

# Important news for your community

## Get to know the Mobilehome Park Utility Upgrade Program



### What is this program?

The Mobilehome Park Utility Upgrade Program (MHP Program) is a California Public Utilities Commission (CPUC) pilot program designed to enhance public safety and service reliability by upgrading mobilehome parks' master-metered/submetered distribution systems with newer systems that deliver energy services directly to park residents.

### Who will deliver energy services to your mobilehomes?

Under this program, you will be able to receive direct utility service (including natural gas and/or electricity) from Pacific Gas and Electric Company (PG&E).

### How does this impact park life?

If your park is approved, construction to replace your park's utility system(s) will be planned and performed sometime between 2015 and 2017. Prior to the construction, representatives from PG&E will meet with you to provide more information on what to expect during construction, including details such as how long it will take, operating hours and so forth. Once construction is complete, you will become direct customers of PG&E and will be billed directly from PG&E.

### Questions?

Visit [pge.com/mhputilityupgrade](http://pge.com/mhputilityupgrade)

Email [MHPUtilityUpgradePlanning@pge.com](mailto:MHPUtilityUpgradePlanning@pge.com)

Call 1-800-743-5000

Here is the contractor for your park's utility upgrade and the approved construction hours:



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### MHP Program at a glance

- WHAT:** MHP Program
- WHO:** CPUC-approved pilot program
- WHEN:** Three-year program
- WHERE:** Statewide
- HOW:** MHP owners apply and are selected by the CPUC based on needs and risk assessments
- GOAL:** Enhance public safety and service reliability by strengthening the infrastructure that will deliver energy services directly to park residents

### Resident Benefits

If your park is converted, here are some of the benefits you can expect with a new, PG&E-owned system that provides natural gas and/or electricity directly to your mobilehome:

#### Enhanced customer service

You will be able to use PG&E's online services or speak directly with one of our energy services specialists anytime you have questions or concerns about your energy usage.

#### Upgraded natural gas and/or electric services

Thanks to the upgraded natural gas/electric service by PG&E, you will now have the increased capacity you need to use more demanding appliances, such as an air conditioner.

#### Access to cost-saving programs

PG&E offers all sorts of ways for you to save money and energy, including energy-efficiency programs, appliance rebates and SmartMeter™ technology. In addition, residents who are currently participating in programs such as California Alternative Rates for Energy (CARE) or Medical Baseline Allowance can count on continued access without interruption.

#### Simple and easy utility transition

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