



## Medical Baseline: Get assistance for critical energy needs

We know how important reliable power is to you and your family, especially when you depend on it for health and safety. The Medical Baseline Program offers assistance to residential PG&E customers who depend on power for certain medical needs. This includes:

- **An additional monthly allotment of energy or a discount depending on your rate.** Please note that only certain rate plans are eligible.
- **Extra notifications in advance of Public Safety Power Shutoffs (PSPS),** which may include additional phone calls or a doorbell ring.

### Am I eligible?

You may be eligible if you use medical equipment or have a medical condition with specific heating or cooling needs. Eligibility is not based on income.

You can apply online or print a paper application form. The second part of the application form must be completed by your medical practitioner.

To apply and for more information on qualifying equipment, conditions and eligible rates, visit [pge.com/medicalbaseline](https://pge.com/medicalbaseline).

If you need assistance applying or a large print or braille application form, call [1-800-743-5000](tel:1-800-743-5000).

To be sure we can contact you if we need to turn off power for a PSPS, update your contact information by visiting [pge.com/alerts](https://pge.com/alerts) or calling [1-866-743-6589](tel:1-866-743-6589). For text alerts add a cell number.

When you do receive a notification from PG&E, it is critical that you answer the call or reply to the text message so we know you received the message.

TTY: [1-800-652-4712](tel:1-800-652-4712) • Para más detalles, llame al [1-800-660-6789](tel:1-800-660-6789)  
詳情請致電 [1-800-893-9555](tel:1-800-893-9555)

# Third Party Notification:

## A caring way to help ensure a relative or friend stays connected

PG&E's Third Party Notification Service helps ensure loved ones receive the gas and electric services that keep them safe and comfortable. This service allows customers to name a relative or friend to receive duplicate copies of past due payment notices. The designated person is not responsible for paying the amount due and cannot view account information, but this person can help call attention to the issue and help ensure PG&E service remains uninterrupted.

For more information on how a customer can authorize a third party to receive copies of past due payment notices, please visit [pge.com/thirdpartynotification](https://pge.com/thirdpartynotification) or call **1-800-743-5000** for more information.

El Servicio de Notificación a Terceros de PG&E ayuda a asegurarse de que nuestros seres queridos reciban los servicios de suministro de gas y electricidad que los mantienen seguros y cómodos. Este servicio les permite a los clientes designar a un familiar o amigo a fin de que reciba copias por duplicado de los avisos de pago vencido. La persona designada no es responsable de pagar la cantidad vencida ni puede ver la información de la cuenta, pero esta persona puede ayudar a estar pendiente del asunto y ayudar a asegurarse de que el servicio de PG&E continúe sin interrupciones.

Si desea obtener más información sobre cómo un cliente puede autorizar a un tercero a recibir copias de los avisos de pago vencido, por favor visite el sitio [pge.com/thirdpartynotification](https://pge.com/thirdpartynotification) o llame al **1-800-660-6789**.

PG&E 第三方通知服務可協助確保親人獲得煤電服務，讓他們隨時過著安全舒適的生活。這項服務容許用戶預先指定一位親人或朋友接獲逾期付款通知。這位親人或朋友無須負責繳交到期應付金額，且不會看到帳單金額資訊；但是，此人可以協助提醒用戶注意有關問題，確保他們能持續使用 PG&E 服務。

若要了解用戶如何授權第三方接獲逾期付款通知，請上網站 [pge.com/thirdpartynotification](https://pge.com/thirdpartynotification) 瀏覽，或致電 **1-800-893-9555** 查詢詳情。