



Medical Baseline Allowance Program Training

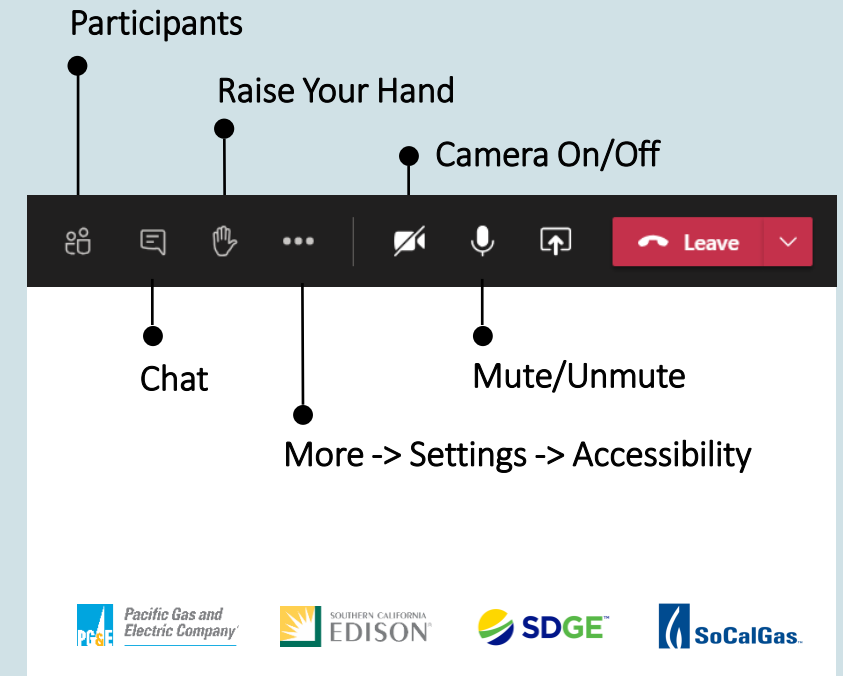
March 2024



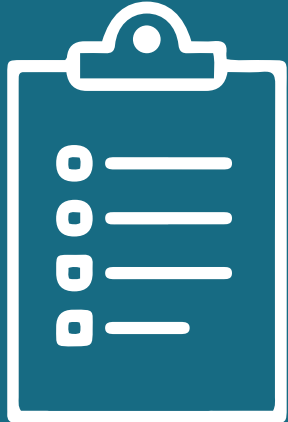
Housekeeping

- 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 20 & 27 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

**Marcia –
Medical Baseline Advisor**



Agenda



- 1 | Welcome & Introductions
- 2 | Safety Message
- 3 | Medical Baseline Program
- 4 | Public Safety Power Shutoff Preparedness & Resources
- 5 | Q&A

Safety Message

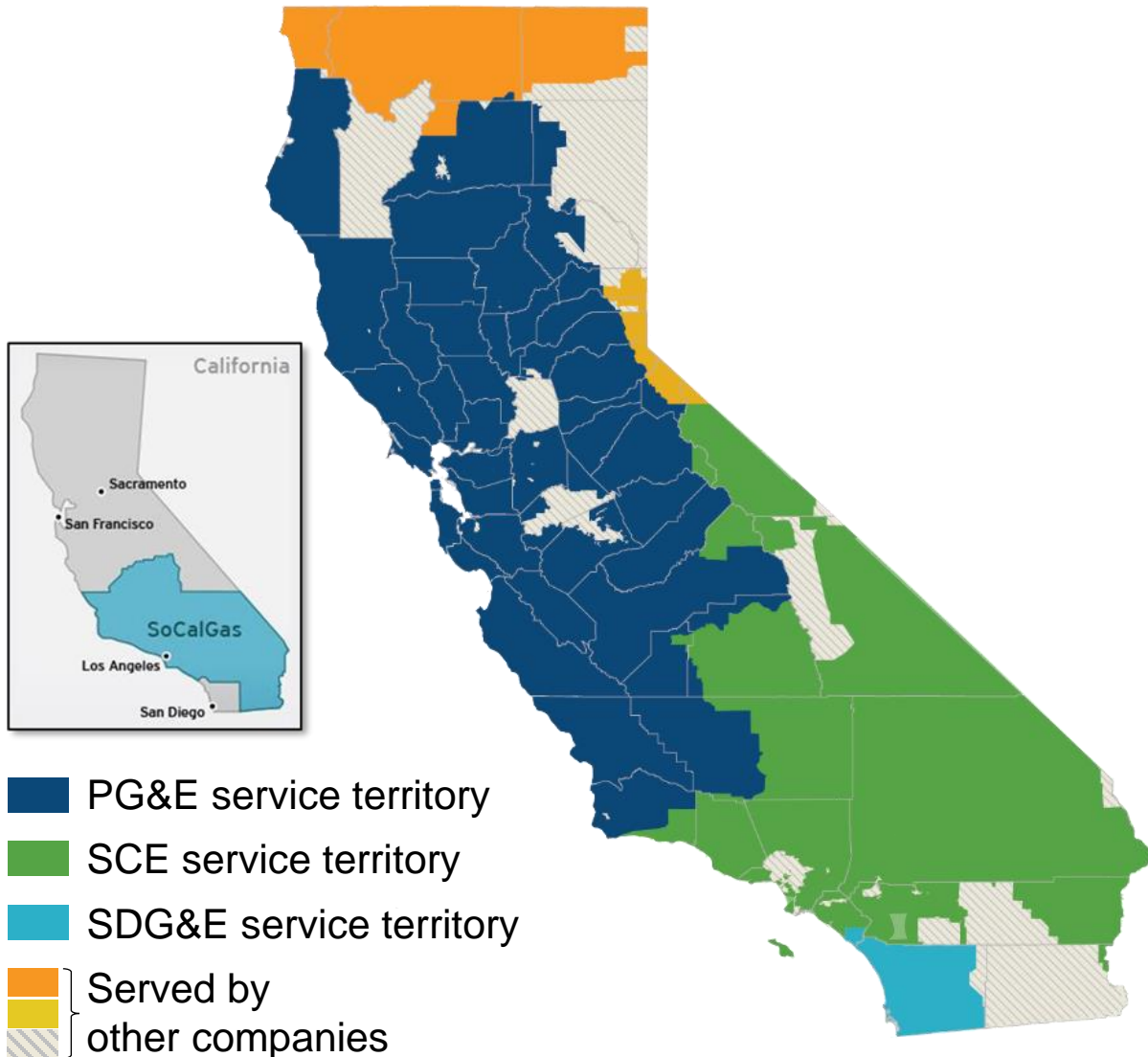


Electrical Safety Tips:

Always assume all downed power lines are live.

1. Stay 100 feet away from downed power lines and call 911.
2. Never drive over downed power lines or anything in contact with them.
3. Never try to move downed power lines.
4. Don't approach or touch anyone or anything in contact with a downed power line.
5. Never attempt to extinguish a fire near a downed power line.

Utility Territories and 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 as some in southern Orange County
- **SoCalGas** provides natural gas service in SCE territory and beyond

Medical Baseline Allowance Program

Ashley Hinson –
Medical Baseline Program Manager



Medical Baseline (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

An additional allotment of energy 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 **discount** (for eligible electric rates without a baseline), and/or*
- Additional **0.82192 therms of natural gas** daily

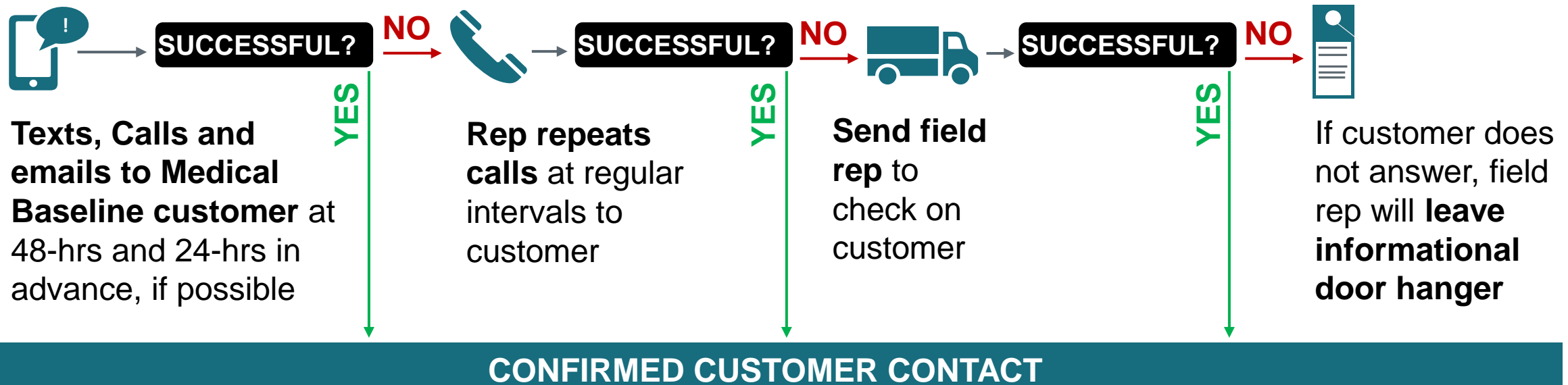


Note: Enrollment in the MBL program does not prevent customers from being disconnected for non-payment of bills or being impacted by power outages.

*Financial benefit applicability may vary for each utility, such as; SCE 11%, PG&E 12%, and SDGE 20%. 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 enrollments requires the MBL application to be completed and signed by a Qualified Medical Practitioner (A qualified medical practitioner is a licensed physician, nurse practitioner, physicians assistants or a 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
- 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

<input type="checkbox"/> No. of Years ____
or
<input type="checkbox"/> Permanently

Non-Permanent MBL Customers

Recertification Process:

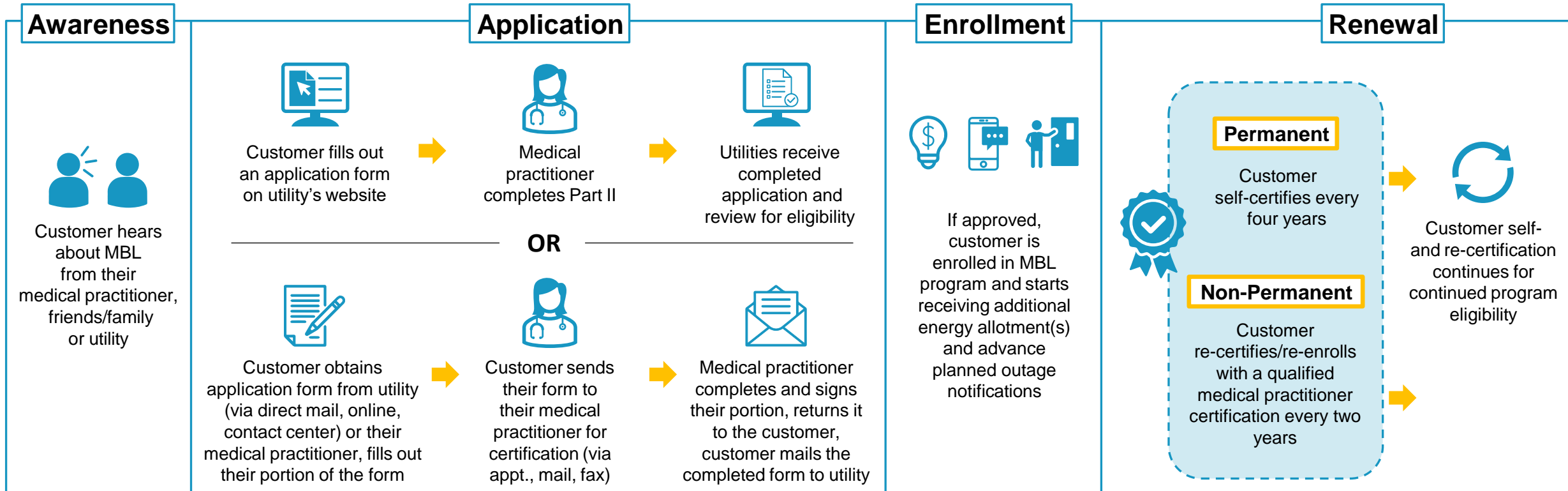
The customer must recertify every two years, meaning they need to reapply and obtain a qualified medical practitioner's certification.

Permanent MBL Customers

Self-Certification Process:

The customer must self-certify every four years for continued eligibility.

MBL Customer Journey (Current)



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.

Public Safety Power Shutoff Preparedness and Resources

Christina Rathbun –
AFN Strategy and Outreach Project Manager



What Is a Public Safety Power Shutoff (PSPS)?

To keep communities safe, your local energy company may need to turn off power as a last resort during severe weather or wildfire conditions. This is called a Public Safety Power Shutoff.

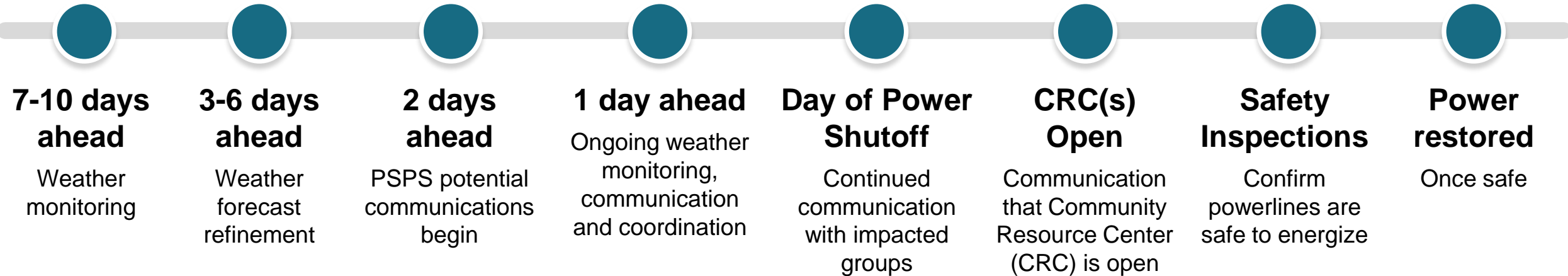


What Conditions Could Lead to a PSPS?



Public Safety Power Shutoff, Step-By-Step

Process

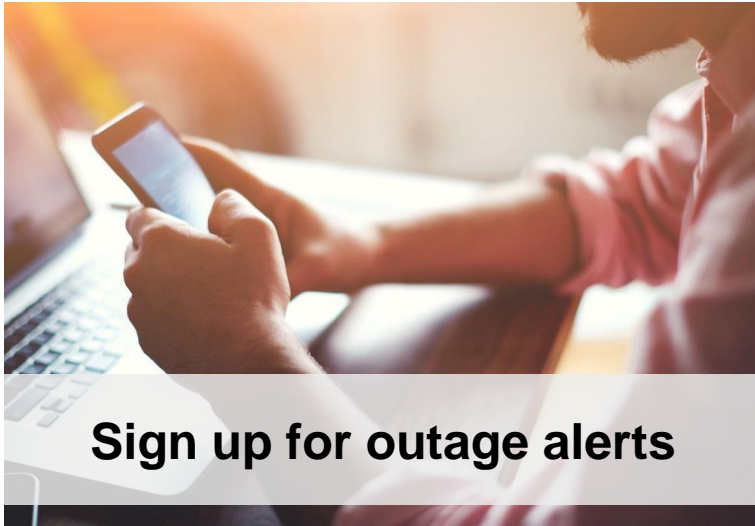


Notifications*



*When possible

How to Prepare for a PSPS



Sign up for outage alerts



Plan: Pack a “go-bag” and “stay-bag”



Enroll in MBL and Self-ID



Alert

[PG&E Alerts](#)

[SCE Alerts](#)

[SDGE Alerts](#)



Preparedness

[PG&E Emergency Preparedness](#)

[SCE Emergency Preparedness](#)

[SDG&E Preparedness Checklist](#)



AFN Self Identification

[PG&E Vulnerable Program](#)

[SCE Self-Certify Form](#)

[SDG&E AFN Self-Identification](#)

Supporting Communities During PSPS

During Public Safety Power Shutoffs, Community Resources Centers provide resources and up-to-date information.

Community Resource Centers provide:

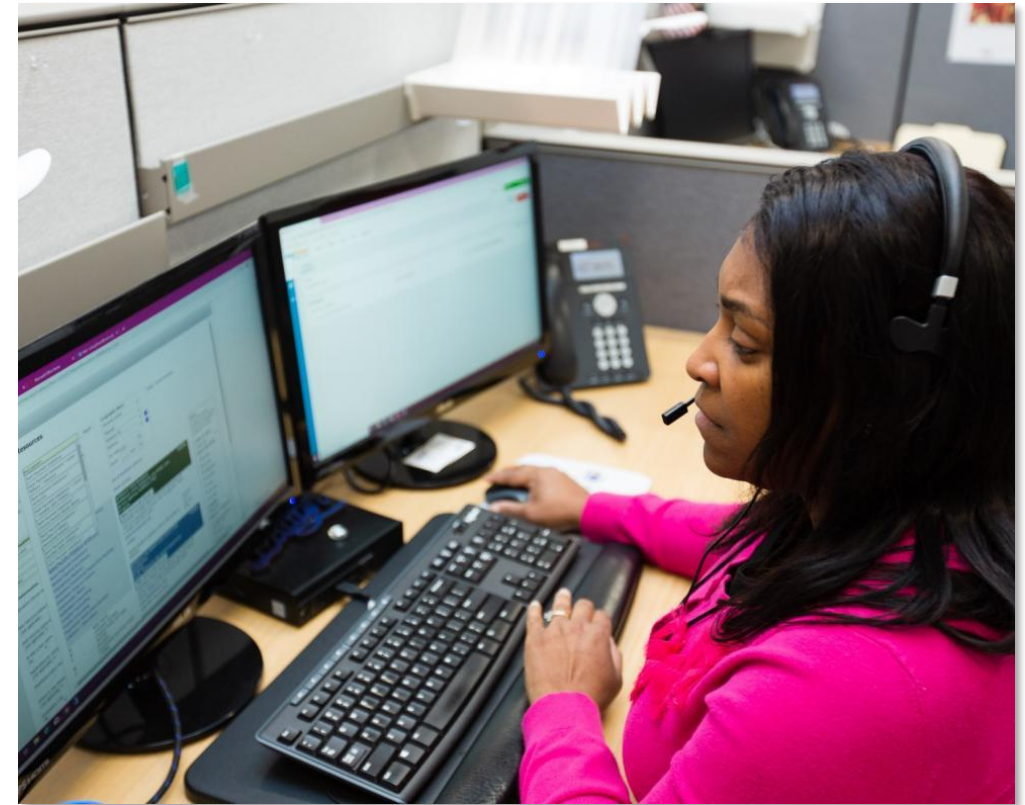
- Bottled water and light snacks
- Personal and medical device charging
- Seating and privacy screens
- Accessible Restrooms
- Ice
- Accessible communications including ASL and Video Remote Interpreting (VRI)



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.

- Confidential support provided for individuals with access and functional needs before, during, and after a PSPS
- Resource services may include transportation, lodging, and food support
- Education and connection to local community – based organizations for assistance
- Up to 200 additional languages available through tele-interpretation services
- Individualized emergency planning



Backup Power Programs

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

Pacific Gas & Electric	Southern California Edison	San Diego Gas & Electric
<p>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.</p>	<p>Critical Care Battery Back-up (CCBB) program provides fully subsidized back-up battery to customers in High Fire Risk Areas (HFRA) and enrolled in Medical Baseline.</p>	<p>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.</p>
<p>Disability Disaster Access & Resources (DDAR) Centers to provide qualifying customers who use electric medical devices with access to portable batteries (CFILC).</p>	<p>In-Event Battery Loan available to AFN customers in scope for a PSPS – Dial 211 (limited supply on first come first served basis)</p>	<p>Emergency back-up battery program available for critical medical situations during PSPS – call 211.</p>
<p>\$300 rebate for portable generators for customers in T2/T3 HFTDs or on a EPSS circuit.</p>	<p>Disability Disaster Access & Resources (DDAR) Centers to provide qualifying customers who use electric medical devices with access to portable batteries (CFILC).</p>	<p>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.</p>
<p>Statewide Self-Generation Incentive Program (SGIP) www.pge.com/backuppower</p>	<p>\$150 rebate for portable batteries for customers in HFRAs. Up to \$600 rebate for portable generators for customers in HFRAs.</p>	<p>CARE/FERA-Up to an additional \$150 on fuel generators and \$50 on portable batteries.</p> <p>Statewide Self-Generation Incentive Program (SGIP) www.sdge.com/genrebate</p>

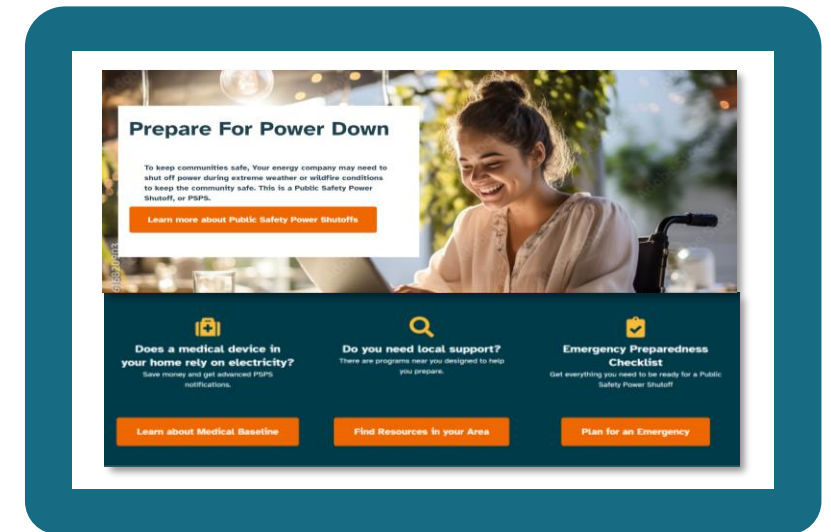


Prepare for Power Down Website

[Prepare for Power Down](#) is a Joint IOU Website developed to provide information about PSPS preparedness and resources available to individuals with AFN.

Website features include links to:

- Sign up for PSPS alerts
- Medical Baseline Allowance Program Applications
- AFN Self-identification forms
- Access to Income Qualified Programs
- Emergency Preparedness
- Resource material including the Joint IOU
- AFN Resource Fact Sheet



Thank you for attending



Questions and Answers (Q&As)

Marcia Simbala –
Medical Baseline Program Manager



Q&As

Question 1: If a permanent recipient misses their 4th-year renewal mark, do they need to start the whole process again?

Answer 1: Yes, they will have to restart the application process over again.

Question 2: What languages are available?

Answer 2: Each utility has a different language availability we share in the appendix. Also, have large print and Braille available.

Question 3: How long does the whole process take?

Answer 3: 1 – 2 billing cycles. It may be shorter if you apply online.

Question 4: What about SMUD in Sacramento?

Answer 4: <https://www.smud.org/en/Rate-Information/Medical-Equipment-Discount>

Question 5: Does the portable battery program work for those who have solar?

Answer 5: The portable battery program should work with solar.

Q&As Continuation

Question 6: How does having solar work with medical baseline?

Answer 6: The medical baseline program provides customers with an additional 16.438 kilowatt-hours (kwh) of electricity (for eligible electric rates with a baseline) daily, or a monthly discount (for eligible electric rates without a baseline) *

Question 7: Do licensed facilities like boards or cares receive the discount?

Answer 7: The MBL program is for residential customers only

Question 8: Any printable material available that we can hand out to our clients?

Answer 8: please download the applications and fact sheet on the utilities' website

*Financial benefit applicability may vary for each utility, such as; SCE 11%, PG&E 12%, and SDGE 20%. Customers may find more information on their electric utility MBL webpage.

Appendix



MBL Additional Information – PG&E

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.



MBL application forms and brochures are available in additional languages and formats on the utilities' respective webpages and can be printed for distribution.

Contact Info

PG&E Billing Center
Medical Baseline

P.O. Box 8329
Stockton, CA
95208



pge.com/medicalbaseline

MBL Additional Information – SCE

Visit **SCE MBL webpage** to learn more about the program and access application forms in various languages and alternate formats: sce.com/mbi

- 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.



MBL application forms and brochures are available in additional languages and formats on the utilities' respective webpages and can be printed for distribution.

Contact Info

SCE Medical
Baseline Department

P.O. Box 9527
Azusa, CA
91702



sce.com/mbi

MBL Additional Information – SDGE

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.



MBL application forms and brochures are available in additional languages and formats on the utilities' respective webpages and can be printed for distribution.

Contact Info

SDG&E Medical Baseline
Allowance Program
Manager

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

Email:

medicalbaseline@sdge.com



sdge.com/medical

MBL Additional Information – SoCalGas

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.



MBL application forms and brochures are available in additional languages and formats on the utilities' respective webpages and can be printed for distribution.

Contact Info

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



socalgas.com/medical

MBL – Additional 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.

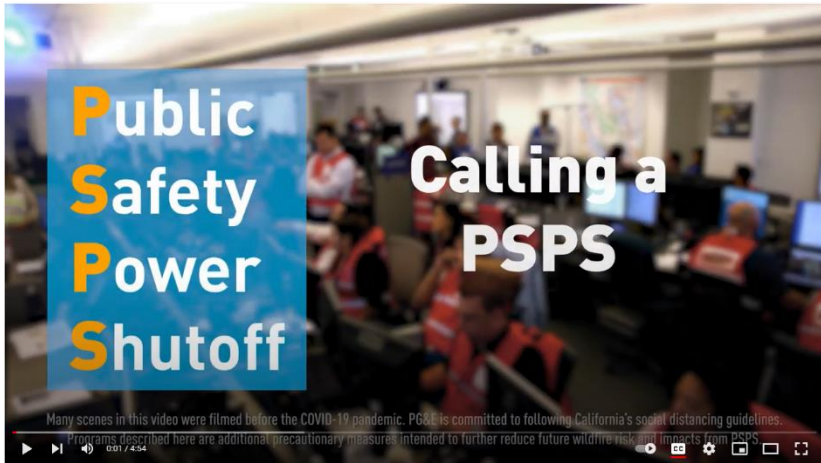
Or

- 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

PSPS Activation Videos



pge.com/pspsvideos

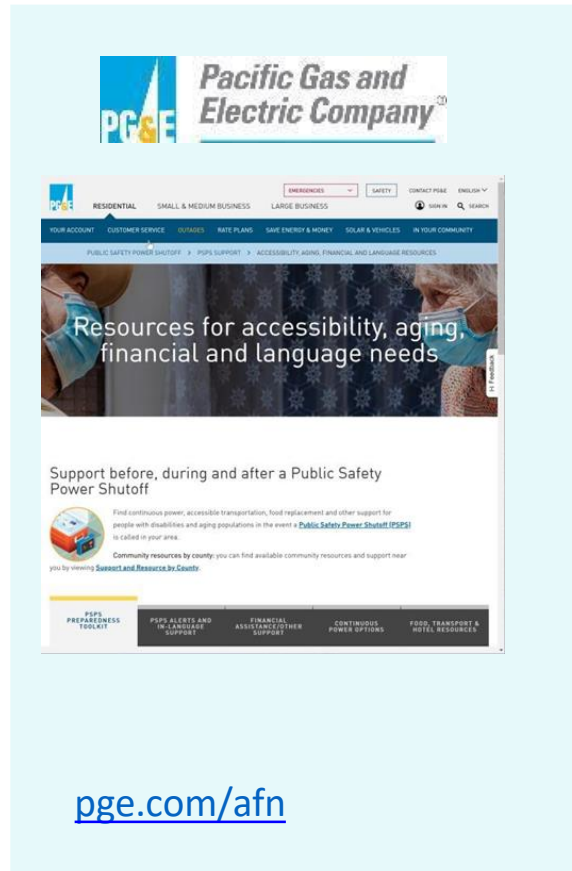
[Energized by Edison](https://www.sce.com/energized-by-edison)

sdge.com/wildfire-safety



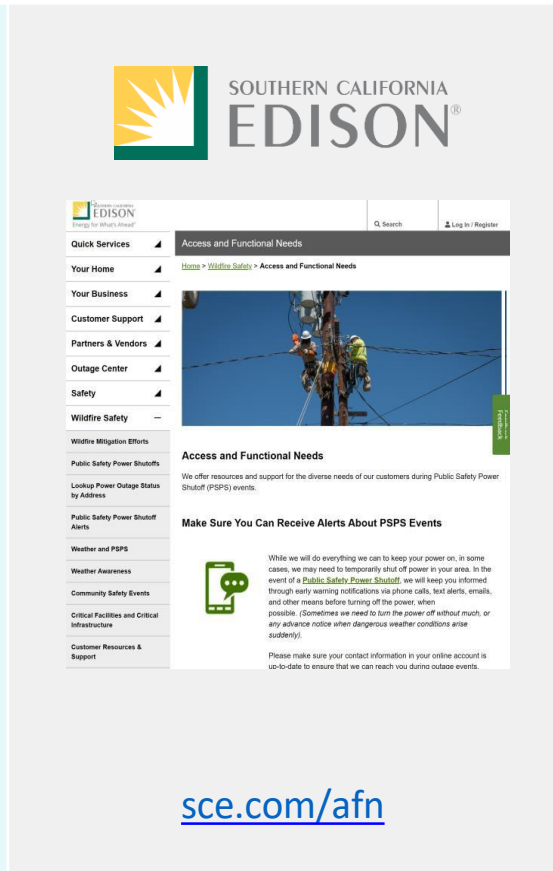
PSPS Planning And Preparedness

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



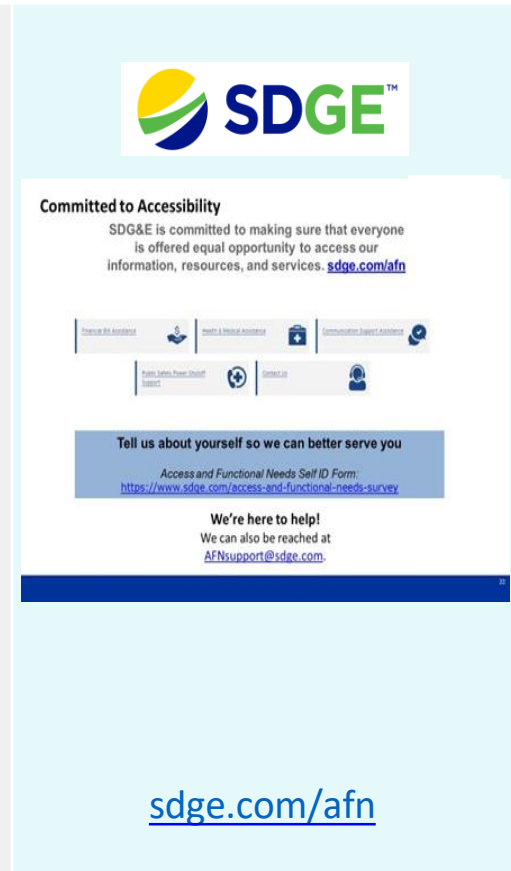
The screenshot shows the PG&E website's accessibility resources page. At the top is the PG&E logo. Below it is a navigation bar with categories like Residential, Small & Medium Business, and Large Business. A main banner features the text "Resources for accessibility, aging, financial and language needs" over an image of people wearing face masks. Below the banner, there is a section titled "Support before, during and after a Public Safety Power Shutoff" with a sub-section for "Community resources by county" and a list of resources including "PSPS Preparedness Toolkit", "PSPS Alerts and Language Support", "Financial Assistance (Other Support)", "Continental Power Options", and "Food, Transport & Hotel Resources".

pge.com/afn



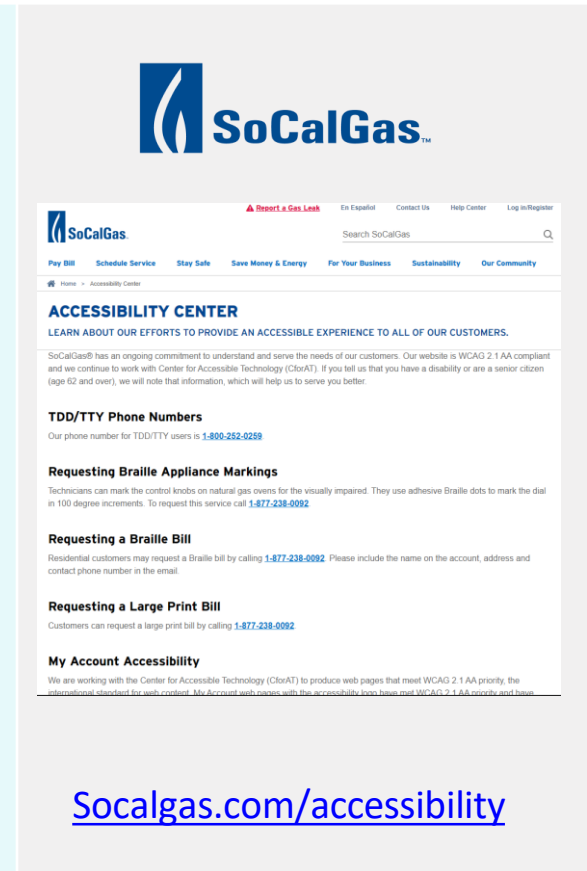
The screenshot shows the SCE website's accessibility resources page. At the top is the SCE logo. Below it is a navigation bar with categories like Home, Your Business, Customer Support, Partners & Vendors, Outage Center, Safety, and Wildfire Safety. A main banner features the text "Access and Functional Needs" over an image of a utility worker. Below the banner, there is a section titled "Access and Functional Needs" with a sub-section for "Public Safety Power Shutoffs" and a section titled "Make Sure You Can Receive Alerts About PSPS Events" with a sub-section for "Weather and PSPS".

sce.com/afn



The screenshot shows the SDGE website's accessibility resources page. At the top is the SDGE logo. Below it is a navigation bar with categories like Home, Your Business, Customer Support, Partners & Vendors, Outage Center, Safety, and Wildfire Safety. A main banner features the text "Committed to Accessibility" and "SDG&E is committed to making sure that everyone is offered equal opportunity to access our information, resources, and services." Below the banner, there is a section titled "Tell us about yourself so we can better serve you" with a sub-section for "Access and Functional Needs Self ID Form" and a section titled "We're here to help! We can also be reached at AFNsupport@sdge.com."

sdge.com/afn

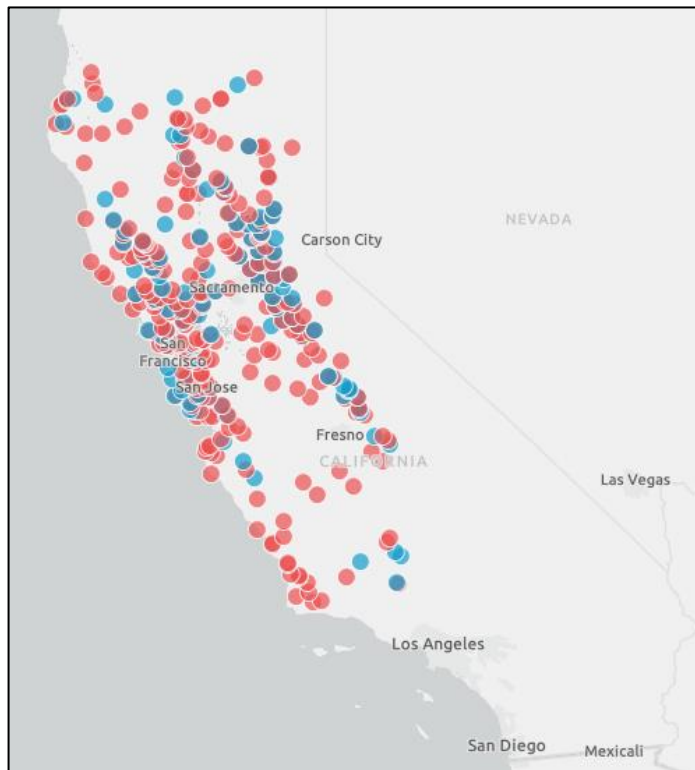


The screenshot shows the SoCalGas website's accessibility resources page. At the top is the SoCalGas logo. Below it is a navigation bar with categories like Home, Your Business, Customer Support, Partners & Vendors, Outage Center, Safety, and Wildfire Safety. A main banner features the text "ACCESSIBILITY CENTER" and "LEARN ABOUT OUR EFFORTS TO PROVIDE AN ACCESSIBLE EXPERIENCE TO ALL OF OUR CUSTOMERS." Below the banner, there is a section titled "TDD/TTY Phone Numbers" with a sub-section for "Requesting Braille Appliance Markings", "Requesting a Braille Bill", "Requesting a Large Print Bill", and "My Account Accessibility".

Socalgas.com/accessibility

PSPS Community Resource Centers (CRCs)

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



[PG&E](#)



[SCE](#)



[SDG&E](#)