

Medical Baseline & Customer Care Programs

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Medical Baseline

SCE's Medical Baseline Program provides additional low-cost electricity to any customer who uses an electrically operated medical device in their home

SCE has increased enrollments in 2020 by more than 12% over 2019

Other Program Details

- Program is **not based on income eligibility**
- Receive additional **16.5 kWh/day** at the baseline rate
- Relaxed verification & enrollment requirements through April 2021
- Created an online application in response to COVID to make it easier for eligible customers to apply for the program
- Receive outage alerts/notifications in preferred channel

Medical Baseline & Critical Care

Medical Baseline is available to households where a full-time resident requires the regular use of electrically-powered medical equipment or other qualifying medical devices

Not all medical devices are required for life-saving purposes, many medical devices are required on an as-needed basis or oftentimes in frequently used.

For customers who enroll in MBL and their physician indicates on their application that the device is for “life-support” purposes than that customer is profiled as **Critical Care**.

Critical Care customers receive additional measures to offer support when emergencies and/or PSPS events unfold

How to Apply

- Online or print an application to mail at sce.com/MedicalBaseline
- Call SCE customer care team at 1-800-655-4555

Medical Baseline Allowance	
Home Efficiency Guide	▲
Electric Vehicles	▲
Generating Your Own Power	▲
Rates	▲
Energy Education Centers	▲
Your Business	▲
Customer Support	▲
Partners & Vendors	▲
Outage Center	▲
Safety	▲
Wildfire Safety	▲



Get Help If You Use Medical Equipment

If you or someone in your household requires the regular use of electrically-powered medical equipment or other qualifying medical devices, you may be eligible for our Medical Baseline Allowance program. This program provides an additional 16.5 kilowatt-hours (kWh) of electricity per day. Provided at the lowest baseline rate, this helps offset the cost of operating the medical equipment.

The Application Process

Step 1: Qualification

Step 2: Apply

Step 3: Re-Certification

Find Out If You Qualify

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

- Requires the regular use of any electrically-powered medical/life support equipment (see partial list below) that mechanically or artificially sustains life or restores or replaces a vital physical function, including mobility, and/or
- Are temperature sensitive and require air conditioning, and / or
- Has a life-threatening illness or compromised immune system or other condition that requires heating and/or cooling.

If you or someone in your home qualifies, call us at [1-800-655-4555](tel:1-800-655-4555) while you complete the application process, we'll note on your account that there is a resident at your address who uses a qualifying medical device.



Rebates and Programs



PORTABLE POWER STATION & GENERATOR REBATES

- \$50 rebate on portable power stations
- \$300-\$500 rebates on portable generators for well water customers

Learn more: marketplace.sce.com



BATTERY STORAGE REBATE

- The **Self-Generation Incentive Program (SGIP)** provides cash incentives for battery storage or generation equipment.
- New incentives are available for customers in high fire risk areas.

Learn more: sce.com/sgip



ASSISTANCE FOR CRITICAL CARE CUSTOMERS

- The **Critical Care Backup Battery Program** provides a free portable backup battery and solar panel to eligible customers who depend on medical equipment for life-support purposes.
- Battery solution helps power critical medical equipment during a PSPS event or other type of emergency.
- Eligible customers must be enrolled in SCE's Medical Baseline program and identified as critical care customers relying on life-support equipment, enrolled in SCE's CARE/FERA income-qualified bill assistance program and live in a high fire risk area.
- If you meet these eligibility requirements, you will receive a letter from SCE inviting you to participate in the program.

Learn more: sce.com/medicalbaseline

Critical Care Battery Back-Up Program

The Critical Care Backup Battery (CCBB) Program offers eligible customers a free portable backup battery to power their medical devices in the event of a power outage.

Eligible customers must be enrolled in SCE's Medical Baseline program and identified as a critical care customer relying on life-support equipment, enrolled in SCE's CARE/FERA income-qualified bill assistance program and live in a high fire risk area.

The program will offer 3 different sizes of backup batteries. Each battery will be equipped with a 200W solar panel. Customers will be assessed, and the size of backup battery provided will be dependent on the energy usage from the customers medical devices.

On July 7, 2020, the CCBB program was successfully launched. Outreach letters and fact sheets were mailed to approximately 2,142 eligible customers informing them about the program offering.

GOAL ZERO YETI®
1500X, 3000X & 6000X

We took everything our customers love about the Yeti experience, and made it even better. Equipped with new features and bigger storage capacities, our new large Yeti X power stations are ideal for powering vans, cabins, tailgates, base camps, essential circuits in your home, and more.

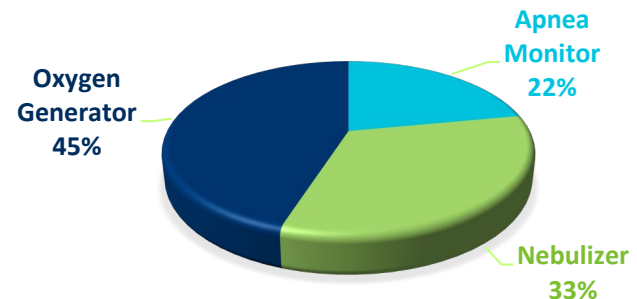
NEW FEATURES

- Increased 2000W AC inverter** allows you to run just about anything you could from a wall outlet.
- Equipped with **60W USB-C Power Delivery ports** for fast-charging phones, MacBooks, and other USB-C devices.
- 2X faster wall charging** with the introduction of our new faster Yeti Power Supply.
- Integrated MPPT** provides up to 30% more efficient charge times when charging from solar.
- 12V regulated port** allows for greater compatibility with powering 12V devices such as portable fridges.

WHAT IT POWERS:
 personal electronic devices, power tools, electric grills, medical devices, bridges, televisions, essential circuits in your home, and more.



TOP 3 MEDICAL DEVICES BY %



Batteries Delivered by %

6000 W/h	1%
1500 W/h	43%
3000 W/h	56%

SCE ILC Battery Donation Program

Service Center for Independent Life
107 S Spring St
Claremont, CA 91711

Disability Resource Center
15416 Halcourt Avenue
Norwalk, CA 90650

Rolling Start, Inc.
1955 S. Hunts Lane #101
San Bernardino CA 92408

Independent Living Center Kern County
5251 Office Park Drive, Suite 200
Bakersfield, CA 93309

Independent Living Resource Center, Inc
423 W. Victoria St.
Santa Barbara, CA 93101



Battery Size	Dimensions and Weight	Accessories
1,500W	•10.1" x 15.3" x 10.4" •43 pounds	• Rolling Cart • 200W Boulder Solar Panel

Thank you
& Questions