

SoCalGas™

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Mobilehome Park Utility Conversion Program

Resident Information

Some mobile home parks are participating in a natural gas-only conversion project. If your park is converting only its natural gas system, any references in this brochure to electric infrastructure, electric service, electric meters, electric providers, or electric related construction activities do not apply to your project and may be disregarded. Please refer to information provided by your park management and project team regarding the specific scope of work for your community.

Program Overview

The Mobilehome Park (MHP) Utility Conversion Program replaces aging mobilehome park-owned energy distribution systems with new utility-owned energy distribution systems in mobile home parks selected by the California Public Utilities Commission (CPUC). Your park owner or manager voluntarily applied to participate in this MHP program in an effort to increase safety and service reliability for park owners, residents and the community.

Program Costs

Most of the costs for the conversion work are covered by the MHP program, but some things are not covered, such as the repair of existing conditions found to be unsafe within your home. Additionally, upgrades to the common area(s), repair of pre-existing conditions of park-owned utilities that are deemed unsafe, and the removal of the legacy park-owned equipment are examples of costs that will be covered by your park owner or manager.

Program Benefits

- New natural gas infrastructure for your park will be designed and installed in accordance to the latest codes and standards.
- New natural gas advanced meter will be installed towards the front of your home to provide quick and safe access to utility crews and first responders.
- Protective barrier posts may be installed to protect the meter equipment from vehicular traffic.
- Access to online tools to help you manage your account, pay bills, view energy usage, and more.



You will become a direct customer of SoCalGas with access to:

Comprehensive Mobile Home Program, which can provide eligible customers with no-cost energy conservation evaluations, installations of low-flow showerheads and faucet aerators, and natural gas energy efficiency improvements, such as duct test and seal of heating, ventilation, and air conditioning (HVAC) systems.

California Alternative Rates for Energy (CARE) Program provides a 20 percent rate discount for qualified SoCalGas customers: **socalgas.com/CARE**

Energy Savings Assistance Program provides no-cost weatherization services for income-qualified customers: **socalgas.com/Improvements**

Medical Baseline Allowance provides an additional natural gas allowance at the lowest baseline rate, for qualified customers with doctor certified medical conditions: **socalgas.com/Medical**

Energy efficiency rebates to help save energy and money: **socalgas.com/Rebates**

Construction Details

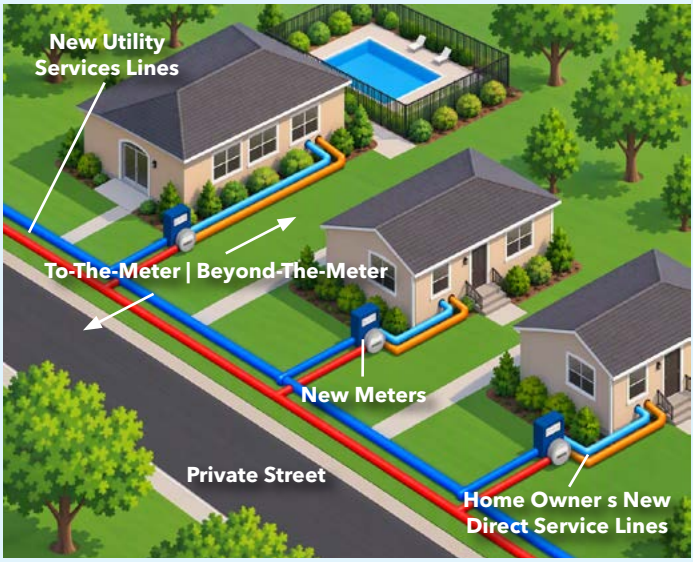

Illustration Legend

Dark blue lines
To-The-Meter (TTM) natural gas infrastructure

Light blue lines
Beyond-The-Meter (BTM) natural gas infrastructure

Red lines
TTM electric utility infrastructure

Orange lines
BTM electric infrastructure

Utility contractors will install the **To-The-Meter (TTM)** underground natural gas and electric distribution infrastructure located on your street and up to the new service point location, which is typically located towards the front of your home.

Your park owner or manager will select a **Beyond-The-Meter (BTM)** contractor to install the required natural gas and electric infrastructure beyond the meter to each home. The BTM contractor will also install the electric meter pedestal.

If your community is participating in a natural gas-only conversion project, the electric infrastructure shown in this illustration does not apply to your park. Please disregard the red and orange lines.



Steps to Take Before Construction Begins

1. Discuss with your park owner or manager:
   - Special considerations such as recurring appointments and seasonal occupancy.
   - Planned modifications to the front of your home. Consider relocating vegetation that is near the new meter location.
   - Parking arrangements during construction.
2. Clear objects and debris under your home and around your existing natural gas meter.

What to Expect During Construction

Residents may experience dust, digging, noise, large equipment and staging areas. Residents may also experience road closures and will be assigned alternative parking options. We will try our best to minimize these inconveniences. For your safety, please adhere to all construction road signs and pay extra attention to children and pets to ensure they do not enter the construction area.



Photo depicts a TTM contractor.

BTM Construction and Initial Turn-On Process

- The natural gas and electric house lines will be installed underneath your home. Please ensure the area underneath your home is clear of objects and debris for safety.
- The BTM contractor will remove part of the skirting around your home (if needed) to install the natural gas and electric house lines underneath your home. No digging under your home will be required.
- You may experience slight service interruptions during testing and inspections. The BTM contractor is responsible for the coordination and notification of these required activities.
- The utilities will set the new meters. The BTM contractor will then change the park infrastructure to the new utility infrastructure. You will receive notice in advance from SoCalGas prior to the transfer of the new utility-owned system. Upon your request, SoCalGas can perform a natural gas appliance safety check.
- Once installed, please keep at least three feet around the meters clear from debris and obstructions to allow clear visibility for utility technicians and first responders.



Adequate working space

Inadequate working space



Meter at front of housing unit

*All piping will be routed and supported along the undercarriage of the units.

Customer Account Set-Up

You will receive instructions on how to set up customer accounts with SoCalGas and your electric provider. At that time, you will need to provide a form of identification. When you call to set-up an account, generally, we can use your Social Security number to verify your identity. If your identity cannot be verified for any reason, you will be required to provide two separate pieces of valid identification. You can find a list of acceptable identification at **socalgas.com/Verify-Identity**.

Establishment fees and deposits will be waived. If you are an existing CARE and/or Medical Baseline customer, those discounts will automatically be transferred to your new account. If you are not, you will have an opportunity to apply.

Key Takeaways

- The MHP program goal is to enhance the safety and reliability of your energy system.
- Moving the meter locations towards the front of homes provides safe and easy access to emergency responders and utility technicians.
- The utility and their contractors are responsible for the TTM construction.
- The park selects the BTM contractor who installs the infrastructure under your home and the electric meter pedestal.
- When construction is complete, you'll be a direct customer of SoCalGas and your electric provider, and may be eligible for additional programs and services.

For questions or concerns, please contact your community management.

FAQ

Q: What costs will residents be responsible for?

A: Costs related to upgrading the natural gas and electric infrastructure to each home are covered under the MHP program and funded by utility customers. Resident out-of-pocket costs may include the repair of unsafe conditions inside your home.

Q: Will my rates go up?

A: When the conversion is complete, residents will be billed at the current residential rates. Rates are approved by the CPUC.

Q: How long is construction expected to last?

A: Construction will be in phases with completion times varying from park to park. The estimated duration of construction is approximately 10-12 months, however, many factors affect this time frame such as size of park, unknown soil conditions and weather. Please refer to park management for updates as they will receive construction updates from the utilities.

Q: How will the location of the advanced meter be determined and can I request to have it at the back of my home or under a carport?

A: Per the MHP program guidelines, locating the advanced meters toward the front of homes complies with all applicable codes and standards and ensures safe and easy access for first responders and utility technicians. The location of the meter will be determined by the SoCalGas engineering team and depends on the layout and design of each home.

Q: What will happen to my landscaping?

A: Residents will have an opportunity to relocate plants or items that impede the new meter locations. In general, a three foot by three foot clearance of work space is required around meters.

Q: Can residents "mask" the meters with landscaping?

A: It is not recommended that meters be masked. The meters should be visible from the street to ensure accessibility for first responders and utility technicians.

Q: What happens to the old natural gas and electric meters that are owned by the park?

A: Once the utilities have informed the park owner that it is safe to do so, your park owner is required to remove all above-ground equipment after all homes and common areas have been transferred to the new system.

Q: What happens if my home is damaged during construction?

A: Damages are assessed on a case by case basis. If damage to a home occurs during project construction, the utility, contractors, park management, and residents (as applicable) will work together to properly assess and make a determination of cause and responsibility.

Q: Will my rent or association fees be increased due to the energy system upgrades?

A: The CPUC has created resident protections for communities participating in the MHP program. The CPUC does not allow rent increases due solely to infrastructure improvements provided by the MHP program. Allowable factors for rent increase include, but are not limited to, an increase in property taxes, operation and maintenance costs, and/or amortizing costs of property improvements other than those made by the MHP program.

Q: After project completion, who is responsible for meter relocation if a new home is moved in?

A: If a meter needs to be removed or relocated, contact the appropriate utility. For SoCalGas, call 877-238-0092. A re-inspection with the authority having jurisdiction may be required before SoCalGas can set the new meter(s) and provide service. Please notify park management and the appropriate utility as soon as possible.

To learn more, scan the QR code or visit **socalgas.com/MobilehomeResidents**

Call 855-894-3010 if you have any questions.

Message funded by ratepayers.

Mobilehome Park Utility Conversion Program is funded by California utility customers under the auspices of the California Public Utilities Commission (CPUC). This program is subject to all decisions, resolutions, and orders of the CPUC, including Decision R.18-04-018, as well as any modifications by the CPUC, as it may, from time to time, direct in the exercise of its jurisdiction.

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