

PROGRAM INFORMATION

MOBILEHOME PARK UTILITY CONVERSION PROGRAM



The Mobilehome Park Utility Conversion Program is a statewide 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 mobile home parks throughout California. This program will replace aging, privately owned, master-metered systems with new, utility-owned systems.

PROGRAM BENEFITS

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

ENHANCED SAFETY & RELIABILITY

Mobile home parks will get new, professionally installed, natural gas distribution systems that will enhance safety and reliability, and give them the added confidence of a new system maintained by SoCalGas.

ESTABLISHMENT FEES WAIVED

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

ACCESS TO CUSTOMER PROGRAMS & SERVICES:

- **California Alternative Rates for Energy (CARE)** provides a 20 percent rate discount and the **Energy Savings Assistance Program** provides no-cost weatherization services for income-qualified customers. Those residents already enrolled will have continued access to these programs.
- **Medical Baseline Allowance** provides an additional natural gas allowance at the lowest rate, for qualified customers with doctor certified medical conditions.
- **Energy efficiency rebates** to help save energy and money.
- **Advanced Meter technology** empowers customers to monitor their energy usage and to help set and achieve savings and conservation goals.
- **Online tools and detailed billing information** to manage energy use and costs.
- **Multiple ways to make bill payments;** visit: socalgas.com/pay-bill/ways-to-pay

THE PROCESS

Here is how the program process works:

1. SoCalGas will work with the mobile home park owner to complete the application, which marks the beginning of the park's participation in the program.
2. SoCalGas will engineer and design the new, natural gas system to each home.
3. SoCalGas will share the proposed engineering design with the owner. The owner will then need to hire a qualified, licensed contractor to connect the new meters to the residents' homes.
4. SoCalGas and the owner will review and sign the program agreement.
5. SoCalGas will then begin construction to install the natural gas distribution system and service line up to the meter, near each home.
6. SoCalGas will reimburse the owner for reasonable program costs for a licensed contractor to connect the new meters to the residents' homes or if payment assignment has been selected, SoCalGas will pay the contractor directly.
7. Residents will set up a direct customer account with SoCalGas. Deposits and service establishment fees will be waived.

KEEPING PEOPLE INFORMED

SoCalGas will make every effort to keep people informed throughout construction and into the transfer phase to direct natural gas service. Residents can expect a combination of 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/mobilehome. Additionally, SoCalGas representatives will reach out to local officials to make them aware of the program and any implications on local communities.

FREQUENTLY ASKED QUESTIONS:

Q. How were mobile home parks 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 participants from the mobile home park owners who submitted a CPUC Form of Intent for their park between January 1 and April 1, 2015. The CPUC prioritized applicants based on safety and reliability needs. Approximately 16,000 mobile homes in 244 mobile home communities have been converted to direct utility service. That's 12 percent of the mobile home communities in the SoCalGas territory. An open enrollment period is expected in 2021.

Q. What should mobile home park 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 the communities. Owners and residents should expect trenching to install underground systems. It may also be necessary to close off access to parts of the mobile home park 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 by mobile home community. SoCalGas representatives will communicate timelines with owners, park management and residents to keep the community updated on project status. 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 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 lasting about 45 minutes to an hour.

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 owner will pay for the costs to connect common areas to the new meter as well as for the removal of the old above-ground system.

Q. Is there anything residents need to do?

A. Residents will need to create a SoCalGas customer account. 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 customers are already participating in an assistance program, it will be transferred to their new account.)

Q. How will the location of the Advanced Meter be determined?

A. As part of the program, each home will have its own Advanced Meter. 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 Conversion Program, visit socalgas.com/mobilehome or call us at 1-855-894-3010.

socalgas.com

1-800-427-2000



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 the it may, from time to time, direct in the exercise of its jurisdiction.
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