

# PROGRAM INFORMATION

## MOBILEHOME PARK UTILITY CONVERSION PROGRAM



The Mobilehome Park (MHP) Utility Conversion Program is a statewide program that offers owners of mobile home parks the opportunity to replace their park's energy distribution system with a new, professionally installed natural gas and electric distribution system. Your mobile home park was selected to participate by the California Public Utilities Commission.

## PROGRAM BENEFITS

There are many benefits for both owners and residents of the communities 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 offer added confidence of a new system maintained by SoCalGas®.

### ESTABLISHMENT FEES WAIVED

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

### ACCESS TO CUSTOMER PROGRAMS & SERVICES:

- **California Alternative Rates for Energy (CARE)** provides a 20 percent rate discount. Those residents already enrolled will have continued access to the program; visit: [socalgas.com/care](https://socalgas.com/care)
- **Energy Savings Assistance Program** provides no-cost weatherization services for income-qualified customers; visit: [socalgas.com/improvements](https://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; visit: [socalgas.com/medical](https://socalgas.com/medical)
- **Energy efficiency rebates** to help save energy and money; visit: [socalgas.com/rebates](https://socalgas.com/rebates)
- **Advanced Meter technology** empowers customers to monitor their energy usage online and to help set and achieve savings and conservation goals.
- **Online detailed billing information** to help manage energy use and costs.
- **Multiple ways to make bill payments;** visit: [socalgas.com/pay-bill/ways-to-pay](https://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 for the beyond the meter (BTM) work that will connect the new meters to the residents' homes.
4. The owner will complete and sign the program agreement. The agreement will then be executed by SoCalGas.
5. SoCalGas will then begin construction to install the natural gas distribution system and service lines up to the meters, near each home.
6. SoCalGas will reimburse the owner for reasonable program costs for the licensed BTM contractor who will perform the beyond the meter work. SoCalGas will pay the contractor directly.
7. Residents will set up a direct customer account with SoCalGas. Deposits and start service fees will be waived.

## WHAT THIS MEANS FOR RESIDENTS

Once the application process, agreement process, and field review are successfully completed, your community will be ready for construction. Your community's participation in the program means that as a resident, you will become a direct utility customer once the conversion is completed. You will continue to receive service through the existing system during construction. Following construction, you will be provided with instructions on how to establish a SoCalGas customer account. Once you become a customer, you will be billed at residential rates.

## KEEPING THE COMMUNITY INFORMED

SoCalGas will make every effort to keep owners/managers and residents informed throughout the project. Residents can expect notifications in the form of letters and door hangers. Residents seeking more program information are encouraged to contact their park representative or visit [socialgas.com/mobilehome](https://socialgas.com/mobilehome).

## 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 mobile home parks based on the CPUC Form of Intent (FOIs) received during their open enrollment period. The CPUC prioritized applicants based on safety and reliability needs.

### **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. 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. SoCalGas will strive to minimize construction impacts to the community.

### **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 residents.

### **Q. Will natural gas service be interrupted for residents?**

**A.** Residents will continue to receive natural gas service from the existing system during construction. When service is transferred over, 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 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 the costs to remove 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 fees will be waived. As direct customers of SoCalGas, 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 residents are already participating in a customer 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 located towards the front of the home. The location of the meter will be determined by the SoCalGas engineering team and installed in accordance to the latest codes and standards.

### **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 [socialgas.com/mobilehome](https://socialgas.com/mobilehome) or call us at 1-855-894-3010.



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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