

Medical Baseline Program Introduction

Welcome to this introduction to the PG&E Medical Baseline Program.

It provides energy at the lowest price on your current rate plan if you have qualifying medical equipment in your home. Or a medical condition with specific heating or cooling needs. So you pay less for the energy you need.

Some examples of qualifying medical equipment include motorized wheelchairs, CPAP machines, respirators, and dialysis machines.

Some qualifying conditions are sleep apnea, multiple sclerosis, paraplegia, quadriplegia, hemiplegia and others that have specific heating and cooling needs.

During wildfire season, power may be interrupted for safety reasons. Medical Baseline customers receive additional notifications before a Public Safety Power Shutoff. This gives you extra time to prepare before the power outage so you can stay safe.

Eligibility is not based on income, just the medical needs of the patient in the home.

Applying online is the easiest option, and gets your benefits started the fastest.

Just follow these steps:

One: Fill out the online application form at pge.com/medicalbaseline

Two: You'll receive an email with your unique confirmation code and instructions. Share them with your qualified medical practitioner and explain that you need help with your application.

Three: Your medical practitioner will use your unique code to complete their portion.

Four: Once your application is processed, you'll be enrolled in the program. Certain electric rate plans may be excluded. Check online at pge.com/medicalbaseline for more information.

You can also visit pge.com/medicalbaseline to download and print a paper application form to complete and mail to us. Or call 1-800-743-5000 and request a paper application form in large print or Braille to be mailed to you. The customer service representative can assist you with any questions you may have.

We're here to help. Thanks for learning about the Medical Baseline Program.