

# Medical Baseline Allowance Program



*San Diego Gas & Electric® (SDG&E®) is dedicated to providing safe and reliable energy to those who depend on life support equipment or special environmental conditions. The Medical Baseline Allowance Program helps customers save every month on their energy bill.*



*Over 50,000 customers, from newborns to seniors, have qualified for our program. Anyone who uses certain medical devices or needs space heating or air conditioning because of a medical condition may qualify. We know those needs require an increase in energy use, so we offer this program to help reduce monthly bills.*

## **What is the Medical Baseline Allowance Program?**

The Medical Baseline Allowance Program provides an additional amount of gas and electricity at the lowest rates for residential customers. It is not a discount or rebate.

In addition to your standard baseline allocation, the allowance received with the program is 16.5 kWh of electricity per day or 0.822 therms of natural gas per day, or both.

## **Who is eligible for the Program?**

Anyone with a qualifying medical need can apply for the allowance. To qualify, you or a full-time resident of your home must meet one of the following requirements:

- Require permanent space heating or air conditioning due to conditions such as paraplegia, quadriplegia, hemiplegia, multiple sclerosis, scleroderma, a compromised immune system, a life-threatening illness or to prevent deterioration of a medical condition.
- Require one of the following devices:
  - Aerosol tents
  - Apnea monitors
  - Continuous positive air-way pressure machines (CPAP)

- 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

Some equipment does not qualify for the allowance, including whirlpool pumps, heating pads, air filters, vaporizers, humidifiers, pool or tank heaters, saunas or hot tubs. However, other equipment that uses electricity may qualify.

## **What if I pay my landlord for my energy?**

You can apply for the Medical Baseline Allowance Program even if you pay for your energy through your landlord or property owner. If your landlord or property owner provides your energy bill, that bill will have the additional allowance.

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## » Do I have to renew my application?

Occasionally we may ask that you renew and update your Medical Baseline Allowance application. When we do this, we'll mail you a renewal notice.

## Do I have other responsibilities?

If you receive the allowance, you have some responsibilities.

- While we do our best to avoid outages, we cannot guarantee that the power will always be on. Outages happen. We'll attempt to notify you in advance of a state-directed power outage. However, if you require life support equipment, you should make arrangements for a back-up power supply in case of an outage. If you'll be using a generator in case of an outage, state law requires that you call and notify us that you have a generator.
- You're responsible for paying your SDG&E bill within 19 days of the date it is mailed to you. Call our Customer Contact Center immediately if you think you may have difficulty paying your bill. If you do not pay your SDG&E bill on time or make suitable payment arrangements, your service could be shut off.
- You're also responsible for notifying us if the medical equipment is no longer needed, or if the person using it no longer lives at the address where the allowance is given.
- If you move, please let us know as your allowance does not transfer automatically.

## How do I apply?\*

Applying for the program is easy.

1. You need to complete Part 1 of the application.
2. Have a licensed Medical Practitioner\*\* verify your medical condition, the need for the equipment, or both, fill out Part 2 and sign.
3. Return Part 1 and Part 2 together to SDG&E by mail, fax or email (all located on the application).

**Your application will be processed within 30 days of receiving it. Please keep a copy for your records.**

## Contact us

If you'd like more information on the Medical Baseline Allowance Program or any of the services we offer, contact SDG&E at **1-800-411-7343** or by email at [medicalbaseline@sdge.com](mailto:medicalbaseline@sdge.com). You can also visit us at [sdge.com/medicalbaseline](http://sdge.com/medicalbaseline). Medical Baseline Allowance

applications are available to download from our website in English, Spanish, Chinese, Vietnamese, Tagalog and large type.

## Other helpful services

SDG&E provides a variety of services that can help you with bill payments:

### Third-party reminder

If you or someone you know needs an extra reminder to pay their SDG&E bill, use our Third-Party Notification service. With this service, we'll notify another person of your choice if your payment is late. This can help avoid any interruption in service. To enroll, call **1-800-411-7343** or visit [sdge.com/thirdparty](http://sdge.com/thirdparty).

### Level Pay Plan (LPP)

If you'd like to have more predictable energy bills each month, our LPP can help at no cost. This plan helps smooth out the ups and downs of your monthly energy bill. These highs and lows are caused by changes in the weather and how you use your appliances.

LPP will average your annual energy use and costs during a 12-month period. You pay an average bill amount each month instead of actual charges. To apply either call us at **1-800-411-7343** or visit us at [sdge.com/lpp](http://sdge.com/lpp) and click on the enroll online link.

### Payment offices

You can also pay your bill at any of our branch offices or one of our many independent bill payment locations throughout the area. Call **1-800-411-7343** to locate a payment office.

### CARE Program

You may qualify for a discount every month on your SDG&E bill if your household meets the requirements. Call **211** or visit [sdge.com/care](http://sdge.com/care) to apply. You will need your account number.

### Energy Savings Assistance Program

Save money and live more comfortably with free weatherization services and new appliances from this program, which is open to renters and homeowners.\*\*\* Visit [sdge.com/esap](http://sdge.com/esap) or call **1-866-597-0597**.

### TDD/TTY

For people with hearing impairments, SDG&E offers TDD/TTY at **1-877-889-7343**.

\*Per SDG&E Advice Letter 3516-E-A/2854-G-A, submitted pursuant to Resolution M-4842, medical provider certification for program enrollment will be suspended for a period of up to 12 months from the date of Resolution M-4842, or April 16, 2021.

\*\*A licensed Medical Doctor (M.D.), Doctor of Osteopathy (D.O.), Nurse Practitioner or Physician Assistant may certify a patient's eligibility as having a life-threatening condition or illness.

\*\*\*Homes previously participating in the program may be excluded from additional program participation.