

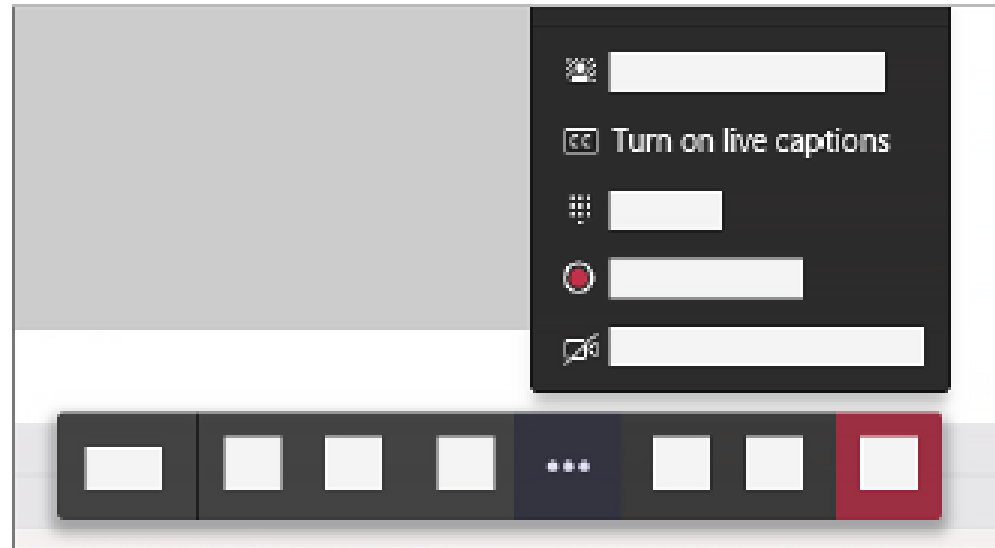
Medical Baseline Program

February 2022



Together, Building
a Better California

To use live captions, go to your meeting controls and select **More options ...> Turn on live captions (preview)**



To stop using live captions, go to the meeting controls and select **More options ...> Turn off live captions (preview)**



Medical Baseline (MBL) Program

An **assistance program** for **residential PG&E customers** who have **extra energy needs** due to **qualifying medical conditions**

The program includes two kinds of help:

1. An **additional allotment of energy** every month at the lowest price available on their rate*
2. **Extra notifications** in advance of a Public Safety Power Shutoff



Email



Text



Call



Home
Visit



Door
Hanger

Eligibility is based on **medical need**, not income



* Note: Customers on non-tiered rates (e.g., E-TOU-D) and electric vehicle rates do not receive an additional monthly allotment of energy because these rates do not have a Baseline Allowance. However, depending on when and how much energy you use, one of these rates may still save you more annually.



1. Additional Allotment of Energy

In the MBL program, customers on **tiered rates (i.e. E1, E6, ETOUD)** receive approximately

- 500 kilowatt-hours (kwh) of electricity and/or
- 25 therms of gas

per month depending on their energy needs as verified by a medical practitioner during the MBL certification

Note: Customers on **non-tiered rates (i.e. ETOUC)** and **electric vehicle rates (i.e. EV2, EV2A)** do not receive an additional monthly allotment of energy because these rates do not have a Baseline Allowance. However, depending on when and how much energy you use, one of these rates may still save you more annually

It is important to note that approval of the MBL program application requires customers to continue paying their monthly PG&E bill

Non-payment can still result in the disconnection of their utility services



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No:

Statement Date:

Due Date:

Details of Electric Charges

08/27/2021 - 09/27/2021 (32 billing days)

Rate Schedule: E1 RM Residential Service
Enrolled Programs: Medical Baseline

08/27/2021 - 09/27/2021	Your Tier Usage	1	2
Tier 1 Allowance	595.20 kWh	(32 days x 18.6 kWh/day)	
Additional Medical Baseline	526.02 kWh	(32 days x 16.438 kWh/day)	
Total Tier 1 Allowance	1,121.22 kWh		
Tier 1 Usage	1,121.220000 kWh	@ \$0.26071	\$292.31
Tier 2 Usage	30.214200 kWh	@ \$0.32751	9.90
Energy Commission Tax			0.35

Service Information

Meter #
Total Usage
Baseline Territory
Heat Source
Serial
Rotating Outage Block



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No:

Statement Date:

Due Date:

Details of Gas Charges

08/28/2021 - 09/28/2021 (32 billing days)

Rate Schedule: G1 R Residential Service

08/28/2021 - 08/31/2021	Your Tier Usage	1	2
Tier 1 Allowance	1.44 Therms	(4 days x 0.36 Therms/day)	
Tier 1 Usage	1.440000 Therms	@ \$1.42570	\$2.05
Tier 2 Usage	1.185000 Therms	@ \$1.90794	2.26
Gas PPP Surcharge (\$0.07021 /Therm)			0.19
Fresno Recovery Fee			0.04

Service Information

Meter #
Current Meter Reading
Prior Meter Reading
Difference
Multiplier
Total Usage
Baseline Territory
Serial

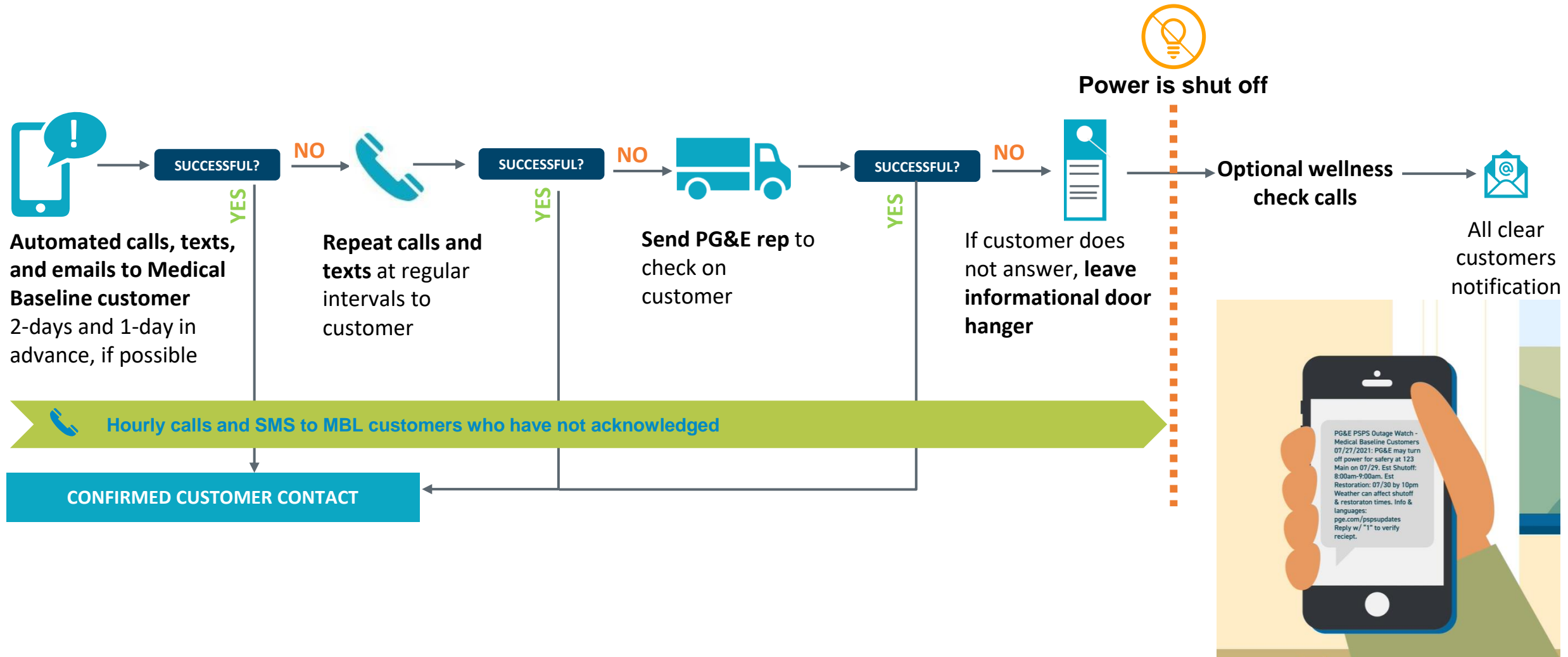
Gas Procurement Costs (\$/Therm)

08/28/2021 - 08/31/2021 \$0.22551
09/01/2021 - 09/28/2021 \$0.44379

09/01/2021 - 09/28/2021	Your Tier Usage	1	2
Tier 1 Allowance	10.08 Therms	(28 days x 0.36 Therms/day)	
Tier 1 Usage	10.080000 Therms	@ \$1.64398	\$16.57
Tier 2 Usage	8.295000 Therms	@ \$2.12622	17.64
Gas PPP Surcharge (\$0.07021 /Therm)			1.30
Fresno Recovery Fee			0.34

2. Extra Notifications In Advance of a PSPS

In the event that we need to turn off power for safety, we will take additional steps to reach customers who are enrolled in our MBL



Qualified Medical Practitioners

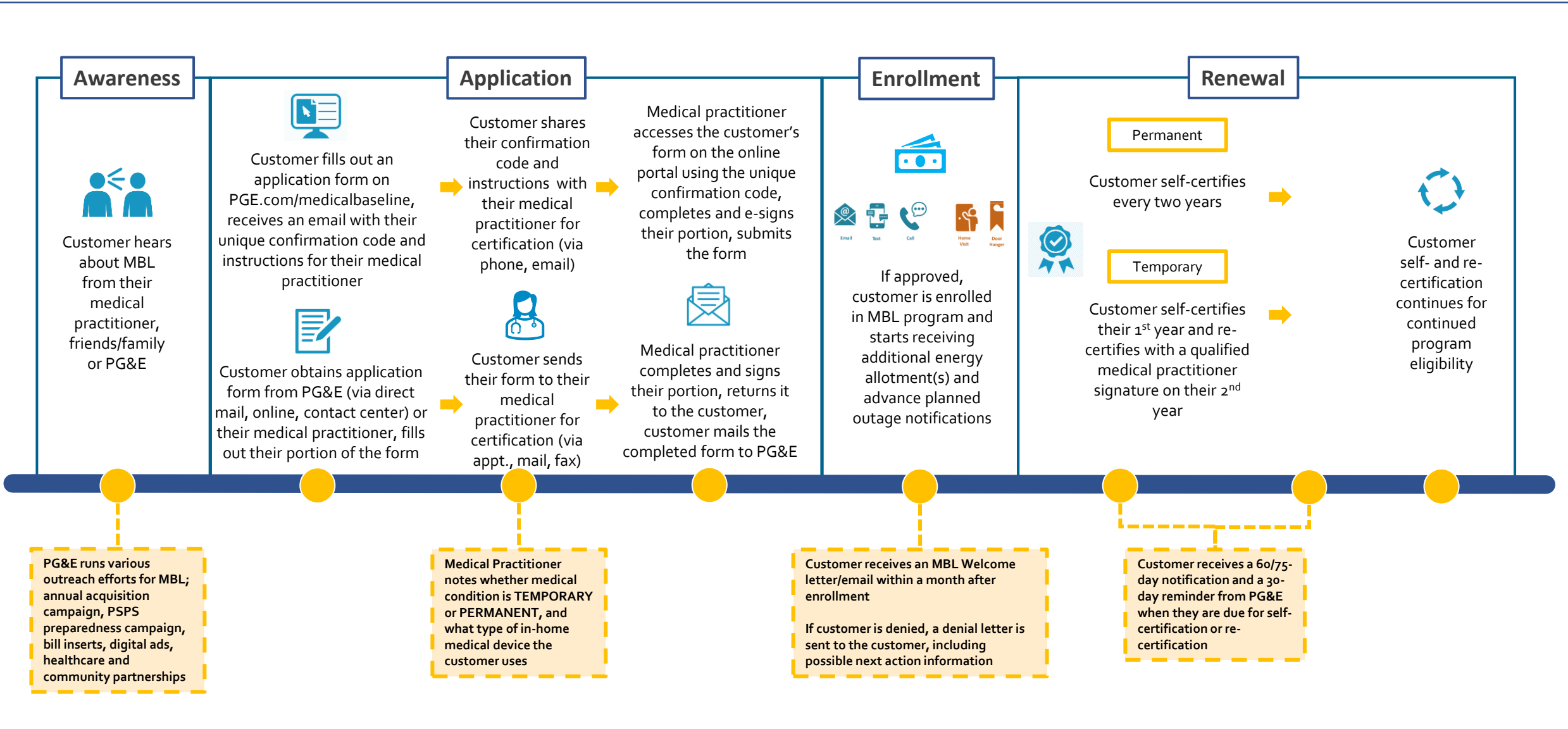
A licensed physician, nurse practitioner, physician assistant or person licensed pursuant to the Osteopathic Initiative Act

Qualifying Medical Conditions

Ongoing medical condition that requires use of a qualifying medical device(s); such as asthma and/or sleep apnea, life-threatening illness or compromised immune system, and special heating and/or cooling needs, paraplegic, hemiplegic or quadriplegic condition, multiple sclerosis (MS) with special heating and/or cooling needs, scleroderma with special heating needs

Qualifying Medical Devices

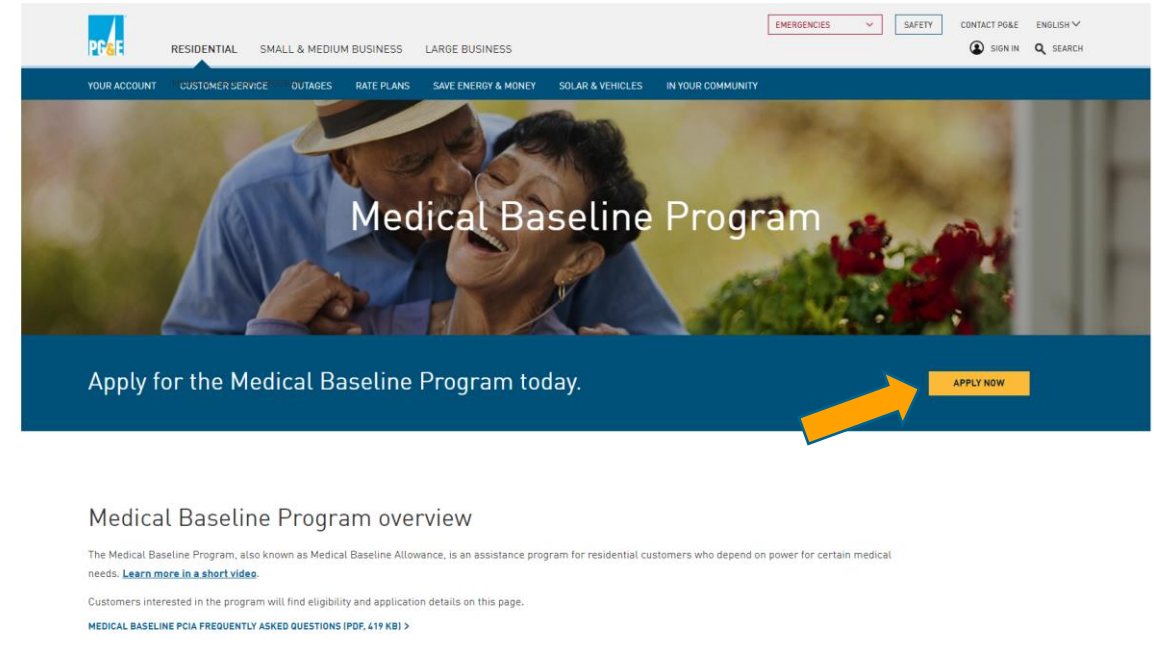
Electric or gas-powered device(s), for home use only, used to sustain the person's life or relied upon for mobility such as motorized wheelchair/ scooter, IPPB or CPAP machines, respirator (all types), hemodialysis machine and iron lung, and additional heating or cooling to sustain the person's life or prevent deterioration of the person's medical condition



Online Application

- 1) Customer fills out and submits the online MBL application form at pge.com/medicalbaseline
- 2) Upon form completion, customer receives an email with a confirmation number and instructions for their medical practitioner
- 3) Customer shares the instructions and their confirmation number in the email they received with their medical practitioner
- 4) Their medical practitioner needs to fill out the medical practitioner part of the form and confirm the customers' eligibility

Once their application is processed, customer will be enrolled in the program



Visit pge.com/medbaseline for MBL application forms and FAQ

Medical Practitioner Certification

Action is required for your PG&E Medical Baseline application

Dear Wendy Smith:

Thank you for submitting your application for PG&E's Medical Baseline Program.

To complete your application, please forward the following link and instructions today to your medical practitioner. They will have **90 days** to complete the application. If approved, we will reach out to let you know when you can expect to see the new Medical Baseline allowance on your bill.

Here are the instructions for your medical practitioner:

1. Tell your medical practitioner to go here: <https://www.pge.com/medicalpractitioner>
2. On the form, enter your application's confirmation number: 132-8256-938
3. Fill out the rest of the form and certify your application

Please note that if your medical practitioner does not complete the application within 90 days, you will need to submit a new application. To check the status of your application at any time, log in to your account at www.pge.com/.

Your confirmation number is **132-8256-938**. Please keep this confirmation number available, as you may be asked to provide it to your medical practitioner.


Here is some additional information you may find useful:

- For steps you can take to prepare for emergencies and create a plan to stay safe, visit pge.com/disabilityandaaging.
- If you will need extra help during a Public Safety Power Shutoff or any emergency situation, visit the California Foundation for Independent Living Centers at disabilitydisasteraccess.org.
- It is important that PG&E can reach you prior to a power outage. Please update your contact information online at pge.com/mywildfirealerts or by calling 1-866-743-6589.

If you have any questions or need further assistance, please visit pge.com/medicalbaseline or call us at 1-800-743-5000.

Sincerely,
PG&E Customer Team

- Upon form completion, customer receives an email with a confirmation number and instructions for their medical practitioner. This confirmation number expires in 90 days
- If the Medical Practitioner does not complete the certification within 90 days, then the customer needs to submit a new MBL application
- Medical Practitioners are encouraged to visit the MBL webpage and review the Medical Practitioner FAQ



Medical Baseline Program

Apply for the Medical Baseline Program today.

[APPLY NOW](#)

Medical Baseline Program overview

The Medical Baseline Program, also known as Medical Baseline Allowance, is an assistance program for residential customers who depend on power for certain medical needs. [Learn more in a short video.](#)

Customers interested in the program will find eligibility and application details on this page.

[MEDICAL BASELINE PCIA FREQUENTLY ASKED QUESTIONS \(PDF, 419 KB\)](#) >

Are you a medical professional?

Learn how you can help spread awareness and encourage enrollment in the program to further support your patients. Please review [Frequently Asked Questions for Medical Professionals \(PDF, 169 KB\)](#) and [Medical Practitioner Portal Manual \(PDF, 1.52 MB\)](#).




The program offers two kinds of help

Visit pge.com/medbaseline for MBL forms and Medical Practitioner FAQ



- 1) Customer downloads and prints the paper MBL application form at pge.com/medicalbaseline
- 2) Customer completes Part A of the application form and signs
- 3) Has their medical practitioner complete Part B of the application form and sign
- 4) Mails their completed form to:

Once their application is processed, customer will be enrolled in the program

	<h2 style="margin: 0;">Medical Baseline Program Application—Part B</h2> <p style="margin: 0;">(to be completed by Medical Practitioner*)</p> <h3 style="margin: 0;">Medical Practitioner's Certification for Medical Baseline Program Enrollment and Recertification</h3>
STEP 5 To be completed by a qualified medical practitioner	
<p>I certify the medical condition and needs of my patient: (Please print.)</p> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> PATIENT'S LAST NAME: _____ </div> <div style="width: 45%;"> PATIENT'S FIRST NAME: _____ </div> </div> <div style="margin-top: 10px;"> <p>1a. Patient is on in-home hospice care (Check one.) <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>1b. Requires use of life support device(s) <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>The following life-support device(s) is/are used in the above-named patient's residence:</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> Device: _____ </div> <div style="width: 45%;"> <input type="checkbox"/> Electricity <input type="checkbox"/> Gas </div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> Device: _____ </div> <div style="width: 45%;"> <input type="checkbox"/> Electricity <input type="checkbox"/> Gas </div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> Device: _____ </div> <div style="width: 45%;"> <input type="checkbox"/> Electricity <input type="checkbox"/> Gas </div> </div> <p><small>*A qualifying life support device is a medical device used to sustain life or relied upon for mobility. This device must run on gas or electricity delivered by PG&E. It includes, but is not limited to, respirators (larger concentrators), iron lungs, hemodialysis machines, suction machines, electric nerve stimulators, pressure pads and pumps, aerosol tanks, electrostatic and ultrasonic nebulizers, compressors, CPAP machines, kidney dialysis machines and motorized wheelchairs. Devices used for therapy rather than life support do not qualify.</small></p> <p>2. Requires heating and/or cooling:</p> <p>Standard Medical Baseline allowances are available for heating and/or cooling if the patient is a paraplegic, quadriplegic, hemiplegic, has multiple sclerosis or scleroderma. Standard Medical Baseline allowances are also available if the patient has a compromised immune system, life-threatening illness, or any other condition for which additional heating or cooling is medically necessary to sustain the patient's life or prevent deterioration of the patient's medical condition.</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> Additional heating is medically necessary. (Check one.) <input type="checkbox"/> Yes <input type="checkbox"/> No </div> <div style="width: 45%;"> Additional cooling is medically necessary. (Check one.) <input type="checkbox"/> Yes <input type="checkbox"/> No </div> </div> <p>3. I certify that the life support device(s) and/or additional heating or cooling will be required for approximately: (Select one.)</p> <p><input type="checkbox"/> Number of Years: _____ or <input type="checkbox"/> Permanently</p> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> MEDICAL PRACTITIONER'S NAME: _____ </div> <div style="width: 45%;"> PHONE NUMBER: _____ </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 60%;"> OFFICE ADDRESS: _____ </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> CITY: _____ </div> <div style="width: 15%;"> STATE: _____ </div> <div style="width: 40%;"> ZIP CODE: _____ </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 60%;"> MEDICAL STATE LICENSE OR MILITARY LICENSE NUMBER: _____ </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> <div style="background-color: #ccc; padding: 5px; display: flex; align-items: center;">  </div> </div> <div style="width: 45%;"> <div style="background-color: #ccc; padding: 5px; display: flex; align-items: center;">  </div> </div> </div> </div>	
<p>*A licensed physician, person licensed pursuant to the Osteopathic Initiative Act, nurse practitioner or physician assistant may certify a patient of eligibility as having a life-threatening condition or illness.</p>	
<p>Mail application to: PG&E Billing Center Medical Baseline P.O. Box 8329, Stockton, CA 95208 OR apply online: pge.com/medicalbaseline</p>	

Visit pge.com/medbaseline for MBL application forms and FAQ



Recertification and Self-Certification Processes

- While certifying their patient for MBL Program the medical practitioner must indicate whether the patient has a **permanent condition**, or if not, the **approximate duration of medical condition**

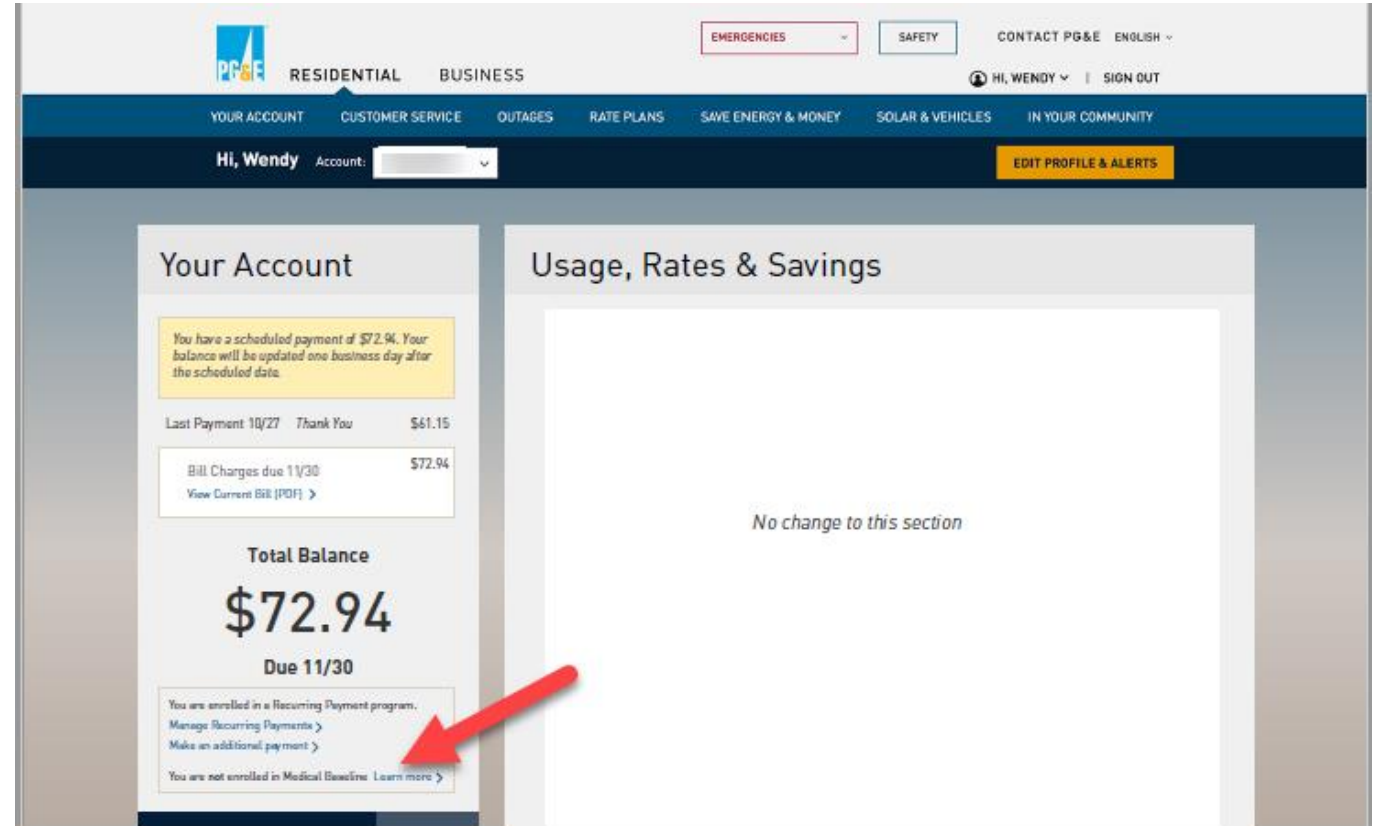
☐ No. of Years _____ or ☐ Permanently

- This determines how often the customer will need to re-certify for continued eligibility

Non-Permanent Medical Conditions	
Every year	The customer must self-certify continued eligibility
Every two years	The customer must complete a new application with a qualified medical practitioner's certification
Permanent Medical Conditions	
Every two years	The customer must self-certify continued eligibility

The dashboard in Your Account shows that the customer is **not enrolled** in Medical Baseline:

- When the customer clicks on “Learn More”, they are directed to the Medical Baseline overview page
- If the customer applies online, it will still reflect “You are not enrolled in Medical baseline. Learn More” until their application is certified by their medical practitioner and processed

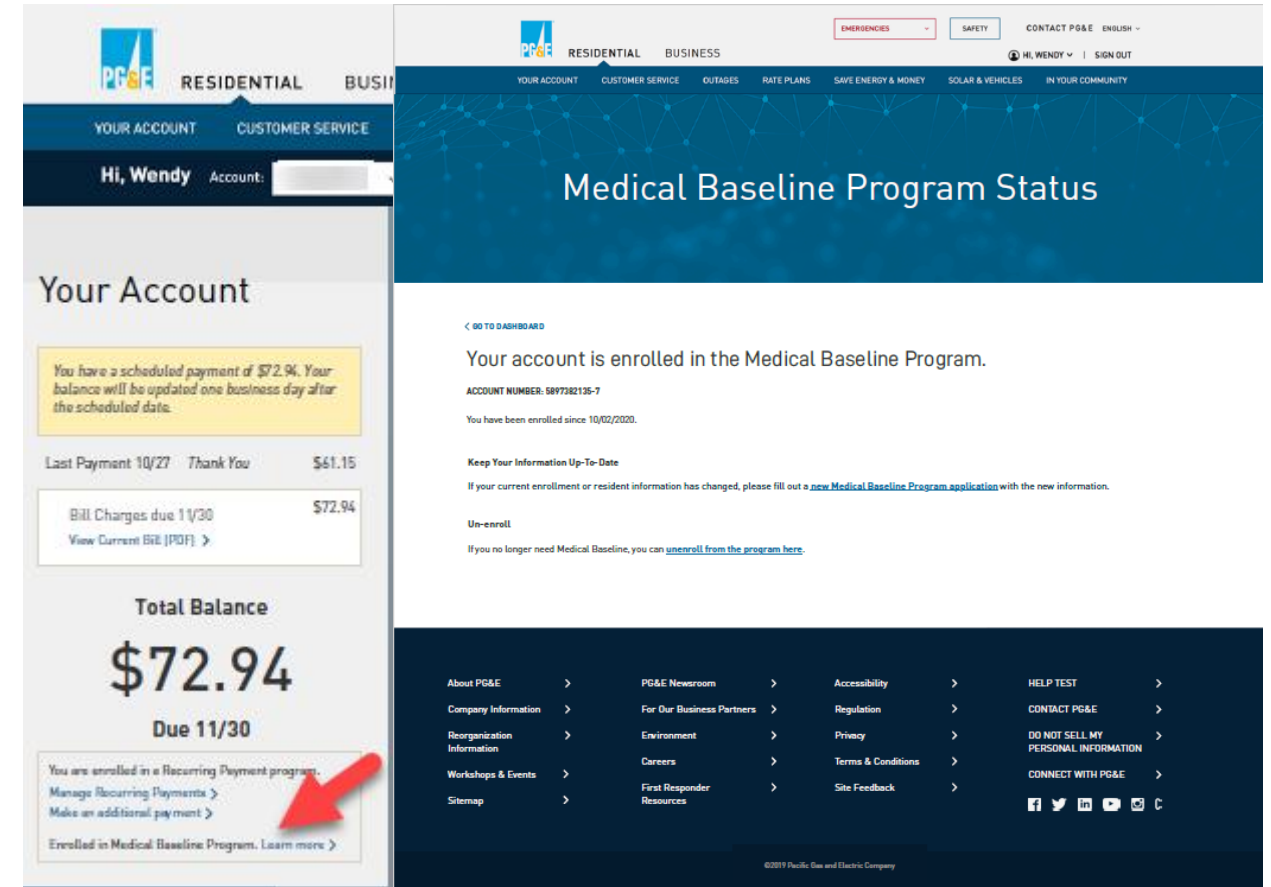


The screenshot shows the PG&E Residential 'Your Account' dashboard. The top navigation bar includes links for EMERGENCIES, SAFETY, CONTACT PG&E, and ENGLISH. Below this, the user is logged in as 'Hi, Wendy' with a 'SIGN OUT' link. The main navigation bar includes links for YOUR ACCOUNT, CUSTOMER SERVICE, OUTAGES, RATE PLANS, SAVE ENERGY & MONEY, SOLAR & VEHICLES, and IN YOUR COMMUNITY. The 'Your Account' section displays a scheduled payment of \$72.94 due 11/30, a total balance of \$72.94, and a 'Learn more' link for 'You are not enrolled in Medical Baseline'. A red arrow points to this 'Learn more' link.

Medical Baseline Enrollment Status in Your Account

The dashboard in Your Account shows that the customer is enrolled in Medical Baseline:

- Customer can log into YourAccount at pge.com click the link on the dashboard “You are enrolled in Medical baseline. Learn More”
- They are directed to an information page that shows them their MBL enrollment date
- Customers can also unenroll from the program using the “Unenroll” link on this page



The screenshot displays the PG&E 'Your Account' dashboard. The top navigation bar includes links for RESIDENTIAL, BUSINESS, YOUR ACCOUNT, CUSTOMER SERVICE, OUTAGES, RATE PLANS, SAVE ENERGY & MONEY, SOLAR & VEHICLES, and IN YOUR COMMUNITY. The user is logged in as 'Hi, Wendy' with an account number of 5897382125-7.

The main section is titled 'Medical Baseline Program Status'. It states: 'Your account is enrolled in the Medical Baseline Program.' Below this, it provides the account number and the enrollment date: 'You have been enrolled since 10/02/2020.'

There is a section for 'Keep Your Information Up-To-Date' with a link to 'new Medical Baseline Program application'.

An 'Un-enroll' section is also present, with a link to 'unenroll from the program here'.

At the bottom, there is a table of links for various services and information, including 'About PG&E', 'PG&E Newsroom', 'Accessibility', 'HELP TEST', 'Company Information', 'For Our Business Partners', 'Regulation', 'CONTACT PG&E', 'Reorganization Information', 'Environment', 'Privacy', 'DO NOT SELL MY PERSONAL INFORMATION', 'Workshops & Events', 'First Responder Resources', 'Terms & Conditions', 'CONNECT WITH PG&E', and 'Site Map'.

A red arrow points to the 'Unenroll' link in the 'Un-enroll' section.



MBL Resources

MBL forms and MBL factsheet are available in the languages listed below:

- Arabic
- Chinese
- English
- Farsi
- Hindi
- Hmong
- Japanese
- Khmer
- Korean
- Russian
- Spanish
- Tagalog
- Thai
- Portuguese
- Punjabi
- Vietnamese

MBL Application forms are also available in the formats below upon request:

- Braille
- English Large Print
- Spanish Large Print



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



Additional Customer Resources and Support



Portable Battery Program

pge.com/disabilityandaging

Supporting eligible customers with fully subsidized portable battery solutions.



Generator Rebate Program

pge.com/backupper

Rebates for eligible customers to purchase a qualifying generator or battery.



Partnership with 211

211.org

Twenty-four seven free and confidential support and access resources during periods of critical need via calls or texts to 211.



Food Resource Partnerships

pge.com/disabilityandaging

Food replacement via local food bank partnerships





More Information and Tools to Prepare for Outages

For more information



During an outage, visit our website for updates:

pge.com/outages

About our wildfire safety efforts and the topics below, visit:

pge.com/wildfiresafety

Or call us at **1-866-743-6589*** or email us at wildfiresafety@pge.com



View additional information in 16 languages



View backup power options, safety tips and financing



View resources to help your family prepare for an outage



Learn more about our Medical Baseline Program



Sign up for PG&E's Report It Safety App to report potential issues in your community

pge.com/reportit



Get a recording of this meeting and copy of the slides

pge.com/firesafetywebinars