

Mobilehome Park Utility Upgrade Program

Upgrade to safer, more reliable utility service



The Mobilehome Park (MHP) Utility Upgrade Program is a voluntary, three-year pilot program open to owners of mobilehome parks and/or manufactured housing communities with master-meter/submeter gas and electric distribution systems. This California Public Utilities Commission (CPUC) approved initiative to upgrade 10% of California's eligible mobilehome park spaces to direct utility service over the next three years, is designed to increase the safety and reliability of the infrastructure that will deliver these services to park residents.

What we're doing

PG&E, along with seven other investor-owned utilities in California, are working together to replace aging, master-metered/submetered energy systems with newer, utility-owned systems that will deliver natural gas and/or electric services directly to park residents. Through the MHP Utility Upgrade Program, PG&E will construct a new distribution system that will:

- Provide residents with safer, more reliable utility services
- Relieve owners from the responsibility and cost of maintaining an aging utility system

Benefits for MHP Owners

Safety and Reliability

A new, professionally installed energy system will provide your park residents with the safe and reliable delivery of natural gas and/or electric services.

Peace of Mind

PG&E will install and maintain the new natural gas and/or electric distribution system.

Simplified Management

You will no longer have to read natural gas/electric meters, bill residents or respond to questions about utility service and programs.

Improved Park Amenities and Relations

More of your time and money can now be invested to improve and upgrade the amenities offered to your park residents.

Minimal Costs

Costs for installing new utility service up to individual mobilehomes are covered by the program. MHP owners will be responsible for minor costs that may include items for reconnecting service (i.e., gas flex connector), acquiring necessary permits, any environmental remediation (if necessary) and the removal of above-ground legacy systems.

Benefits for MHP Residents

Enhanced Customer Service

Park residents with questions or concerns about their energy usage will be able to use PG&E's online services or speak directly with one of our energy services specialists.

Upgraded Natural Gas and/or Electric Services

Upgrades to natural gas/electric services may provide residents the increased capacity they need to use more demanding appliances, such as air conditioners.

Access to Cost-Saving Programs

Residents will be able to take advantage of energy efficiency programs and will have access to many other PG&E services.

Simple and Easy Utility Transition

PG&E will waive customer credit checks and service deposits for residents who are transferred to direct utility services.



Receive Direct Utility Service

If you own a mobilehome park or manufactured housing community, you may qualify for a *new pilot program that will replace your aging utility system* and also provide energy services delivered directly to park residents from PG&E.



Safety and Reliability

The age for some utility systems are 30 to 40 years old, a few pushing 70.

With the shortage of funds and expertise to maintain their private utility infrastructure, mobilehome park owners have found it difficult meeting modern standards for safety and reliability.



Next Steps: Apply this January!

CPUC – Form of Intent

- Complete and submit Form of Intent, one per location, between January 1 – March 31, 2015
- Submit electronically at mhutilityupgrade.com

Resources

PG&E

- pge.com/mhutilityupgrade
- MHPUtilityUpgrade@pge.com
- 1-800-743-5000

CPUC

- cpuc.ca.gov/PUC/safety/mhp_utilityupgradeprogram.htm

MHP Utility Upgrade Program at a Glance

Launch and Open Enrollment January 1 – March 31, 2015	Selection and Notification April – May 2015	Planning and Assessment Spring 2015	Construction and Transition Summer 2015 – December 31, 2017
MHP owners submit CPUC Form of Intent to SED and HCD with copies to PG&E	The SED and HCD select and prioritize pilot program participants	Participants provide additional details for engineering review and upgrade agreement signed	Construction, cut over to new direct utility system, and resident transition to PG&E

Questions and Answers

How did the MHP Utility Upgrade Program come about?

In an effort to enhance both public safety and service reliability for MHP owners and residents, the CPUC approved on March 13, 2014, Decision 14-03-021, establishing the MHP Utility Upgrade Program.

What will the pilot program do?

This pilot program authorizes funding and directs each investor-owned utility to upgrade 10% of the eligible park spaces to direct utility service for natural gas and electricity.

How many MHPs may participate in the pilot program?

Funds are available to upgrade approximately 10% of the 105,000 eligible park spaces. Upgrades to RV park spaces and RV parks are not eligible for this program.

How are participants chosen?

From among the qualified applicants that submit the CPUC Form of Intent between January 1 and March 31, 2015, the CPUC's Safety and Enforcement Division (SED) along with the California Department of Housing and Community Development (HCD) will select and prioritize applicants based on safety and reliability. Selection doesn't guarantee your MHP will be upgraded.

What happens to late applications?

Applicants that submit the Form of Intent after the March 31, 2015 deadline will be placed on a waiting list; placement on the waiting list does not guarantee participation.

If selected to participate, when will MHP owners be notified?

After the SED and HCD complete their prioritization, MHP owners will be notified by PG&E between May - July 2015.

After a MHP is chosen what are the next steps?

PG&E will assign a dedicated project manager who will serve as the MHP owner's direct point of contact and will assist with:

- Completing a more detailed MHP application requiring specific information about each participating MHP.
- Completing/signing a standard pilot program agreement.
- Arranging onsite resident information meetings.
- Coordinating, planning and managing of construction, including park assessment and construction impacts.
- Permitting for general construction.
- Answering general questions.

What supporting documents will MHP owners need to provide with their detailed applications?

MHP owners would need to include:*

- A map, drawing or diagram of the submetered mobilehome park distribution system.
- All annual reports, leak surveys, and records of repair, corrosion control and cathodic protection.
- Other information reasonably requested by PG&E that is site dependent.

**MHP owners will not be disqualified if unable to provide supporting documentation with their detailed application.*

When will upgrade construction work be scheduled?

Depending on the total number of parks selected, waiting period of up to two years is possible.

Who's responsible for hiring qualified, licensed contractors for "from the master meter to individual MHPs" construction?

The MHP owner is responsible for selecting a qualified, licensed contractor to perform "from the master meter to individual mobilehomes" construction. PG&E will review the MHP selection of a contractor. Costs for performing "beyond the meter" work that is reasonably incurred by the contractor, are reimbursable. All "beyond the meter" construction would be subject to permitting and inspection requirements of appropriate agencies having that authority.

Who owns or is responsible for the energy distribution system(s) after the upgrade?

After the upgrade, PG&E would own the distribution lines up to and including the mobilehome meter. Systems beyond the resident's meter are the responsibility of the MHP owner or possibly the owner of the residence.

How are MHP environmental issues addressed under this pilot program?

Responsibility for any remediation or resolution of environmental issues will remain with each MHP owner and must be addressed as required by the agency with jurisdiction. The pilot program, PG&E and PG&E customers will not cover any costs associated with required remediation.

How are MHPs with a third-party energy supplier addressed under this pilot program?

MHP owners may still apply for this pilot program regardless if their MHP receives energy services from a third-party supplier. The goal of the pilot program is to upgrade the aging distribution systems that deliver energy services to park residents.

