



Mobile Home Park Utility Conversion Program

Frequently Asked Questions

Q. What is the Mobile Home Park Utility Conversion Program?

A. The Mobile Home Park Utility Conversion Program is a statewide effort to enhance safety and reliability by upgrading existing gas and/or electric systems in mobile home parks. New gas and/or electric meters will be installed to deliver service directly to park residents.

Q. Are mobile home park owners required to participate in the program?

A. Mobile home park owners are not required to participate and can continue to use their existing gas and/or electric systems. However, mobile home park owners who would like to upgrade these systems can choose to apply for the program through an application process managed by the California Public Utilities Commission (CPUC). If the CPUC selects your mobile home park as part of this process, all of the spaces will receive new gas and/or electric meters to deliver service directly to you.

Q. If my mobile home park is selected, will residents have to pay any costs?

A. We will install new gas and/or electric meters at no cost to you. However, if any of your equipment, such as a gas line or pipe fitting, needs to be replaced for safety, you will be responsible for the replacement cost.

Q. Where will the new meters be installed?

A. We will install the meter in the safest location, which is typically at the front of the home away from your driveway. Your meter may be in a different location than your neighbors' depending on the park layout, driveway location and other factors that may affect safety.

Q. How do I set up a new account with PG&E?

A. We will notify you with a postcard or door hanger after we have installed your new meter to provide details about the last step, which is to set up an account. Our representative will walk you through this process, and you will not need to pay any fees for the required account set up. Please have your address, mobile home park space number and social security number or state-issued form of ID ready.

Q. What changes to my energy bill can I expect?

A. Once you have set up your PG&E account, you will receive a monthly energy statement for the gas and/or electricity you use. You will be billed based on the residential rate option you choose when setting up your account. You may also qualify for our cost-saving programs. You can visit [pge.com/care](https://www.pge.com/care), [pge.com/medicalbaseline](https://www.pge.com/medicalbaseline) and [pge.com/esa](https://www.pge.com/esa) to find out if you are eligible. To learn more and compare residential rate plans, visit [pge.com/rates](https://www.pge.com/rates).

Q. Will there be any service interruptions during this work?

A. We will do our best to minimize disruptions, but you may experience one to two gas and/or electric service interruptions during our work. We expect most gas or electric outages will last less than one hour, and we will notify you in advance.

Q. Will any vegetation be removed around my home?

A. If there are plants, trees or items such as furniture blocking the new meter location, you will need to remove them for safety before we begin our work. Your park manager will provide you with details if anything needs to be removed. We will continue to need clear access after the meter has been installed, so you will not be able to replace these items or vegetation in the same location.

Q. Will I have access to my driveway during construction?

A. Your driveway may be blocked temporarily while we work near your home, but we can place a steel plate over any open trenches to provide you with access upon request. We will notify you in advance so you can move any vehicles before work begins. We will also provide access for emergency vehicles and personnel if needed.

Q. Will you need access to my home?

A. Our authorized contractor will need to access the crawl space to run our gas and/or electric lines. They will also need to enter your home to complete electric connections, perform safety checks and relight the pilot lights on any gas appliances. We will schedule this work with you in advance to help minimize inconvenience. All personnel are required to carry valid photo identification and are happy to provide it upon request.