



# MOBILEHOME PARK

## UTILITY UPGRADE PROGRAM RESIDENT BULLETIN

In March 2014, the California Public Utilities Commission (CPUC) approved a voluntary, statewide, three-year pilot program that offers mobilehome park owners the opportunity to voluntarily replace their park’s energy distribution system with a new, professionally installed, natural gas distribution system. SoCalGas® would like to inform you that your mobilehome park owner/manager applied for the Mobilehome Park (MHP) Utility Upgrade Program, and your park was selected by the CPUC as eligible to participate in the pilot program.

### WHAT THIS MEANS FOR RESIDENTS

Once the MHP application process, agreement process, and field review are successfully completed, your park will be ready for construction.

Your park’s participation in the MHP Utility Upgrade Program means that residents in your park will now become direct utility customers. Construction to replace the aging master-meter system with a new, natural gas distribution system will be performed at your MHP. You will continue to receive natural gas service through the existing system during construction. Following construction, a SoCalGas representative will contact you to establish a customer account directly with SoCalGas, billed at current residential rates.

### KEEPING RESIDENTS INFORMED

SoCalGas will make every effort to keep residents informed throughout construction and into the transfer phase to direct utility 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 [www.socalgas.com](http://www.socalgas.com) (search “MOBILEHOME”) and attend the onsite community forums that will be hosted at your park throughout the course of the program. SoCalGas representatives will be onsite at each of the forums to address concerns or answer any questions.

### RESIDENT BENEFITS

#### ENHANCED SAFETY AND RELIABILITY

- Mobilehome parks will get new, professionally installed, natural gas distribution systems that will enhance safety and reliability for residents, and give added confidence knowing that the new system is being maintained by SoCalGas, a company with more than 140 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 mobilehome park residents.

#### ACCESS TO CUSTOMER PROGRAMS AND SERVICES

- Income-qualified residents will have continued access to the California Alternative Rates for Energy (CARE) 20 percent rate discount and Energy Savings Assistance Program (ESAP) no-cost weatherization services.
- Qualified residents will also have continued access to the Medical Baseline Allowance, which provides an additional gas allowance at the lowest rate for at the lowest rate for doctor certified medical conditions.
- Residents will be able to 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.
- SoCalGas’ online and customer services available for energy-use questions or concerns.

For more information, go to [socalgas.com](http://socalgas.com) (search “MOBILEHOME”)

