The Mobilehome Park (MHP) Utility Upgrade Program is a statewide pilot program offered under the auspices of the California Public Utilities Commission (CPUC) that will pay to update the safety and reliability of the energy distribution system at MHPs throughout California. This program will replace aging, privately owned, master-metered/sub-metered systems with new, utility-owned systems.

**PROGRAM BENEFITS**

There are many benefits for both MHP owners and residents whose parks are selected to participate in this program.

**ENHANCED SAFETY AND RELIABILITY**

MHPs will receive a new, professionally installed, natural gas distribution system that will enhance safety and reliability for residents and foster confidence that the new natural gas distribution system is being maintained by SoCalGas®, a company with more than 150 years of experience.

**NEW CUSTOMER CREDIT CHECKS AND FEES WAIVED**

Upon transfer to direct natural gas service, SoCalGas will waive customer credit checks, service deposits and service establishment charges for MHP residents.

**ACCESS TO CUSTOMER PROGRAMS AND SERVICES**

- Income-qualified residents will have access to the California Alternative Rates for Energy (CARE) 20 percent rate discount and Energy Savings Assistance Program no-cost weatherization services. Those residents already enrolled will have continued access to these programs.
- Qualified residents will have access to the Medical Baseline Allowance, which provides an additional natural gas allowance at the lowest rate for doctor certified medical conditions.
- Residents can take advantage of SoCalGas energy efficiency rebates to save energy and money.
- SoCalGas Advanced Meter technology empowers customers to monitor their energy usage and to help set and achieve savings and conservation goals.

**NEXT STEPS**

Here is how the conversion process will progress:

1. SoCalGas will work with the MHP owner to complete the MHP Application, which then marks the beginning of the park’s participation in the program.
2. SoCalGas will engineer and design the new, natural gas system up to each mobile home.
3. SoCalGas will share the proposed engineering design with the MHP owner. The MHP owner will then need to hire a qualified, licensed contractor to connect the new meter to the resident mobile home.
4. SoCalGas and the MHP owner will review and sign the MHP Agreement.
5. SoCalGas will then construct the natural gas distribution system and service up to the metering point near the home.
6. The hired contractor will install the natural gas system to connect the new meter to the resident’s mobile home.
7. SoCalGas will reimburse the MHP owner for reasonable program costs.
8. Residents will sign up for natural gas service with SoCalGas. Customer credit checks, deposits and service establishment fees will be waived.
**KEEPING STAKEHOLDERS INFORMED**

SoCalGas will make every effort to keep residents and key stakeholders informed throughout construction and into the transfer phase to direct natural gas service. Residents can expect a combination of community forums, written notifications, door hangers and posters throughout the park. Residents seeking more program information are encouraged to contact their park representative or visit socalgas.com (search “MOBILEHOME”) and attend the onsite community forums that will be hosted at their park throughout the course of the program. SoCalGas representatives will be on site at each of the forums to address concerns or answer questions. Additionally, SoCalGas representatives will reach out to local officials to make them aware of the program and its implications on local communities.

**FREQUENTLY ASKED QUESTIONS :**

**Q. How were MHPs chosen to participate in this program?**
**A.** CPUC Safety and Enforcement Division (SED) in consultation with the Department of Housing and Community Development (HCD) selected pilot participants from among the MHP owners who submitted a CPUC Form of Intent for their park between Jan. 1 and April 1, 2015. The CPUC prioritized applicants based on safety and reliability needs. More than 200 parks in the SoCalGas service territory were selected as eligible to participate, and additional parks were placed on a waiting list. Selection does not guarantee that an MHP will be converted.

**Q. What should MHP owners and residents expect during construction?**
**A.** As with any construction project, there will be a temporary level of inconvenience, which is difficult to determine until actual planning takes place. SoCalGas will strive to minimize any impact to communities. MHP owners and residents should expect trenching to install underground systems. It may also be necessary to close off access to parts of the MHP where work is being completed. Noise, materials and tools in staging areas, and construction crew presence can also be expected during construction.

**Q. How long will construction last?**
**A.** Construction timelines will vary, but an MHP with 100 spaces is expected to take about four to six months to complete. Most parks have opted to upgrade both their electric and natural gas infrastructures. SoCalGas will work closely with electric utilities to align construction plans and minimize disruption to park residents.

**Q. Will natural gas service be interrupted for MHP residents?**
**A.** Park residents will continue to receive natural gas service from the existing system during construction. When service is transferred over, park residents may experience service interruptions of about 45 minutes to an hour in duration.

**Q. What are the program costs associated with this upgrade and who is responsible for those costs?**
**A.** The costs for installing new direct natural gas service up to the individual resident meters, as well as to each mobile home (beyond the meter), are covered by the program and paid for by SoCalGas ratepayers. The MHP owner will pay for the costs to connect common areas to the new meter as well as for the removal of the above-ground facilities of the prior natural gas system.

**Q. Is there anything MHP residents need to do?**
**A.** Residents will need to sign up for natural gas service with SoCalGas. Customer credit checks, deposits and service establishment fees will be waived. As direct customers of SoCalGas, park residents will be individually billed at current residential customer rates. SoCalGas will help eligible residents sign up for customer programs that can help them save energy and money. (If they’re already participating in an assistance program, it will continue without interruption.)

**Q. How will the location of the Advanced Meter be determined?**
**A.** As part of the program, each MHP residence will have its own Advanced Meter with direct, natural gas service. The physical location of the meter will be determined by the SoCalGas engineering team based on the utility’s standards for safety.

**Q. Who should I contact if I have additional questions or need more information?**
**A.** To learn more about the Mobilehome Park Utility Upgrade Program, visit socalgas.com/mobilehome or call us at 1-855-894-3010.