

# Do You Have the Energy You Need to Protect Your Health?

## Medical Baseline Facts

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### What is Medical Baseline?

The Medical Baseline program helps people who have serious medical conditions and/or medical equipment that makes it hard to afford your monthly bill. Customers who qualify for Medical Baseline can get more of their gas and electricity at lower rates.

### How it works

All customers get a standard “Baseline Allowance” each month. The Baseline Allowance is a set amount of electricity and natural gas for basic needs that is charged at the lowest rate. Medical Baseline customers get an additional Medical Baseline Allowance of approximately 500 kilowatt-hours of electricity and/or 25 therms of gas at the lowest rate each month. This can help you reduce energy costs.

If the standard Medical Baseline Allowance does not meet your household medical needs, you may ask for an additional Medical Baseline Allowance.

### Who qualifies for Medical Baseline?

Anyone who lives in your home full-time can qualify for this program. Medical Baseline is based on medical condition and/or use of medical devices only, **not on income**. Your application must be filled out and signed by the account holder and a doctor must fill out and sign the Medical Baseline application.

### Qualifying medical conditions

Customers who require permanent space heating or air conditioning due to conditions such as the following are eligible for Medical Baseline:

- **Paraplegia** - paralysis of the lower half of the body including both legs
- **Quadriplegia** – paralysis of both arms and both legs
- **Hemiplegia** – total or partial paralysis of one side of the body
- **Multiple sclerosis** – a disease of the nervous system that causes gradual loss of muscle control
- **Scleroderma** – an autoimmune, rheumatic, and chronic disease that affects the body by hardening connective tissue
- **A compromised immune system**
- **A life threatening illness**

### Qualifying medical devices

- Aerosol tents
- Apnea monitors
- Hemodialysis machines
- Kidney dialysis machines
- Suction machines
- IPPB machines
- Electrostatic nebulizers
- Ultrasonic nebulizers
- Pressure pumps
- Pressure pads
- Compressors
- Electric nerve stimulators
- Motorized wheelchairs
- Iron lungs
- Respirators
- Oxygen concentrators
- Other equipment that uses electricity may qualify

### Medical devices that do NOT qualify

- Whirlpool pumps
- heating pads
- vaporizers
- humidifiers

- pool or tank heaters
- saunas or hot tubs

## How to Apply

Get more information and an application by contacting your utility company:

**PG&E** 1-800-743-5000  
**SCE** 1-800-655-4555  
**SoCalGas** 1-800-427-2200  
**SDG&E** 1-800-411-7343

## Frequently Asked Questions

### What if my medical condition is not on the list?

If you have a serious medical condition and/or use a medical device that increases your energy costs, but is not listed above, you might still qualify for Medical Baseline. Call your utility to discuss your situation.

### Do I have to renew my application at any time?

If you have a permanent disability certified by your doctor, you will need to self-certify your eligibility every two years.

If you do not have a permanent disability, you will have to self-certify each year and will need a doctor's certification every two years.

### Can a person on medical baseline be shut off?

Yes, under certain circumstances. However, if you are on Medical Baseline, life support, or self-certify to your utility that you have a serious illness or condition that could become life threatening without electricity or gas, your utility (PG&E, SCE, SoCalGas, or SDG&E) is required to make an in-person visit a few days before a shutoff is scheduled or at the time of disconnection for non-payment.

SDG&E and SoCalGas will also extend this in-person

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visit to customers known to be elderly (62 or older) or who have a disability. You can make a payment during this visit. Available payment options vary by utility company.

SoCalGas will additionally send a utility representative to your home if you notify the utility (before the disconnection notice expires) that you are unable to deliver payment in time to avoid the disconnection because of age or disability, so that the representative can collect payment from you at your home. The utility may also want to verify your medical need.

**You have the right to ask for a 12-month payment plan.**

### Where Can I Get Financial Assistance?

Call the Low-Income Home Energy Assistance Program (LIHEAP) at 1-866-675-6623 and apply for financial assistance. You can also call your utility and ask them for information about other programs they might offer.

### Exercise Your Rights

If you are denied service or assistance, you have the right to file a complaint with the California Public Utilities Commission at:

<https://appsssl.cpuc.ca.gov/cpucapplication/> or call the CPUC hotline at: 1-800-649-7570.

However, it is important that you first contact the company to try to resolve any complaints.

**If you believe people should have access to energy as a basic human right, join our Power@Home campaign by contacting TURN – The Utility Reform Network. Contact Gabriela Sandoval at (415) 929-8876 ext. 367 or [gsandoval@turn.org](mailto:gsandoval@turn.org)**

Visit our website at [www.turn.org](http://www.turn.org) for more information.

