



Medical Baseline (MBL) Application Form – Online

Please go to <https://mtst3.pge.com/#forcelogin> to apply for Medical Baseline Program online. PG&E recommends that you sign in to your online account first to apply for Medical Baseline Program online.

If you are a PG&E customer, please select “Yes” and click “Next”.

If your landlord or building manager is the PG&E customer, please select “No” and click “Next”.

This screen appears if you select “Yes” in the first screen.

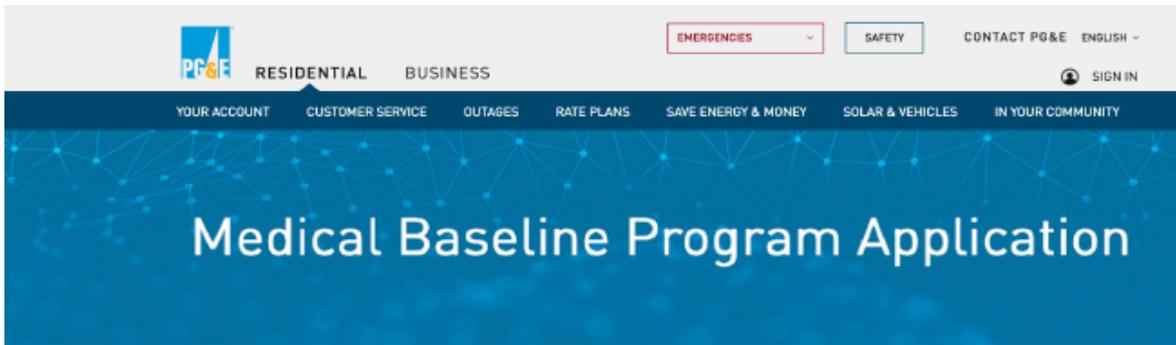
Please sign in with your PG&E Username and Password if you already have an online account.

You can also use “One Time Access” option to sign in with your personal information.

Please click on “Sign Up Now” if you don’t have a PG&E online account. You will be directed to another page to create a username and password.

Please come back to this page to start your Medical Baseline application: <https://mtst3.pge.com/#forcelogin>

This page appears after you successfully sign in with your account information.



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Please complete all required fields and click SUBMIT to ensure your application is received.

Your contact information

* indicates required field

PG&E CUSTOMER ACCOUNT NUMBER

If you have an account, please log in. If you do not have an account but have the account number for your address, please enter it here.

Enter your account number (1234567890)

Please enter Customer Account Number as it appears on your PG&E energy statement.

CUSTOMER FIRST NAME *

First name

CUSTOMER LAST NAME *

Last name

Please enter Customer First and Last Name as it appears on your PG&E energy statement.

RESIDENT WITH MEDICAL CONDITION FIRST NAME *

Same as account holder?

RESIDENT WITH MEDICAL CONDITION LAST NAME *

First name

Last name

Please select "Same as account holder" if the customer is the Medical Baseline applicant.

SERVICE ADDRESS *

Select the resident with medical need's address within PG&E's service territory.

123 Smith Street, San Francisco, CA 94123



Please enter Resident with Medical Condition First and Last Name as it appears on their ID.

CUSTOMER MAILING ADDRESS (if different than service address)

Enter a full address.

123 Smith Street, San Francisco, CA 94123

Please enter Service Address as it appears on your PG&E energy statement.

Please provide a mailing address if different from the service address.

CUSTOMER HOME PHONE NUMBER *

Enter a number associated with your account, if possible.

CUSTOMER MOBILE PHONE NUMBER

Enter a number associated with your account, if possible.

Please enter Customer Phone Number and Mobile Phone Number.

EMAIL ADDRESS *

We will send confirmation of your application submission to this email.

CONFIRM EMAIL ADDRESS *

Re-type your email address, to confirm that we have the correct one.

Please enter a valid Email Address. You will be receiving your Medical Baseline Confirmation Email containing your unique confirmation number and instructions at this email address provided.

This following section should be filled if the PG&E customer is your landlord or building manager.

Resident billed by someone other than PG&E

If you have an account number with PG&E, skip this section. This section only applies to people who receive gas and/or electricity from PG&E, but receive their bill from someone else. For example, a resident of a mobile home park (MHP) within PG&E's service area, in which each tenant is billed for their gas and/or electricity by a property manager, not by PG&E.

* indicates required field

NAME OF MOBILE HOME OR APARTMENT COMPLEX

COMPLEX ADDRESS

Enter a full address within PG&E's electric service territory.

COMPLEX MANAGER'S NAME

COMPLEX PHONE NUMBER

Enter a number associated with your account, if possible.

The tenant information should be the same as the Resident with Medical Needs information you provided in the previous section.

TENANT'S FIRST NAME

TENANT'S LAST NAME

TENANT'S PHONE NUMBER

Please provide your contact preferences for PSPS and other planned outages.

Contact preferences for outages or other Medical Baseline communications

Please make sure PG&E has your correct contact preferences so we can reach you in advance of a planned public safety power shutoff (PSPS) or other situations that may result in an outage. In certain situations, we may also send a letter. All contact methods will be used during a PSPS event.

* indicates required field. Only two types of the same contact preferences are allowed.

CONTACT PREFERENCES

Phone Number *

Email

ADD ANOTHER CONTACT PREFERENCE

*Message & Data Rates May Apply

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.

Terms and Conditions

I certify the above information is correct. I also certify the Medical Baseline resident lives full-time at this address and requires the Medical Baseline Program. I agree to allow PG&E to verify this information. I also agree to notify PG&E promptly if the qualified resident moves or the resident no longer needs the Medical Baseline Program.

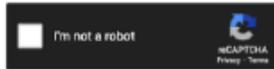
* indicates required field

I agree to the [Terms & Conditions](#) *

Type your name to serve as your electronic signature *

Please check this box to view Terms and Conditions in a separate pop up window.

Please type in your full name as it appears on your ID. This will be your electronic signature.



Please check the box to complete CAPTCHA.

SUBMIT

Information collected on this application is used in accordance with PG&E's Privacy Policy. The Privacy Policy is available at pge.com/privacy.

PG&E Terms and Conditions ✕

1. If the qualified medical practitioner certifies the resident's medical condition is permanent, PG&E requires completion of a form every two years self-certifying the resident's continued eligibility for the Medical Baseline Program.
2. If the qualified medical practitioner certifies the resident's medical condition is not permanent, PG&E requires completion of a form every year self-certifying the resident's continued eligibility for the Medical Baseline Program and completion of a new application including a qualified medical practitioner's certification every two years.
3. Customers with a vision disability may contact PG&E to request notifications in alternate formats when notices are sent for certification.
4. PG&E cannot guarantee uninterrupted gas and electric service. I am responsible for making alternate arrangements in the event of a gas or an electric outage.
5. All fields marked as "required" on this form must be filled out and submitted to PG&E, prior to the application being processed.
6. Customers may also benefit from energy savings programs

You must scroll to the bottom before accepting the Terms & Conditions.

I AGREE TO THE TERMS & CONDITIONS

This is the first page of the Terms and Conditions pop-up. Please read the items and scroll down to see the rest.

PG&E Terms and Conditions ✕

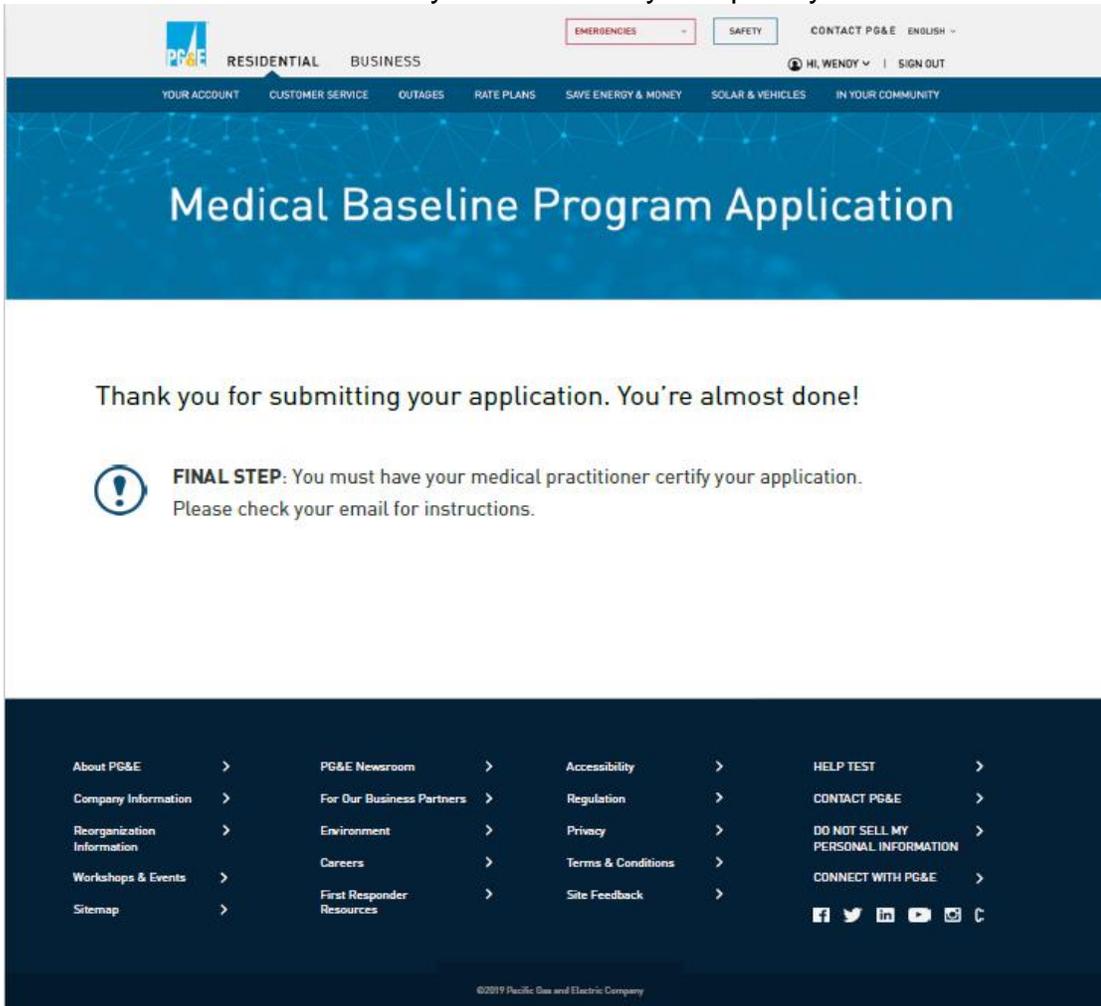
Energy Savings Assistance Program for income-qualified customers, provides improvements at no charge. For more information, please visit pge.com/saveenergy.

7. PG&E may share my contact information with organizations such as state and local emergency first response agencies, so that they can provide assistance to PG&E and to me personally during an extended outage to support my safety and well-being.
8. The standard Medical Baseline allowance provides extra energy at the lowest price. Medical Baseline allowances are added to your standard rate plan baseline allocation. For electricity, it is 16.438 kWh per day (approx. 500 kWh per month), an additional amount equal to the daily consumption of an average electric household. For gas, it is 0.82192 therms per day (approx. 25 therms per month), an additional amount equal to three-quarters of the daily consumption of an average gas household. If these Medical Baseline allowances do not meet your medical energy needs, please contact PG&E at [1-800-743-5000](tel:1-800-743-5000). More information about the Medical Baseline Program can be found at pge.com/medicalbaseline.
9. I authorize PG&E to share my information on this form with the qualifying medical practitioner and allow the medical practitioner to share my information with PG&E.

I AGREE TO THE TERMS & CONDITIONS

This is the second page of the Terms and Conditions pop-up. Please read the items and click the yellow button to acknowledge and agree to the terms and conditions.

You will see this screen when you successfully complete your Medical Baseline Program Application.



You should expect to receive a confirmation email soon with your unique confirmation number and instructions for your medical practitioner to certify your application.



Medical Baseline (MBL) Online Application Confirmation Email

This is a sample email that you should expect to receive after completing your online application for Medical Baseline Program. Please share the information here, including your confirmation number, with your medical practitioner who needs to certify you for the program.

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/disabilityandaging.
- 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

You should see your unique confirmation number in the email.

The confirmation number consists of a series of letters and numbers and is case sensitive.

Your medical practitioner has 90 days to certify your Medical Baseline Application.

You will not be enrolled in the Medical Baseline Program until the medical practitioner certification is completed.

Your application will automatically expire after 90 days.



Medical Baseline (MBL)

Online Application Confirmation Reminder Email

This is a sample reminder email that you should expect to receive If your medical practitioner does not certify you in 45 days.



REMINDER: 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 now have **45 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:

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- 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



Medical Baseline (MBL) Enrollment Status

Your Account View

Please log in to Your Account at pge.com to view your current MBL enrollment status.

The screenshot displays the PG&E 'Your Account' interface. At the top, there are navigation links for 'EMERGENCIES', 'SAFETY', 'CONTACT PG&E', and 'ENGLISH'. Below this, the user is identified as 'Hi, Wendy' with a 'SIGN OUT' option. The main content area is divided into two sections: 'Your Account' and 'Usage, Rates & Savings'. The 'Your Account' section shows a scheduled payment of \$72.94 due on 11/30. A red arrow points to the 'Learn more' link under the 'You are not enrolled in Medical Baseline' notification. The 'Usage, Rates & Savings' section displays 'No change to this section'. A callout box on the right provides instructions on how to view the MBL enrollment status.



Medical Baseline (MBL) Unenrollment

Your Account Self-Service

Please log in to Your Account at pge.com to view your current MBL enrollment status.

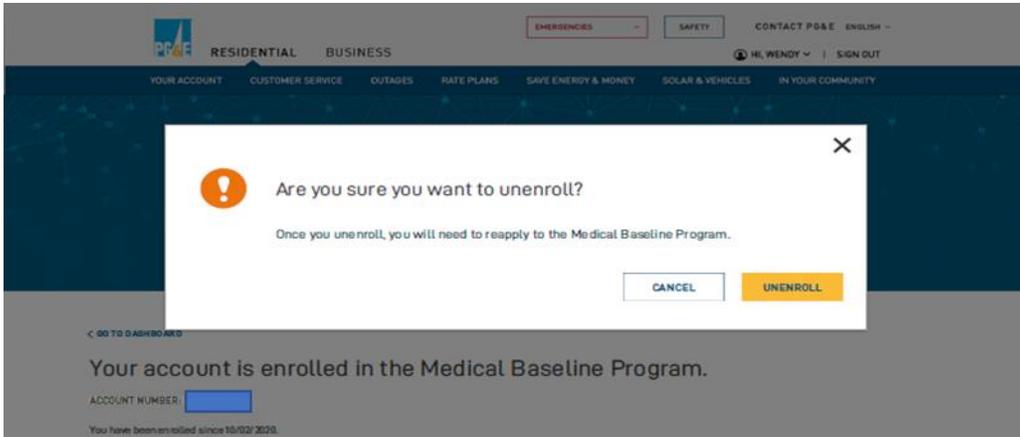
If you would like to unenroll from the Medical Baseline Program click on “Learn more” on the left menu.

You will be directed to your Medical Baseline Program status page. Click on “unenroll from program here” link and a new window will appear.

The screenshot shows the 'Your Account' page on the PG&E website. At the top, there is a navigation bar with 'RESIDENTIAL' and 'BUSINESS' tabs. Below that, a dark blue bar contains 'YOUR ACCOUNT' and 'CUSTOMER SERVICE' links. A user greeting 'Hi, Wendy' is followed by a masked account number. The main heading is 'Your Account'. A yellow box contains a message: 'You have a scheduled payment of \$72.94. Your balance will be updated one business day after the scheduled date.' Below this, a table shows 'Last Payment 10/27 Thank You \$61.15' and 'Bill Charges due 11/30 \$72.94' with a link to 'View Current Bill (PDF)'. The 'Total Balance' is prominently displayed as '\$72.94 Due 11/30'. At the bottom, there are links for 'Manage Recurring Payments', 'Make an additional payment', and 'Enrolled in Medical Baseline Program. Learn more'. A red arrow points to the 'Learn more' link.

The screenshot shows the 'Medical Baseline Program Status' page. The top navigation bar includes 'EMERGENCIES', 'SAFETY', and 'CONTACT PG&E'. The main heading is 'Medical Baseline Program Status'. A link to 'GO TO DASHBOARD' is visible. The main content area states: 'Your account is enrolled in the Medical Baseline Program.' It shows the 'ACCOUNT NUMBER' as a masked value and notes 'You have been enrolled since 10/02/2020.' There are sections for 'Keep Your Information Up-To-Date' with a link to a 'new Medical Baseline Program application' and 'Un-enroll' with a link to 'unenroll from the program here'. The footer contains a grid of links for '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', 'Careers', 'Terms & Conditions', 'CONNECT WITH PG&E', and 'First Responder Resources', 'Site Feedback'. Social media icons and a copyright notice for '©2017 Pacific Gas and Electric Company' are also present.

Click “Unenroll” to confirm your request to unenroll from the Medical Baseline Program.



You will then view the confirmation of unenrollment.

