

A photograph of an elderly couple outdoors. The man, wearing a light blue shirt and a tan hat, is hugging the woman from behind. The woman, wearing a purple top and a medical device (possibly a CPAP or oxygen mask), is laughing joyfully. There are red flowers in the foreground.

## Medical Baseline: Get assistance for critical energy needs

The Medical Baseline program is for households with higher energy needs because a resident in the home has a qualifying medical condition. It provides more energy at a lower rate and additional notifications, including doorbell rings, in advance of a Public Safety Power Shutoff (PSPS) event. Eligibility is not based on income.

To qualify for Medical Baseline, a full-time resident in your home must have a qualifying medical condition and/or require use of a qualifying medical device to treat ongoing medical conditions. Some examples of qualifying medical conditions include:

- Paraplegic, hemiplegic or quadriplegic condition
- Multiple sclerosis with additional heating and/or cooling needs
- Scleroderma with additional heating needs
- A life-threatening illness or compromised immune system, and additional heating and/or cooling are needed to sustain life or prevent medical deterioration
- Asthma and/or sleep apnea

Visit [pge.com/medicalbaseline](https://www.pge.com/medicalbaseline) or call **1-800-743-5000** for program details, updates to COVID-19 customer protections, or for an application.

TTY: **1-800-652-4712** • Para más detalles, llame al **1-800-660-6789**  
詳情請致電 **1-800-893-9555**

To be sure we can contact you if we need to turn off power for a PSPS event, update your contact information by visiting [pge.com/mywildfirealerts](https://www.pge.com/mywildfirealerts) or calling us at **1-866-743-6589**. And when you receive a notification from PG&E, it is critical that you answer the call or reply to the text message so we know you received the message.

# Third Party Notification:

## A caring way to help ensure a relative or friend stays connected

PG&E's Third Party Notification Service helps ensure loved ones receive the gas and electric services that keep them safe and comfortable. This service allows customers to name a relative or friend to receive duplicate copies of past due payment notices. The designated person is not responsible for paying the amount due and cannot view account information, but this person can help call attention to the issue and help ensure PG&E service remains uninterrupted.

For more information on how a customer can authorize a third party to receive copies of past due payment notices, please visit [pge.com/thirdpartynotification](https://pge.com/thirdpartynotification) or call **1-800-743-5000** for more information.

El Servicio de Notificación a Terceros de PG&E ayuda a asegurarse de que nuestros seres queridos reciban los servicios de suministro de gas y electricidad que los mantienen seguros y cómodos. Este servicio les permite a los clientes designar a un familiar o amigo a fin de que reciba copias por duplicado de los avisos de pago vencido. La persona designada no es responsable de pagar la cantidad vencida ni puede ver la información de la cuenta, pero esta persona puede ayudar a estar pendiente del asunto y ayudar a asegurarse de que el servicio de PG&E continúe sin interrupciones.

Si desea obtener más información sobre cómo un cliente puede autorizar a un tercero a recibir copias de los avisos de pago vencido, por favor visite el sitio [pge.com/thirdpartynotification](https://pge.com/thirdpartynotification) o llame al **1-800-660-6789**.

PG&E 第三方通知服務可協助確保親人獲得煤電服務，讓他們隨時過著安全舒適的生活。這項服務容許用戶預先指定一位親人或朋友接獲逾期付款通知。這位親人或朋友無須負責繳交到期應付金額，且不會看到帳單金額資訊；但是，此人可以協助提醒用戶注意有關問題，確保他們能持續使用 PG&E 服務。

若要了解用戶如何授權第三方接獲逾期付款通知，請上網站 [pge.com/thirdpartynotification](https://pge.com/thirdpartynotification) 瀏覽，或致電 **1-800-893-9555** 查詢詳情。