



Community Wildfire Safety Program

Support for Medical Baseline Customers



Portable Battery Program

To help lessen the impact of wildfire safety power outages, PG&E's Portable Battery Program (PBP) provides backup batteries for qualifying customers who rely on power for medical devices.

PG&E partners with community-based organizations to provide customers with portable batteries and refrigeration for medication. In 2020 and 2021, more than 10,700 portable batteries were delivered through the PBP.

Program partners will reach out to eligible customers to conduct a phone or email assessment in order to match the customer with the best fully subsidized battery available for their specific needs.

Key Information

- Qualifying customers must be enrolled in PG&E's Medical Baseline Program and live in a High Fire-Threat District, or have experienced two or more Public Safety Power Shutoffs (PSPS) since 2020.
- Customers who are not enrolled in the Medical Baseline Program but are reliant on assistive technology or durable medical equipment may be referred to the [Disability Disaster Access & Resources Program](#).



How It Works

- 1 For pre-qualified customers, no action is needed. PG&E program partners will reach out directly to **conduct assessments**.
- 2 **The appropriate portable battery is matched** to the power needs of the customer's critical medical device(s).
- 3 **Battery is delivered** to the customer.



If the power needs of a customer's critical medical device(s) **exceed portable battery capabilities, the customer is referred** to the **Disability Disaster Access & Resources Program** for alternative support.

Portable Battery Program Resource Partners

| ORGANIZATION | COUNTIES SERVED | CONTACT INFORMATION |
|--|---|---|
| Central Coast Energy Services | Marin, Monterey, San Benito, San Mateo, Santa Clara, Santa Cruz | Website: energyservices.org/pssp Phone: 800-564-4012 Email: PSPS@EnergyServices.org |
| Community Resource Project | Yuba | Website: communityresourceproject.org Phone: 833-232-3355 |
| North Coast Energy Services | Lake, Mendocino, Napa, Solano, Sonoma, Yolo | Website: nces.org Phone: 707-463-0303 Email: outreach@nces.org |
| Redwood Community Action Agency | Humboldt | Website: rcaa.org Phone: 707-269-2016 Email: mguzman@rcaa.org |
| Richard Heath and Associates | Alameda, Alpine, Amador, Butte, Calaveras, Colusa, Contra Costa, El Dorado, Fresno, Glenn, Kern, Lassen, Madera, Mariposa, Nevada, Placer, Plumas, San Joaquin, San Luis Obispo, Santa Barbara, Shasta, Sierra, Siskiyou, Stanislaus, Tehama, Trinity, Tulare, Tuolumne | Website: pgebatteryprogram.com Phone: 559-214-1190 Email: pgebatteryprogram@rhainc.com |

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