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MOBILEHOME PARK UTILITY UPGRADE PROGRAM

If you own a mobilehome park (MHP) or manufactured housing community, you may qualify for a new pilot program that will pay to convert your master-metered/submetered energy service to direct service from Southern California Gas Company (SoCalGas®).

The Mobilehome Park Utility Upgrade Program is a statewide pilot program open to owners of master-metered/submetered MHPs. This voluntary program's goal is to replace aging MHP-owned energy distribution systems with new utility-owned systems for about 10 percent of MHP residences. This pilot program runs from 2015 through 2017, but to be considered you must apply between January 1 – March 31, 2015.

Eligibility

Selection will be made by the California Public Utilities Commission (CPUC) Safety and Enforcement Division (SED) based on risk assessment and other established prioritization factors. The CPUC SED has the authority and responsibility for prioritizing conversions. MHP owners wanting information on why their parks were not selected should contact the CPUC SED directly.

Limited pilot program

Funds are available to convert approximately 10 percent of potentially eligible residences in SoCalGas' service territory to direct utility service during the three-year pilot program. In order to be eligible, all the residences in the park need to be converted.

Benefits for MHP owners

For participating MHP owners, the benefits of converting to direct SoCalGas natural gas service include:

- **Enhanced safety and reliability** – MHP owners will get new, professionally installed natural gas systems that will enhance safety and reliability.
- **Provides peace of mind** – MHP owners will no longer have to maintain or be liable for privately owned, submetered natural gas systems.
- **Saves time and less hassle** – MHP owners will no longer have to read natural gas meters, bill their residents or respond to natural gas service and program questions. These services will be provided by SoCalGas.
- **Improved resident relationships** – Resident service complaints will be directed to and handled by SoCalGas instead of the MHP owner/manager.
- **Majority of costs paid by the utilities** – Costs for installing new natural gas service up to individual resident meters, as well as to each mobilehome (beyond the meter), are covered by the program.

Program costs

Costs for installing new direct natural gas service up to individual resident meters, as well as to each mobile home (beyond the meter), are covered by the program and paid for by SoCalGas ratepayers.

- SoCalGas will be responsible for performing and paying for construction work from the master-meter to the individual resident meters.
- The majority of costs to replace current master-metered/submetered systems to individual resident mobile homes will be paid for by SoCalGas.
- The MHP owner will collaborate with SoCalGas to select the contractor that will perform the work from the resident meter to the mobile home. MHP owners must coordinate with SoCalGas prior to starting beyond the meter construction. Reasonable costs for this construction will be reimbursed by SoCalGas, however it could require upfront funding by MHP owners.

Schedule*

October to December 2014	Program information and CPUC Form of Intent made available to MHP owners.
January 1 to March 31, 2015	Open enrollment – Completed CPUC Forms of Intent due from MHP owners to the CPUC SED with copies to the utilities.
April to May 2015	The CPUC SED selects pilot program participants.
Starting Spring 2015	Participants provide detailed information about property for engineering review and sign MHP conversion agreement prior to construction.
Summer 2015 to December 31, 2017	Construction is completed. Direct service to MHP residents begins.

*The California Public Utilities Commission approved Decision 14-03-021 on March 13, 2014, establishing this three-year voluntary pilot program for mobilehome parks and manufactured home communities. This program is funded by California utility customers and administered by Southern California Gas Company and other investor owned utilities under the auspices of the California Public Utilities Commission.

How to apply

MHP owners must complete the enclosed CPUC Form of Intent for their parks, which is also available online at socalgas.com (search "MHP UPGRADE"). All intent forms must be received during the 90-day open enrollment period, which starts on January 1, 2015 and ends on March 31, 2015.

1. Submit completed intent forms:
 - Online - at MHPUtilityUpgrade.com
 - By email - Email to the CPUC SED at MHPUtilityUpgradeProgram@cpuc.ca.gov, to SoCalGas at MHPUtilityUpgrade@semprautilities.com and to the participating electric utility.
 - By U.S. Mail - Send to the CPUC SED and a copy to SoCalGas and the participating electric utility. Postage paid envelopes enclosed.
2. If you own multiple properties, submit one intent form for each MHP or manufactured housing community. Form submission does not guarantee conversion.
3. Intent forms received after the end of open enrollment will be placed on a waiting list. Placement on the waiting list does not guarantee conversion. Intent forms submitted before January 1 will not be considered for selection.
4. Be sure to keep a completed copy for your own records.

Selection and next steps

The CPUC SED is responsible for selecting pilot participants from among the MHP owners who apply and for prioritizing applicants based on safety and reliability needs. Selection doesn't guarantee that your MHP will be converted.

The utilities will contact MHP owners about their status in the pilot program. If you're selected, you'll be asked to fill out an application requesting more detailed information about your property, so an engineering review can be performed. SoCalGas will work with you to plan the new natural gas distribution system and convert MHP spaces to direct SoCalGas service.

After you complete the application process and sign the MHP upgrade agreement:

1. SoCalGas will construct the natural gas distribution and services up to the metering point near the home.
2. You'll need to choose a qualified, licensed contractor to install SoCalGas-approved service equipment and do work needed to connect the new meter to the resident mobile home. SoCalGas will reimburse you for reasonable costs.
3. Residents will sign up for natural gas service. No customer credit checks, deposits or service establishment fees will be required to start service.

For more information go to socalgas.com (search "MHP UPGRADE") or call 1-855-894-3010.

FREQUENTLY ASKED QUESTIONS : MOBILEHOME PARK UTILITY UPGRADE PROGRAM

Q. What is the Mobilehome Park Utility Upgrade Program about?

A. In March 2014, the CPUC approved a voluntary statewide three-year pilot program that offers MHP owners the opportunity to voluntarily convert their master-metered and privately owned submetered natural gas and/or electric systems to new direct utility systems. Under this program, MHP residents will be able to receive delivery of natural gas and/or electric services directly from the utilities. In order to be eligible, all residences in the MHP need to be converted.

Q. How will MHP owners having master-metered/submetered systems find out about this program?

A. From August 2014 through December 2014, SoCalGas will reach out to owners in its service territory to inform them of the program through MHP trade associations, by mail, phone and/or in-person contact.

Q. What are MHP owner benefits for converting to direct SoCalGas natural gas service?

A. Enhanced Safety and Reliability – Owners get new professionally installed utility systems.
Provides Peace of Mind – Owners no longer have to maintain a privately owned submetered system.
Saves Time and Hassle – Owners no longer have to read meters, bill residents or respond to service and program questions. SoCalGas will provide these services.
Improves Resident Relationships – Avoids resident service complaints being directed to MHP owners/managers.
Majority of Costs Paid by SoCalGas – Costs for installing new natural gas service up to resident meters, as well as to each mobile home, are covered by the program.

Q. How much will it cost MHP owners to participate in the program?

A. Majority of costs for installing new direct natural gas service up to individual resident meters, as well as to each mobile home (beyond the meter) are covered by the program and paid for by all SoCalGas ratepayers.

Q. How do MHP owners apply for the program?

A. In October 2014, owners will receive information by mail that they'll need to apply. Interested owners can apply from

January 1 through March 31, 2015 and are required to submit a CPUC Form of Intent for each MHP to the CPUC's SED with a copy to SoCalGas and their electric utility, if applicable. Submitting a CPUC Form of Intent doesn't ensure participation.

Q. What if an MHP owner submits an application after the open enrollment period?

A. Applications received after the enrollment period may not be eligible to participate in the program or may be placed on a waiting list. Placement on the waiting list doesn't guarantee conversion to direct utility service.

Q. How will MHPs be selected for program participation?

A. From those who apply, the CPUC SED will select eligible MHPs based on risk assessment and prioritization factors established by the SED, which has authority and responsibility for prioritizing conversions. If total eligible resident mobile homes exceeds the 10 percent goal allowed under the program, any excess MHPs will be placed on a waiting list. Placement on the waiting list doesn't guarantee conversion.

Q. When will MHP owners find out if their park has been selected for the program?

A. After the SED has completed its prioritization process, MHP owners will be notified by SoCalGas approximately April-May 2015, as to whether their park has been selected to participate in the program.

Q. What happens after MHP owners are notified that their park has been selected for the program?

A. SoCalGas will assign a project manager to selected MHPs who will serve as the owner's direct point of contact. The project manager will assist owners with various aspects of the construction project (completing a detailed application, construction planning, completing/signing a standard program agreement, arranging onsite meetings, construction project management, general construction permitting, and answering questions).

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Q. Once an MHP is selected for program participation, when will construction work be scheduled?

A. Depending on the total number of MHPs selected for program participation, it is possible that MHP owners can expect a wait time of up to two years.

Q. Who should an MHP owner contact if a MHP has not been selected to participate in the program?

A. The CPUC SED selects the MHPs that will be able to participate in the program. Owners should contact the SED directly at: **1-800-755-1447**.

Q. What kind of construction impacts can MHP owners and residents expect?

A. With any construction project, there will be a temporary level of inconvenience that is difficult to determine until planning takes place. Owners/residents should expect that to install underground facilities trenching will be required and it may be necessary to close off parts of the MHP to access while work is being completed. Noise, material/tools staging areas, and construction crew presence can also be expected.

Q. What can MHP owners expect after converting to direct SoCalGas service?

A. At the start of direct SoCalGas service, the old master-meter will be removed. The submetered system will be left in place which remains the responsibility of the owner. The MHP master-meter discount will stop. SoCalGas' ownership only extends to the resident's meter of the new system while MHP owners, or in some cases resident owners, will be responsible for maintaining the new system beyond each resident's meter.

Q. Who should an MHP owner contact if they have additional questions or want more information?

A. CPUC SED:
SED/GSRB-MM Utility Upgrade Program
1-800-755-1447

SoCalGas:
Mobilehome Park Utility Upgrade Program
Go to socalgas.com (search "MHP UPGRADE")
1-855-894-3010