

# Southern California Edison

Customer Care Programs – Helping to Keep Rates Affordable



Energy for What's Ahead®



# CARE & FERA: Rate Discount Programs

California Alternate Rates for Energy (CARE) reduces energy bills for qualified households by about 30%.

Family Electric Rate Assistance (FERA) reduces electric bills for qualified households by 18%.

Both programs have the same application, and it only takes a few minutes to sign up with no additional documentation required.

## Enrollment Channels:



Online @  
sce.com



Paper  
Applications



Over the Phone



Capitation  
Agencies

# How to Qualify (CARE/FERA)

## CARE

- Participation in an eligible public assistance program (e.g., Medi-Cal, CalFresh, & WIC)
- Meet income guideline qualifications (up to 200% of federal poverty guidelines)

## FERA

- Larger households with marginally higher incomes may qualify (up to 250% of federal poverty guidelines for households of 3 or more)

## Income Guidelines

### CARE/FERA PROGRAM

#### Maximum Household Income (Ingreso Máximo en el Hogar)

*Effective as of June 1, 2023*

Number of Persons in Household	Total Combined Annual Income*	
	CARE	FERA
1 to 2	up to \$39,440	Not eligible
3	up to \$49,720	\$49,721–\$62,150
4	up to \$60,000	\$60,001–\$75,000
5	up to \$70,280	\$70,281–\$87,850
6	up to \$80,560	\$80,561–\$100,700
7	up to \$90,840	\$90,841–\$113,550
8	up to \$101,120	\$101,121–\$126,400
Each additional person	up to \$10,280	\$10,280–\$12,850

\*Current gross (before taxes) household income from all sources.

# CARE & FERA: Rate Discount Programs



Roughly 1 in 3 Southern California Households (1.3M) are eligible to receive Income Qualified Assistance.



SCE provided over \$677 Million in CARE & FERA bill discounts in 2022 (avg. discount per household is about \$35 to \$36 per month).



CARE and FERA are entry level programs which can provide immediate assistance.

# Energy Savings Assistance Program

- The Energy Savings Assistance (ESA) Program is a statewide utility program that helps income-qualified households conserve energy and reduce their electricity costs by replacing their old, inefficient appliances with new, energy-efficient ones.
- As part of the program, SCE pays all the costs of purchasing and installing the measures, which are free to eligible homeowners and renters.
- The ESA program has 4 stages:
  - Outreach
  - Enrollment and Assessment
  - Installation Services
  - Inspection
- Interested customers may go online to apply at [sce.com/esap](https://sce.com/esap) or call SCE's Customer Contact Center at 800-736-4777.



Free Energy-Efficient Appliances That Could Lower Your Bills

Help lower your energy costs by replacing your current household refrigerator, cooling system, lighting, and more with energy-efficient models through the Energy Savings Assistance Program.



## Available Appliances and Services

Qualified SCE customers may be eligible for several appliance upgrades or energy-saving services. Our SCE-approved contractor will collect information to help us determine what you may be qualified to receive. Whether you own or rent, you may be eligible to receive these upgrades for free:

- Lighting
- Smart Power Strip
- Refrigerator Replacement
- Smart Thermostat
- Thermostatic Shower Valve/Showerhead
- Clothes Washer Replacement
- Dishwasher Replacement
- Freezer Replacement
- Heat Pump Water Heater Replacement
- Pool Pump Replacement
- Cooling:
  - Evaporative Cooler
  - Evaporative Cooler Maintenance
  - Window or Wall AC Replacement
  - Central AC or Central Heat Pump Replacement
  - Portable AC
- HVAC Filter
- Weatherization Services

† These services may not be available in all areas. Certain restrictions may apply for all products and services.

## The Energy Savings Assistance Program — Easy as 1-2-3

### Step 1: Qualification and Assessment

To be eligible, you must meet specific household income guidelines. After income qualification, our approved contractor will do a walk-through of your home to collect information to help us determine the potential for installation of one or more appliances or services.


### Step 2: Service Delivery

Our approved contractors will install the appliances and may provide services such as weatherization.

### Step 3: Inspection

We may perform an inspection in your home to make sure our approved contractor completed the work according to our quality standards. If the work was not done properly, it will be redone at no cost to you.

To apply for the Energy Savings Assistance Program, or for further information:

1-800-736-4777  [sce.com/esap](https://sce.com/esap)

**Energy Savings Assistance Program**

Open your mobile phone camera to scan code



\*The Energy Savings Assistance Program is funded by California utility ratepayers and administered by Southern California Edison under the auspices of the California Public Utilities Commission. Program and services are available to customers who meet specific household income guidelines or who participate in certain Public Assistance Programs. Services may not be available in all areas. Certain restrictions, such as age, size, and condition of the system or appliance to be replaced, may apply. All replacement refrigerators meet ENERGY STAR® standards and are top-freezer models without extra features, such as ice makers. Services are offered on a first-come, first-served basis until funding is expended or the program is discontinued. A copayment may be required for some services. Program may be modified or terminated without prior notice. California consumers are not obligated to purchase any full fee service or other service not funded by this program. This program is available to both homeowners and renters who meet qualifications. Renters may be required to obtain the property owner's written permission before services are delivered.

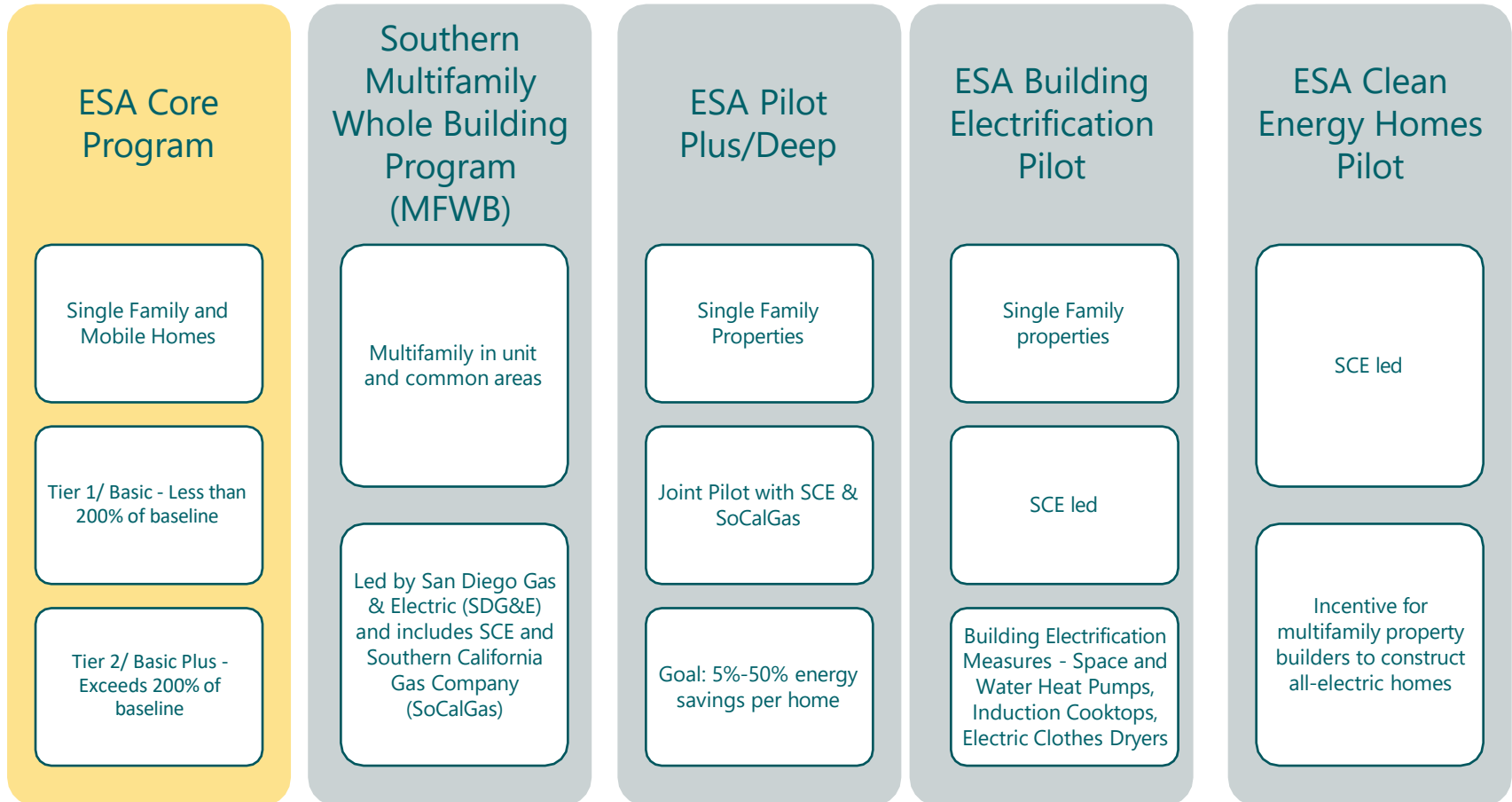
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**Energy Savings Assistance Program**

# ESA Program Eligibility

- To be eligible for ESA Program services, households must:
  - Receive electric service from SCE
  - Meet the program's income requirements
    - Income limits for customer participation is set at 250% at or below Federal Poverty Guidelines (FPG)
    - Categorical eligibility where customers can be enrolled based on current participation in certain local, state, or federal means tested programs.
  - Meet the program's feasibility requirements for installation of measures
  - Reside in a single-family home or mobile home
    - Note: Residences with four (4) or fewer units are considered single-family homes. So, duplexes, triplexes, and fourplexes qualify.
  - Applicant may own or rent the home
    - Renter's must have the homeowner's written permission before some program services are received.

# ESA Program Portfolio



# Available Appliances and Services

## Basic offerings include:

- Lighting
- Smart Power Strip
- Refrigerator Replacement
- Smart Thermostat Installation
- Thermostatic Shower Valve/Showerhead Installation
- Clothes Washer Replacement
- Dishwasher Replacement
- Freezer Replacement
- Heat Pump Water Heater Replacement
- Pool Pump Replacement
- Cooling\*
  - Evaporative Cooler Installation
  - Evaporative Cooler Maintenance
- Weatherization Services

## Basic Plus offerings include:

- All Basic Offerings
- Cooling\*
  - Window or Wall AC Replacement
  - Central AC or Central Heat Pump Replacement
  - Portable AC Installation
- HVAC Filter

\* Not available in all areas of SCE's service territory; based on CEC Climate Zones.

\*\* Customers with natural gas space heating should contact their local gas provider for weatherization services.



# Medical Baseline Allowance Program (MBL)

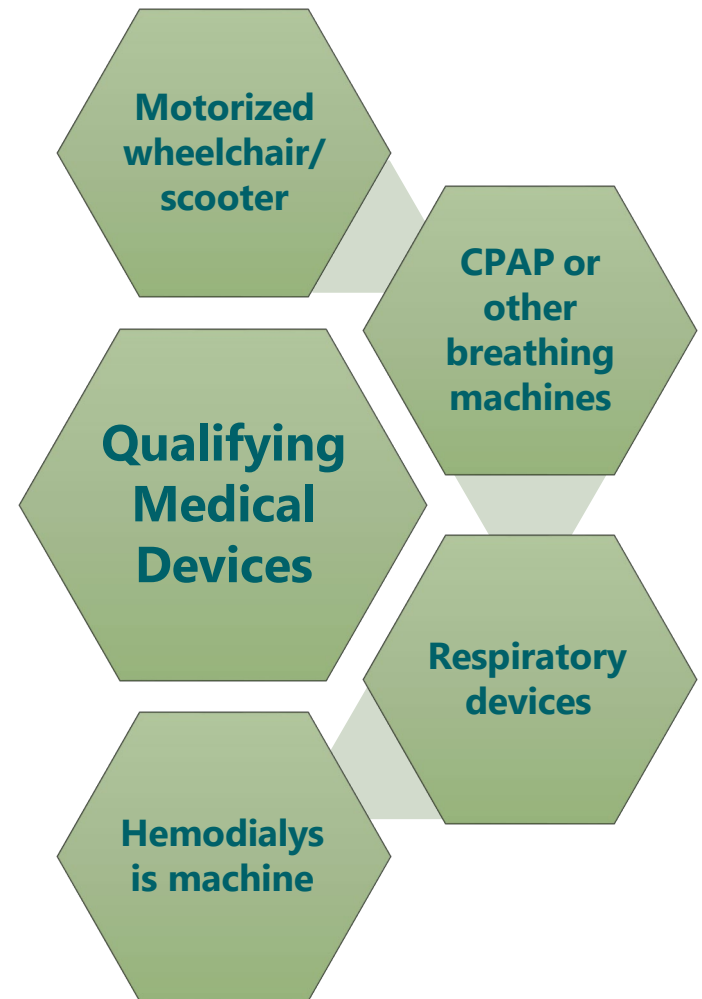


- This program is for residential customers who are reliant on **electrically operated medical equipment** due to their medical condition.
- The program provides an **additional allotment of 16.5 kilowatt hours (kWh)** of electricity **per day** on your monthly bill.
  - This program provides customers additional electricity per day at a discounted rate, helping to reduce monthly utility costs
- Stay connected with critical alerts and notifications if outages occur, including **Public Safety Power Shutoffs**.
- The MBL Program is **NOT an income eligibility program**
- We encourage customers to **NOT disqualify themselves** if they do not see their medical condition or device listed; we recognize that **new devices and technologies** are being introduced regularly and we evaluate every application and condition/device, for eligibility.

# Shortlist of Medical Conditions and Medical Devices

## Qualifying Medical Conditions

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



# MBL: How to Apply?

1. **Apply online at [sce.com/medicalbaseline](https://sce.com/medicalbaseline)**
  - DocuSign
2. **Print** an application from the website and mailing it in
3. **Call** the customer service at **1-800-655-4555** to request an application be mailed

- ✓ Caretakers, family members or agents providing support to qualifying individuals can also assist with filling out applications
- ✓ Applications are processed within 30-days of receipt

## Recertification

- Permanent Conditions: Customers need to submit Part 1 of the form every two years
- Nonpermanent Conditions: Customers need to submit Part 1 annually and Part 2 (w/ certified medical provider signature) every two years

### The Application Process

Step 1: QualificationStep 2: ApplyStep 3: Re-Certification

**1** Submit An Application

- **Enroll Online** For customers who are unable to enroll online, please download the following application, print, and complete pages 1 and 2, and mail the application to SCE \*

**2** PowerForm Signer Information

Please inform your Medical Professional that he/she will receive an email from SCE requiring signature to process your application. Once you fill out your application, we will email your Medical Professional for his/her signature.

If you are experiencing any technical difficulties, please contact [ConsumerMailsAdministrator@scs.com](mailto:ConsumerMailsAdministrator@scs.com)

Please enter your name and email to begin the signing process.

**Customer's Name (As it appears on your bill)**

Your Name \*  
Full Name

Your Email \*  
Email Address

Please provide information for any other signers needed for this document.

**Physician, Physician's Assistant, or Nurse Practitioner**

Name \*  
Full Name

Email \*  
Email Address

**3** Please Review & Act on These Documents

Please read the Electronic Record and Signature Disclosure

I agree to use electronic records and signatures

**FOR CUSTOMERS BELIEVED BY SOMEONE OTHER THAN SCE**

Name of Person Requesting Application Complete

Customer's Address

Customer's Phone

Customer Manager's Name

Customer Manager's Phone

Search Name

**SCE MEDICAL BASELINE ALTERNATE CONTACT INFORMATION**

Upon completion of this application, we will automatically notify you of approval, enrollment, and mailing labels to allow you to use the electricity or natural gas at a single point of contact. For emergency, 24-hour service, please call our toll-free number from all land and mobile telephones, or if you are not currently receiving outage notifications but would like to please contact our preferred method of receiving outage information below.

1. Select Enroll Online

2. Sign Into DocuSign: you will need

- your email address
- your medical provider's email address

3. Read and accept the electronic disclosure and select continue to launch the MBL application

**Language Options:**

- English large print
- Spanish
- Korean
- Chinese
- Vietnamese
- Cambodian
- Tagalog

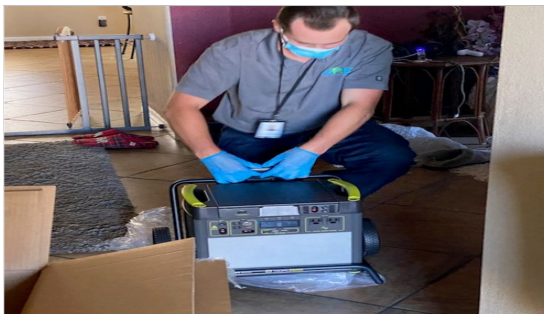
# Critical Care Backup Battery Program

## Program Eligibility and Outreach

- Customers who are enrolled in SCE's Medical Baseline Allowance and reside in a HFRA are eligible to receive a **free** portable backup battery to temporarily power their medical device in the event of an outage or other type of emergency
- Customers are sent direct mail/email and SCE contractors also perform outbound calls to inform and enroll eligible customers

## Program Enrollment and Battery Delivery\*

- SCE contractor will verify eligibility over the phone, determine battery size for customers medical device and schedule to deliver and set up battery free of charge at customer's home.



\*Extended 3-Year warranty provided



Battery +  
Solar  
Panel



## Outreach and Marketing Effort

- Each month SCE identifies and contact new eligible customers
- In 2022, expanded program eligibility by removing the CARE/FERA eligibility requirement (now all MBL customers residing in HFRA are eligible)
- Increased program awareness through outreach, ongoing marketing efforts with other SCE marketing campaigns and through social media apps/platforms
- Conducted 'Door Rings/Knocking' for hard-to-contact customers successfully deployed over 230 batteries
- Engage network of Community Based Organizations (CBOs) to bring program awareness and visibility to community members about the program

## 2020-2023 Program Participation

YTD Participation Summary	Total
Customers Enrolled	14,436
Batteries Delivered	14,187

# Portable Power Station and Generator Rebates / SCE Marketplace

The SCE Marketplace rebate program was launched in June-2020 with the goal of supporting Public Safety Power Shutoff (PSPS) impacted customers, by offering a rebate to offset the out-of-pocket costs of purchasing a portable power station (battery) and/or a portable generator. Since 2021, this rebate program has continued to evolve as SCE has held community meetings and gathered customer input collected through surveys to assist High Fire Risk Area (HFRA) impacted customers become resilient during these and any type outages.

- Offer rebates to HFRA\* customers who purchase a resiliency product
- Portable Power Stations: Receive up to \$150 rebate, 5x per service account
- Portable Generators: Receive up to \$600 rebate, 1x per service account\*\*
- Enhance awareness through existing partnerships with Community Based Organizations (CBOs)
- Website: <https://marketplace.sce.com/>



### Southern California Edison Marketplace

Get valuable information about smart products, programs, and tools here.

- Portable Power Stations
- Portable Generators
- Safety & Preparedness
- Lawn Mowers
- Thermostats
- Electric Water Heaters
- Explore More Categories

\* Tier 3 or Tier 2 HFRA/HFTD CPUC Fire Map: <https://ia.cpuc.ca.gov/firemap/>

\*\* Rebates up to \$600 are for CARE, FERA, or MBL customers; all other HFRA customers qualify for \$200 rebate

# Arrearage Management Plan (AMP)

The Arrearage Management Plan (AMP) Program is a CPUC mandated debt forgiveness payment plan option for residential CARE and FERA customers who have past due bills.

## How It Works

The AMP program forgives 1/12 of eligible utility debt (arrearage) after each on-time and in-full payment of a current bill. After 12 on-time, in-full payments, the debt is fully forgiven (up to \$8,000 per customer).

## Marketing

- SCE Targeted communications
- Call Center Representatives

## To Apply

- Online at [sce.com/amp](https://sce.com/amp), or
- By Calling SCE's Customer Call Center at [1-800-655-4555](tel:1-800-655-4555).

## Eligibility

To be enrolled in AMP, customers must:

- Be enrolled in the California Alternate Rates for Energy (CARE) or Family Electric Rate Assistance (FERA) program
- Have total arrears of \$500 or greater, some of which are at least 90 days old
- Have been a customer of SCE for at least six months
- Have made an on-time payment within the last 24 months that equals or exceeds the most current customer bill at the time of payment

**IMPORTANT:** Net Energy Metering (NEM), Direct Access (DA), and master metered customers are not eligible at this time.



# Energy Assistance Fund (EAF)

## EAF helps those in need.

- Helps income-qualified residential households pay their electric bill.
- Maximum of \$200 is available once per 12 months.
- Approximately 10,000 families receive assistance through EAF on an annual basis.

## Help EAF help others.

- Funded through voluntary donations from SCE employees, shareholders and customers.
- Donate through SCE bill with a fixed monthly donation
- Visit [www.sce.com/EAF](http://www.sce.com/EAF).



The advertisement features the Southern California Edison logo at the top left, with the text 'EDISON' and 'An ENERGY INTERNATIONAL Company'. To the right, the title 'Energy Assistance Fund (EAF)' is displayed in green, with the tagline 'Financial Assistance When It's Needed Most' below it. A central photograph shows an elderly woman sitting at a table, a woman smiling while talking on a phone, and a young boy looking at a document. Below the photo, a paragraph explains SCE's commitment to helping customers and mentions a \$100 payment for qualified households. To the right of this text is a table titled 'EAF Maximum Household Income' with columns for 'Number of Persons in Household' and 'Total Combined Annual Income\*'. Below the table, a section titled 'Up To \$100 Payments Are Available Now' lists eligibility requirements. At the bottom, there is a green call-to-action box, logos for United Way and SCE Energy Assistance Fund, and a copyright notice.

**EDISON**  
An ENERGY INTERNATIONAL Company

**Energy Assistance Fund (EAF)**  
Financial Assistance When It's Needed Most

Southern California Edison is committed to helping our customers whenever possible. Working together with the United Way, we offer financial relief through the Energy Assistance Fund to customers struggling to pay their electricity bills. The fund provides an opportunity for qualified households to receive up to a \$100 payment to be applied toward their SCE energy bill.

**EAF Maximum Household Income**  
(Effective June 1, 2017 through May 31, 2018)

Number of Persons in Household	Total Combined Annual Income*
1 - 2	up to \$10,000
3	up to \$12,000
4	up to \$14,000
5	up to \$17,000
6	up to \$20,000
7	up to \$23,000
8	up to \$27,000
each additional person	\$3,000

**Up To \$100 Payments Are Available Now**  
Based on the actual amount owed, the Energy Assistance Fund offers payments up to \$100 available once during a 12-month period. To qualify, the following requirements must apply:

- The applicant is a current SCE residential customer
- The applicant's name matches the name on the bill
- The address on the bill is the applicant's primary residence
- The total household income falls within the guidelines provided to the right

\* Current gross before-based household income from all sources.

Requests for financial assistance need to be made through a community-based agency. Contact SCE to locate an agency near you. Proof of income will be required.

Note: Energy assistance funds will be available until funds are depleted. Funds are limited.

Learn more about the Energy Assistance Fund or where to apply. Visit [sce.com/eaf](http://sce.com/eaf) or call 1-800-205-8596.

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EAF 05/16/17

United Way

SCE Energy Assistance Fund

# CARE & FERA Capitation

This program is intended to encourage community-based organizations to partner with SCE to assist with our hardest-to-reach customer populations with enrollment in the CARE and FERA Program.

The program reimburses organizations helping income-qualified customers gain assistance through the CARE or FERA program. If your organization dedicates resources to enrolling individuals and families in these programs, you could be entitled to a capitation fee of \$30 per enrolled customer to offset your expenses.

## **For program overview and how to enroll:**

- [www.sce.com/residential/assistance/care-fera/capitation](http://www.sce.com/residential/assistance/care-fera/capitation)
- [www.sce.com](http://www.sce.com) search for “capitation”



## Low Income Home Energy Assistance Program

LIHEAP is a federally funded program aimed at assisting low-income households that pay a high portion of their income to meet their energy needs. In CA, the program is administered by the California Department of Community Services and Development (CSD).

In order to qualify for LIHEAP, you must also have an annual household income (before taxes) that is below 60 percent of the State Median Income:

Household Size	LIHEAP Monthly Income	CARE Monthly Income
1	\$2,700.17	\$3,286.67
2	\$3,531.00	\$3,286.67
3	\$4,361.83	\$4,143.33
4	\$5,192.75	\$5,000.00
5	\$6,023.59	\$5,856.67
6	\$6,854.43	\$6,713.33
7	\$7,010.21	\$7,570.00
8	\$7,166.00	\$8,426.67

# Questions and Answers

Energy for What's Ahead®



### Your Best Advantage Is Knowing Your Options

If you're facing difficulties balancing your energy needs and household costs, Southern California Edison (SCE) provides assistance and resources that can help. Take a look at the programs we offer to help reduce your monthly energy costs, as well as the programs the government offers to help you manage your budget more effectively. For more information about the various programs offered and eligibility requirements, refer to the contact information provided with each listing. For more information, visit [sce.com/billhelp](https://www.sce.com/billhelp).



## Assistance & Resources

### Discounted Rate Programs

**1-800-798-5723**

We have two programs designed to help eligible individuals and families who may need support meeting their energy costs. The California Alternate Rates for Energy (CARE) program provides a discount of approximately 30% on your energy bill, while our Family Electric Rate Assistance (FERA) plan offers an 18% discount on electric bills for households with three or more people.

### Energy Assistance Fund

**1-800-205-8596**

If you're struggling to pay your SCE bill and you meet the eligibility requirements, the Energy Assistance Fund can help. Based on the actual amount of money you owe, this program could provide you with a one-time supplement of up to \$200 every 12 months toward the payment of your energy bill.

### Medical Baseline Program

**1-800-447-6620**

If you depend on electrically powered medical equipment or have specific medical conditions, you may qualify for an additional baseline energy allowance to help with your equipment's monthly energy costs.

### Budget Billing Plan

**1-800-434-2365**

Your monthly budget is easy to stick to when you let us divide your annual energy charges into 11 equal monthly payments. On the 12th month you will receive a settlement bill showing either a payment due or a credit balance. This amount will equal the sum of your energy usage throughout your Level Pay Plan year.

### Payment Arrangements & Extensions

**1-800-655-4555**

We understand there are times when you're not able to pay your current bill in full. If you find yourself in this situation, contact us so we can discuss a payment extension or a more flexible payment plan that works for you.

### Energy Savings Assistance Program

**1-800-736-4777**

This program is designed to help you save money and lower your energy costs by replacing your current working household refrigerator, cooling system, lighting, and more with energy-efficient models.\*

### Budget Assistant

**1-800-655-4555**

Set an energy-spending goal and stay on track with free alerts that can help you avoid high-bill surprises and stay within budget.

### Choose Your Due Date

**1-800-655-4555**

You can select the time frame for your bill's due date that is the most convenient for you. You can select a date range of the beginning, middle, or end of the month.

### Green Rate Energy Program

**1-866-701-7867**

SCE offers a Green Rate option that allows you to purchase more energy from local renewable sources without installing solar panels. SCE will purchase renewable energy from independently owned solar farms in California on your behalf. This rate supports the environment for a cleaner energy future by helping reduce greenhouse gas emissions associated with electricity. Visit [sce.com/greenrate](https://www.sce.com/greenrate) to learn more.

# Government & Community Programs

These community, county, and government plans, not affiliated with SCE, are here to assist you and your family.

## Low Income Home Energy Assistance Program

1-866-675-6623

[csd.ca.gov](http://csd.ca.gov)

LIHEAP is a federally funded program aimed to assist low-income households that pay a high portion of their income to meet their energy needs. LIHEAP is funded by the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Community Services.

## CalFresh Program

1-877-847-3663

[calfresh.ca.gov](http://calfresh.ca.gov)

The CalFresh Program supplements your food budget by offering monthly benefits through an electronic card. Use the card to purchase food at participating stores. Participants must meet program qualifications, and terms and conditions apply.

## Social Security Administration

1-800-772-1213

[socialsecurity.gov](http://socialsecurity.gov)

Social Security Administration programs are a great resource for qualifying customers, helping with retirement planning, Medicare prescriptions, and financial assistance.

## American Red Cross

[preparesocal.org](http://preparesocal.org)

We're partnering with the American Red Cross to increase emergency preparedness throughout Southern California. Our joint effort, PrepareSoCal, will help save lives by informing people and vulnerable communities how to stay safe and how to respond to emergencies. [redcross.org/local/california/preparesocal.html](http://redcross.org/local/california/preparesocal.html).

## California LifeLine

1-866-519-8655

[californialifeline.com](http://californialifeline.com)

A state program providing discounted home or cellular phone services to eligible households.

## Discounted Internet and Computer Program

1-866-519-8655

[everyoneon.org/getconnected](http://everyoneon.org/getconnected)

This program helps bring low-cost internet and computers to those in need. Find out if discounted internet and computers are available in your area.

## Social Services Programs

[findhelp.org](http://findhelp.org)

A social care platform that provides a large network of free and reduce cost programs in every ZIP code across the United States that helps connect people in need with social services programs that serve them.

## Dial 2-1-1 for Free Help or go to 211.org



2-1-1 is a free, confidential phone service available 24/7 to assist you and your family find local resources you may need during emergencies and with everyday needs. Click here to find

services available in your community. [www.211ca.org](http://www.211ca.org).

## General Questions and Information

Visit [sce.com/billhelp](http://sce.com/billhelp) or call:

English	1-800-655-4555	Chinese / 中文	1-800-843-8343
Spanish / Español	1-800-441-2233	Korean / 한국어	1-800-628-3061
Cambodian / ខ្មែរ	1-800-843-1309	Vietnamese / Tiếng Việt	1-800-327-3031

\* For the Energy Savings Assistance Program, not all services may be available in all areas, and a co-payment may be required in some instances.

Funding for many programs is provided on a first-come first-served basis and is subject to change without notice. This information is provided for information purposes only. The 2-1-1 service is not available in all communities in California as of 2009. SCE does not endorse and is not a participating agent in these programs.

# Free Energy-Efficient Appliances That Could Lower Your Bills

Help lower your energy costs by replacing your current household refrigerator, cooling system, lighting, and more with energy-efficient models through the Energy Savings Assistance Program.



## Available Appliances and Services

Qualified SCE customers may be eligible for several appliance upgrades or energy-saving services. Our SCE-approved contractor will collect information to help us determine what you may be qualified to receive. Whether you own or rent, you may be eligible to receive these upgrades for free:

- Lighting
- Smart Power Strip
- Refrigerator Replacement
- Smart Thermostat
- Thermostatic Shower Valve/Showerhead
- Clothes Washer Replacement
- Dishwasher Replacement
- Freezer Replacement
- Heat Pump Water Heater Replacement
- Pool Pump Replacement
- Cooling†:
  - Evaporative Cooler
  - Evaporative Cooler Maintenance
  - Window or Wall AC Replacement
  - Central AC or Central Heat Pump Replacement
  - Portable AC
- HVAC Filter
- Weatherization Services

† These services may not be available in all areas. Certain restrictions may apply for all products and services.

## The Energy Savings Assistance Program — Easy as 1-2-3

### Step 1: Qualification and Assessment

To be eligible, you must meet specific household income guidelines. After income qualification, our approved contractor will do a walk-through of your home to collect information to help us determine the potential for installation of one or more appliances or services.

### Step 2: Service Delivery

Our approved contractors will install the appliances and may provide services such as weatherization.

### Step 3: Inspection

We may perform an inspection in your home to make sure our approved contractor completed the work according to our quality standards. If the work was not done properly, it will be redone at no cost to you.

To apply for the  
**Energy Savings Assistance Program**, or  
for further information:

 **1-800-736-4777**  **sce.com/esap**

**Energy Savings**  
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**Assistance Program**<sup>™</sup>

Open your  
mobile phone camera  
to scan code



\*The Energy Savings Assistance Program is funded by California utility ratepayers and administered by Southern California Edison under the auspices of the California Public Utilities Commission. Program and services are available to customers who meet specific household income guidelines or who participate in certain Public Assistance Programs. Services may not be available in all areas. Certain restrictions, such as age, size, and condition of the system or appliance to be replaced, may apply. All replacement refrigerators meet ENERGY STAR<sup>®</sup> standards and are top-freezer models without extra features, such as ice makers. Services are offered on a first-come, first-served basis until funding is expended or the program is discontinued. A copayment may be required for some services. Program may be modified or terminated without prior notice. California consumers are not obligated to purchase any full fee service or other service not funded by this program. This program is available to both homeowners and renters who meet qualifications. Renters may be required to obtain the property owner's written permission before services are delivered.

# Medical Baseline Allowance Program (MBL) Fact Sheet

## Powering Your Health

At Southern California Edison (SCE), we recognize the essential role of electricity in powering medical equipment for our customers with specific health needs. The Medical Baseline Allowance Program (MBL) is designed to help those who depend on life-supporting medical equipment by providing additional electricity at the lowest baseline rate. Customers on MBL will also receive advance notification on SCE's Public Safety Power Shut-off (PSPS) events.

The program supports a variety of medical devices and equipment requiring electrical power if they are to help a customer sustain life, including but not limited to power wheelchairs and scooters, respirators, breathing machines, and dialysis machines. In addition, MBL does not have an income qualification. To learn more, visit [sce.com/mbi](https://www.sce.com/mbi).

## MBL Frequently Asked Questions (FAQ)

### What is MBL?

Using medical equipment or devices may increase your total home energy usage. You may be eligible for the Medical Baseline Allowance program if you rely on life support equipment, have a life-threatening illness or health condition, or have a compromised immune system and rely on electrically powered medical equipment or devices.

### What does MBL provide?

MBL provides an additional 16.5 kilowatt-hours (kWh) of electricity to your home daily at the lowest baseline rate to help offset the cost of operating qualified medical devices or equipment. For non-baseline rates, Customers on a non-baseline rate receive a flat 11% discount. Customers on MBL receive advance notification of SCE's Public Safety Power Shut-off (PSPS) events.

### Who is eligible for the MBL Program?

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

- A. Requires the regular use of electrically operated medical or life support equipment to sustain, replace, or restore a vital physical function, including mobility, or
- B. Has a serious medical condition requiring electrically powered medical equipment, or
- C. 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
- D. Requires the use of an electrically powered mobility device.

### Are there income requirements or restrictions?

There are no income limits or restrictions for participation on MBL.

### 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 or a medical device. Devices used for therapy but not medically required for sustaining or maintaining life do not qualify. Visit [sce.com/mbi](https://www.sce.com/mbi) to see a list of some typical qualifying equipment and devices.

### Can I qualify for MBL if I am on a Time of Use (TOU rate)?

If you are on a Time of Use (TOU) rate, you are still eligible for MBL. Most TOU rates qualify for additional electricity at the baseline rate. Customers on the TOU-D PRIME rate may qualify for a flat 11% discount. For further information, you can visit [sce.com](https://www.sce.com) or contact SCE by dialing **1-800-655-4555**.

### How do I apply for MBL?

You can apply to the Medical Baseline Allowance Program online, by mail, or with our assistance by phone. To learn more or apply, visit [sce.com/mbi](https://www.sce.com/mbi).

**a. Online Application:** The fastest and most convenient method is to apply online. Visit [sce.com/mbi](https://www.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 professional for signature using the information you provide.

**b. Postal 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 before sending to avoid any delays in processing.

**c. 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.

Applications are available in multiple languages at **sce.com/mbi**. Large print and braille applications are available upon request.

### **Is a medical professional's signature required to enroll in MBL?**

Yes, a qualifying medical professional must complete and sign Part 2 of the initial application. This can be requested electronically if you use the online application.

### **Who is a qualified medical practitioner?**

A qualified medical practitioner can include a licensed physician or medical doctor (MD), Doctor of Osteopathy (DO), Physician Assistant (PA), or Nurse Practitioner (NP).

## **Get Prepared: Emergency Preparedness**

Medical Baseline program customers who live in a high fire risk area are also now eligible for the Critical Care Backup Battery Program, which provides a free, portable backup battery along with accompanying solar panel for additional charging, delivered and assembled for them at no cost. To learn more, visit **sce.com/ccbb**.

### **Additional Preparedness Resources:**

- Public Safety Power Shutoff's (PSPS) are a 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, and they run during the hottest summer months (June through October). A list of Cool Centers by county is available at **sce.com/coolcenters**.

For more information on how to apply for the Medical Baseline program, visit **sce.com/mbi**, which is available in other languages, including Spanish, Korean, Chinese, Vietnamese and Tagalog. Customers can also call SCE at **1-800-655-4555** to find out if they are eligible and for assistance during the application process.

### **How often must I be recertified to stay on MBL?**

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:

- **Temporary (Non-Permanent) Conditions:** Renew every two years. A medical professional will need to verify that you still require the medical equipment and the approximate duration of the non-permanent condition, as noted below
- **Permanent Conditions:** Self-Certify every four years. Medical professional certification is not required to continue receiving the MBL allocation. Self-Certify renewal application can be completed via SCE automated system, **IVR**; please call **(866) 229-9360**.



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

### **HOW TO REACH US**

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

**www.sce.com**



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