

Sometimes it can be difficult to pay your bill. We have options for you, and you may qualify to receive help.

Explore PGE payment options

We offer flexible payment options, such as Equal Pay and Preferred Due Date. Mobile Alerts can also make it easier to manage your bill. To learn more, visit portlandgeneral.com/waystopay or call PGE at **800-542-8818**. For specific information about bill payment assistance, visit portlandgeneral.com/assistance.

Call 211

This is a free referral service for Oregon residents. Call **211**, visit 211info.org or download their free mobile app to find resources in your county for food, housing, medical care and more.

Low Income Home Energy Assistance Program (LIHEAP)

This federally-funded program helps eligible households pay their energy bills during winter months. Visit LIHEAP.org/find-help to learn more.

Oregon Energy Assistance Program (OEAP)

This year-round program is funded by a state-mandated charge added to all PGE customers' bills. Learn more at oregon.gov/ohcs.

Oregon Energy Fund (OEF)

This nonprofit organization helps low-income customers in crisis situations pay their utility bills. OEF distributes grants through a number of community organizations. It is funded by PGE, other utilities, donations from PGE customers, grants and private contributions. Visit oregonenergyfund.org for details.



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Welcome to the Medical Certificate program



When your medical needs require electricity, being accepted to this program is an important first step.

Whether new to the program or renewing, we're here for you and have a dedicated team to work with you.

While the program offers more flexibility to pay your bill, it's vital that you make payments on time, so your service doesn't get disrupted. A few important things to remember:

- **The Medical Certificate program does not prevent disconnection if you don't pay your bill or call us to make arrangements.**
- **There is no discount on your bill while in the program.**
- **If there's an outage, we work to restore power as quickly as safety allows. However, being in the program does not mean your power is restored first. If an outage occurs, be sure to have a plan in place.**

- **If you're new to the program, you may qualify to renegotiate any current payment plan. Give us a call within 20 days of receiving your enrollment confirmation to discuss your options.**
- **If you move, contact us as soon as possible to transfer the certificate to your new address.**

The Medical Certificate Team is available at **503-612-3838**, Monday through Friday, 8 a.m. to 5 p.m. to answer questions about the program.

Let's start with a plan

By putting together a plan now before an outage occurs, you can help protect your health and safety. Use this checklist to create a plan that works for you and your medical needs. Be sure to keep it in a familiar place for easy access.

1. Who do you know?

Make a list of three emergency contacts. These should be friends or family members that you share your plan with.

Name

Contact

Name

Contact

Name

Contact

2. Be prepared

Your outage kit should include:

- Battery operated flashlights and lanterns. **Do not use candles.**
- Storage container for supplies that has wheels, if possible.
- Emergency medical supplies labeled with large print or braille.
- Equipment and assistive devices, like wheelchairs or walkers, labeled with your contact information.
- Ice or frozen cold packs in a small ice chest to store medicines in.
- Batteries and power banks for your assistive devices.
- Food and water supplies for up to 72 hours.
- Blankets and extra clothing.
- Extra money and the documents you'll need to secure Social Security and other regular benefits.
- Emergency kits for your pets/service animals.

3. You'll need backup

If you have equipment with battery-backup capability, make sure the battery pack is fully charged. Use a surge protector for life-support equipment. Consider owning a home generator and ensure you have a thorough understanding of how to use it. While some equipment has built-in backup systems, the backup period may not be long enough to cover an extended outage.

4. Where to now?

Plan where you will go in the event of an extended power outage. This could be a neighbor or friend's home, or a hospital where you can receive the medical care you need. Don't forget to take any special medical equipment and medications with you.

Place

Name

Contact

5. Arrange transportation

If you need to leave your home to seek refuge during an outage, it's good to have a couple of options for transportation and let your contacts know under what circumstances they should come and get you.

Name

Contact

Name

Contact