

In-Home Supportive Services (IHSS) Medical Baseline Allowance Program Training

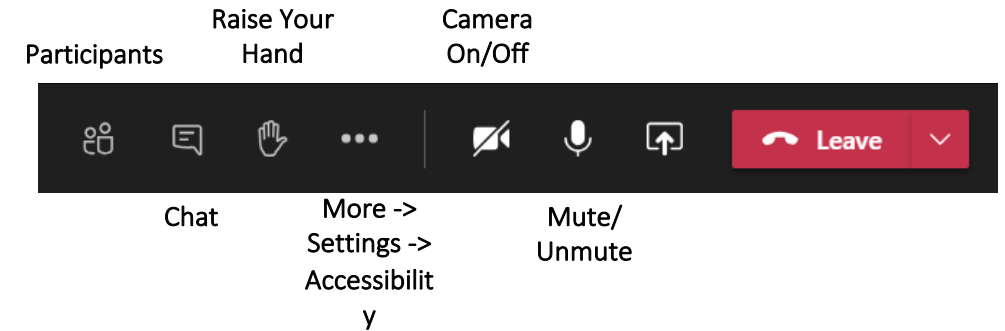
Presented by:



March 21 and 22, 2023

Housekeeping

- ✓ Take notes and reserve your **questions** for the Q&A section
- ✓ The presentation deck will be posted at www.prepareforpowerdown.com after Q&A from both the March 21 & 22 meetings have been added to the deck
- ✓ Turn on your **camera** if you feel comfortable
- ✓ Turn on your **Live Captions** in the **Accessibility** menu
- ✓ Use the **Raise your hand** or **Chat** feature located on your screen if you have a question at the end of the presentation
- ✓ **Unmute** yourself to speak then mute yourself when you are finished with your question



Agenda

- 1 | Welcome & Introductions
- 2 | Safety
- 3 | Public Safety Power Shutoff
- 4 | Medical Baseline Program
- 5 | Access And Functional Needs Resources
- 6 | Q&A

Safety Message

DISASTER PREPAREDNESS

Easy + Free Steps to Get Ready



CALIFORNIA
FireSafe
COUNCIL



GET ALERTS

to know what to do



**TEXT LISTOSCA TO
72345** to get disaster
preparedness tips



PACK A GO BAG

with things you need



BUILD A STAY BOX
for when you can't
leave



HELP FRIENDS

and neighbors get
ready

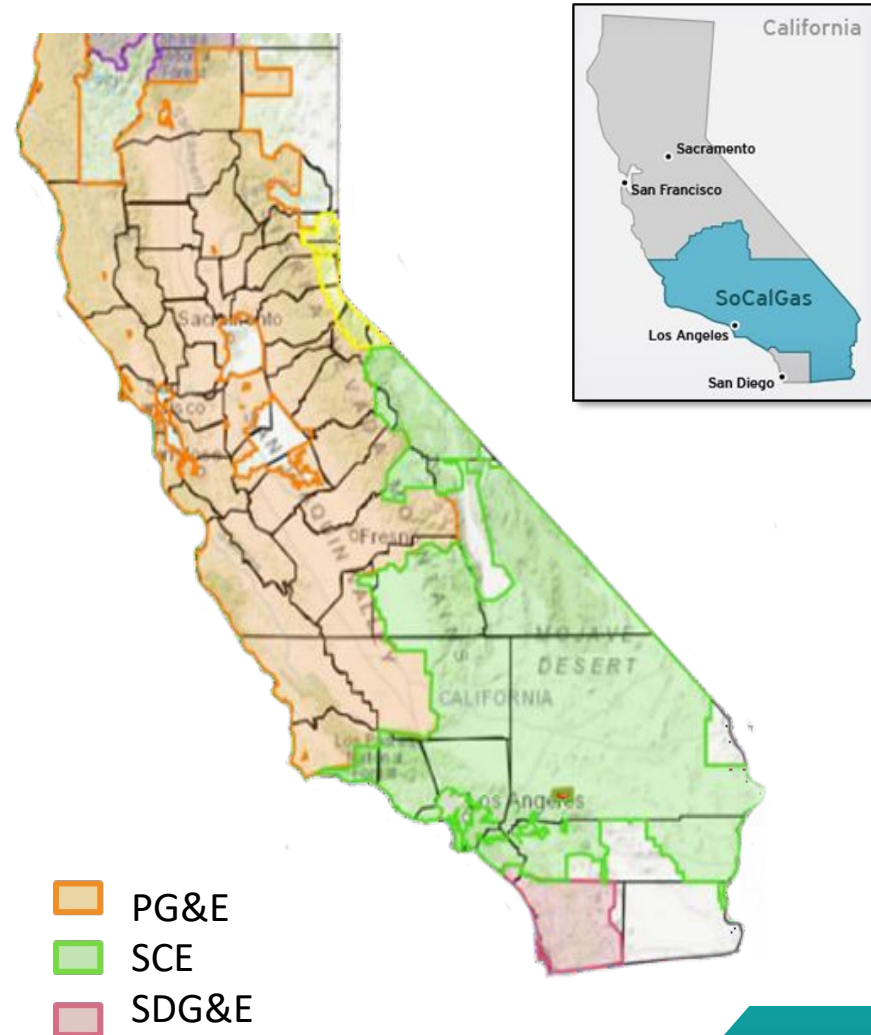


MAKE A PLAN

to protect your
people

Utility Territories & Crossover Boundaries

- ✓ **PG&E and SCE** both serve customers in Fresno, Kern, and Santa Barbara Counties
- ✓ **SCE and SDG&E** both serve customers in Orange County
- ✓ **SDG&E** serves customers in the San Diego region as well some in southern Orange County
- ✓ **SoCalGas** provides natural gas service in SCE territory and beyond





Public Safety Power Shutoff (PSPS)

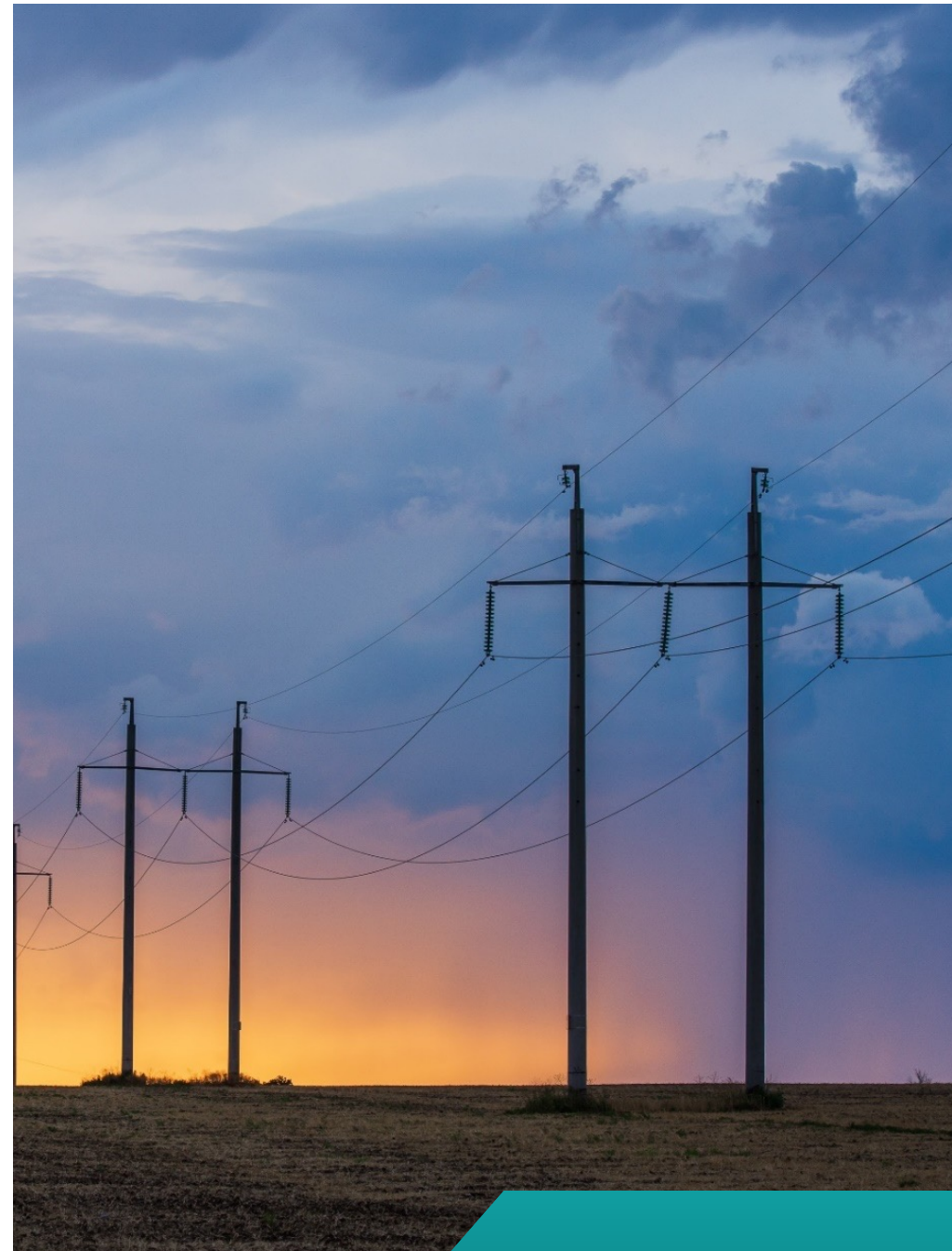
Navjit Dosanjh Gill –
PSPS Affinity Outreach Program Manager



What Is a Public Safety Power Shutoff?

High winds and dangerous conditions can cause branches to contact powerlines. This could damage to equipment or cause a wildfire

To prevent such wildfires, electric utilities may need to turn off power as a last resort to keep our communities safe



What Conditions Could Lead to a PSPS?



Low humidity



High winds



Red Flag Warning issued

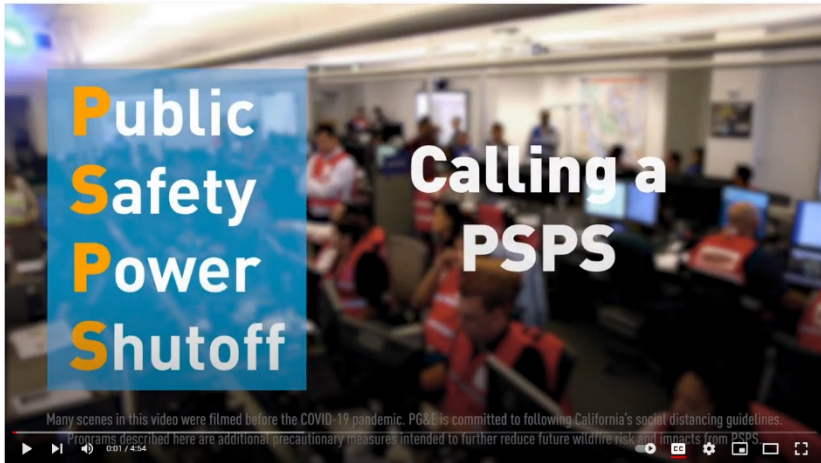


Dry ground material and low moisture



On-the-ground, real-time observations

PSPS Activation Video



pge.com/pspsvideos

[Energized by Edison](https://www.sce.com/energized-by-edison)

sdge.com/wildfire-safety

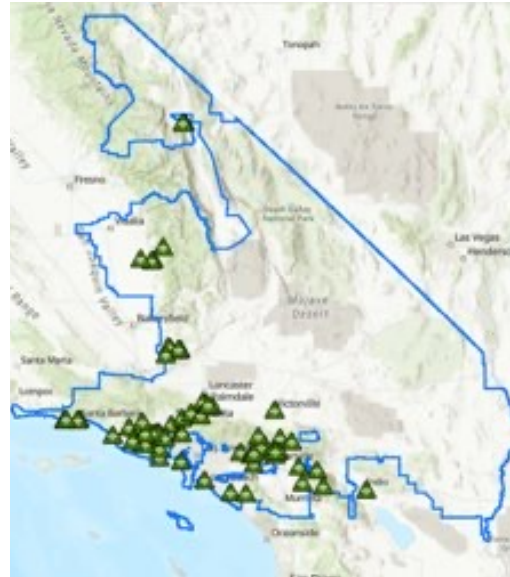


Community Resource Center (CRC)

During PSPS outages, we open Community Resources Centers where customers can access resources and up-to-date information



[PG&E](#)




[SCE](#)



[SDG&E](#)

Customer Resources

- Personal and medical device charging
- Mobile battery chargers
- Accessible restroom
- Wi-Fi
- Accessible Communications includes ASL
- Resiliency Items
- Bottled water/Snacks
- Cooling/heating*
- Seating*
- Ice*



Medical Baseline Allowance (MBL) Program

Julie Cash –
Medical Baseline Program Manager



Medical Baseline Allowance (MBL) Program



The Medical Baseline Allowance (MBL) Program, also known as the Medical Baseline Allowance, is an assistance program **for residential customers who have extra energy needs due to their qualifying conditions**



The MBL Program is **NOT an income eligibility program**, no income related questions are asked during certification



The MBL Program was **established in 1984** pursuant to Assembly Bill (AB) 2443 that amended [Public Utilities Code §739](#)



MBL applicant must be a **full-time resident in the home**, it doesn't have to be the utility account holder



MBL Financial Benefits

Provides an additional allotment of energy at lowest rate, or a discount, depending on your rate

Depending on their energy needs, as verified by a medical practitioner during the MBL certification, eligible MBL customers may receive approximately

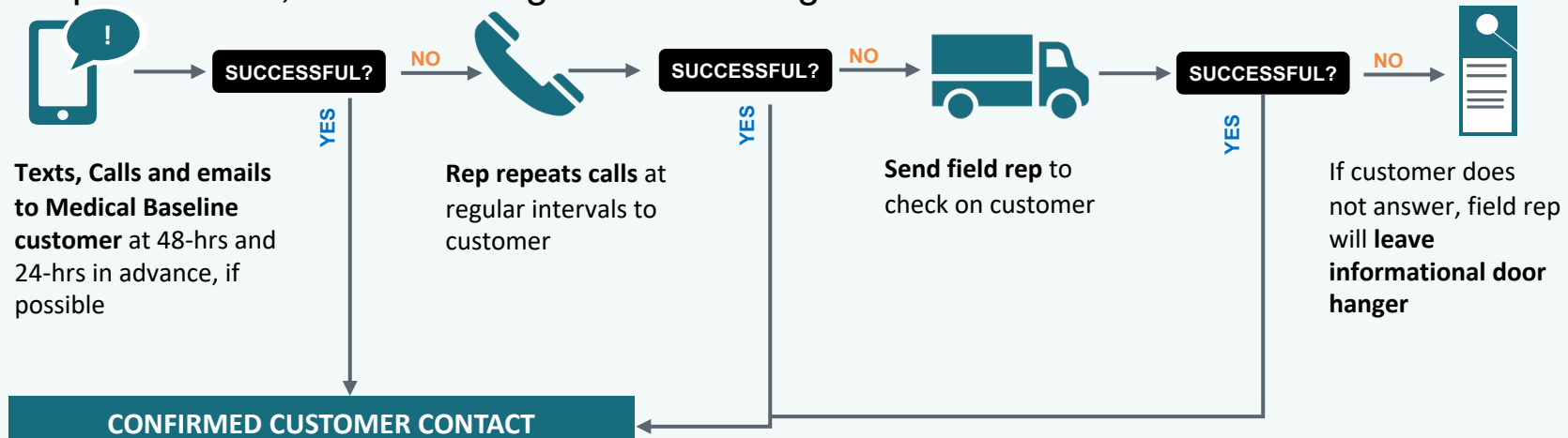
- Additional **16.438 kilowatt-hours (kwh) of electricity** (for eligible electric rates with a baseline) daily, or a monthly **11-12% discount**, and/or*
- Additional **0.82192 therms of gas** daily

Note: Enrollment in the MBL program does not prevent customers from being disconnected for non-payment of bills or being impacted by power outages

*Financial benefit applicability may vary for each utility. Customers may find more information on their electric utility MBL webpage

MBL PSPS Support (Electric Utilities Only)

- MBL customers receive extra notifications in advance of a Public Safety Power Shutoff (PSPS) (electric utilities only)
- PSPS notifications may be sent via automated calls, texts and emails (available in prevalent languages) based on customers' contact preferences, and according to the following schedule:



- ✓ For MBL* notifications, the notification is considered successful if the customer has answered a phone call, responded to a text message, opened an email or clicked on a link included in an email
- ✓ Customers are also notified when power is back on

*PG&E's EPSS (Enhanced Powerline Safety Settings): Please note that EPSS is not a planned electric outage and advance notifications are not possible. As of 2022, all impacted customers are defaulted to receive automated EPSS outage calls and they are also provided estimated time of restoration, if available.

**For SCE's Faster Grid Protection Settings, please visit [Faster Grid Protection Settings in High Fire Risk Areas \(edison.com\)](https://www.edison.com)

MBL Eligibility

- Below are a few examples of qualifying conditions or devices that meet eligibility for the MBL Program
- **We encourage customers to NOT disqualify themselves if they do not see their condition or device listed on the utilities' websites**
- We recognize that new devices and technologies are being introduced regularly and we evaluate every application and condition/device, for eligibility

Examples of Qualifying Medical Conditions

- Paraplegic, hemiplegic or quadriplegic condition
- Multiple sclerosis with additional heating and/or cooling needs
- Scleroderma with additional heating needs
- 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

Examples of Qualifying Medical/Mobility Devices

- Motorized wheelchair/scooter
- CPAP or other breathing machines
- Respirator (all types)
- Hemodialysis machine

Note: Qualifying medical devices include any medical device used to sustain life and require additional energy. Devices are for home-use only. Devices used for therapy generally do not qualify.

MBL Certification

- MBL enrollment requires the MBL application form to be completed and signed by a Qualified Medical Practitioner (A qualified medical practitioner is a licensed physician, nurse practitioner, physician assistant or person licensed pursuant to the Osteopathic Initiative Act)
- The IOUs try to make Medical Baseline Program certification as convenient as possible by providing the following options to their customers:
 1. **Applying online on the dedicated IOU Medical Baseline websites, or**
 2. **Printing an application from the utilities' webpages and mailing it in, or**
 3. **Calling the utility Customer Service numbers to request an application be mailed**
- Caretakers, family members or agents providing support to qualifying individuals can also assist their clients in applying for the program
- MBL Application forms are available in various languages on utilities webpages, and in alternative formats, such as large print and braille upon request
- MBL Application forms are processed within 7-30 days of receipt. Customers would start seeing additional MBL energy allotments on their energy statements within 1-2 billing cycles



MBL Recertification & Self-Certification

- During MBL certification the qualified medical practitioner must indicate whether the patient has a **permanent condition**, or if not, the **approximate duration of the condition**
- This determines how often the customer will need to re-certify for continued eligibility

No. of Years _____ or Permanently

- Utilities will send renewal reminder letters to customers prior to the expiration date. The customers are given plenty of time to submit the renewal request

Non-Permanent Conditions

Current Process

The customer must self-certify on their first enrollment anniversary, and must recertify, meaning they need to reapply and obtain a qualified medical practitioner's certification on their second year

Enhancement (Future*)

Eliminate self-certification for non-permanent conditions, must still recertify every two years

Permanent Conditions

Current Process

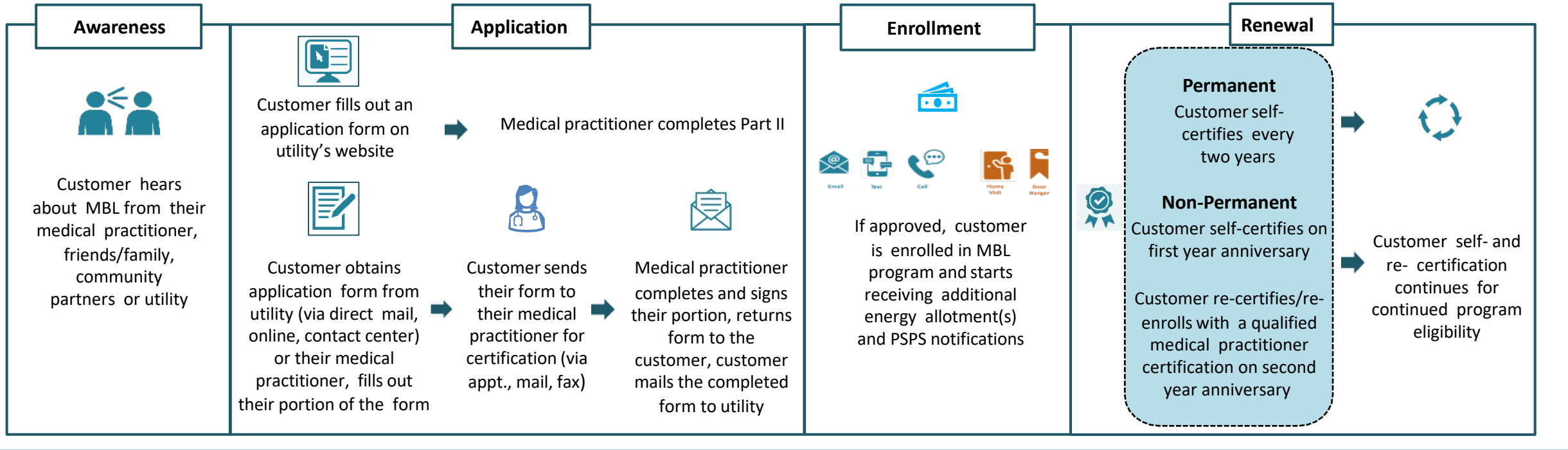
The customer must self-certify every two years for continued eligibility

Enhancement (Future*)

Decrease the frequency of self-certification from every 2 years to every 4 years

MBL Customer Journey (Current)

MBL Customer Journey:



- If the MBL enrollee, the customer or the full-time resident, no longer meets the eligibility criteria or no longer requires the additional energy they are expected to notify their utility for MBL program removal

MBL More Information



Visit PG&E MBL webpage to learn more about the program and access application forms in various languages and alternate formats:

pge.com/medicalbaseline

- **Apply online.** Upon form submission, you will receive an email with a confirmation number and instructions for your medical practitioner.
- Ask your medical provider to complete their portion of the application and share with them the instructions and your confirmation number in the email you received.

Or

- Download and complete Part 1 of the application form.
- Ask your medical provider to complete Part 2 of the application.
- Send in the completed application form:

Mail: PG&E Billing Center Medical Baseline

P.O. Box
8329 Stockton, CA
95208



Visit SCE MBL webpage to learn more about the program and access application forms in various languages and alternate formats:

sce.com/medicalbaseline

- **Apply online** and provide the email of your medical provider. Your medical provider will receive an email requesting their signature. Please alert them that they will be receiving an email from SCE.

Or

- Download and complete Part 1 of the application form.
- Ask your medical provider to complete Part 2 of the application.
- Send in the completed application form:

Mail: SCE Medical Baseline Department
P.O. Box 9527 Azusa,
CA 91702



Visit SDG&E MBL webpage to learn more about the program and access application forms in various languages and alternate formats:

sdge.com/medical

- Download and complete Part 1 of the application form.
- Ask your medical provider to complete Part 2 of the application.
- Send in the completed application form.

Mail: SDG&E
Medical Baseline Allowance Program Manager

P.O. Box 129831 San
Diego, CA 92112-9831

Email: medicalbaseline@sdge.com



Visit SoCalGas MBL webpage to learn more about the program and access application forms in various languages and alternate formats:

socalgas.com/medical


- **Apply Online:** Use our form to complete parts 1 and 2. Medical Provider information is required.

Or

- Download and complete Part 1 of the application form.
- Ask your medical provider to complete Part 2 of the application.
- Send in the completed application form:

Mail: SoCalGas Medical Baseline Allowance Program
M. L. GT19A1
P.O. Box 513249
Los Angeles, CA 90051-1249
Fax: 213-244-4665

Email: MedicalBaselineProgram@socalgas.com



Access And Functional Needs (AFN) Resources

Jennifer Ocampo –
PSPS Customer Experience and Access
and Functional Needs Senior Advisor



AFN Self-Identification Status

Commitment to Supporting Accessibility

Vulnerable Customer Status

This status is for customers who do not qualify for Medical Baseline but have a member of the household with a serious condition that could become life-threatening if your service is disconnected. Customers on this status will receive extra PSPS notifications, including Doorbell Rings if notifications are not acknowledged. They can self-enroll into [Self-Identified Vulnerable Status](#).



pge.com/vcstatus

Self-Certification

If someone in your household has a condition that can be significantly affected by the interruption of power during a PSPS event or a disconnection for non-payment of a bill, you can self-certify your account so that SCE is aware.



sce.com/AFN

AFN Self-Identification

Do you or does someone in your home have a disability, use a device for their health, safety or independence that requires electricity or prefer to receive certain information in a language other than English? Let us know at [AFN Self-ID Webform](#).



sdge.com/AFN

Self-Identification

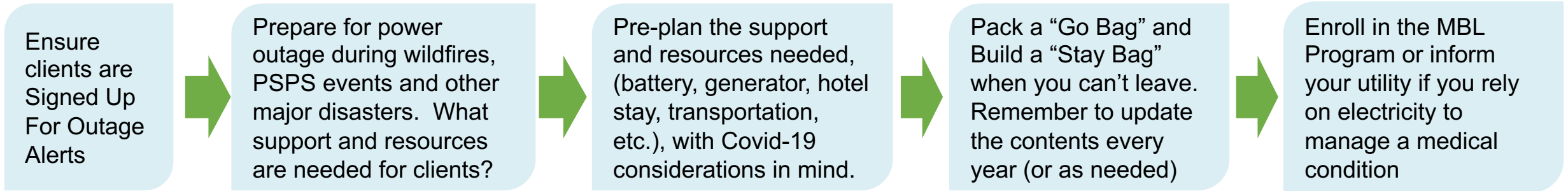
SoCalGas has an ongoing commitment to serve the needs of our customers. If you inform us that you have a disability or are a senior citizen, we will note that information, which will help us to serve you better. More information on our accessibility options can be found at online or by calling us.







socalgas.com/accessibility

Emergency Preparedness And Planning

Collaborating with IHSS Providers to support clients and their families to be prepared and stay safe during the wildfire season, PSPS, and other major disasters



	Alerts	Preparedness	Keep your utility Informed
 Pacific Gas and Electric Company [®]	PG&E Alerts	PG&E Emergency Preparedness	Vulnerable Program
 SOUTHERN CALIFORNIA EDISON [®]	SCE Alerts	SCE Emergency Preparedness	SCE Self-Certify
 SDGE [™]	SDGE Alerts	SDG&E Preparedness Checklist	SDG&E AFN Self-Identification
 SoCalGas		SoCalGas Emergency Preparedness	SoCalGas Accessibility

Backup Power Programs (Electric Utilities Only)

Overview of the back-up power programs provided by each IOU. Programs vary based on the needs of the territory



- **Disability Disaster Access & Resources (DDAR) Centers** to provide qualifying customers who use electric medical devices with access to portable batteries (CFILC)
- **Portable Battery Program (PBP)** distributed through LIHEAP providers to MBL and Self-identified Vulnerable customers with assistive technology and durable medical equipment who have experienced at least one PSPS event in 2021, or 5+ EPSS outages in 2022
- **\$300 rebate** for portable generators for customers in T2/T3 HFTDs or on a EPSS circuit

Statewide **Self-Generation Incentive Program (SGIP)**

www.pge.com/backupper



- **Critical Care Battery Back-up (CCBB)** program provides to eligible customers right-sized, fully subsidized back-up battery with a solar panel for charging and a 3-year warranty. Available to customers in HFRA and enrolled in Medical Baseline
- **\$150 rebate** for portable batteries for customers in HFRA to power devices and appliances
- **\$200 rebate** for portable generators for customers in HFRA
- **\$600 rebate** for portable generators for customers in HFRA and enrolled in CARE/FERA or Medical Baseline
- Statewide **Self-Generation Incentive Program (SGIP)**

marketplace.sce.com



- **Generator Grant Program (GGP)** portable back-up power solutions to MBL customers and/or qualifying AFN in the HFTD who have experienced a previous PSPS.
- Continued tribal emergency preparedness with Indian Health Council partners to include reserved battery units
- **Emergency back-up generator** program available for critical medical situations during PSPS – call 211
- **Generator Assistance Program (GAP)** \$300 & \$100 rebates on the purchase of portable back-up power to customers in the HFTD who have experienced a PSPS
 - CARE/FERA-Up to an additional \$150 on fuel generators and \$50 on portable batteries
- Statewide **Self-Generation Incentive Program (SGIP)**

sdge.com/genrebate

211 Support For PSPS

Partnering with the California Network of 211 to provide individuals with Access and Functional Needs (AFN) a single source of information and connection to available resources in their communities

- ✓ PSPS education and connection to local community – based organizations for assistance
- ✓ PSPS resource services include transportation, lodging, and food support
- ✓ 24/7 connection point for all AFN households before, during, and after a PSPS
- ✓ Up to 200 additional languages available through tele-interpretation services



Call 211 for support during a Public Safety Power Shutoff

211 Care Coordination

Visit 211 online
211now.com
211sd.org
211oc.org

- The IOUs also partner with 2-1-1 for year-round Care Coordination to help individuals with AFN develop an individualized emergency plan and enroll in eligible customer assistance programs
- 2-1-1 Call Center Agents can assist eligible candidates with the MBL application. However, the application does require the customer and a medical practitioner signature to be processed

Do you qualify for Care Coordination?

- ✓ If you rely on power for medical or mobility needs,
- ✓ Have physical, developmental, or intellectual disabilities,
- ✓ Chronic condition or injury,
- ✓ limited English proficiency,
- ✓ Have children,
- ✓ Are an older adult,
- ✓ Are pregnant or nursing,
- ✓ Low income,
- ✓ Experiencing homelessness, and/or
- ✓ Lack transportation

Energy Solutions	<ul style="list-style-type: none">▪ Battery Rebates▪ Generator Rebates▪ Portable Battery Back-up
Program Enrollment	<ul style="list-style-type: none">▪ Medical Baseline▪ CARE / FERA▪ Customer identification/certification
Outage Notifications	<ul style="list-style-type: none">▪ Address level alerts▪ PSPS customer notifications

*SDG&E is working with 211sd to expand customer support for consistency in statewide Care Coordination

You qualify for Care Coordination provided by 211!

Joint IOU Resource Factsheet

The “Get Help. Be Prepared” factsheet was developed by the joint utilities to provide information on resources available to individuals with AFN

Information includes utility specific:

- Medical Baseline Program
- AFN Self-identification
- Income Qualified Programs

You can view the printable (PDF) version here



Adobe Acrobat Document

Get Help. Be Prepared.



We know how important reliable power is. Resources are available to support you and your family before, during and after a Public Safety Power Shutoff (PSPS).

Visit prepareforpowerdown.com to learn more.

Assistance for Those Who Need Extra Support

Medical Baseline Allowance Program

You may qualify for the Medical Baseline Allowance Program if you:

- Rely on electricity for certain medical needs
- Use medical equipment
- Have a condition with specific heating or cooling needs

Medical Baseline customers may receive:

- Energy at the lowest price on their current rate
- Follow up PSPS notifications as needed



Self-Certification

Those who rely on electricity for health, safety or the ability to maintain independence may be able to get additional support during a PSPS. If this applies to you or someone in your home, it is important to let your utility provider know.

Bill Discount Programs

There are two statewide programs that provide eligible customers with a discount on their electric or gas bill. You can apply for these programs at pge.com/care, sdge.com/care or sce.com/careandfera.

California Alternative Rates for Energy (CARE)

- A monthly discount of 20% or more on gas and electricity.
- Eligibility is based on meeting household income guidelines or participation in certain public assistance programs.

Family Electric Rate Assistance (FERA)

- A monthly discount of 18% on electricity only for households with three or more people.
- Eligibility is based on meeting household income guidelines.



Planning And Preparedness

Each IOU has a dedicated webpage with programs, services, and resources for people with disabilities and aging populations

The screenshot shows the PG&E website with a navigation bar and a main content area. The main content area features a large image of a person wearing a face mask and a sign that reads "Resources for accessibility, aging, financial and language needs". Below the image, there is a section titled "Support before, during and after a Public Safety Power Shutoff" with a sub-section for "Community resources by county". At the bottom, there are several icons representing different services: PSPS Preparedness Toolkit, PSPS Alerts and Language Support, Financial Assistance/Other Support, Continuous Power Options, and Food, Transport & Hotel Resources.

pge.com/pspsresources

The screenshot shows the SCE website with a navigation bar and a main content area. The main content area features a large image of a power line worker and a sign that reads "Access and Functional Needs". Below the image, there is a section titled "Access and Functional Needs" with a sub-section for "Make Sure You Can Receive Alerts About PSPS Events". At the bottom, there is a section titled "Weather and PSPS" with a sub-section for "Weather Awareness".


sce.com/afn

The screenshot shows the SDGE website with a navigation bar and a main content area. The main content area features a large image of a power line worker and a sign that reads "Committed to Accessibility". Below the image, there is a section titled "Committed to Accessibility" with a sub-section for "Tell us about yourself so we can better serve you". At the bottom, there is a section titled "We're here to help! We can also be reached at AFNsupport@sdge.com".

sdge.com/afn

The screenshot shows the SoCalGas website with a navigation bar and a main content area. The main content area features a large image of a power line worker and a sign that reads "ACCESSIBILITY CENTER". Below the image, there is a section titled "ACCESSIBILITY CENTER" with a sub-section for "Requesting Braille Appliance Markings". At the bottom, there is a section titled "Requesting a Braille Bill" and "Requesting a Large Print Bill".

socalgas.com/accessibility



Q&A


Q&A from the March 21, 2023 Meeting.

No questions received from the March 22, 2023 Meeting.

Question 1: Would an elderly person with severe dementia qualify for these programs?

Response 1: The Medical Baseline Allowance program is an assistance program for residential customers who require the use of electrically-powered medical equipment or require temperature-controlled environments due to a qualifying condition.

Although this individual may not qualify for the Medical Baseline Program, we encourage them to self-identify / self-certify with the public utilities and to contact 211 for Care Coordination which is an individualized emergency plan.





Thank You





Appendix



Summary of Programs



<p>Medical Baseline Allowance Program</p>	<p>Cost reduction on energy bills, and follow up for PSPS and Disconnection notifications that fail delivery (includes additional research, in-person visit to address)</p> <p>Life Support: Subset of MBL based on medical practitioner designation, includes same customer services as identified for MBL</p> <p>pge.com/medicalbaseline</p>	<p>Cost reduction on energy bills, and follow up for PSPS and Disconnection notifications that fail delivery (includes additional research, in-person visit to address)</p> <p>Critical Care: Subset of MBL based on medical practitioner designation, includes same customer services identified for MBL</p> <p>sce.com/medicalbaseline</p>	<p>Cost reduction on energy bills, and follow up for PSPS and Disconnection notifications that fail delivery (includes additional research, in-person visit to address)</p> <p>Life Support: Subset of MBL based on medical practitioner designation, includes same customer services identified for MBL</p> <p>sdge.com/medical</p>	<p>Cost reduction on energy bills, and follow up for PSPS and Disconnection notifications that fail delivery (includes additional research, in-person visit to address)</p> <p>Life Support: Subset of MBL based on medical practitioner designation, includes same customer services identified for MBL</p> <p>socalgas.com/medical</p>
<p>A quick and easy process where <i>customers can self-certify</i> that they, or a member of their household, have a serious illness or condition that could become life-threatening if electricity is disconnected; effective for 90 days, able to re-certify</p>	<p>Self-Identified Vulnerable: Follow up for PSPS and Disconnection notifications that fail delivery (includes additional research, in-person visit to address)</p> <p>pge.com/vulnerable</p>	<p>Self-Certify Sensitive: Follow up for PSPS and Disconnection notifications that fail delivery (includes additional research, in-person visit to address)</p> <p>https://cloud.sce.com/self-certify</p>	<p>Temperature Sensitive Program: Follow up for PSPS and Disconnection notifications that fail delivery (includes additional research, in-person visit to address)</p> <p>https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/health-senior-support/time-sensitive-program</p>	
<p>AFN Self-Identification</p>	<p>Account will be identified to having a household member with AFN</p>	<p>Account will be identified to having a household member with AFN</p>	<p>Account will be identified to having a household member with AFN.</p>	
<p>Address Level Notifications</p>	<p>Address Alerts Signing up provides notifications for PSPS at any potentially impacted address that's important to a person who does not pay the energy bill (e.g., child's school, parent's home, a rental unit). Available in multiple languages pge.com/addressalerts</p>	<p>Signing up provides notifications for PSPS at any potentially impacted address that's important to a person who does not pay the energy bill (e.g., child's school, parent's home). Available in multiple languages by text and/or voice message.</p> <p>https://www.scepsps.com/</p>	<p>Update contact information in My Account for PSPS notifications. Download "Alerts by SDG&E" mobile app to enter up to five addresses to be monitored for PSPS. (e.g., child's school, parent's home, a rental unit) App is available in English and Spanish. sdge.com/notifications</p>	