

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](https://www.prepareforpowerdown.com) to learn about resources to stay safe.

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 bill discount programs at [pge.com/care](https://www.pge.com/care), [sdge.com/care](https://www.sdge.com/care) or [sce.com/carefera](https://www.sce.com/carefera).

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.



Prepare for PSPS Outages

Backup Power Options

If you rely on electricity to power equipment or devices, it is important that you have a plan for backup power support in case of a power outage.

Visit the site for more information on:

- Generator and Portable Battery Rebates
Rebates on the purchase of a qualifying generator or battery.
- Portable Battery Options
Supporting eligible customers with portable batteries.
- Self-Generation Incentive Program (SGIP) Financial rebates for customers installing battery storage at their home.



Access Local Support

211 (866.FIND211 or 866.346.3211 – for those using relay services)

Call 211 for local resources and support before, during and after emergencies, such as a PSPS. 211 is a free service that can connect you with resources and emergency planning information.

Care coordinators at 211 can refer you to resources, including food and meal programs, car rides and hotels/lodging. They can also help you sign up for programs that support those with financial or health and safety needs. This includes programs that offer backup power options and utility bill assistance programs.

2-1-1 Call 211 or visit [211.org](https://www.211.org) to get connected to local resources and support.



Community Resource Centers (CRCs)

CRCs offer a safe place during a PSPS to charge devices, find basic supplies and get outage information.

Available resources:

- Device charging
- Wi-Fi (where available)
- Bottled water
- Snacks
- Bagged ice or vouchers (indoor only)
- Cellular signal (at most locations)
- Blankets (as needed)
- Air conditioning or heating (indoor only at most locations)
- ADA-accessible restrooms
- Medical device charging stations

To learn more and access resources and support options, visit PrepareForPowerDown.com.

