

Do I need to let SCE know if I purchase a generator?

Yes, state law requires that you let Southern California Edison (SCE) know if a generator is being used at your home or business to protect our field employees. To notify us, call **1-800-655-4555**.

For More Information

For more information or if you need help with your application, call us at **1-800-655-4555** Monday – Friday from 8 a.m. to 5 p.m. or visit sce.com/mbi.

Emergency Preparedness Tips & Seasonal Reminders

Public Safety Power Shutoffs (PSPS) are temporary power shut off in an area to protect our communities from the threat of wildfire. For more information, please visit sce.com/PSPS.

Access and Functional Needs (AFN): We offer resources and support to serve the diverse needs of our customers during Public Safety Power Shutoff (PSPS) events. Please visit sce.com/afn.

Cooling Center: Extreme heat is a health hazard, particularly for the elderly, infants, and those with chronic medical conditions. Public Cool Centers provide safe, air-conditioned facilities where all residents can cool down during extreme heat. Locations and temporary cool centers are listed on county websites. They typically operate during the hottest months of the year (June through October). A list of Cool Centers by county is available at sce.com/coolcenters.

Note: We will attempt to notify Medical Baseline Allowance customers via an automatic phone call if their residential area is scheduled to experience a rotating outage that day or if maintenance work is to be conducted.



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HOW TO REACH US

English	1-800-447-6620
Spanish / Español	1-800-441-2233
Chinese / 中文	1-800-843-8343
Korean / 한국어	1-800-628-3061
Vietnamese / Tiếng Việt	1-800-327-3031
Cambodian / ភ្នំ	1-800-843-1309
Tagalog /	1-866-743-1646
TTY	1-800-352-8580

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MEDICAL BASELINE ALLOWANCE

If you require electrically-operated medical or mobility equipment in your home.



MEDICAL BASELINE ALLOWANCE

If you or someone in your household requires the regular use of electrically-operated medical equipment or other qualifying medical devices, our Medical Baseline Allowance (MBL) program can provide an extra 16.5 kilowatt hours of electricity per day.¹ Provided at the lowest baseline rate, this helps offset the cost of operating your medical equipment.

Regardless of your household income, you may qualify if you meet the eligibility requirements below. We encourage you to apply for the Medical Baseline Allowance.

Enrollment in the Medical Baseline Allowance Program does not prevent you from being disconnected for non-payment or being impacted by power outages.

How do I know if I'm eligible?

You may be eligible for the Medical Baseline Allowance if you or another full-time resident in your home:

1. Requires the regular use of electrically operated medical or life support equipment to sustain, replace, or restore a vital physical function, including mobility, or
2. Has a serious medical condition requiring electrically powered medical equipment, or
3. Has a medical condition with temperature sensitivity requiring air conditioning or a life-threatening condition or compromised immune system that requires heating and/or cooling, or
4. Requires the use of an electrically powered mobility device.

Customers on the Medical Baseline Allowance specifically for air conditioning use related to a medical condition are not eligible to participate in SCE's Summer Discount Plan.

What is qualifying medical equipment?

A wide range of electrically powered devices that mechanically or artificially sustain life or restore or replace a vital physical function, including mobility, may qualify as medical equipment. Devices used for therapy but not medically required for sustaining or maintaining life do not qualify. Please contact SCE Customer Service at 1-800-655-4555 or visit sce.com/mbi for a list of some typical qualifying equipment and devices.

¹ For Santa Catalina Island gas customers, the standard Medical Baseline Allocation will be 0.822 therms per day. For customers on rate plans without a baseline, SCE provides a flat 11 percent discount.

How do I apply?

You can apply to the Medical Baseline Allowance Program online, by mail, or with our assistance by phone.

1. **Online Application:** The fastest and most convenient method is to apply online. Visit sce.com/mbi and navigate to the "Apply" tab. You will need to fully complete the online application with all requested information and can submit it directly on our website. The form will be forwarded to your medical professional² for signature using your provided information.
2. **Postal Mail:** If you prefer applying through traditional mail, you can download the form on our website, fill it out, and mail it to us at the address provided. Please provide all the requested information and get your medical professional's signature to avoid any delays in processing.
3. **Phone Assistance:** If you need help during the application process or cannot use the other methods, you can call us at the number provided below, and we will guide you through the step-by-step application process and address any of your questions. Call us at **1-800-655-4555** Monday – Friday from 8 a.m. to 5 p.m.

Large print and braille applications are available upon request.

After completing the customer section (Part 1) of the application and getting your qualifying medical professional's signature (in Part 2), return the completed application to:

Southern California Edison
Medical Baseline Department
P.O. Box 9527
Azusa, CA 91702

Note: SCE reserves the right to verify your medical equipment before you are approved for the Medical Baseline Allowance program.

What if a property owner or other party pays for my electricity?

If a property owner or another party pays for the electricity at your residence, you must also complete the "FOR CUSTOMERS BILLED BY SOMEONE OTHER THAN SCE" section in Part 1 of your application.

When will the allocation appear on my bill?

If approved, your Medical Baseline Allocation will begin appearing on your bill in one to two billing cycles.

² A qualified medical professional can be a Medical Doctor (MD), Doctor of Osteopathy (DO), Physician Assistant (PA), or Nurse Practitioner (NP).

When will I need to renew my application?

All Medical Baseline Allocation applications must be periodically renewed. We will send you a form before your scheduled renewal date. The renewal frequency is based on the type of condition and the medical equipment. As part of this review process, your medical professional may need to verify that you still require the medical equipment and the approximate duration of the non-permanent condition.

- Non-Permanent Conditions: Renew every 2 years (medical signature required)
- Permanent Conditions: Self-Certify every 4 years

SCE will send you a renewal reminder letter prior to the expiration date to allow sufficient time to submit a renewal request.

The renewal option for a permanent condition allows customers to self-renew their eligibility every four years by submitting the renewal form without a medical professional's signature or equipment authorization. You can complete your renewal application by contacting us at our Interactive Voice Response (IVR) system at **1-866-229-9360**. This automated system will guide you through the process.

What if I move?

If you move within SCE's service territory, your Medical Baseline Allocation can be transferred to your new service address. To transfer, call us **1-855-655-4555**.

What if the electricity goes out?

All customers who depend upon electrically operated medical or life-support equipment for sustaining life should always have a back-up power system or other plans necessary to ensure their health and welfare during outages. SCE does not provide back-up generation.

Manufacturers often provide a battery back-up system or portable unit for their medical equipment. Please contact the equipment manufacturer for their assistance in determining if your device has an available backup battery system.

What if a portable generator is part of my back-up plan?

Portable electric generators can be used to provide electricity during an electrical outage. When using a temporary portable generator, carefully follow the manufacturer's instructions. Only a licensed electrician should attempt to connect a generator to the household wiring. Portable generators should **NEVER** be connected directly to the utility lines.