstatus).

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