

# Mobilehome Park Utility Upgrade Program - resident information



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One of the benefits of direct utility service is the enhanced safety and reliability a professionally installed system brings to park residents.

*The Mobilehome Park Utility Upgrade Program is a statewide pilot program that provides funding to enhance the safety and reliability of energy distribution systems at mobilehome parks through California. This voluntary program for park owners aims to replace aging MHP-owned energy distribution systems with new utility-owned systems through 2019.*

### How it works

Mobilehome park residents will be able to receive delivery of natural gas and/or electric services directly from utility companies. Interested park owners applied for the program and participants were selected by the California Public Utilities Commission's (CPUC) Safety and Enforcement Division and/or the Dept. of Housing and Community Development. For parks selected for replacement of energy distribution systems, costs are covered by the program and will be paid for by SDG&E® ratepayers.

### What is a mobilehome park master-metered/submetered energy distribution system?

Currently, SDG&E provides electricity and natural gas service to a single master-meter at many mobilehome park communities in its service area. From the master-meter, the mobilehome park may have submetered pipeline systems that deliver electricity and natural gas from the master-meter to each resident's mobile home. The mobilehome park owner is responsible for maintaining these submetered systems.

### What does this mean for residents?

Your mobilehome park owner has been selected to participate in the program. If they elect to move forward, replacement of the mobilehome park's energy distribution system will be planned and performed sometime within the next two years. Before construction begins, SDG&E will meet with the mobilehome park owners and residents with information on program benefits, what to expect during construction, and to answer any questions. After construction, residents will become direct SDG&E customers and their energy bills will come directly from SDG&E.

### Program background

The Mobilehome Park Utility Upgrade Pilot Program (Program) began in 2015, and provided authorization to SDG&E through 2017 to upgrade approximately 10 percent of MHP residences to direct utility service. On September 28, 2017, the California Public Utilities Commission (CPUC) approved to extend the Program for two years to allow an additional five percent of spaces to be upgraded.

### Schedule for Mobilehome Park Utility Upgrade Program\*

By end of December 2017	CPUC Safety and Enforcement Division selects pilot program participants, and SDG&E begins notification process to selected parks.
First Quarter 2018:	Residential forums begin at selected parks to provide information about what to expect and to answer any questions regarding the program.
2019	Construction completed at participating parks, direct service to MHP residents begin

### Resident benefits

There are many benefits of direct utility service. A few of them are:

- **Enhanced safety and reliability.** Mobilehome parks will get new professionally installed energy distribution system that will enhance safety and reliability for residents.
- **Access to cost-saving programs.** Residents will be able to take advantage of energy-efficiency programs and many other services available.
- **Enhanced electric service.** With utility electric service enhanced to 100 amps at the meter pedestal, residents may be able to add electric appliances such as air conditioners that can't be run on the current electric submetered service.
- **Enhanced customer service.** Residents will be able to use our online services and speak to an energy service specialist for energy use questions or concerns.
- **Service deposit waived.** When applying to become a direct SDG&E customer, we'll waive the service deposits and service establishment fees.

### Contact SDG&E for more information

If you have any questions, call our toll-free Mobilehome Park Utility Upgrade Program Line at **1-855-846-7171** or visit **[sdge.com/mobilehome-upgrade](http://sdge.com/mobilehome-upgrade)**.

\*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 SDG&E under the auspices of the California Public Utilities Commission.