

Regional Center Emergency Response Learning Session

Pacific Gas and Electric Company's AFN Support Programs

May 13, 2026



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Introductions and Agenda

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- 6** Additional Support During a PSPS Outage

Presenters

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Opening Remarks from Tamara Rodriguez

Emergency Preparedness and Response Officer,
California Department of Developmental Services

Regional Center Emergency Response Learning Session:

AFN Support Programs

Lizz Stout and Jenny Limones



Community Wildfire Safety Program

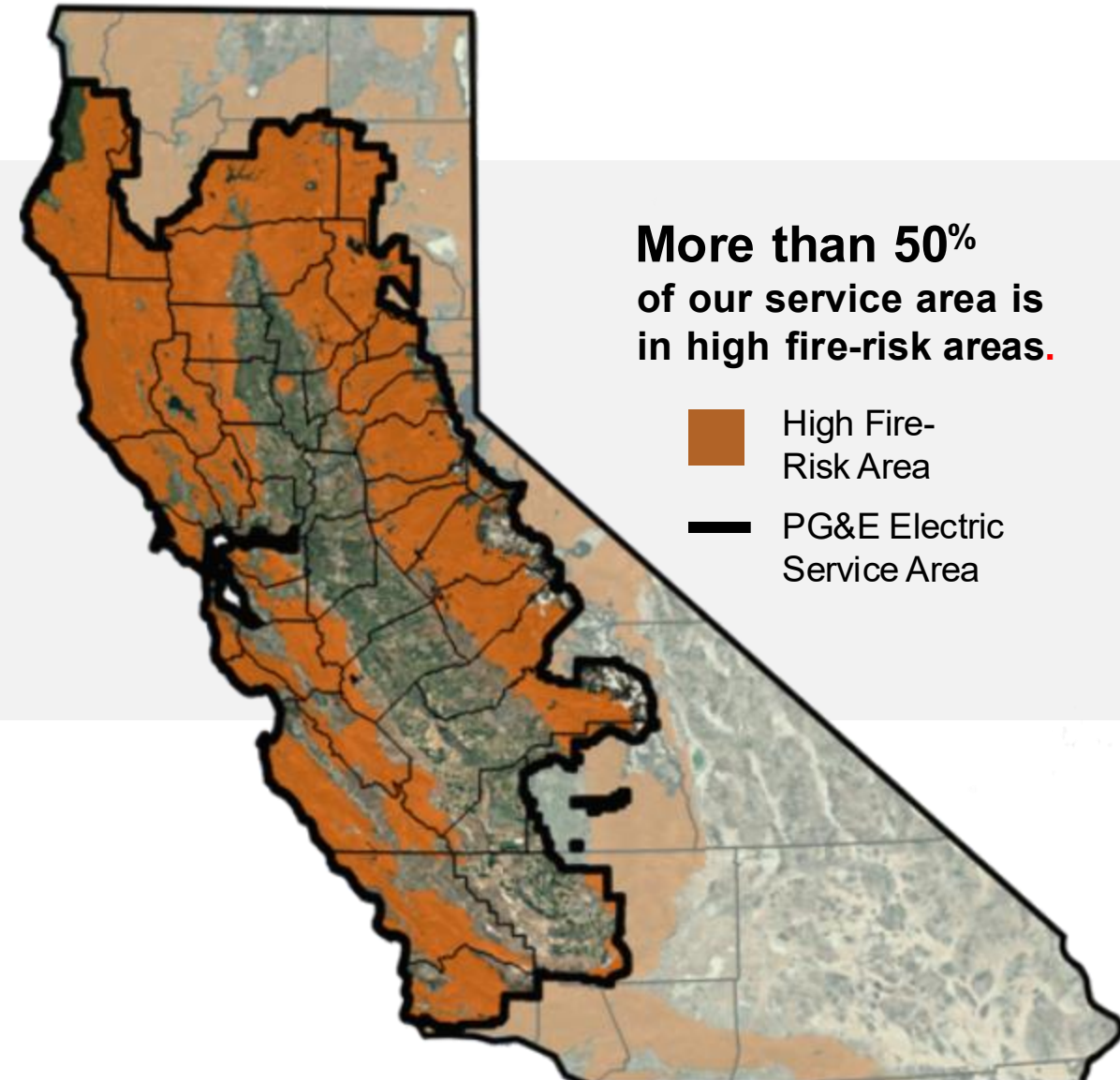


Who We Serve

By The Numbers

5.8M Customers served

70K Square miles served



Layers of Wildfire Protection



Situational Awareness

- A New Tools and Technology:** Installing over 2,000 weather stations and high-definition cameras to better predict and respond to wildfires and severe weather.



Operational Mitigations

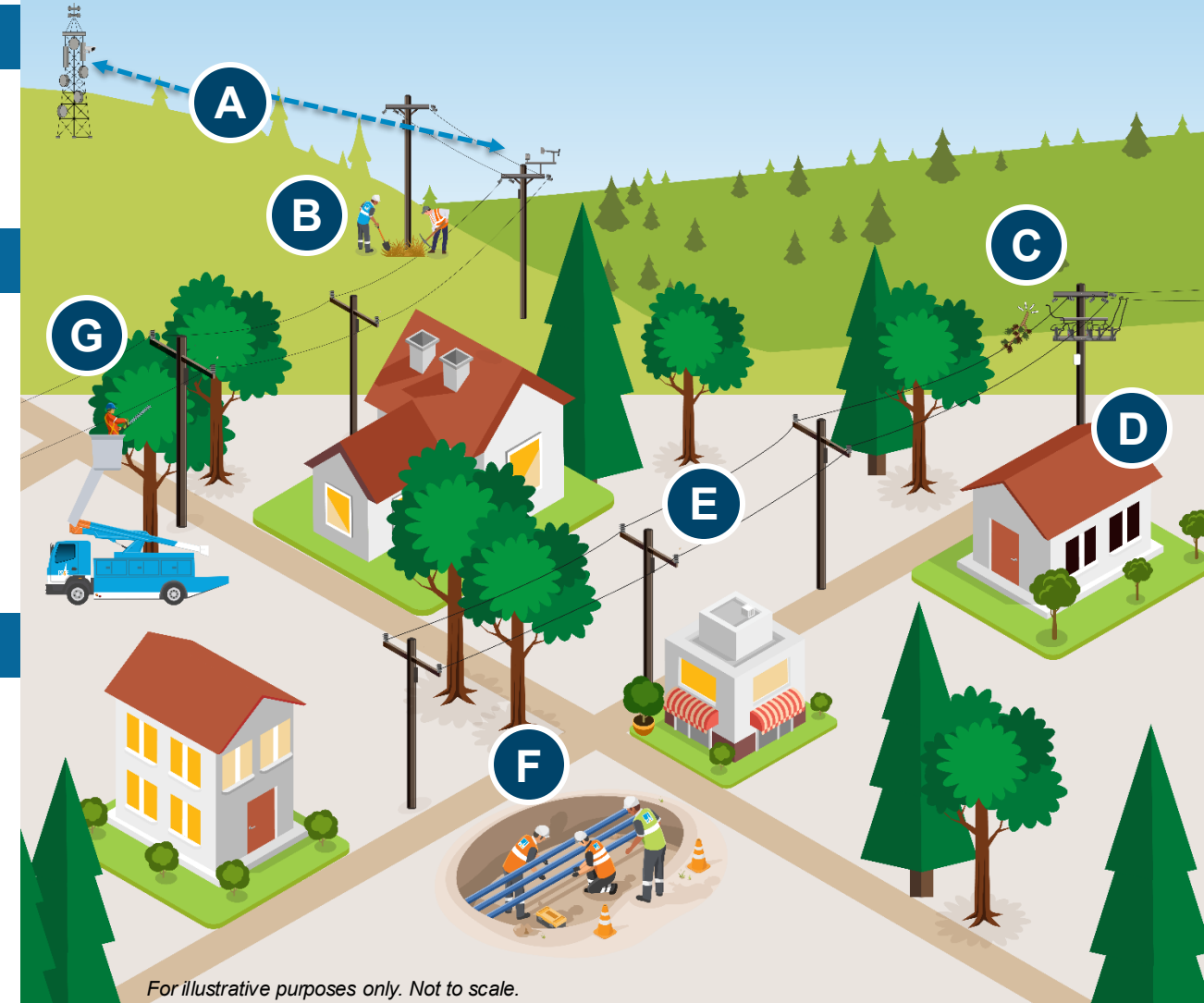
- B Safety and Infrastructure Protection Teams:** Deploying trained response professionals to increase safety and enhance community recovery.
- C Enhanced Powerline Safety Settings:** Detecting hazards on powerlines and shut off power quickly to prevent an ignition.
- D Public Safety Power Shutoff:** Turning off power for safety as a last resort during severe weather.



Resiliency Work

- E New, Strengthened Equipment:** Installing strengthened poles and covered powerlines on 1,900+ miles of overhead powerlines.
- F Undergrounding Powerlines:** Completing thousands of miles of undergrounding in the highest wildfire risk areas.
- G Vegetation Management:** Trimming or removing 1.5 million+ trees to keep them away from powerlines and prevent wildfires.

Reducing Wildfire Risk in Your Community

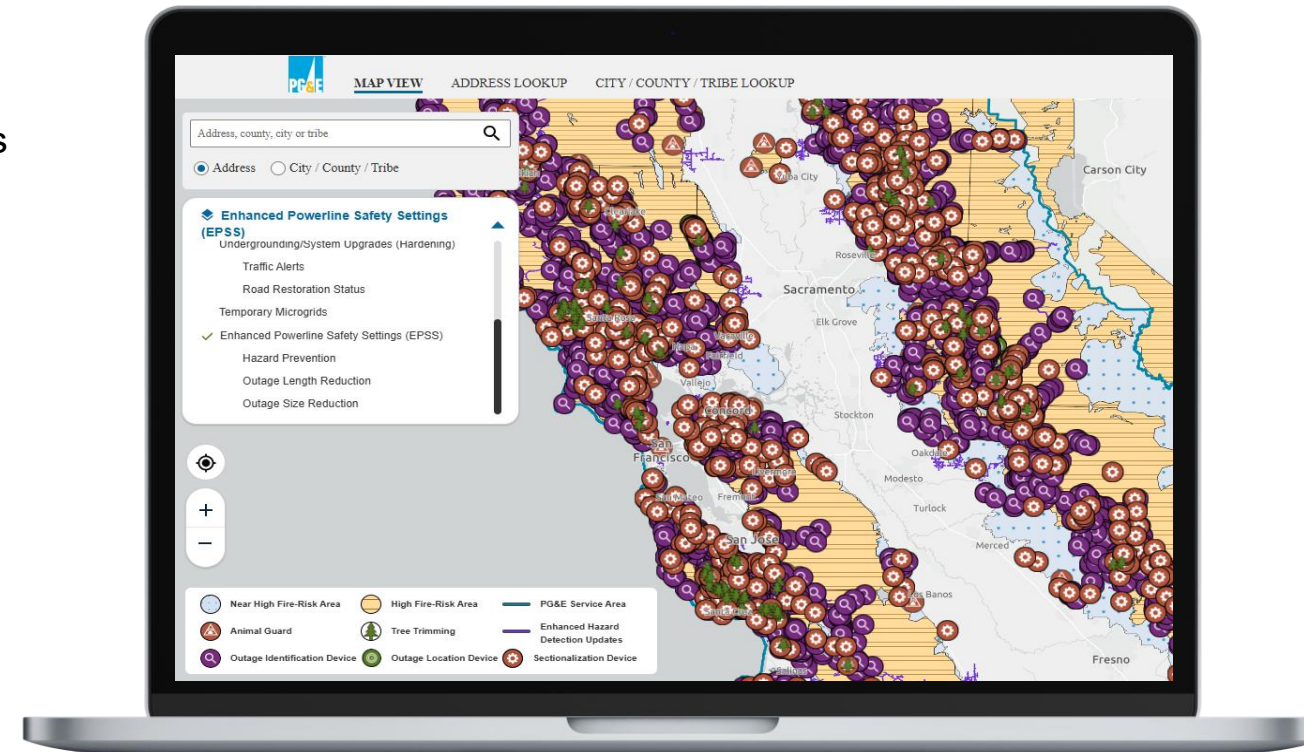


Wildfire Safety Progress Map Overview

The Wildfire Safety Progress Map is a comprehensive, interactive map of PG&E's wildfire safety work and progress.

The map shows:

- ✓ **System Upgrades**
 - Installing Strong Poles and Covered Powerlines
 - Undergrounding
 - Line Removal
 - Traffic Alerts
 - Road Restoration Status
- ✓ **Sectionalizing Devices**
- ✓ **Temporary Microgrids**
- ✓ **Enhanced Powerline Safety Settings**
- ✓ **Public Safety Power Shutoffs**
- ✓ **High Fire-Risk Area**
- ✓ **Customer Assistance Programs**
 - Self-Generation Incentive Program
 - Permanent Battery Storage Rebate
 - Portable Battery Program



Visit pge.com/progressmap to learn more.

Wildfire Safety Customer Support Programs and Resources

Preparing for an Outage



Defining the Access and Functional Needs (AFN) Community

The AFN population are individuals who have the following conditions:

- Developmental or intellectual disabilities
- Physical disabilities, chronic conditions, injuries
- Limited English proficiency or non-English speaking
- Older adults
- Children
- People living in institutionalized settings
- Low income
- Homeless
- Transportation disadvantaged, dependent on public transit
- Pregnant



We estimate that over **80% of people** in our service area either have access and functional needs or their safety might be at risk during an outage.

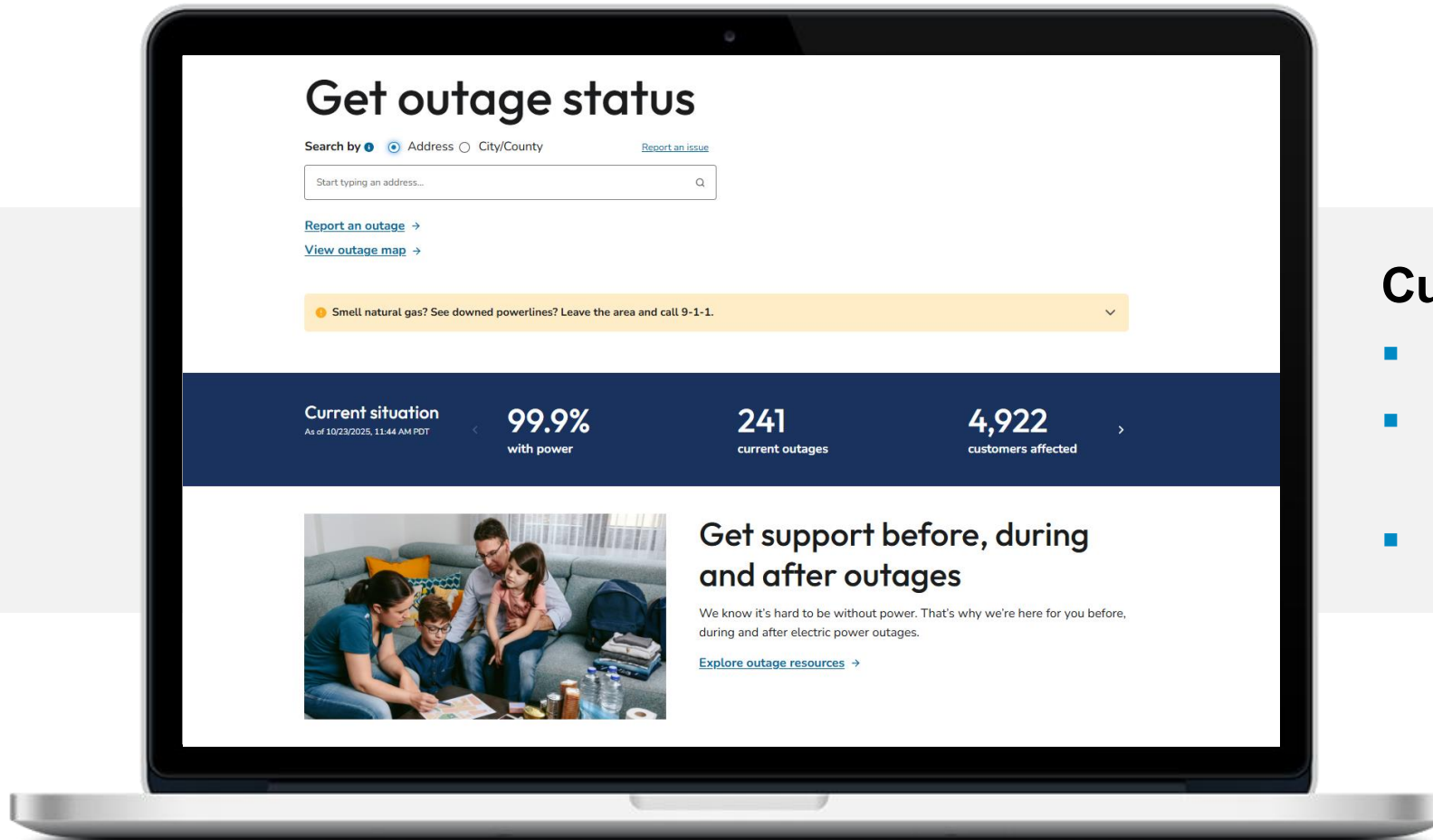
Understanding Power Outages

Types of Outages	
Planned Outages	Unplanned Outages
Power may need to be turned off for: • Maintenance on powerlines and equipment. • Public Safety Power Shutoffs to prevent wildfire when risk is high during severe weather. • Rotating outages during a heatwave to avoid strains on the electric grid when demand for power is high.	Weather and other factors may impact your service at any time, including: • Damage to equipment from emergencies like wildfires, earthquakes, storms or car accidents. • Enhanced Powerline Safety Settings that shut off power if a hazard is detected to prevent wildfires. • Safety requests from first responders like firefighters.

To find up-to date information on outages, customers can visit pge.com/outages or call us at 1-800-743-5000.



Outage Center



Customers can use this page to:

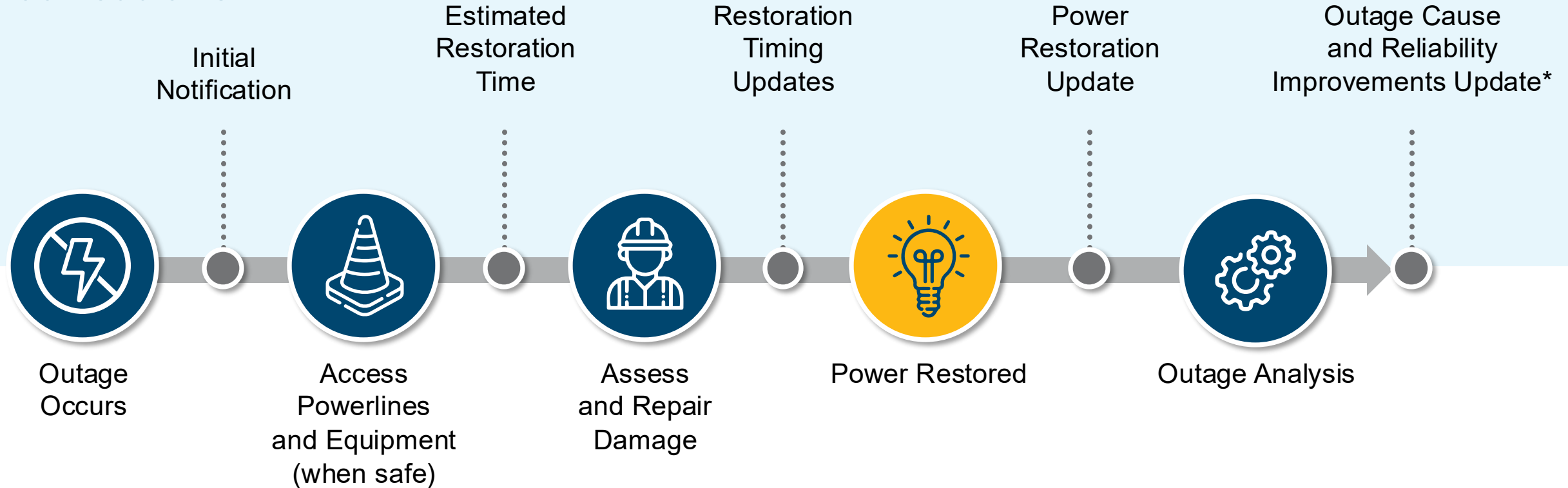
- Report an outage.
- Access an outage map showing areas with no power.
- Receive updates during an outage.

Learn more at pge.com/outages.

Customer Communications Timeline

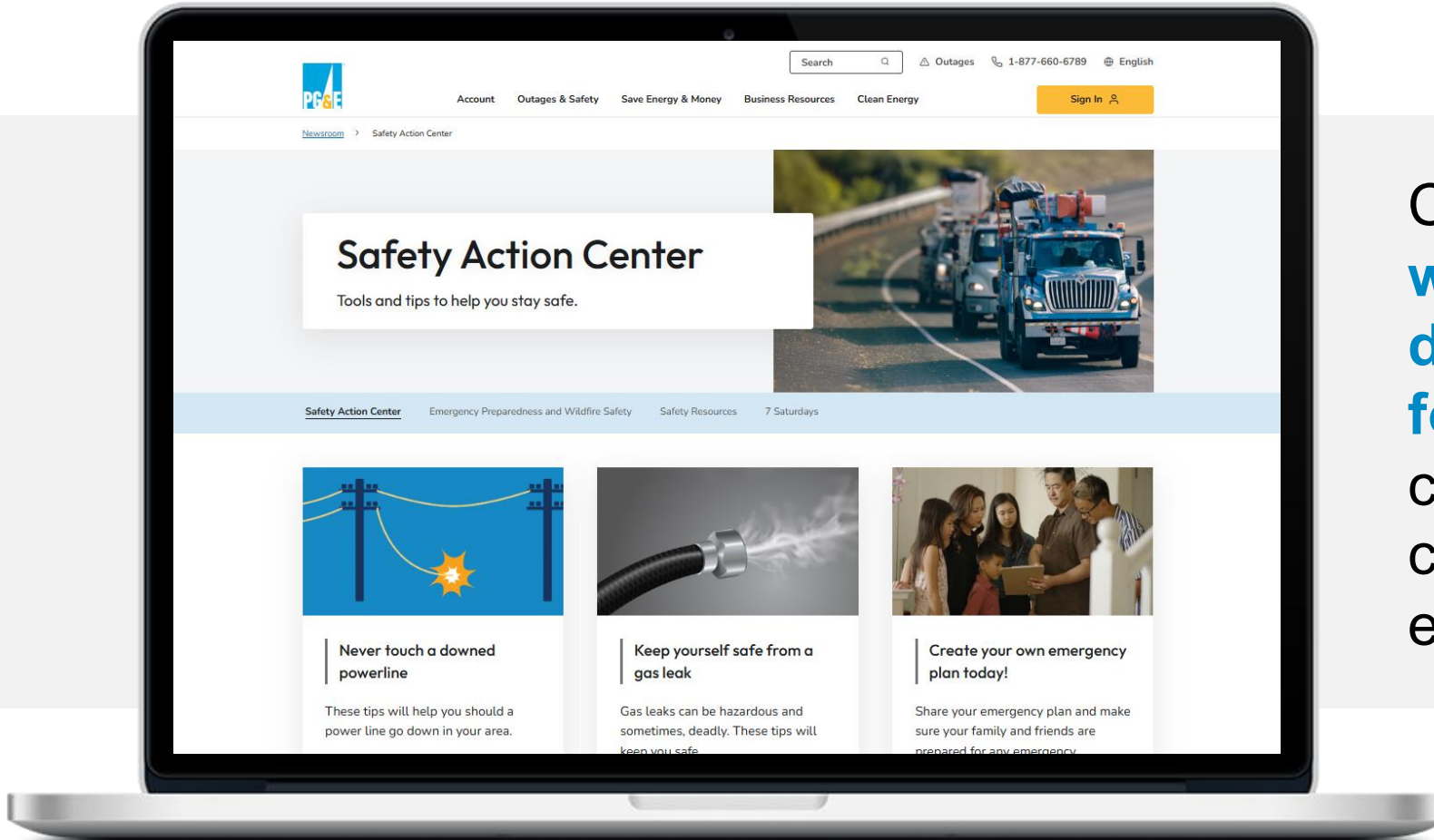
We reach out to customers through text, email and on Nextdoor following an outage and continue to provide updates until and after power is restored.

Notifications



*As available

Safety Action Center



Customers can **visit this webpage to learn about different ways to prepare for a safety outage** by creating an emergency checklist or building an emergency kit.

Learn more at pge.com/safetyactioncenter

Medical Baseline (MBL) Program



MBL Program Eligibility

Eligibility for MBL is based on medical needs as certified by a qualified medical practitioner. To qualify, you must have an eligible medical condition or require use of a specific medical device.



No Income Requirement



To apply, visit: pge.com/medicalbaseline.

Some eligible medical conditions include:

- Paraplegic, hemiplegic or quadriplegic condition
- Multiple sclerosis with heating and/or cooling needs
- Scleroderma with heating needs
- Life-threatening illness or compromised immune system
- Asthma and/or sleep apnea

Some eligible devices* include:

- Apnea monitor
- CPAP machines
- Dialysis machines
- Infusion pump
- Iron lung
- Motorized wheelchairs
- Oxygen generator
- Pressure pump
- Respirator (all types)
- Ultrasonic nebulizer

Only one Medical Baseline application per household is required.

**Devices are for home-use only, and devices used for therapy generally do not qualify.*

Benefits of MBL Program

If you enroll, you can receive:

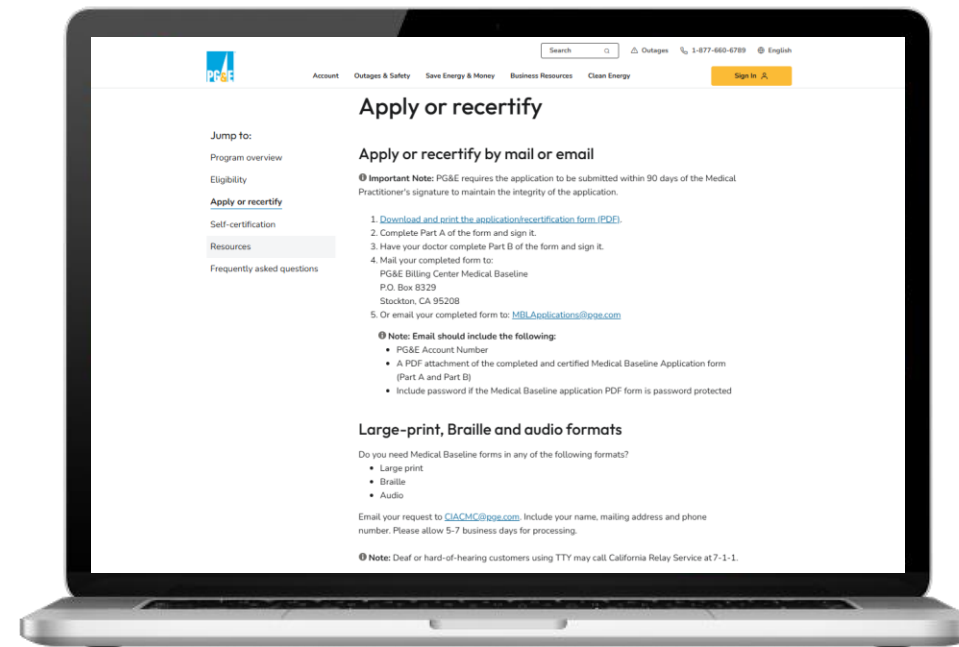
- ✓ An additional monthly allotment of energy or a discount based on their current rate
- ✓ Extra notifications in advance of a PSPS
- ✓ Doorbell rings or a doorhanger from PG&E if you do not respond to prior PSPS notifications
- ✓ Increased levels of support for rebates, and eligibility for other assistance programs



Enrolling Online in the MBL Program

You can enroll in the MBL Program through the online portal by following these steps:

- 1 Visiting pge.com/medicalbaseline
- 2 Filling out application form online
- 3 Sharing your code and instructions with your medical practitioner
- 4 Medical practitioner accessing the your form and submitting the application



For more information, visit: pge.com/medicalbaseline or call **1-800-743-5000**. Application forms are available in 16 languages and in Braille and large print upon request.



Enrolling in the MBL Program Through Mail

You can enroll in the MBL Program by mail with these steps:

- 1 Obtain the application by downloading it from pge.com/medicalbaseline or calling the PG&E Call Center to request a form be mailed.
 - 2 Complete and sign Part A.
 - 3 Share Part B with your medical practitioner to complete and sign.
 - 4 Mail the form to:
PG&E Billing Center
Medical Baseline
P.O. Box 8329
Stockton, CA 95208
- Or email* the completed form to:
MBLApplications@pge.com

The image shows a sample of the 'Medical Baseline Program Application—Part A' form. The form is titled 'Medical Baseline Program Application—Part A (To be completed by customer.) For Medical Baseline Program Enrollment and Recertification'. It is divided into four main sections: STEP 1: Account and Customer Information, STEP 2: For customers billed by someone other than PG&E, STEP 3: Contact preferences for outages or other Medical Baseline communications, and STEP 4: Signature. STEP 1 includes fields for PG&E Customer Account Number, Customer First and Last Name, Resident with Medical Condition First and Last Name, Service Address, City, State, ZIP Code, Customer Mailing Address, and Customer Home/Mobile Phone Numbers. STEP 2 includes fields for Name of Mobile Home or Apartment Complex, Complex Address, Complex Manager's Name, Complex Phone Number, Tenant's Name, and Tenant's Phone Number. STEP 3 includes checkboxes for contact preferences (Phone, Text, Email, TTY) and a section for customers with hearing impairments. STEP 4 includes a signature line and a date field. The form also includes a 'I understand and agree that:' section with eight numbered points regarding the program's terms and conditions. At the bottom, there is a note about online application and a footer with the date 02-24-2014.

Qualified medical practitioners include licensed physicians, surgeons, persons licensed pursuant to the Osteopathic Initiative Act per California Public Utilities Code §739, nurse practitioners consistent with PG&E's current practice and as now provided in California Public Utilities Codes & §799., and a licensed physician assistant working as a part of the customer's physician team.

*Email should include the PG&E account number, the completed PDF (Part A and Part B) and a password if the PDF form is password protected.

Processing MBL Applications

Once a Medical Baseline application is submitted, it will be reviewed for approval. If approved, you will receive a confirmation email or letter and enrollment into the program will be appear on your next billing statement.

How to check enrollment status

Online:

- 1 Log in to MyAccount.
- 2 Visit MyAccount dashboard.
- 3 Go to Assistance Programs and look for the green check beside Medical Baseline.

Mail:

- 1 Open PG&E paper statement.
- 2 Go to Enrolled Programs section and look for “Life Support” or “Medical” on the lower left-hand side of the bill.

If your application is not approved

You will receive a letter explaining the reason for the denial, along with instructions on how to proceed.

Re-Certifying for the MBL Program

Customers are listed in the MBL Program as **Permanent** or **Non-Permanent** as designated by their medical practitioner. This determines your eligibility renewal cadence:

- ✓ Permanent MBL customers **must self-certify every four years**. They can do this by logging into their MyAccount at pge.com/selfcertify.
- ✓ Non-permanent MBL customers **must recertify** by going through the application process **every two years**.



Self-Identified Vulnerable (SIV) Program



SIV Program Eligibility

Eligibility for the SIV Program is open to all individuals who identify themselves as in need of extra support.

Some conditions include:

- Senior
- Blind
- Low vision
- Deaf or hard of hearing
- Pregnancy
- Transportation difficulties
- Disabled (cognitive, physical or developmental)
- Reliant on durable medical equipment
- Reliant on assistive technology



This program has no income requirements, nor does it need certification by a medical practitioner. To apply, visit pge.com/siv.

SIV Program Benefits

If you do not qualify for the MBL Program, but your health, safety or independence could be at risk during an outage can self-identify to receive:

- ✓ Proactive outreach and support during a PSPS
- ✓ Doorbell rings or a doorhanger from PG&E if customers do not respond to prior PSPS notifications
- ✓ Extra notice before power is turned off due to nonpayment
- ✓ Increased levels of support for rebates, discounts, and other programs



Enrolling in the SIV Program Through MyAccount

You can enroll by signing into MyAccount and following these steps:

1 Go to "Account Settings."

Account settings

All account settings tasks ▼

Alert preferences

Set bill reminders, get alerts on usage, and go paperless.

[Set up alerts](#)

Personal information

Change your email, update your phone number, change your Self-Identified Vulnerable status or switch your language.

[Update your information](#)

Add a person or link an account

Invite a person to access your account or link other accounts you own.

[Add a person](#)

[Link an account](#)

Enrolling in the SIV Program Through MyAccount

2 Click on **"Update your information"** within **"Personal Information."**

Account settings

All account settings tasks ▼

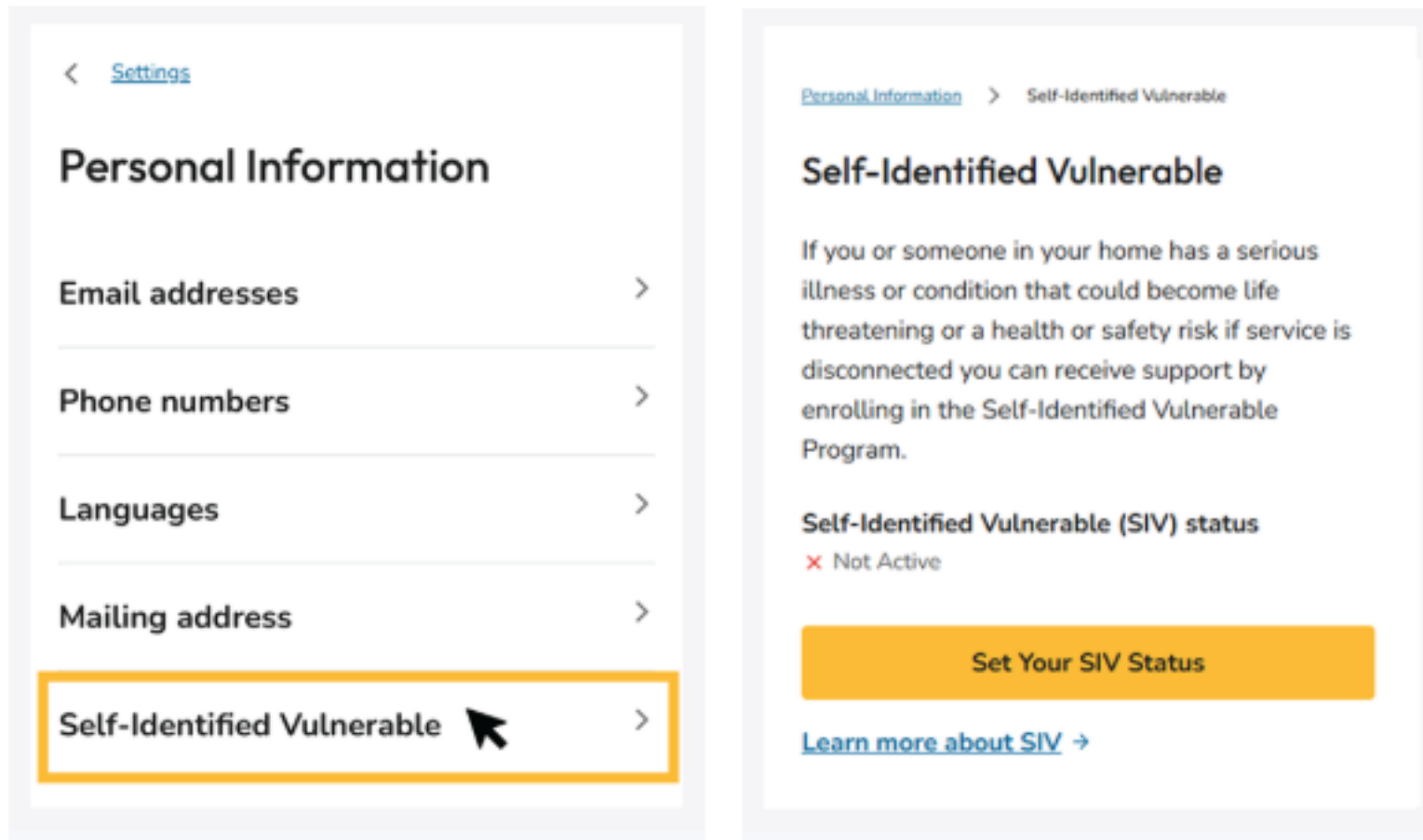
Alert preferences
Set bill reminders, get alerts on usage, and go paperless.
[Set up alerts](#)

Personal information 
Change your email, update your phone number, change your Self-Identified Vulnerable status or switch your language.
[Update your information](#)

Add a person or link an account
Invite a person to access your account or link other accounts you own.
[Add a person](#)
[Link an account](#)

Enrolling in the SIV Program Through MyAccount

- 3 Click **"Self-Identified Vulnerable"** and then click the **"Set Your SIV Status"** button.



Enrolling in the SIV Program Through MyAccount

4 Select applicable options and click the **"Save Changes"** button.

[Self-identified Vulnerable](#) > Self Identify

Self-identify for support and resources

Select all that apply

- ☐ Senior
- ☐ Blind
- ☐ Low vision
- ☐ Deaf or hard of hearing
- ☐ Disabled (cognitive, physical or developmental)
- ☐ Reliant on durable medical equipment ⓘ
- ☐ Reliant on assistive technology ⓘ
- ☐ None of the above

Save Changes

[Cancel](#)

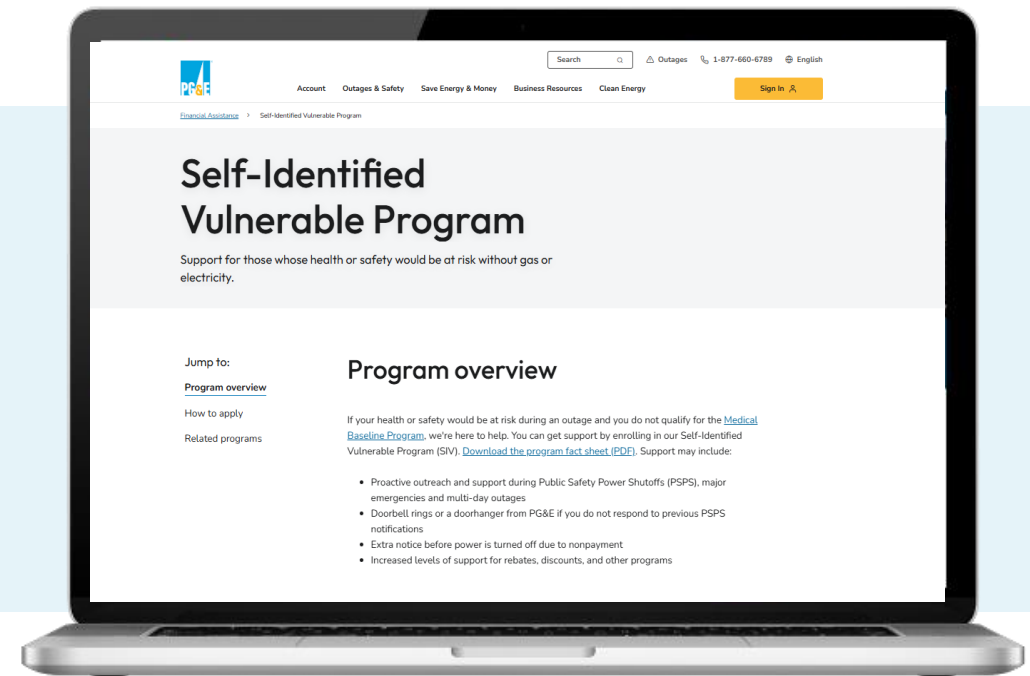
If you do not select any of the listed conditions, you can still enroll.

If customers experience issues applying through MyAccount, they can call the PG&E Call Center at **1-800-743-5000**.

Maintaining SIV Status

Once enrolled, you will have SIV status on their account for one year.

- You may apply for a one-year extension every year when their SIV status expires
- To learn more about the program, call **1-800-743-5000** or visit **pge.com/siv**.



Wildfire Safety Customer Support Programs and Resources

Additional Support During a PSPS Outage



Additional Customer Support During PSPS



211 California and Disability Disaster Access and Resources (DDAR)

Contact 211 or DDAR to receive assistance making personalized emergency plans and checklists.



Outage Center

Receive updates and report outages.



Community Resource Centers

Access necessities such as charging stations, ADA accessible bathrooms, water, snacks and more in a safe location.



Food Assistance

Access food options during and after a PSPS through our partnerships with local organizations.



Transportation

Receive rides to and from Community Resource Centers with our county partners.



Hotel Accommodations and Discounts

Qualify for discounts or free hotel accommodations if eligible.



In-Language Media

Receive awareness of program offerings and PSPS information through radio broadcasting and direct to customer outreach.

Upcoming Engagements

Join us for the following webinars to hear more about resources for customers with access and functional needs!

Wednesday, May 20

**Access and
Functional Needs
Webinar for
Customers**

Wednesday, June 10

**Regional Center
Emergency Response
Learning Session:
Backup Power
Programs**

Wednesday, July 15

**Regional Center
Emergency Response
Learning Session:
Support Through 211
and DDAR**

Tuesday, August 18

**Access and
Functional Needs
Webinar for
Customers**



Learn more about the Access and Functional Needs webinar sessions, by visiting pge.com/webinars.



Get information on the Regional Center Emergency Response Learning Sessions, by contacting your local center.

Contact Us

To find a Regional Center that can help you access these resources, please visit, dds.ca.gov/rc/listings/.



Thank You

