



Medical Baseline Allowance Program Training

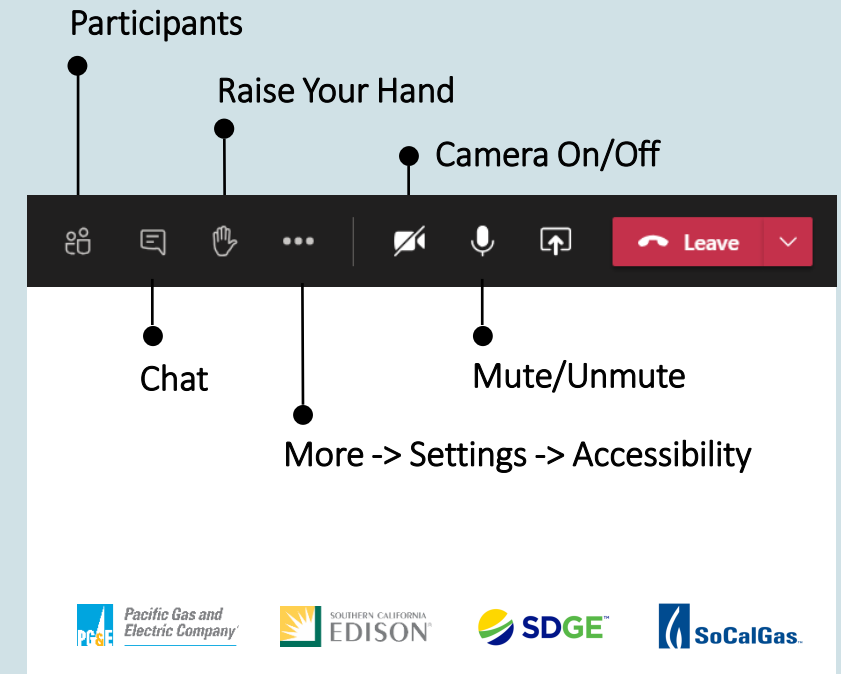
March 2025



Housekeeping

- The presentation deck will be posted at www.prepareforpowerdown.com after Q&A from both the March 11 & 18 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 during the presentation
- **Unmute** yourself to speak then mute yourself when you are finished with your question

–Ashley Hinson
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

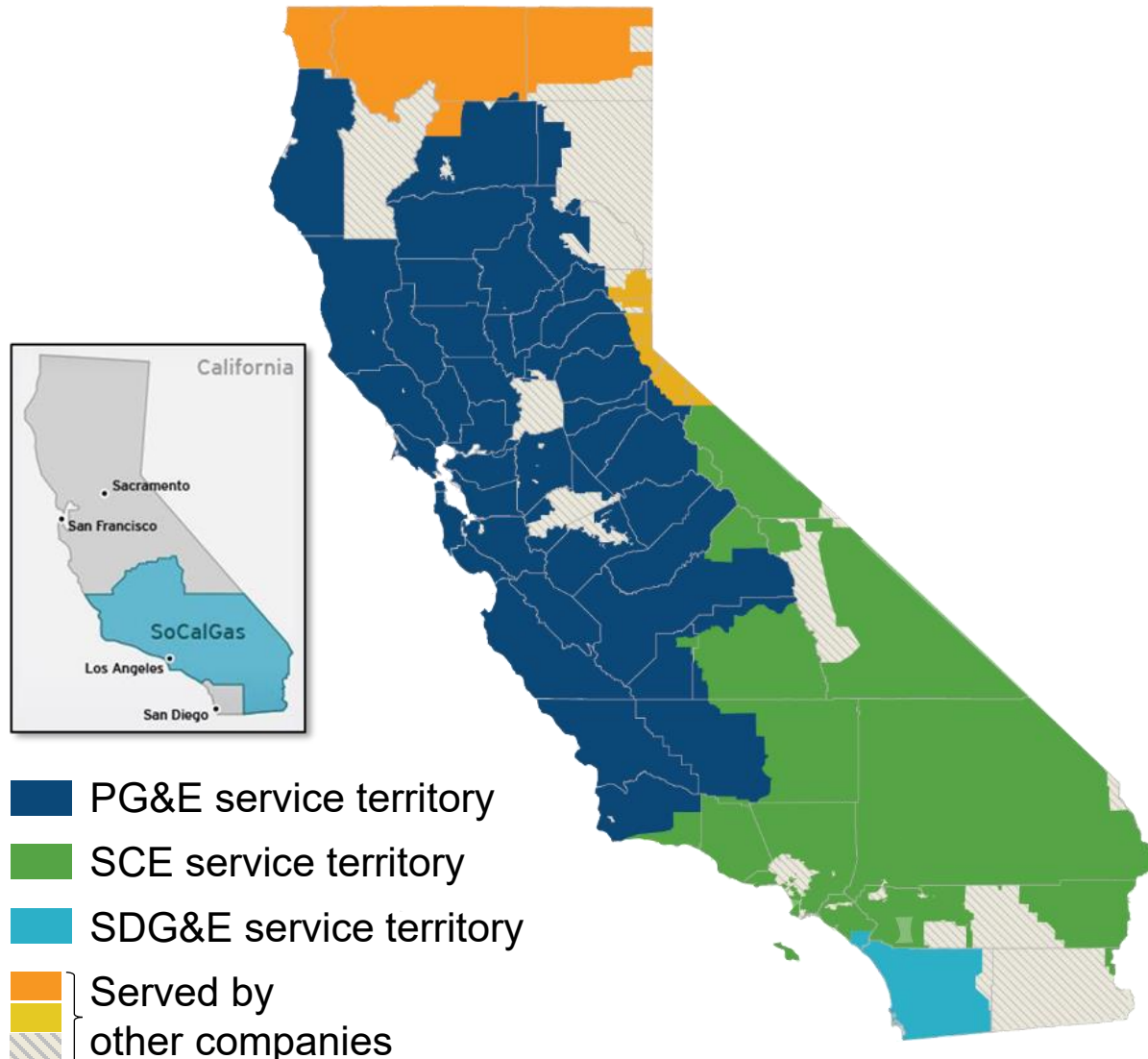


Electrical Safety Tips:

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

Julie Cash (SoCalGas)-
Medical Baseline Program Manager 3/11/2025
John Hagoski (SDG&E) –
Medical Baseline Program Manager 3/18/2025



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

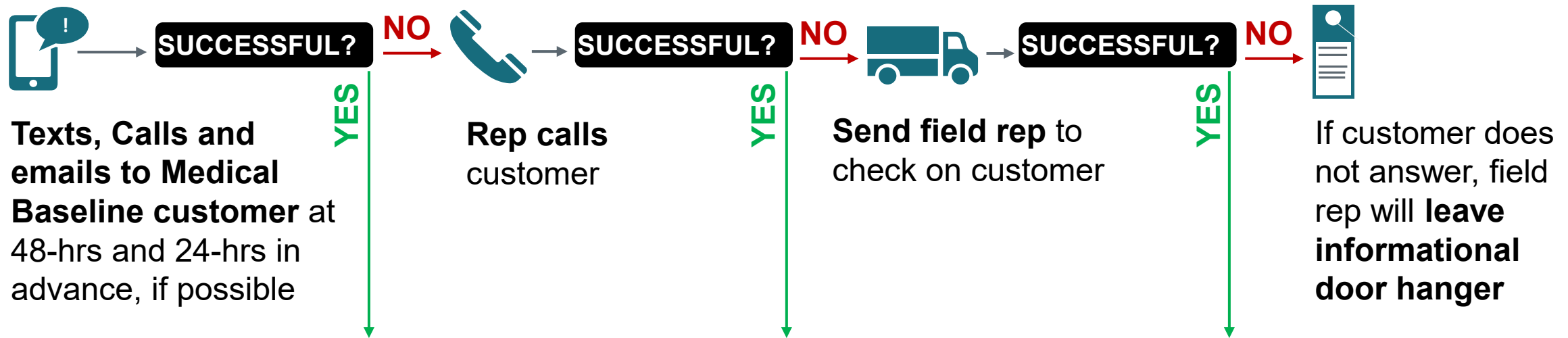


Note: Enrollment in the MBL program does not prevent customers from being disconnected for non-payment of bills or being impacted by power outages.

*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:



CONFIRMED CUSTOMER CONTACT



- Customers are also notified when power is back on

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 (e.g. licensed physician, nurse practitioner, physician's 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:

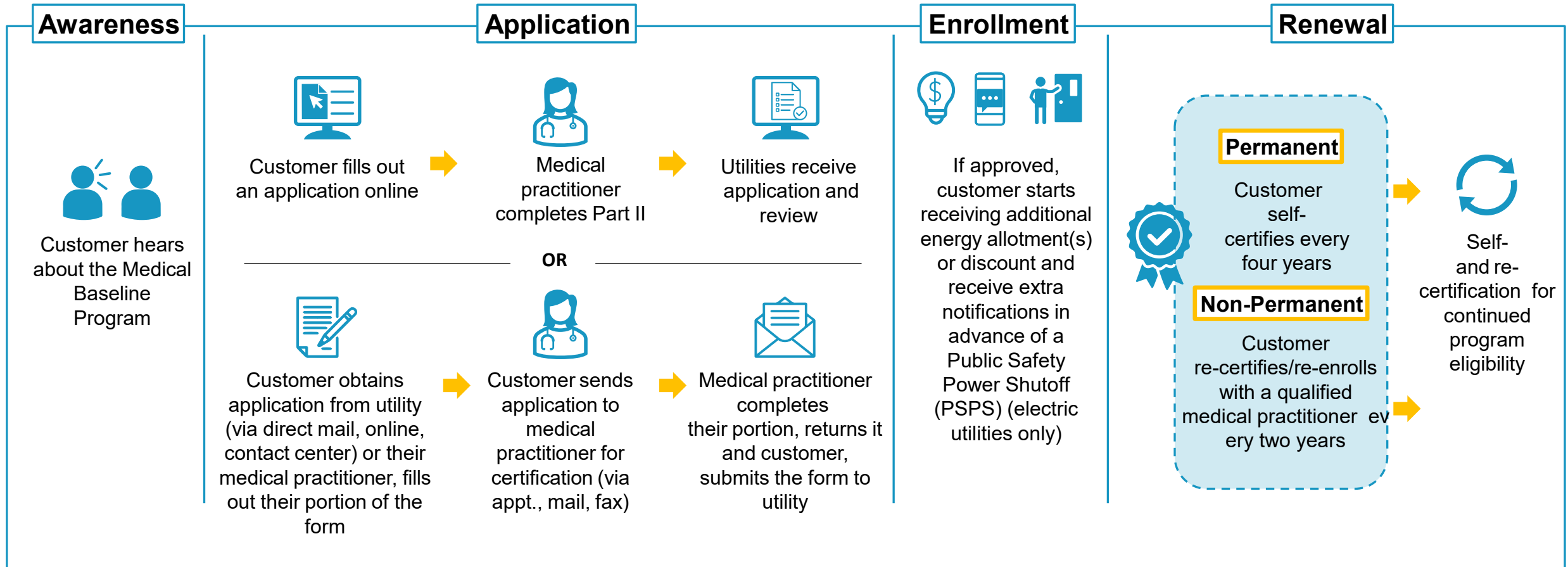
The customer must recertify every two years, meaning they need to reapply and obtain a qualified medical practitioner's certification.

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, customer, or resident no longer meets the eligibility criteria, they should notify their utility for removal from the MBL program.

Public Safety Power Shutoff Preparedness and Resources

Jennifer Ocampo (SCE) – March 11th
AFN Senior Advisor

Christina Rathbun (SDG&E) – March 18th
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?



Low humidity



High winds



Red Flag Warning issued



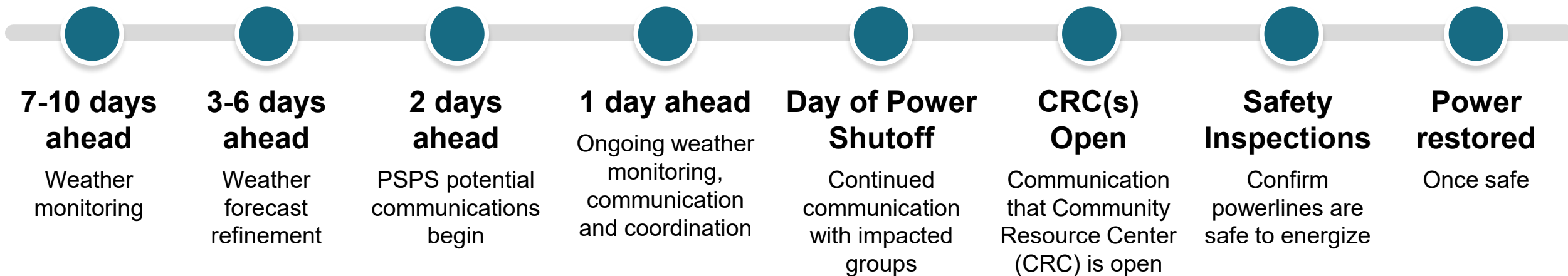
**Dry ground material
and low moisture**



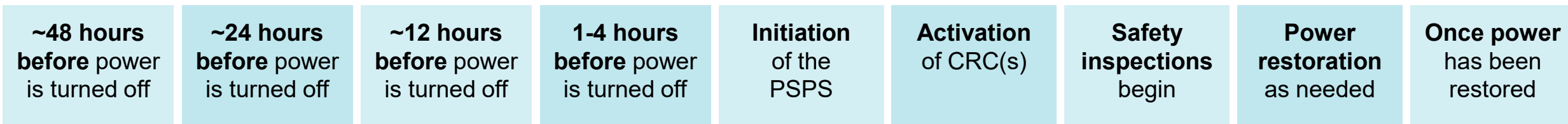
**On-the-ground,
real-time observations**

Public Safety Power Shutoff, Step-By-Step

Process

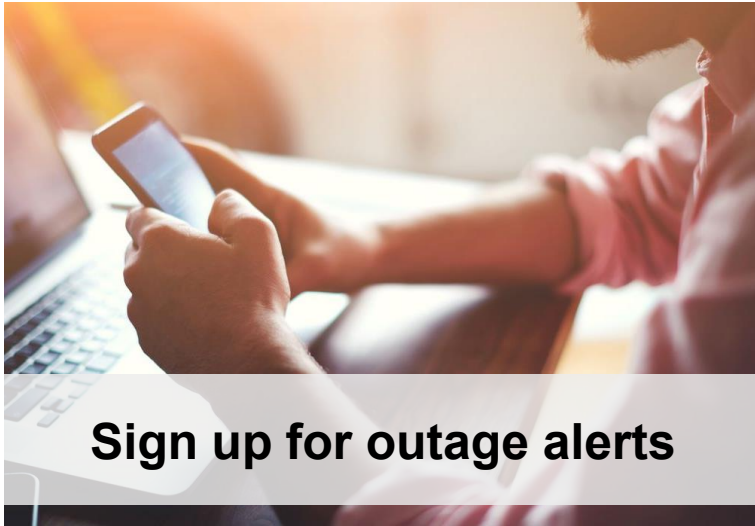


Notifications*



*When possible

How to Prepare for a PSPS



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:

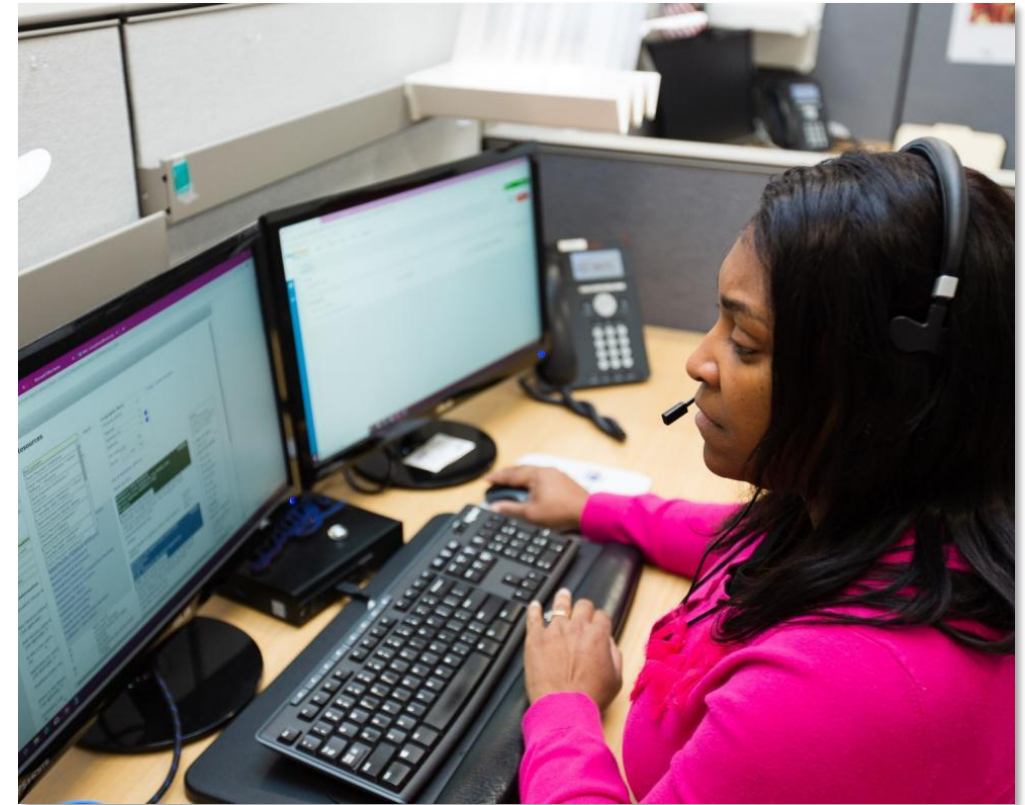
- Bottled water and light snacks
- Personal and medical device charging
- Seating and privacy screens
- Accessible Restrooms
- Ice
- Accessible communications including ASL and Video Remote Interpreting (VRI)



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.

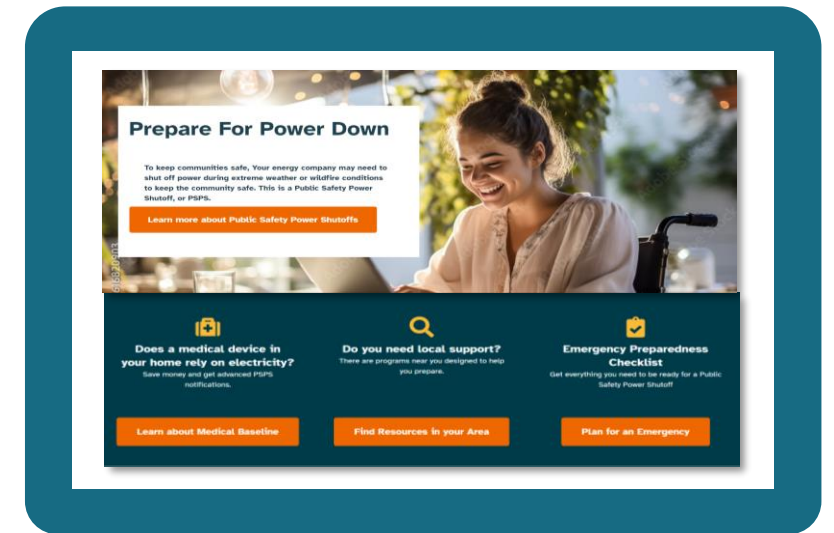
Pacific Gas & Electric	Southern California Edison	San Diego Gas & Electric
<p>Portable Battery Program (PBP) distributed through LIHEAP providers to MBL and Self-identified Vulnerable customers with assistive technology and durable medical equipment who have experienced at least one PSPS event since 2022, or 3+ EPSS outages since 2024.</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 or \$500 rebate for battery or 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 & \$150 rebates on the purchase of portable back-up power to customers in the HFTD who have experienced a PSPS.</p>
<p>\$150 rebate for portable batteries for customers in HFRAs.</p> <p>\$200 or \$600 rebate for portable generators for customers in HFRAs.</p>	<p>Statewide Self-Generation Incentive Program (SGIP) www.sce.com/resources</p>	<p>CARE/FERA-Up to an additional \$200 on fuel generators and \$50 on portable batteries.</p>
<p>Statewide Self-Generation Incentive Program (SGIP) www.pge.com/backuppowers</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



Prepare for Power Down Toolkit Available

The Prepare for Power Down marketing materials are complete and available for promotion to audiences.

Be Prepared in Case of a Public Safety Power Shutoff

When severe wildfire weather occurs, power may need to be shut off to keep you safe. Are you prepared?



Learn more at
PrepareForPowerDown.com



Marketing Toolkit:

Marketing toolkit is available here:
[Outreach Toolkit](#) – and includes:

- Social media posts available in English, Spanish, and Chinese: Facebook, Instagram, and X (Twitter)
- Newsletter
- Fact sheets



Q&A



Q&A

Question: Is there any penalty or overpayment issues if the customer doesn't update, they're no longer eligible?

Answer: If the MBL customer no longer meets the eligibility criteria, they should notify their Utility for removal from the program. If the customer does not, there is no penalty.

Question: Is the paper application also printable/available on the prepareforpowerdown site we were looking at?

Answer: Yes, there are links to electric utility* paper applications on the Medical Baseline section of Prepare for Power Down website. Links to the applications will be included in the appendix of the deck as well. *SoCalGas application information can be found in the appendix section of the power point presentation

Question: Are brochures available about the program?

Answer: Each utility has documents available for download on their website. Please see the appendix section for the individual utility for more information.

Question: Can Medical Baseline be approved for more than one household if the customer lives in two residences more than 6 months in a year?

Answer: No, they wouldn't be able to receive double allocations at the two addresses, only one designated per residence.

Question: Would the discount apply to the resident bill rather than the bill under the person's name?

Answer: The patient does not have to be the customer of record for the utility. For master metered accounts, the discounts are applied to the master account and the discounts are to be applied to the tenants as appropriate by the master account holder (landlord/mobile home park).

Q&A

Question: If a person has a Conservator/Guardian, can that person apply on behalf of the Recipient? If so, what verification is needed by the Conservator/Guardian?

Answer: If the patient is not living with the conservator or the guardian, they can assist with filling out the application as long as legal documentation is provided to the respective utility. The customer of record's information is needed, and Part 2 must be filled out by a licensed medical professional.

Question: Are all these programs and benefits sent to every customer in their counties?

Answer: The Medical Baseline program is open to everyone with a medical need, and applications are reviewed even if the equipment is not listed. Outreach is done to encourage customers to apply.

Question: Is the info sent in their bills or fliers every month?

Answer: Information is sent through various channels, including direct mail campaigns, home energy reports, and targeted communications.

Question: When they are approved, is it retroactive or current month forward?

Answer: Customers will see the MBL discount on their bill within 1-2 billing cycles.

Question: We have to consider that our community is not that savvy in new phones or media; are they mailing the fliers to each, it will be beneficial to be sent separately than the whole info papers attached in the bill.

Answer: Feedback is appreciated, and individualized campaigns are conducted to ensure information reaches customers effectively.

Q&A

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Answer: Feedback is appreciated, and individualized campaigns are conducted to ensure information reaches customers effectively.

Thank you for attending



Appendix



FAQs

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

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

Question: What languages are available?

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

Question: How long does the whole process take?

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

Question: What about SMUD in Sacramento?

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

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

Answer: The portable battery program should work with solar.

Question: How does having solar work with medical baseline?

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

Answer: The MBL program is for residential customers only

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

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

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:

Email: MBLApplications@pge.com

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

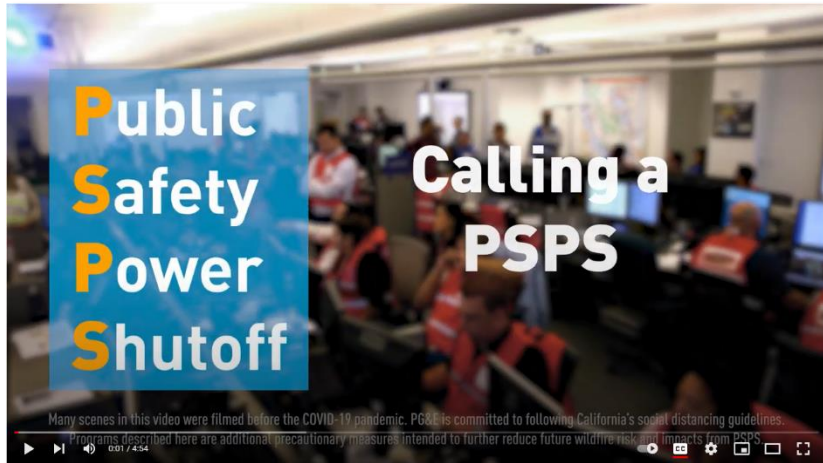
P.O. Box 513249

Los Angeles, CA 90051-1249

Fax: 213-244-4665

Email: MedicalBaselineProgram@socalgas.com

PSPS Activation Videos



pge.com/pspsvideos



[Energized by Edison](https://energizedbyedison.com)

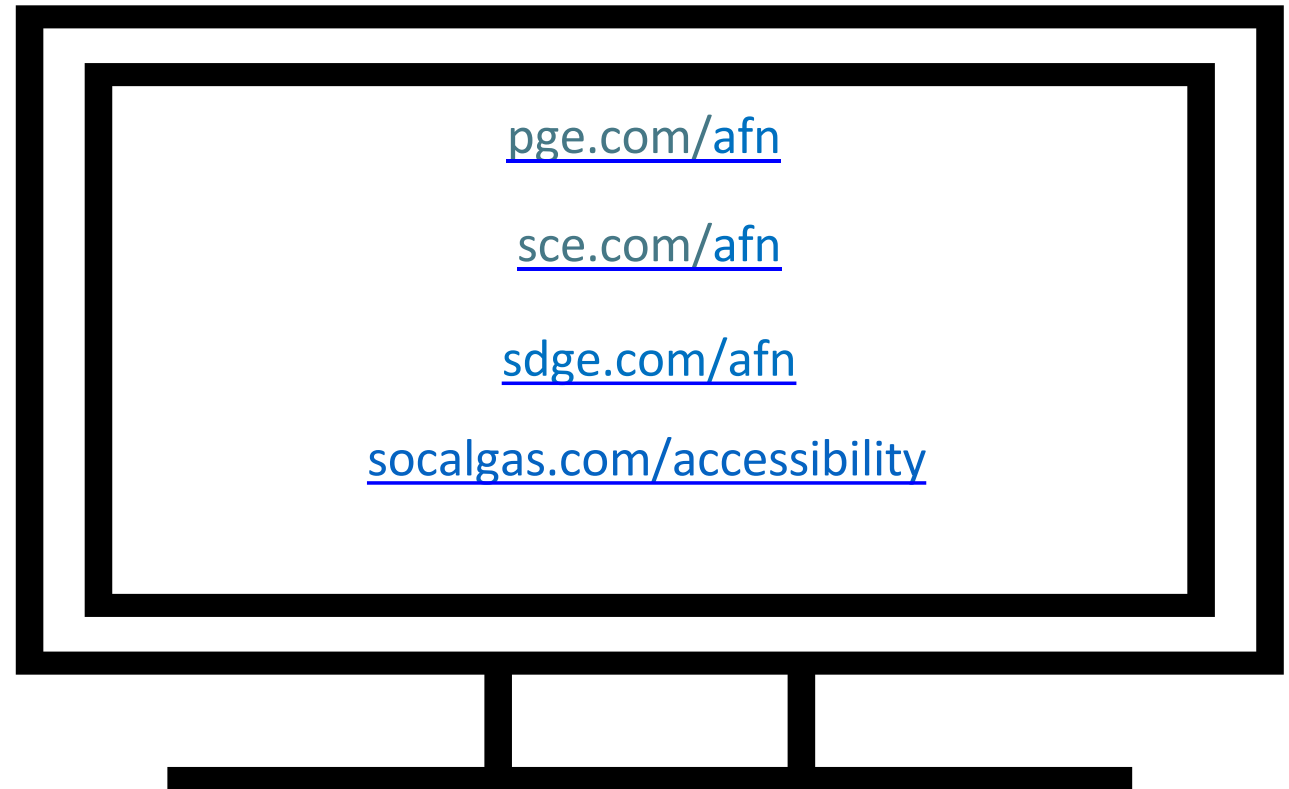


sdge.com/wildfire-safety



Programs, Preparedness and Accessibility

Each IOU provides a dedicated webpage of programs, preparedness resources and accessibility services for people with disabilities and aging populations.



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](#)