

Joint IOU Medical Baseline Program (MBL) Overview

Low Income Oversight Board 3rd Quarterly Meeting
Thursday, September 29, 2022



Medical Baseline (MBL) Program



The Medical Baseline (MBL) Program is an assistance program **for residential customers who have extra energy needs due to qualifying conditions.**



The MBL Program is **NOT an income eligibility program.**



Customers enrolled in the MBL program receive an **additional allotment of electricity and/or gas every month at the lowest price available on their rate.**



Patients must be a **full-time resident in the home.**



Enrollment in the MBL program lets the utility know that someone in the home relies on medical equipment and **may be vulnerable during power outages.**



MBL: Marketing, Education, and Outreach

Marketing

	MBL Acquisition Email	MBL Acquisition Direct Mail	Wildfire Preparedness (Email/Direct Mail)	Bill Inserts/ Onsert	Master Meter Tenant Direct Mail	Targeted Digital Campaign	Targeted Mass Market Campaign	Univision TV Ads (Spanish)	Outbound Call Campaign	IHSS Provider Campaign	Medical Device Retailer Campaign	Cross Promotion w/other Assistance Programs
PG&E	X	X	X	X	X	X	X	X	X	X		X
SDG&E	X		X	X						X	X	X
SCE	X		X	X	X	X	X			X		X
SCG	X	X		X		X	X			X		X

Education/Engagement

	Content in Multiple Language on Website	Outreach Brochures	MBL Video	MBL Factsheet	Wildfire Preparedness Brochure	MBL Healthcare Flyer and Tabletop
PG&E	X	X	X	X	X	X
SDG&E	X	X		X		
SCE	X	X	X	X	X	
SCG	X	X		X		

Outreach

	Wildfire Webinars	CBO/Faith Based Partnerships	CARE Contractors Training	Tribal Community Engagement	Healthcare Professionals/ IHSS Providers Training	Targeted Sponsorships & Partnerships	Community Events
PG&E	X	X	X	X	X	X	X
SDG&E	X	X		X	X	X	X
SCE	X	X	X	X	X	X	X
SCG		X		X	X	X	X

MBL: Benefits

1. Additional monthly allotment of energy

In the MBL program, customers on **eligible rates** receive additional

- 16.5 kilowatt-hours (kwh) of electricity/day and/or
- 0.822 therms of gas/day

at their baseline (lowest) price depending on their energy needs as verified by a medical practitioner during their MBL certification.

2. Extra notifications in advance of a Public Safety Power Shutoff (PSPS)

PSPS notifications may be sent via automated calls, texts and emails (available in sixteen languages) based on customers' contact preferences, and according to the following schedule:

2 days before power is turned off (WATCH)	1 day before power is turned off (WATCH)	Just before power is turned off (WARNING)	During the PSPS	Once power is restored
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MBL customers receive extra notifications as part of this outreach, which may include **additional phone calls or a door-bell ring** to ensure they're aware and can prepare to stay safe.

It is important that MBL customers **acknowledge receipt of a notification** by answering the phone and speaking or replying to the text message.

*It is important to note that approval of the MBL program does not prevent customers from being disconnected for non-payment of bills or being impacted by power outages.

MBL: Eligibility

- Below are a few *examples* of qualifying conditions or devices that meet eligibility for the program. More information can be found on the utility's dedicated websites.
- **We encourage customers to NOT disqualify themselves if they do not see their medical condition or device listed on the utilities' websites.**
- We recognize that new devices and technologies are being introduced regularly and we evaluate every application and condition/device, for eligibility.

Examples of Qualifying Medical Conditions

- Paraplegic, hemiplegic or quadriplegic condition
- Multiple sclerosis with additional heating and/or cooling needs
- Scleroderma with additional heating needs
- Life-threatening illness or compromised immune system, and additional heating and/or cooling are needed to sustain life or prevent medical deterioration
- Asthma and/or sleep apnea

Examples of Qualifying Medical/Mobility Devices

- Motorized wheelchair/scooter
- CPAP or other breathing machines
- Respirator (all types)
- Hemodialysis machine

Note: Qualifying medical devices include any medical device used to sustain life and require additional energy. Devices are for home-use only. Devices used for therapy generally do not qualify.

MBL: Enrollment



- Pacific Gas & Electric (PG&E), San Diego Gas & Electric (SDG&E), Southern California Edison (SCE) and SoCalGas make applying for the Medical Baseline Program as convenient as possible by providing the following options to their customers:
 1. Applying online on the dedicated Medical Baseline websites, or
 2. Printing an application from the utilities' webpages and mailing it in, or
 3. Calling the utility Customer Service numbers to request an application be mailed
- Caretakers, family members or agents providing support to qualifying individuals can also assist their clients in applying for the program.
- MBL enrollment requires the MBL application form to be completed and signed by a Qualified Medical Practitioner*.
- MBL Application forms are processed within 7-30 days of receipt. Customers would start seeing additional MBL energy allotments on their energy statements within 1-2 billing cycles.

* A qualified medical practitioner is a licensed physician, nurse practitioner, physician assistant or person licensed pursuant to the Osteopathic Initiative Act

MBL: Recertification & Self-Certification

- While certifying their patient for MBL Program the medical practitioner must indicate whether the patient has a **permanent condition**, or if not, the **approximate duration of medical condition**

No. of Years _____ or Permanently

- This determines how often the customer will need to re-certify for continued eligibility

Non-Permanent Medical Conditions

Every year

The customer must self-certify for continued eligibility

Every two Years

The customer must recertify, meaning they need to reapply and obtain a qualified medical practitioner's certification

Permanent Medical Conditions

Every two years

The customer must self-certify for continued eligibility

Joint IOU Proposal to Modify MBL Renewal Process

Background: MBL program was last revised in 2002 pursuant to CPUC decision D.02-04-026 (Ordering Paragraph 22). This decision also included the following modifications to the MBL recertification and self-certification processes:

1. *“Customers certified as having a permanent disability will need to self-certify their eligibility every two years, in lieu of obtaining a physician’s signature or authorization, to (at a minimum) ensure their continued residence at the service address, and*
2. *Those customers not having a permanent disability will need to self-certify each year, and will need a doctor’s certification every two years”*

Modification Proposal: On August 2, 2022, the IOUs filed a joint Petition for Modification* to modify Medical Baseline (MBL) renewal process.

	D.02-04-026 Requirement	Joint IOU Proposal
Permanent Condition	Self-certification every two years	Self-certification every four years
Non-Permanent Condition	Self-certify annually Qualified medical practitioner certification every two years	Eliminate self-certification Retain qualified medical practitioner certification every two years

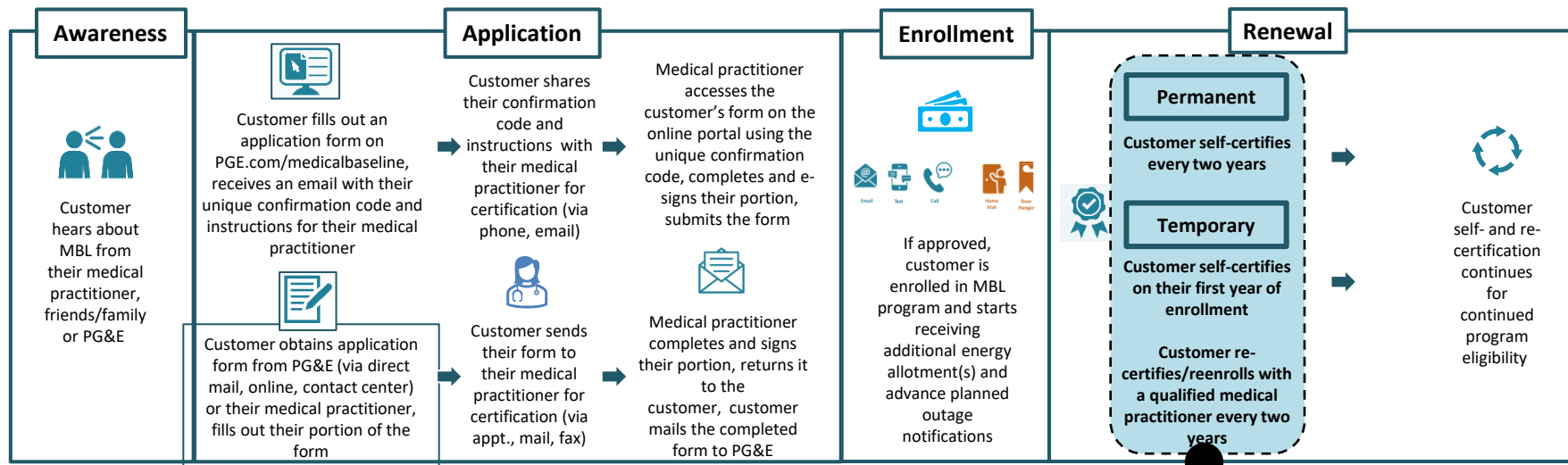
Ultimately, the Joint IOUs proposal is justified because it:

- Aligns with the shared goals of the Legislature, Commission, stakeholders, and IOUs to increase enrollments in the MBL program; and
- Supports MBL customer retention and delivery of important benefits, such as specific outreach and notifications during emergencies and additional outreach and support to avoid potential disconnection

*JOINT PETITION OF PACIFIC GAS AND ELECTRIC COMPANY (U 39-M) SAN DIEGO GAS AND ELECTRIC COMPANY (U 902-E), SOUTHERN CALIFORNIA EDISON COMPANY (U 338-E) AND SOUTHERN CALIFORNIA GAS COMPANY (U 904-G) FOR MODIFICATION OF DECISION 02-04-026

Joint PFM Aims to Simplify MBL Renewal Process and Cadence for All Customers

PG&E MBL Customer Journey*:



- Permanent MBL customers:**
 - Decrease the frequency of self-certification from every 2 years to every 4 years
- Temporary MBL customers:**
 - Eliminate self-certification entirely
 - Keep the recertification process as-is, every 2 years

*The journey map presented here represents the PG&E MBL customer journey. Some program aspects related to awareness and application may slightly differ than the other IOUs

MBL: More Information



Visit PG&E MBL webpage to learn more about the program and access application forms:

pge.com/medicalbaseline

- **Apply online.** Upon form submission, you will receive an email with a confirmation number and instructions for your medical practitioner.
- Ask your medical provider to complete their portion of the application and share with them the instructions and your confirmation number in the email you received.

Or

- Download and complete Part 1 of the application form.
- Ask your medical provider to complete Part 2 of the application.
- Send in the completed application form:

Mail: PG&E Credit and Records Center Medical Baseline

P.O. Box 8329
Stockton, CA
95208



Visit SDG&E MBL webpage to learn more about the program and access application forms:

sdge.com/medical

- Download and complete Part 1 of the application form.
- Ask your medical provider to complete Part 2 of the application.
- Send in the completed application form:

Mail: SDG&E Medical Baseline Allowance Program Manager

P.O. Box 129831
San Diego, CA
92112-9831

Email:

medicalbaseline@sdge.com



Visit SCE MBL webpage to learn more about the program and access application forms:

sce.com/medicalbaseline

- **Apply online** and provide the email of your medical provider. Your medical provider will receive an email requesting their signature. Please alert them that they will be receiving an email from SCE.

Or

- Download and complete Part 1 of the application form.
- Ask your medical provider to complete Part 2 of the application.
- Send in the completed application form:

Mail: SCE Medical Baseline Department

P.O. Box 9527
Azusa, CA 91702



Visit SoCalGas MBL webpage to learn more about the program and access application forms:

socalgas.com/medical

- Download and complete Part 1 of the application form.
- Ask your medical provider to complete Part 2 of the application.
- Send in the completed application form:

Mail: SoCalGas Medical Baseline Allowance Program

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