



Medical Baseline Allowance Program Training

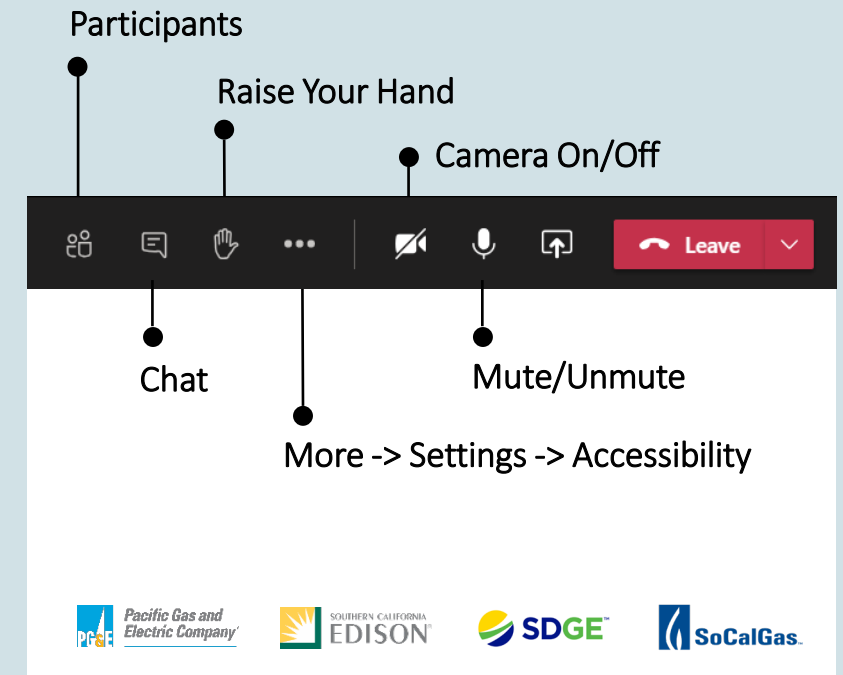
March 2026



Housekeeping

- The presentation deck will be posted at www.prepareforpowerdown.com after Q&A from both the [March 23 & 30] 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

Julie Cash
Medical Baseline Advisor



Agenda



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

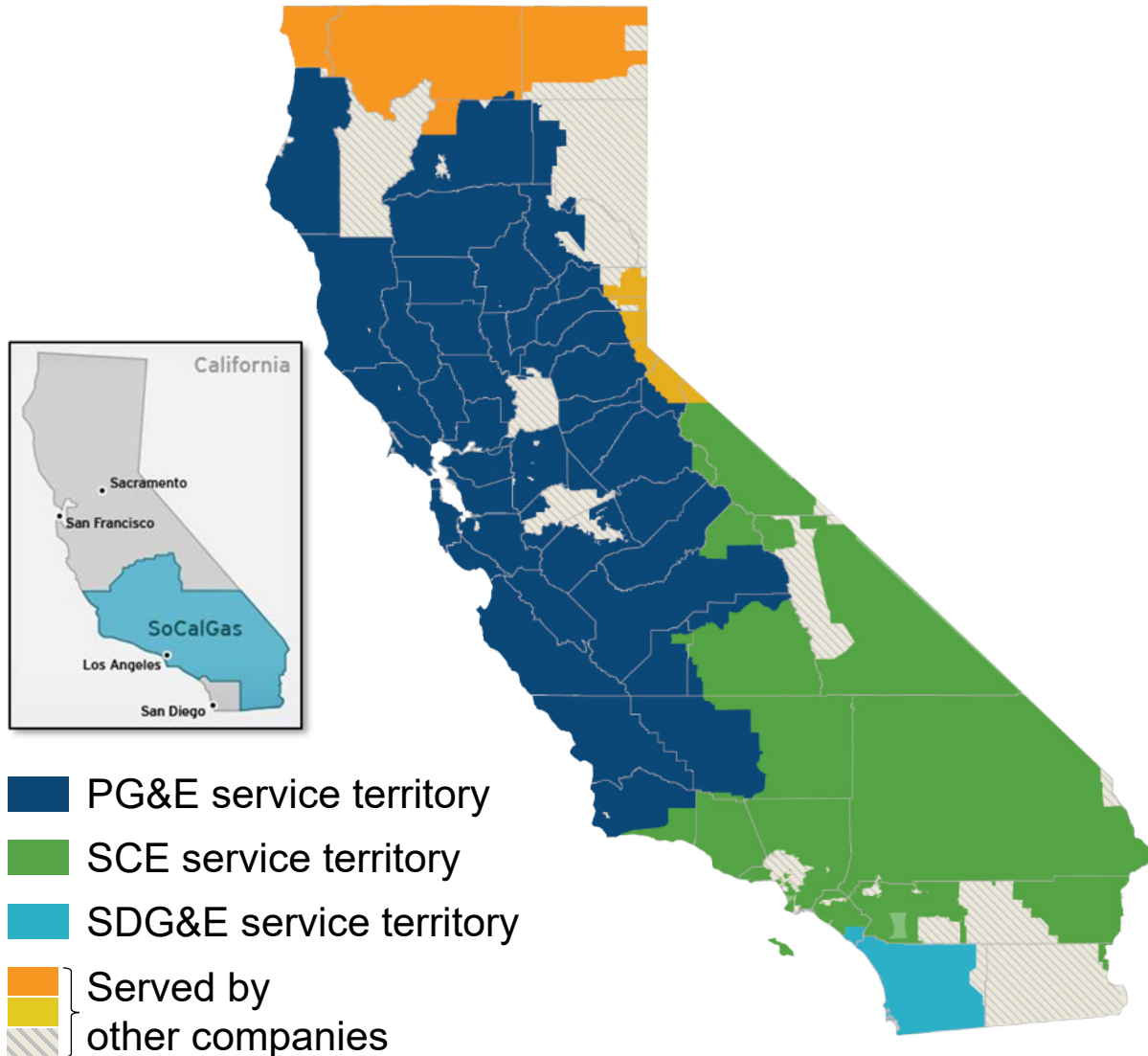
Safety Message



Preparedness Tips:

- 1 Always be prepared in case of a natural disaster or an emergency
- 2 Build a disaster supply kit for you, your family and/or your business
- 3 Be sure to include food, water, medication, flashlights, first aid kits, a list of emergency contacts and more
- 4 Visit [Prepare for Power Down Website](#) for more preparedness tips and links

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

Desiree Dunn

Medical Baseline Program Manager- SCE



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** and does not 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

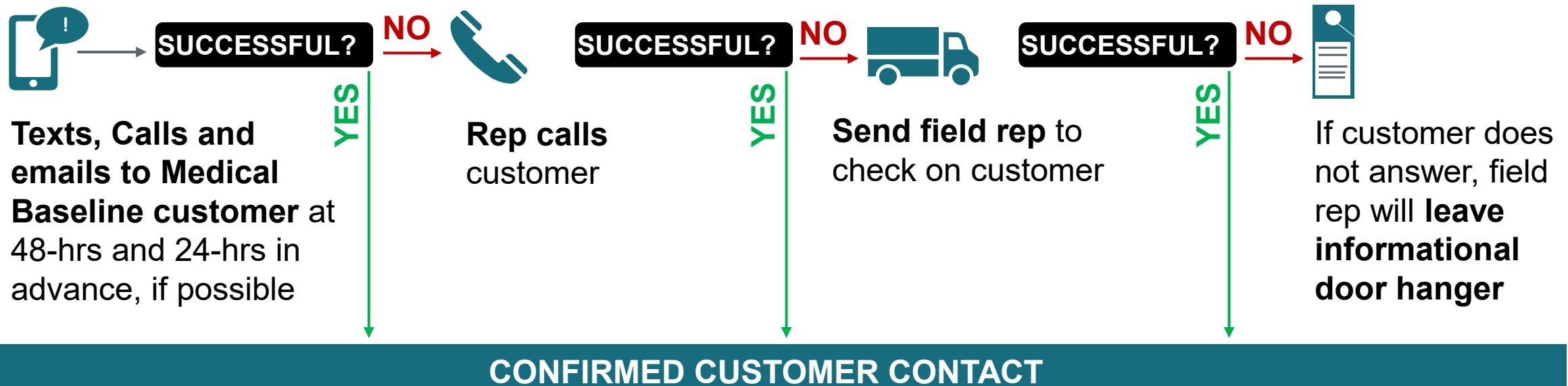


Note: Enrollment in the MBL program does not prevent customers from being disconnected for non-payment of bills or being impacted by power outages.

*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 multiple languages*) based on customers' contact preferences, and according to the following schedule:



- Customers are also notified when power is back on

* [PG&E language info](#), [SCE language info](#), [SDG&E language info](#)

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)

Awareness



Customer hears about the Medical Baseline Program

Application



Customer fills out an application online



Medical practitioner completes Part II



Utilities receive application and review

OR



Customer obtains application from utility (via direct mail, online, contact center) or their medical practitioner, fills out their portion of the form



Customer sends application to medical practitioner for certification (via appt., mail, fax)



Medical practitioner completes their portion, returns it and customer, submits the form to utility

Enrollment



If approved, customer starts receiving additional energy allotment(s) or discount and receive extra notifications in advance of a Public Safety Power Shutoff (PSPS) (electric utilities only)

Renewal

Permanent

Customer self-certifies every four years

Non-Permanent

Customer re-certifies/re-enrolls with a qualified medical practitioner every two years



Self- and re-certification for continued program eligibility

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

SDG&E's MBL Changes in April 2026

Current Benefits

- Tiered plans receive extra lower-priced energy.
- Untiered* plans may receive a 20% discount (TOU-ELEC).



What MBL Customers will Gain

- Clearer bills for Tiered plans.
- Same energy allowance offered for tiered plans.
- More flexible rate choices for untiered* plans.

- **Clear Discount Line Item:** MBL discount will appear as its own bill line item, similar to CARE.
- **More Rate Options:** 20% discount expanded to all untiered* rate plans.
- **Gradual Change:** Tiered plan discount shifts to line-item and decreases from ~36% to ~20% over four years.

*Untiered rates do not have baseline tiers. Example TOU-ELEC (Time of Use- Electric)

Public Safety Power Shutoff Preparedness and Resources

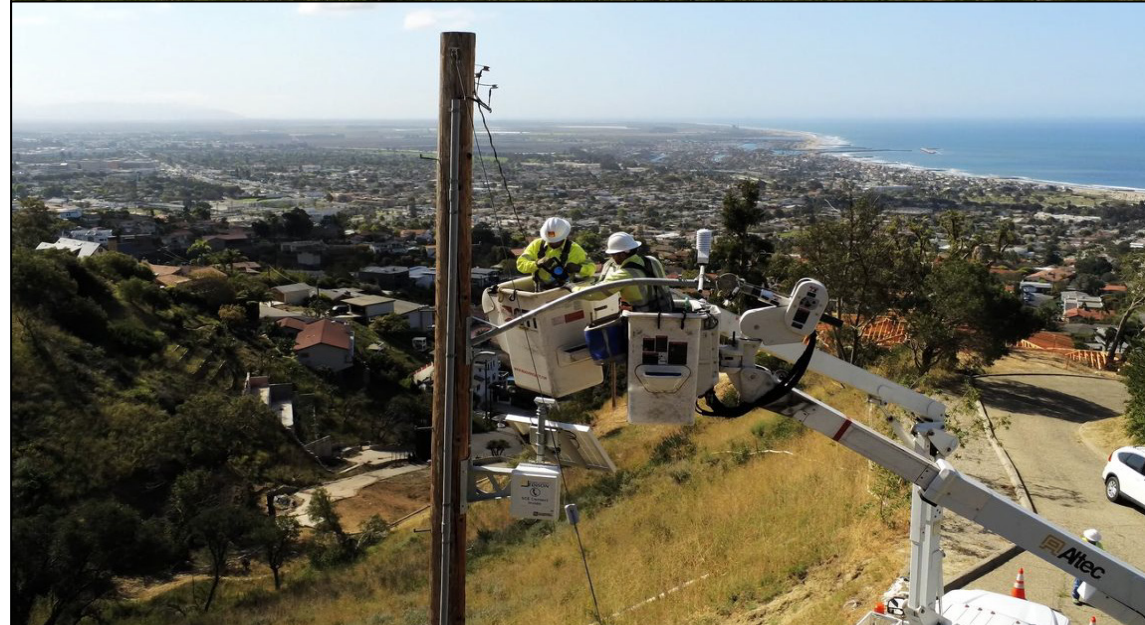
Christina Rathbun

Access and Functional Needs Senior Advisor – SDG&E



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.



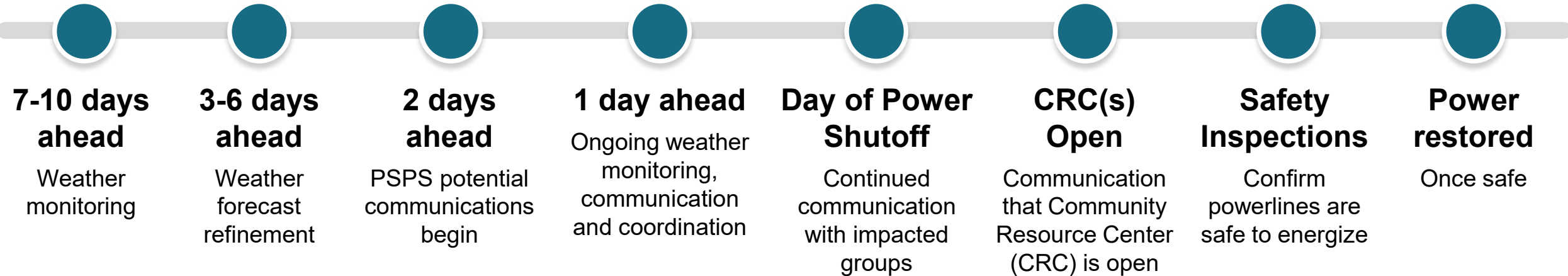
These Conditions Could Lead to a PSPS.



*A combination of these conditions can lead to a PSPS.

Public Safety Power Shutoff, Step-By-Step

Process



Notifications*



*When possible

Be Prepared Before a Public Safety Power Shutoff

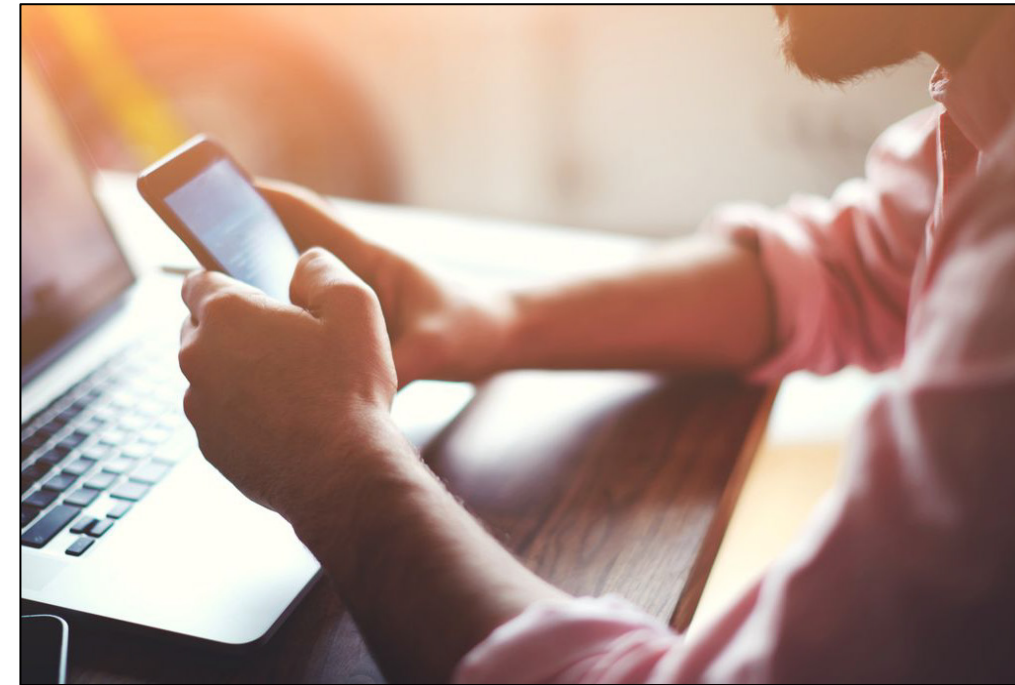
Jennifer Ocampo

Access and Functional Needs Senior Advisor - SCE

Ensure your Contact Information is Up to Date

Make certain your phone number and email address are current with your utility to ensure you receive PSPS notifications.

| Utility Website | Utility Customer Service Line |
|---------------------------------|-------------------------------|
| PG&E Alerts | 800-743-5000 |
| SCE Alerts | 800-655-4555 |
| SDGE Alerts | 800-411-7343 |



Case Workers may need to provide assistance

Create an Emergency Plan

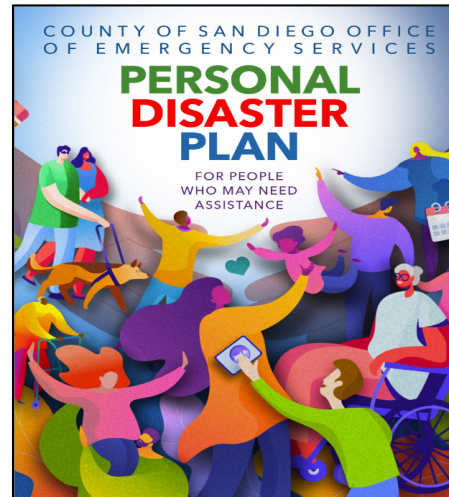
An emergency plan is taking action to be prepared before, during and after an emergency to ensure safety and wellbeing.

Utility Preparedness

[PG&E Emergency Preparedness](#)

[SCE Emergency Preparedness](#)

[SDG&E Preparedness Checklist](#)



[View the Personal Disaster Plan for assistance](#)



Plan: Pack a “go-bag” and “stay-bag”



Resources to support Case Workers develop client emergency plans

Does Your Emergency Plan Include Back-Up Power?

The utilities have several options of backup power solutions that you can explore. Some of them are listed below.

Small Portable Battery- Smaller size battery that could be used for a medical device such as a Continuous Positive Air Pressure (CPAP) machine.

Generators and Portable Battery: Add a backup power system to your home and apply for a rebate.

Self-Generation Incentive Program: Financial incentives for the installation of solar panels and battery solutions to meet the energy needs of your home homes.



Back Up Power Links

www.pge.com/backuppowers

www.sce.com/resources

www.sdge.com/genrebate



Resources to support Case Workers to obtain client backup power needs

Get *Support* During a Public Safety Power Shutoff

Aurora Cantu

Access and Functional Needs Program Manager – PG&E

Supporting Communities During PSPS

During a PSPS, Community Resources Centers provide resources and up-to-date information.

Community Resource Centers provide:

- Bottled water, ice, and light snacks
- Personal and medical device charging
- Seating and privacy screens
- Accessible Restrooms
- Accessible communications including ASL, and Video Remote Interpreting (VRI)
- Sensory and other accommodations may include sensory kits or quiet spaces



Who can qualify for AFN assistance?

The AFN population includes individuals who have the following conditions:

- ✓ Developmental or intellectual disabilities
- ✓ Physical disabilities, chronic conditions, injuries
- ✓ Limited English proficiency or non-English speaking
- ✓ Older adults
- ✓ Children
- ✓ People living in institutionalized settings
- ✓ Low income
- ✓ Homeless
- ✓ Transportation disadvantaged, dependent on public transit
- ✓ Pregnant






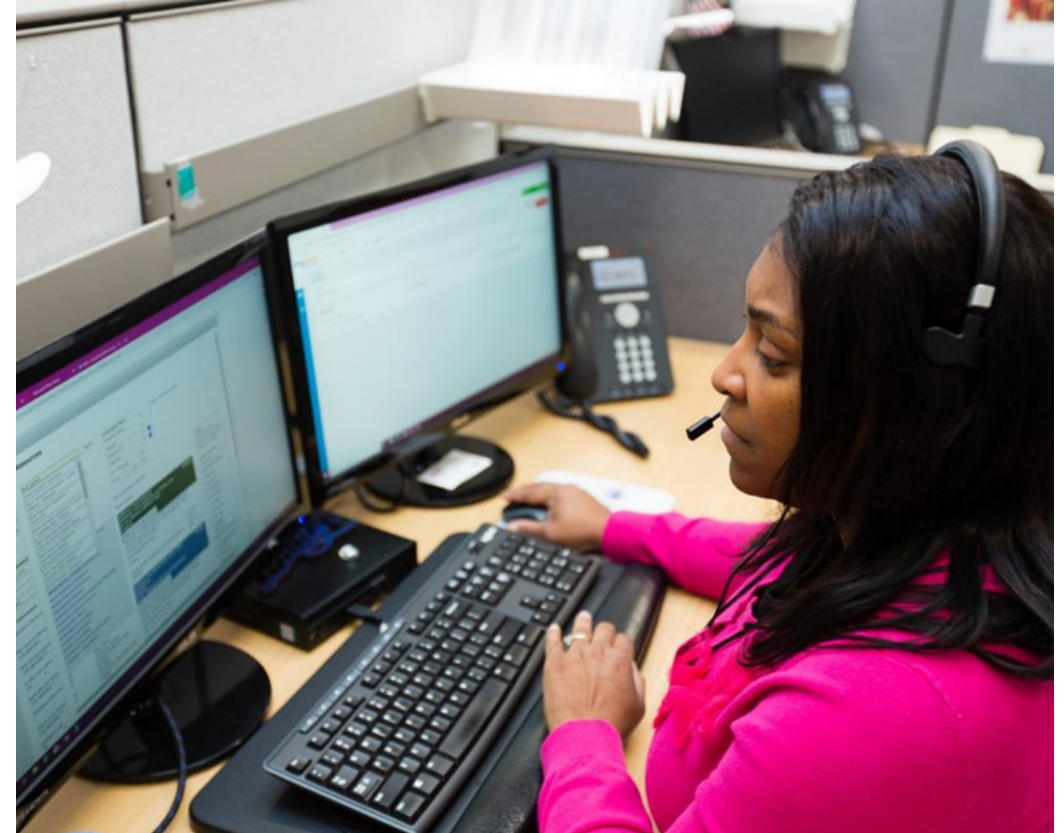
FEMA estimates that nearly half of the US population has an Access or Functional Need.

2.1.1

Supports Customers with AFN

211 call centers offer help for your clients with free confidential support before, during and after a PSPS

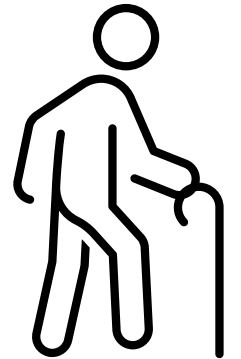
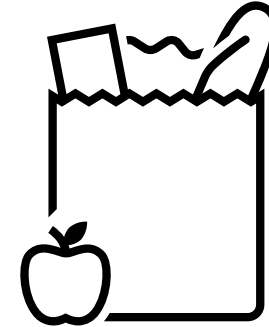
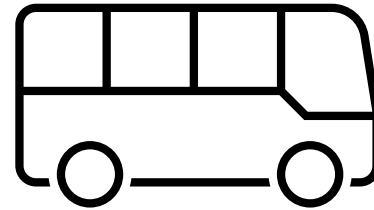
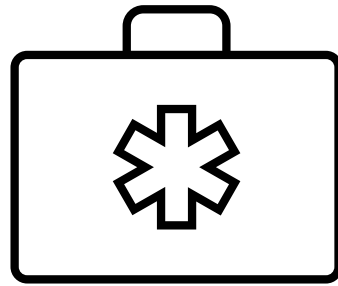
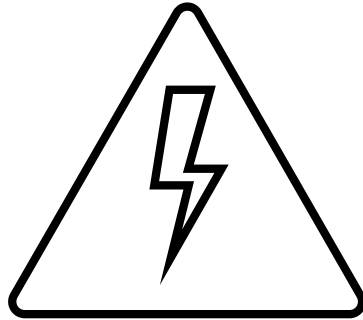
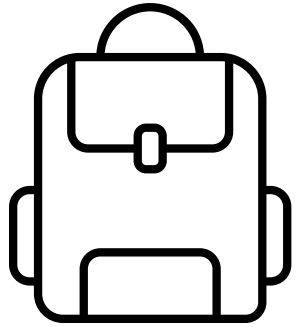
- ✓ Always available – every day and night at anytime
- ✓ Available in many languages
- ✓ Helps you prepare
- ✓ Provides real-time PSPS information
- ✓ Explore backup power options
- ✓ During PSPS, Dial 211 (or 866-FIND211) for support with:
 -  Assisted transportation or ride
 -  Hotel stays or lodging
 -  Food pantry or food delivery



Dial 211 for support during a PSPS
Video Relay Services 866-FIND211 (866-346-3211)

211 Care Coordination

Make an appointment with 211 at 211now.com for support with creating a personalized emergency preparedness plan. 211 can help you with:



An Emergency Plan

Backup Power Programs

MBL Enrollment

Assisted Transportation

Food Pantry

Referrals to Local Resources



Dial 211 for support during a PSPS
Video Relay Services 866-FIND211 (866-346-3211)

What can you do after a Public Safety Power Shutoff

Lizz Stout

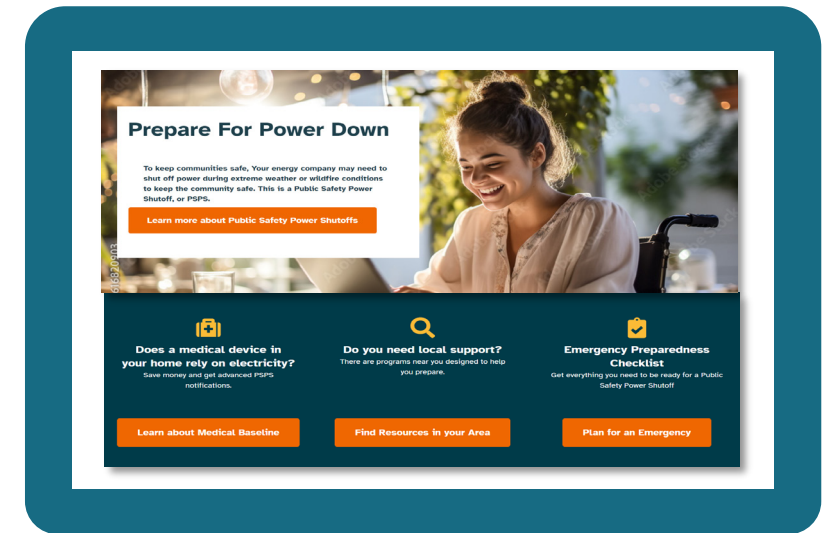
Access and Functional Needs Program Manager – PG&E

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



2026 Q&A



Session 1 & 2 Questions

Are flyers about the different programs available?

Yes. The Social Media Toolkit at the [Prepareforpowerdown.com](https://www.prepareforpowerdown.com) website has Fact Sheets. Please visit the specific utility website for their materials.

We have several recipients on IHSS who use at home dialysis and/or CPAP device nightly. What would you recommend we encourage them to do to be prepared?

Enroll in the Alerts Program. Also, sign-up for the back-up power support and/or rebate program.

Can you please let me know where we can obtain a copy of these slides?

www.prepareforpowerdown.com/community-partners/
This page includes resources and materials in multiple languages to help community partners educate their members to prepare for a Public Safety Power Shutoff

Thank you for attending



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.



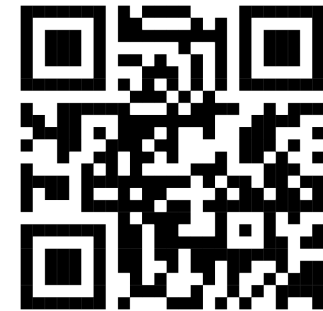
MBL application forms and brochures are available in additional languages and formats on the utilities' respective webpages and can be printed for distribution.

Contact Info

PG&E Billing Center
Medical Baseline

P.O. Box 8329
Stockton, CA
95208

Email: MBLApplications@pge.com



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.

**For Kaiser Permanente patients, download and fill out the application, include the medical devices, and submit to your local KP Release of Information (ROI) departments.*



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

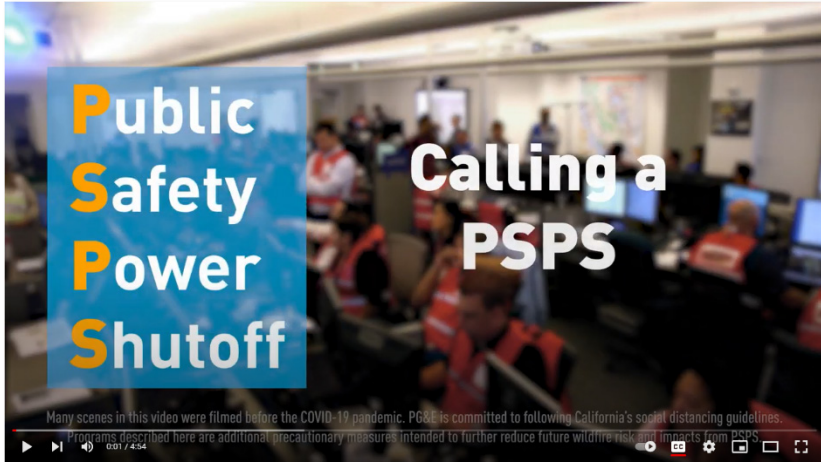
P.O. Box 513249

Los Angeles, CA 90051-1249

Fax: 213-244-4665

Email: MedicalBaselineProgram@socalgas.com

PSPS Activation Videos



pge.com/pspsvideos

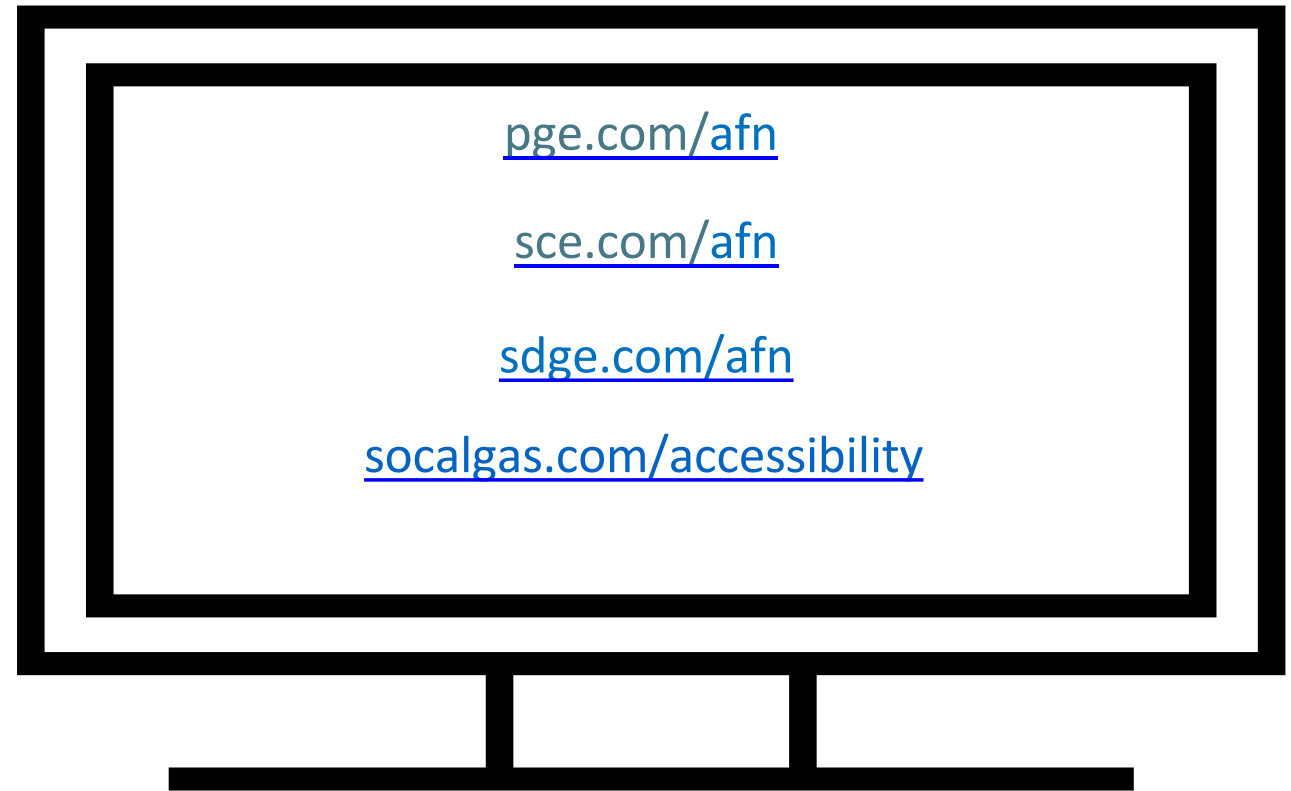
[Energized by Edison](https://www.sce.com/energized-by-edison)

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.

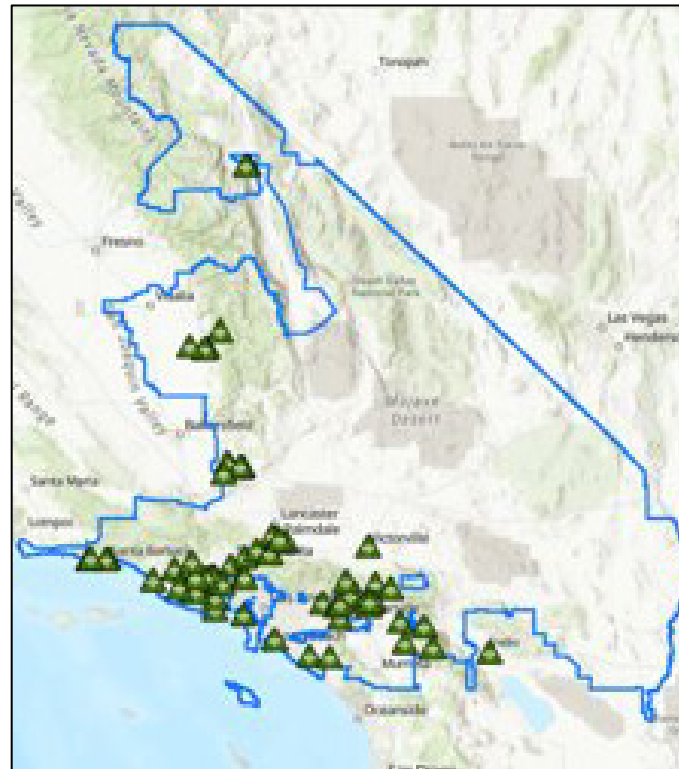


PSPS Community Resource Centers (CRCs)

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



[PG&E](#)



[SCE](#)



[SDG&E](#)

Frequently Asked Questions (FAQs)

Program Eligibility & Account Rules

Question: What happens if a customer no longer qualifies and doesn't notify the utility?

Answer: Customers should notify their utility if they are no longer eligible. There is **no penalty** if they do not, but benefits should not continue once eligibility ends.

Question: Can Medical Baseline be applied to more than one residence?

Answer: No. Customers may only receive Medical Baseline benefits at **one designated residence**.

Question: Does the customer have to be the account holder?

Answer: No. The Medical Baseline participant does not need to be the customer of record. For **master-metered accounts**, benefits are applied to the master account and distributed by the property owner.

Question: Can a conservator or guardian apply on behalf of a customer?

Answer: Yes. They may assist with the application if **legal documentation** is provided. A qualified medical professional must still complete the medical certification.

(cont.) FAQs

Applications, Timing & Renewals

Question: Where can customers find paper applications?

Answer: Paper applications are available on each utility's website and linked on the **Prepare for Power Down** website. Utility-specific links are included in the appendix.

Question: How long does approval take, and when do benefits appear?

Answer: Customers typically see benefits within **1–2 billing cycles**, sooner if applying online.

Question: Is Medical Baseline retroactive?

Answer: No. Benefits begin after enrollment is approved.

Question: What happens if a permanent customer misses their 4-year self-certification?

Answer: They must **reapply** to re-enroll in the program.

(cont. 2) FAQs

Outreach, Languages & Other Utilities

Question: How do customers receive program information?

Answer: Outreach occurs through **direct mail, Home Energy Reports, targeted campaigns**, and other communications—not necessarily monthly bill inserts.

Question: Are materials available in other languages or formats?

Answer: Yes. Language availability varies by utility. **Large print and Braille** are also available. Details are provided in the appendix.

Question: Are brochures or printable materials available?

Answer: Yes. Applications and fact sheets can be downloaded from each utility's website.

Question: Do licensed facilities (e.g., board and care) qualify?

Answer: No. Medical Baseline is for **residential customers only**.

Question: What about utilities outside of those presenting today (e.g., SMUD)?

Answer: Customers should contact their local utility directly (e.g., **SMUD has a separate Medical Equipment Discount program**).