

PG&E's Public Safety Power Shutoff Program (PSPS) Assistance

PG&E's Public Safety Power Shutoff Program (PSPS) is when PG&E proactively shuts off power to electrical assets that are located in high fire risk areas. PG&E's focus this year is to reduce wildfire risk across our system, continue to improve our situational awareness and reduce the impact of public safety outages on customers and community's. We are working to ensure the length of outages and number of people impacted by Public Safety Power Shutoffs (PSPS) events are reduced every year.

PG&E has a couple of programs that can assist our Access and Functional Needs communities through these outages:

Medical Baseline:

The Medical Baseline Program, also known as Medical Baseline Allowance, is an assistance program for residential customers who have special energy needs due to qualifying medical conditions. Customers who are eligible for Medical Baseline receive an **additional** allotment of electricity and/or gas per monthly. This helps ensure that more energy to support qualifying medical devices is available at a lower rate. The program includes two different kinds of help:

1. A lower rate on your monthly energy bill
2. Extra notifications in advance of a Public Safety Power Shutoff

Due to COVID-19 shelter-in-place requirements and changing medical practitioner priorities, customers may be unable to consult with their medical providers and receive the certification normally required to enroll in the Medical Baseline Program. To assist during this difficult time PG&E customers can now self-certify their eligibility to enroll in the program.

Process: pge.com/medicalbaseline

- Complete all steps on the Medical Baseline application, except for medical practitioner Step 5, Section 3
- Mail the completed application: PG&E Billing Center Medical Baseline PO BOX 8329 Stockton, CA 95208
- Prior to the 1 year re-certify, reminder notifications will be sent to enrolled customers including updates about whether a qualified medical practitioner signature will be needed

CFILC Portable Batteries:

As part of Pacific Gas and Electric Company's (PG&E) commitment to safety and supporting customers and communities, the company will join with the California Foundation for Independent Living Centers (CFILC) as it supports customers with disabilities and older customers who are most vulnerable when the power goes out.

Known as the [Disability Disaster Access and Resources Program](#), the joint effort will aid the disability, aging and Access and Functional Needs (AFN) population ahead of a Public Safety Power Shutoff (PSPS), when power is turned off during times of heightened wildfire risk.

The pilot disaster readiness program is being implemented by local Independent Living Centers associated with CFILC. The program will enable the local centers to provide qualifying customers who use electrical medical devices with access to backup portable batteries through a grant, lease-to-own or the [FreedomTech](#) low-interest financial loan program. Transportation resources, lodging and food,

emergency planning, education and outreach about PG&E programs such as Medical Baseline also will be part of the program.

Applications for portable backup batteries will be available online and at Independent Living Centers across the state. Individuals who use life-sustaining electrical support will be the highest priority. Through the application process, the CFILC's Disaster Resource Advisory Committee will make the ultimate determination about the distribution of resources. CFILC will administer all aspects of the program.

Coordination of resources takes time, so individuals are encouraged to engage with their local centers and formulate a plan long before a safety shutoff is imminent. Customers can find the location of Independent Living Centers by visiting www.cfilc.org/find-ilc. Hours of operation may be impacted due to the COVID-19 pandemic.

CFILC serves as a membership association for most of the local Independent Living Centers across PG&E's service area. They are grassroots organizations run by, and for people with disabilities, and they provide a variety of services to people across all types of disabilities and ages. Partnering with centers already working together to support the most vulnerable individuals in PG&E's service area is one of the best ways to reach the disabled community during PSPS events or emergencies.

Turning off the power creates a hardship for all PG&E's customers, and a PSPS can impact vulnerable customers dramatically. By working with and offering financial assistance to CFILC, PG&E can help alleviate some of the disruptive impacts and support the safety and wellness of these customers.

Even before the official program was launched, PG&E and CFILC partnered to provide the AFN community with accessible transportation, lodging, backup batteries and other services during safety shutoffs in 2019.

During events in October and November, more than 1,100 individuals got some assistance from the CFILC with the support of PG&E. That support includes providing more than 195 batteries for backup power and 217 hotel stays. Additionally, more than 20 customers were provided with accessible transportation to hotels and 122 food vouchers were provided. Many of the local Independent Living Centers provided charging for phones and electric devices.

Some of the measures included in this are contemplated as additional precautionary measures intended to further reduce the risk of wildfires

We respect your privacy. Please review our privacy policy for more information.

<http://www.pge.com/en/about/company/privacy/customer/index.page>