

PUBLIC UTILITIES COMMISSION  
505 Van Ness Avenue  
San Francisco CA 94102-3298



**Pacific Gas & Electric Company**  
**GAS (Corp ID 39)**  
**Status of Advice Letter 4782G/6998E**  
**As of September 5, 2023**

Subject: Detailed Santa Nella Utility Conversion Project Implementation and Outreach Plan in Compliance with Decision 23-04-057

Division Assigned: Energy

Date Filed: 07-26-2023

Date to Calendar: 08-02-2023

Authorizing Documents: D2304057

<b>Disposition:</b>	<b>Accepted</b>
<b>Effective Date:</b>	<b>08-25-2023</b>

Resolution Required: No

Resolution Number: None

Commission Meeting Date: None

CPUC Contact Information:

[edtariffunit@cpuc.ca.gov](mailto:edtariffunit@cpuc.ca.gov)

AL Certificate Contact Information:

Stuart Rubio

279-789-6210

[PGETariffs@pge.com](mailto:PGETariffs@pge.com)

**PUBLIC UTILITIES COMMISSION**  
505 Van Ness Avenue  
San Francisco CA 94102-3298



To: Energy Company Filing Advice Letter

From: Energy Division PAL Coordinator

Subject: Your Advice Letter Filing

The Energy Division of the California Public Utilities Commission has processed your recent Advice Letter (AL) filing and is returning an AL status certificate for your records.

The AL status certificate indicates:

- Advice Letter Number
- Name of Filer
- CPUC Corporate ID number of Filer
- Subject of Filing
- Date Filed
- Disposition of Filing (Accepted, Rejected, Withdrawn, etc.)
- Effective Date of Filing
- Other Miscellaneous Information (e.g., Resolution, if applicable, etc.)

The Energy Division has made no changes to your copy of the Advice Letter Filing; please review your Advice Letter Filing with the information contained in the AL status certificate, and update your Advice Letter and tariff records accordingly.

All inquiries to the California Public Utilities Commission on the status of your Advice Letter Filing will be answered by Energy Division staff based on the information contained in the Energy Division's PAL database from which the AL status certificate is generated. If you have any questions on this matter please contact the:

Energy Division's Tariff Unit by e-mail to  
**[edtariffunit@cpuc.ca.gov](mailto:edtariffunit@cpuc.ca.gov)**



July 26, 2023

**Advice 4782-G/6998-E**

(Pacific Gas and Electric Company ID U 39 M)

Public Utilities Commission of the State of California

**Subject: Detailed Santa Nella Utility Conversion Project Implementation and Outreach Plan in Compliance with Decision 23-04-057**

**Purpose**

Pacific Gas and Electric Company (PG&E) submits this Tier 2 advice letter to detail the Implementation and Outreach Plan for the Santa Nella Utility Conversion (SNUC) Project pursuant to Ordering Paragraph 7 of Decision (D.) 23-04-057.

**Background**

On September 21, 2022, the California Public Utilities Commission (CPUC or Commission) issued an Order Instituting Investigation (OII) to Address the Potential Loss of Natural Gas Service for a Portion of the Santa Nella Community (I.22-09-011). The Santa Nella Community at issue in this proceeding consists of a subdivision of 280 parcels, on which 270 manufactured homes and 10 vacant lots are located. Originally all of the parcels were part of a mobile home park (MHP). However, over time 233 of the parcels were sold and became independently owned. Currently, 47 manufactured homes remain part of the MHP. Currently SNME, Inc. (SNME), a private corporation, receives natural gas from a PG&E master meter, and SNME serves natural gas to all 270 manufactured homes in the Santa Nella community, including the 233 homes that are not part of the MHP.<sup>1</sup> On May 19, 2022, SNME informed the Commission and PG&E that it was on the verge of filing for bankruptcy and would soon no longer be able to serve natural gas to the community. PG&E offered three options<sup>2</sup> for replacing the infrastructure impacting the Santa Nella community in its pleadings in this OII. On April 27, 2023, the CPUC issued D.23-04-057, ordering PG&E to replace the gas infrastructure in order to offer direct metered gas service, perform electric upgrades, and offer full electrification to the customers in the Santa Nella community. The CPUC ordered PG&E to file this Letter with details of its Implementation and Outreach Plan.

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<sup>1</sup> PG&E provides electric service to the Santa Nella Community.

<sup>2</sup> The options included (1) replacing the gas infrastructure and converting to direct metered service at a forecast cost of \$5.89 million, (2) replacing the gas infrastructure and upgrading the electric infrastructure at a forecast cost of \$11.03 million, or (3) fully electrifying the Santa Nella community at a forecast cost of \$14.2 million.

## **Santa Nella Utility Conversion Project Implementation and Outreach Plan (Plan)**

In accordance with Ordering Paragraph 7 of Decision (D.) 23-04-057, PG&E is filing Attachment 1: Santa Nella Implementation and Outreach Plan to describe how PG&E plans to perform customer outreach, design the new utility, and install these assets in the Santa Nella community. As outlined in Section 2 of the Plan, the estimated timeframe of implementation is between the end of the 2<sup>nd</sup> quarter of 2023 and the end of the 4<sup>th</sup> quarter of 2026, which is subject to change. The Plan also outlines components of the project crucial to its success: safety, customer journey and outreach, planning and design, construction, and assumptions.

In the Plan, PG&E also includes its Project Application developed to facilitate efficient gathering of information from the Santa Nella community. This document will be distributed to the residents of the community during the Community Event for the project, and PG&E will facilitate the completion of this application from all participants through various outreach means outlined in Section 6 of the Plan. It will be mandatory for a participant in the SNUC project to fill out this application, as it ensures the community's understanding of the project and outlines terms and conditions. It will also collect information on existing energy usage to facilitate post-implementation evaluations.

### **Tariff Revisions**

This submittal would not increase any current rate or charge, cause the withdrawal of service, or conflict with any rate schedule or rule.

### **Protests**

Anyone wishing to protest this submittal may do so by letter sent electronically via E-mail, no later than August 15, 2023, which is 20 days after the date of this submittal. Protests must be submitted to:

CPUC Energy Division  
ED Tariff Unit  
E-mail: EDTariffUnit@cpuc.ca.gov

The protest shall also be electronically sent to PG&E via E-mail at the address shown below on the same date it is electronically delivered to the Commission:

Sidney Bob Dietz II  
Director, Regulatory Relations  
c/o Megan Lawson  
E-mail: PGETariffs@pge.com

Any person (including individuals, groups, or organizations) may protest or respond to an advice letter (General Order (GO) 96-B, Section 7.4). The protest shall contain the

following information: specification of the advice letter protested; grounds for the protest; supporting factual information or legal argument; name and e-mail address of the protestant; and statement that the protest was sent to the utility no later than the day on which the protest was submitted to the reviewing Industry Division (General Order 96-B, Section 3.11).

### **Effective Date**

Pursuant to GO 96-B, Rule 5.2 and OP 7 of D.23-04-057, this advice letter is submitted with a Tier 2 designation. PG&E requests that this Tier 2 advice submittal become effective on regular notice, August 25, 2023, which is 30 calendar days after the date of submittal.

### **Notice**

In accordance with General Order 96-B, Section IV, a copy of this advice letter is being sent electronically to parties shown on the attached list and the parties on the service list for I.22-09-011. Address changes to the General Order 96-B service list should be directed to PG&E at email address PGETariffs@pge.com. For changes to any other service list, please contact the Commission's Process Office at (415) 703-2021 or at Process\_Office@cpuc.ca.gov. Send all electronic approvals to PGETariffs@pge.com. Advice letter submittals can also be accessed electronically at: <http://www.pge.com/tariffs/>.

\_\_\_\_\_  
/S/

Sidney Bob Dietz II  
Director, Regulatory Relations  
CPUC Communications

Attachments:

Attachment 1: Santa Nella Implementation and Outreach Plan

cc: Service List I.22-09-011



# ADVICE LETTER SUMMARY

## ENERGY UTILITY



MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)

Company name/CPUC Utility No.: Pacific Gas and Electric Company (U 39 M)

Utility type:

- ELC       GAS       WATER  
 PLC       HEAT

Contact Person: Stuart Rubio

Phone #: 279-789-6210

E-mail: PGETariffs@pge.com

E-mail Disposition Notice to: stuart.rubio@pge.com

### EXPLANATION OF UTILITY TYPE

ELC = Electric      GAS = Gas      WATER = Water  
 PLC = Pipeline      HEAT = Heat

(Date Submitted / Received Stamp by CPUC)

Advice Letter (AL) #: 4782-G/6998-E

Tier Designation: 2

Subject of AL: Detailed Santa Nella Utility Conversion Project Implementation and Outreach Plan in Compliance with Decision 23-04-057

Keywords (choose from CPUC listing): Compliance

AL Type:  Monthly  Quarterly  Annual  One-Time  Other:

If AL submitted in compliance with a Commission order, indicate relevant Decision/Resolution #: D.23-04-057

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL: No

Summarize differences between the AL and the prior withdrawn or rejected AL: N/A

Confidential treatment requested?  Yes  No

If yes, specification of confidential information:

Confidential information will be made available to appropriate parties who execute a nondisclosure agreement. Name and contact information to request nondisclosure agreement/ access to confidential information:

Resolution required?  Yes  No

Requested effective date: 8/25/23

No. of tariff sheets: 0

Estimated system annual revenue effect (%): N/A

Estimated system average rate effect (%): N/A

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).

Tariff schedules affected: N/A

Service affected and changes proposed<sup>1</sup>: N/A

Pending advice letters that revise the same tariff sheets: N/A

<sup>1</sup>Discuss in AL if more space is needed.

**Protests and correspondence regarding this AL are to be sent via email and are due no later than 20 days after the date of this submittal, unless otherwise authorized by the Commission, and shall be sent to:**

California Public Utilities Commission  
Energy Division Tariff Unit Email:  
[EDTariffUnit@cpuc.ca.gov](mailto:EDTariffUnit@cpuc.ca.gov)

Contact Name: Sidnev Bob Dietz II. c/o Megan Lawson  
Title: Director, Regulatory Relations  
Utility/Entity Name: Pacific Gas and Electric Company  
  
Telephone (xxx) xxx-xxxx: (415)973-2093  
Facsimile (xxx) xxx-xxxx:  
Email: PGETariffs@pge.com

Contact Name:  
Title:  
Utility/Entity Name:  
  
Telephone (xxx) xxx-xxxx:  
Facsimile (xxx) xxx-xxxx:  
Email:

CPUC  
Energy Division Tariff Unit  
505 Van Ness Avenue  
San Francisco, CA 94102

Clear Form

# Santa Nella Utility Conversion Project Implementation and Outreach Plan

## Table of Contents

1. Introduction .....	3
2. Implementation Timeline .....	3
3. Scope Defined .....	4
3.1. To-the-Meter (TTM) Gas .....	4
3.2. Beyond-the-Meter (BTM) Gas.....	4
3.3. TTM Electric .....	4
3.4. BTM Electric .....	4
3.4.1. BTM Electric Exterior Upgrade.....	4
3.4.2. BTM Electrification .....	4
4. Parties Defined.....	5
5. Safety and Quality .....	5
5.1. Safety Planning and Enforcement.....	5
5.2. Safety Concern & Incident Reporting .....	6
5.3. Specific Safety Considerations for BTM Electrification .....	6
5.3.1. Prior to Treatment .....	6
5.3.2. Lead, Asbestos and Other Hazardous Materials.....	7
5.4. After Treatment .....	7
5.4.1. Inspections .....	7
5.4.2. Risk Management .....	7
6. Customer Journey and Outreach .....	7
6.1. Community Outreach.....	7
6.1.1. Initial Contact .....	7
6.1.2. Community Meeting .....	8
6.1.3. Enrollment Event(s).....	8
6.2. Application Cut Off Date .....	9
6.3. Electrification Assessments.....	9
6.4. Preconstruction Notifications .....	9
6.5. Construction.....	9

6.5.1.	Communication during Distribution Upgrades .....	10
6.5.2.	Electrification Installation .....	10
6.5.3.	Gas Account Sign Up .....	10
7.	Santa Nella Utility Conversion Project Application .....	10
8.	Planning .....	10
9.	Design.....	11
9.1.	Strategy .....	11
9.2.	Group of Homeowners Choose Electrification .....	11
10.	Procurement of Materials.....	11
11.	Construction.....	12
11.1.	General Approach to Serving Residents .....	12
11.2.	Applicant Chooses and is Eligible for Electrification .....	12
11.3.	Applicant Opt's Out of Electrification .....	12
11.4.	MHP Owner and MHP Resident Opt's In to Electrify Home .....	12
11.5.	MHP Resident Opt's out of Electrification .....	13
11.6.	Vacant Parcel Owner.....	13
11.7.	Vacant MHP Space .....	13
11.8.	Common Areas.....	13
11.9.	Streetlights .....	13
12.	Assumptions.....	14
12.1.	PG&E Meter Locations .....	14
12.2.	Legacy System .....	14
12.3.	Electrification Eligibility.....	14
12.4.	Proof Of Ownership .....	14
12.5.	Uncooperative Tenants.....	15
Appendix A: Santa Nella Utility Conversion Project Application.....		16
Appendix B: Santa Nella Utility Conversion Project Customer Journey.....		22

## Table of Figures

Figure 1: Santa Nella Utility Conversion Project Timeline .....	3
Figure 2: Santa Nella Utility Conversion Project Parties .....	5

# 1. Introduction

This Implementation and Outreach Plan (Implementation Plan) describes how Pacific Gas and Electric Company (PG&E) plans to perform customer outreach, design the new utility infrastructure, and install the new utility infrastructure for the Santa Nella Utility Conversion Project (SNUC Project) in Santa Nella, California, approved and ordered in California Public Utilities Commission’s (CPUC or Commission) Decision D.23-04-057 (Decision). As stated in the Decision, the Commission directs PG&E to convert the Santa Nella community currently served by SNME, Inc. (SNME) to direct utility gas service and simultaneously upgrade the existing PG&E electric infrastructure, as well as offer households an electrification option.

This Implementation Plan represents PG&E’s best available information at the time of filing and is subject to change.

# 2. Implementation Timeline

This is an estimated timeline for the major activities set to occur in the SNUC Project:

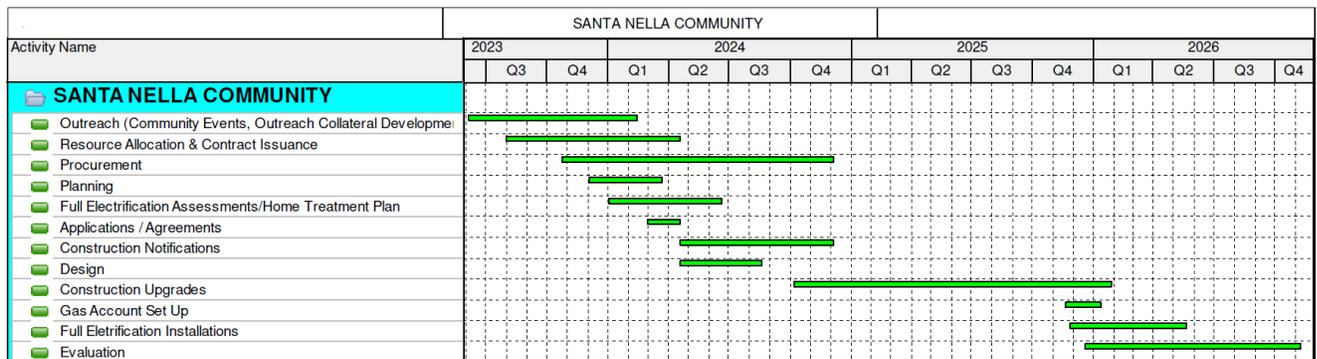


Figure 1: Santa Nella Utility Conversion Project Timeline

The implementation timeline is contingent on factors including, but not limited to:

- New information that emerges during the planning, design and construction phase (i.e. environmental or cultural remains issues).
- The number of parcels and MHP spaces identified for electrification.
- The availability of qualified labor and materials needed for construction.
- Response times and requirements from permitting agencies.
- Participation from tenants, homeowners, parcel owners, and the Mobilehome Park (MHP) owner.

## 3. Scope Defined

### 3.1. To-the-Meter (TTM) Gas

PG&E shall install a new gas distribution system to serve the Santa Nella community. This includes the installation of a new 2" plastic gas main and a 1" gas pipe from the main to each new PG&E gas meter. The lots identified for electrification will not receive a gas service.

### 3.2. Beyond-the-Meter (BTM) Gas

PG&E shall perform all necessary work to connect homes to PG&E's new gas distribution system.

### 3.3. TTM Electric

PG&E shall install new electrical infrastructure to support 200-amp service at each parcel and MHP space in the Santa Nella community.

### 3.4. BTM Electric

The scope of BTM electric installations will be based on the electrification option chosen and the home's feasibility for electrification. The two different scopes are outlined below.

#### 3.4.1. BTM Electric Exterior Upgrade

PG&E will perform all necessary work to connect the home to PG&E's new electric distribution system, including the installation of a 200-amp pedestal.

#### 3.4.2. BTM Electrification

If electrification is chosen and is feasible, PG&E's BTM electrification contractor (Electrification Implementor) will perform a home assessment. The assessment will include a walkthrough of the home both internally and externally. The Electrification Implementor will be assessing the home for general safety issues that may exist, remediation needs, existing appliances, and installation feasibility of electrification measures.

Following the assessment, the Electrification Implementor will provide a recommended Home Treatment Plan (HTP) for review and approval by PG&E. Upon approval by PG&E of the HTP, the Electrification Implementor will coordinate the review of the HTP, all proposed remediation work, and the tenant's energy impact estimate via the Energy Impact Statement (EIS) with the tenant (and homeowner if applicable). The EIS provides an overview of existing fuel costs and estimated electric costs post installation of the proposed measures. The approval of the HTP will trigger the scheduling of the installation and required permit submission.

During the electrification home installations, the Electrification Implementor will perform home upgrades necessary to support the four new appliances (HVAC, water heater, range, and dryer) that the

tenant (and home owner if applicable) may receive through this SNUC Project and install all approved measures.

Upon completion of installation, household inspections will be performed by applicable permitting authorities and PG&E representatives to ensure work complies with city, state, and federal regulations.

## 4. Parties Defined

Party	Description
Utility/PG&E	Party responsible to perform scopes defined in Section 3.1-3.4.1.
Electrification Implementor	Party responsible to perform scope defined in Section 3.4.2.
Parcel Owner	Party or person(s) listed on the deed of an individual parcel. This party may be the same as the Home Owner and/or tenant.
Home Owner	Party or person(s) listed on the Title and/or Registration of the home. This party may be the same as the parcel owner and/or tenant.
Tenant	Party or person(s) listed on the Landlord-tenant rental agreement. This party may be the same as the Home Owner.
Santa Nella Mobilehome (MHP) Park (HCD ID: 24-0045-MP) Owner or MHP Owner	Party listed on the parcel deed of the HCD permitted mobilehome park
Santa Nella MHP Resident	Party listed on the title and/or registration of the Mobilehome coach on the HCD permitted space

Figure 2: Santa Nella Utility Conversion Project Parties

## 5. Safety and Quality

The safety of the public, employees, and contract partners is PG&E’s highest priority. PG&E personnel, and its contractors, shall follow all applicable internal and external procedures and protocols for public and workplace safety.

PG&E is accountable for the safe performance of work. PG&E shall assign a designated Safety Lead for the SNUC Project. The Safety Lead’s duties include safety oversight, risk mitigation, response to safety concerns, and facilitating completion of incident reports.

### 5.1. Safety Planning and Enforcement

PG&E personnel, contractors, and subcontractors performing construction activities on site are required to have:

- A Site Specific Safety Plan (SSSP) approved by the PG&E Safety Lead. The SSSP will detail how safety and quality will be ensured and implemented for the duration of construction activities.
- A Job Safety Analysis (JSA) or the Job Site Safety Analysis (JSSA). The JSA is used throughout the day to track all high-risk activities, procedures to control hazards, incoming and outgoing personnel, housekeeping requirements, brief any site visitors throughout the day on safety

requirements and hazards, and document any change in staffing, site conditions, work scope, and any mitigation measures that follow.

- All applicable training and operator qualifications.
- Appropriate personal protective equipment (PPE) for the task performed.
- Perform daily tailboards to review all potential hazards and mitigations to protect personal and public safety. Tailboard meetings shall also include, but not are not limited to, review of daily construction activities, review of the SSSP and/or JSA, updating emergency contact information, reviewing weather conditions, and customer outreach training.
- A current USA ticket when excavating. PG&E will contact USA/811 prior to the start of excavation activities to identify the location of utilities. Additionally, PG&E will perform ground penetration radar (GPR) scanning to identify private and unknown subsurface infrastructure as well as request maps from non-USA/811 members.
- A completed gas leak survey and any necessary remediation action prior to the start of excavation.
- Current and visible markings of all known underground infrastructure.
- Pre-qualifications through ISN Net World and have a passing safety grade for the work performed.

Prior to construction activities, PG&E will perform an environmental desktop review to identify any potential cultural or environmental concerns. Based on the findings of the desktop review, PG&E will implement a soil sampling plan to test existing conditions as well as determine if a cultural monitor is needed during excavation. Soil test results will determine if any mitigation measures are needed due to hazardous conditions, and where spoils may be safely disposed.

Qualified gas and electric inspectors will observe work onsite to ensure safety, quality, and compliance. All PG&E inspectors, employees, and contractors have stop work authority (SWA) to immediately halt work if any concern arises. All work on the entire job site must stop once a SWA is issued until it is safe to continue.

## 5.2. Safety Concern & Incident Reporting

Any safety concern, incident, near hit, or good catch, will be reported to the PG&E Safety Lead immediately, followed by a detailed report within 24 hours. The PG&E Safety Lead will review and implement corrective actions as needed.

## 5.3. Specific Safety Considerations for BTM Electrification

### 5.3.1. Prior to Treatment

The PG&E Outreach Specialists will be provided with basic customer information prior to any outreach activity and will look for and document any safety issues that may exist in the home or community area. These will be limited to observable safety concerns. Any documented issues will be captured in the customer's record and shared with all additional subsequent contractors prior to coming on site for the assessment visit. During the assessment visit, a comprehensive look at safety issues will be completed

including, but not exclusive to, suspected gas leaks, combustion ventilation, and outdated/unsafe electrical wiring. Some safety measures may render a customer ineligible for electrification.

### 5.3.2. Lead, Asbestos and Other Hazardous Materials

Prior to installing any new measures, the Electrification Implementer will assess whether the home has any lead, asbestos or other hazardous materials that would be exposed upon installation of new appliances. The Electrification Implementer shall abide by the various laws and regulations regarding these specific hazards. If any hazardous materials are identified, the practices described in the California Installation Standards Manual (CISM) will be followed, along with any other applicable requirements. Identification of lead, asbestos or other hazardous materials may result in a home being ineligible for treatment in the pilot.

## 5.4. After Treatment

### 5.4.1. Inspections

PG&E will leverage its existing Central Inspection Program (CIP) to audit all new appliance installations to assure that contractors install measures properly and that billing is accurate. PG&E may coordinate inspection scheduling with the Electrification Implementer to reduce customer burden. The CIP standard requires inspections within 30 days of installation.

### 5.4.2. Risk Management

As part of the risk management process, PG&E will identify a comprehensive set of project risks. It will conduct a ranking exercise and develop controls and mitigations with an emphasis on high-ranking risks. The risk matrix will be developed collaboratively with vendors and updated as needed through the implementation process.

## 6. Customer Journey and Outreach

PG&E understands the sensitive and urgent nature of this project and will coordinate with all relevant stakeholders to ensure they are well-informed throughout the conversion process. The customer journey is broken down into three sections: Community Outreach, Electrification Assessment and Construction. Please see Appendix B for diagrammatic outline of Customer Journey.

### 6.1. Community Outreach

#### 6.1.1. Initial Contact

PG&E Outreach Specialists will rely upon a variety of strategies to make initial communications to all residents, parcel owners and home coach owners about this project and ensure they know of the upcoming community meeting and enrollment events. These strategies include, but are not limited to:

- Direct mailing of postcards to residents, parcel owners and homeowners.
- Direct phone calls to residents, parcel owners and homeowners.
- Door-to-door outreach.
- Distribution of doorhangers and welcome letters to those that are not home or available.
- In person follow up.

PG&E will provide written materials and outreach in English and Spanish. Other language needs will be addressed as they arise.

Initial outreach will educate applicants on the gas and electric infrastructure upgrades and the option to participate in electrification. In addition, PG&E will confirm contact and any other relevant information.

### 6.1.2. Community Meeting

Community meetings are an effective and efficient way to communicate detailed information and address general concerns to the community. PG&E will present and inform the community of the following, including but not limited to:

- Project overview and timeline.
- What parties can expect during the project.
- Santa Nella Utility Conversion Project Application (Application).
- Benefits of electrification.
- Benefits of direct metered gas service.
- Information for applicable bill discount programs (i.e. California Alternative Rates for Energy, Family Electric Rate Assistance, and Medical Baseline) and other energy programs (i.e. Energy Savings Assistance).
- Anticipated rate for each service option.
- Waiver of credit requirements to initiate direct service from the utility.
- Relevant PG&E contact information.
- The role of the utility, residents, parcel owners and homeowners during the project.

PG&E will use this opportunity to distribute the Application to the applicants. Due to the urgent nature of the SNUC Project, PG&E desires to leverage this community meeting and subsequent Enrollment Events to encourage applicants to submit Applications before departing the meeting. PG&E team members will be available to walk through the Applications.

### 6.1.3. Enrollment Event(s)

To enroll as many applicants as possible, enrollment event(s) will be held after the community meeting. PG&E outreach specialist and other PG&E team members will be available to answer any follow-up questions to ensure timely submission of the Application. Applicants are encouraged to submit their completed Application at these meetings.

Bilingual Outreach Specialists will also be made available.

For applicants that are unable to attend the enrollment event(s), PG&E will arrange either an in-home appointment or virtual appointment to complete the Application. PG&E will ensure that the language needs of the applicant(s) are met.

## 6.2. Application Cut Off Date

Applicants will be notified of the Application cutoff date, which will be 30 days from the last enrollment events. Otherwise, applicants will forfeit the ability to opt for electrification and PG&E will proceed to install gas and electric service.

## 6.3. Electrification Assessments

The Electrification Implementor will contact applicants directly to schedule the home assessment for electrification feasibility and appliance options.

Following the Assessment, the Electrification Implementor will provide and review a Home Treatment Plan (HTP), which outlines the recommended installation plan and energy impact statement to the applicants. The approval of the HTP will trigger the scheduling of the installation and required permit submission by the Electrification Implementor. If a home is identified as unfeasible for electrification after assessment, the applicants will also be notified.

## 6.4. Preconstruction Notifications

The Outreach Specialist(s) shall provide notification letters or similar correspondence to residents, two (2) weeks prior to construction mobilization. Outreach Specialist(s) shall also distribute PG&E issued door hangers on all residences two to seven (2-7) days prior to construction mobilization.

Communications will include the following information, but not limited to:

- Project schedule, including estimated beginning and ending dates.
- What to expect during conversion, such as:
  - Service disruptions.
  - Construction road closures and traffic diversions.
  - Site debris.
  - Location of utility equipment.
  - Responsibilities of all parties.
  - PG&E contact information.
  - Continuity and pressure tests.

## 6.5. Construction

PG&E will provide targeted communications to prepare applicants for certain transitional milestones they can expect during construction (i.e., city inspections, construction roadblocks, etc.).

### 6.5.1. Communication during Distribution Upgrades

During distribution upgrades, PG&E will provide the parcel owner, homeowner and residents instruction and/or information (as applicable) on:

- Issues identified during construction.
- Existing utility services that must be removed or moved to accommodate the newly installed gas and/or electric systems.
- Immediate safety issues that need attention before construction can continue.
- Pedestrian and traffic detours.
- Cutover schedule.

### 6.5.2. Electrification Installation

The Electrification Implementor will work with all applicable parties to provide information during this phase of construction. The communications will include information on, but not limited to:

- Appliance installation timing.
- Home repair impacts.
- Immediate safety issues that need attention before construction can continue.

### 6.5.3. Gas Account Sign Up

PG&E will communicate directly with tenants to establish their utility accounts. Account sign-up information includes, but is not limited to:

- PG&E customer account setup contact information.
- PG&E waiver of initial new customer credit check and service deposit.
- Billing options (CARE, FERA, Medical Baseline).
- Applicable rates.
- Customer and utility responsibilities after the project.

## 7. Santa Nella Utility Conversion Project Application

Please see Appendix A for the newly developed Santa Nella Utility Conversion Project Application.

The Application along with other outreach collateral will be in English and Spanish. PG&E will provide written materials in both languages and outreach will be by, or with, English-Spanish bilingual staff, as appropriate. PG&E will be prepared to address other language needs, as they arise.

## 8. Planning

PG&E will execute the Planning Phase similar to the MHP UCP. The Planning Phase involves investigating and documenting information needed to ensure an efficient and workable design. The following factors are considered and documented in the Planning Phase:

- Environmental concerns.
- Permitting.
- Equipment placement.
- Gas and electric loading necessary to support the community.
- Existing gas and electric infrastructure on-site and in proximity.
- Easements.
- Other utility infrastructure.

Due to the urgent nature of this project, PG&E shall commence the Planning Phase in parallel to outreach, to ensure expedient installation of a new energy solution for Santa Nella.<sup>1</sup>

PG&E will begin the Planning Phase prior to the start of the Electrification Assessment (Please see Figure 1: Implementation Timeline for more details) to reduce schedule durations.

## 9. Design

### 9.1. Strategy

Once the Electrification Assessment ends, a final list of locations identified for electrification will be relayed to the design team to reflect on the final design drawings.

To ensure PG&E's newly installed electric distribution system at the Santa Nella community is properly supported, PG&E will estimate residential demand by using guidelines established in the PG&E's Electric Design Manual. Each electric service will assume the loads estimated for electrification, regardless of if a gas service is to be provided, or if a parcel/MHP space is vacant.

### 9.2. Group of Homeowners Choose Electrification

If there is a circumstance where parcels identified for electrification are grouped such that any portion of the gas distribution system that would otherwise be needed is not necessary, PG&E shall take reasonable planning measures not to build that infrastructure.

This planning measure will occur after the Electrification Assessment is complete. The design team will identify if there is a section of the community that will not require gas service and design the system accordingly.

## 10. Procurement of Materials

To help mitigate material delays, PG&E plans to start the procurement of known long lead items in parallel with the Planning Phase. PG&E will leverage existing relationships with suppliers and provide estimates of necessary materials needed for the utility upgrade.

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<sup>1</sup> D.23-04-057, Ordering Paragraph 6.

## 11. Construction

### 11.1. General Approach to Serving Residents

PG&E will take “the opportunity to leverage the expertise developed in the MHP Conversion Program for the unique situation presented in this OII”.<sup>2</sup>

PG&E will design and install the new TTM electric and TTM gas distribution system for the Santa Nella community to meet current PG&E design standards, applicable codes, regulations and requirements based on the most economic, convenient, and efficient service route<sup>3</sup>.

Each resident will receive a new gas and/or electric PG&E meter located at the front of the home unless it is determined to be out of compliance according to PG&E standards or the governing inspection authority. Like the MHP UCP, PG&E will have the final determination of each meter location; this will be clearly indicated in the Santa Nella Utility Conversion Application that the applicant will sign before construction. Please see Appendix A for more details.

The exact scopes of work installed at each home will be dependent on the choice of the applicant(s) to electrify and their eligibility to do so.

### 11.2. Applicant Chooses and is Eligible for Electrification

In the case that an applicant desires electrification and is eligible, PG&E will not provide a 1” gas service from the gas main to the front of the home nor will Gas BTM work be installed. PG&E will perform the following scopes of work detailed in Section 3: Electric TTM and BTM Electrification.

### 11.3. Applicant Opts Out of Electrification

If the applicant chooses to opt out of electrification, PG&E will perform the following scopes of work detailed in Section 3: TTM Gas, TTM Electric, BTM Gas and BTM Exterior Electric Upgrade.

### 11.4. MHP Owner and MHP Resident Opts In to Electrify Home

PG&E shall offer the electrification option to the residents in the MHP, consistent with the treatment it is offering the homeowners on individually owned parcels.<sup>4</sup>

If the MHP Owner and a MHP Resident opts into electrifying a home, PG&E will install the TTM Electric and BTM Electrification scopes of work, in similar fashion to the resident living on individual parcels in the Santa Nella community.

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<sup>2</sup> D.23-04-057, Page 34, Section 6.9.

<sup>3</sup> D.20-04-004, Appendix C Proposed Revised Mobilehome Park Utility Upgrade Program Agreement, Page 229, Section 6.1.1.

<sup>4</sup> D.23-04-057, Ordering Paragraph 4.

PG&E shall also provide a gas service extension and cap the gas service, short of providing a riser and meter.<sup>5</sup>

#### 11.5. MHP Resident Opt's out of Electrification

If the MHP Owner and MHP resident rejects the option for electrification, PG&E will perform the following scopes of work commensurate with the scope detailed in Section 2.1.2: TTM Gas, TTM Electric, BTM Gas and BTM Exterior Electric Upgrade.

#### 11.6. Vacant Parcel Owner

PG&E will install an electric service up to a 200-amp pedestal and no electric BTM upgrades will be performed beyond the meter. For Gas, PG&E will provide a gas stub to the property line, if the parcel chooses to maintain gas service at the parcel.

#### 11.7. Vacant MHP Space

If a Mobilehome space is vacant, no BTM work will be performed and TTM service installations will be limited. For Gas TTM work, PG&E will provide a gas service extension and cap the gas service, short of providing a riser and meter. For Electric TTM work, PG&E will install an electric service up to a 200 amp pedestal and no additional electric BTM upgrades will be performed.

If the MHP space is occupied by a recreational vehicle (RV), the permitted space will be treated as a vacant space. A 200-amp pedestal will be installed and a cord will be provided if the existing cord does not reach the new pedestal location.

#### 11.8. Common Areas

PG&E will not identify or install any infrastructure for any common areas, aside from those identified within the confines of the Santa Nella MHP. PG&E is to cover additional reasonable services for common use areas within the MHP that will be served under commercial rate schedules, as is the case under the MHP UCP.<sup>6</sup>

#### 11.9. Streetlights

PG&E shall ensure streetlights remain functional during and after the new gas and electric infrastructure is installed.<sup>7</sup>

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<sup>5</sup> D.23-04-057, Ordering Paragraph 4.

<sup>6</sup> D.20-04-004, Page 224, Section 5.5.3.

<sup>7</sup> D.23-04-057, Ordering Paragraph 10

## 12. Assumptions

### 12.1. PG&E Meter Locations

PG&E will default to constructing all meter locations at the front of the home, if compliant with all applicable standards, and will collaborate with the parcel owner (and homeowner if applicable) to determine exact location. PG&E will have final approval of the meter and equipment locations.

### 12.2. Legacy System

In the Planning stages of the project, the project team will request SNME and the owner of the MHP to provide any existing private infrastructure drawings and other relevant park information available. The project team will use existing utilities and parcel layout to help prevent dig-ins and utility conflicts. However, PG&E will not be responsible for any and all privately owned systems.

SNME shall continue to operate and maintain the existing master-meter/submetered system (Legacy System) and continue to provide utility service to the residents until cutover to direct PG&E service. The BTM Legacy System will always remain the property and responsibility of SNME, including ongoing maintenance, post construction removal (including above ground facilities, i.e., submeters and risers) and related permitting, decommissioning, and any environmental remediation.

PG&E shall not remove the existing legacy system, and the system shall be abandoned in place. PG&E shall isolate the new and existing legacy systems. PG&E shall not incur any expenses associated with the removal or retirement of the existing system under the conversion.

### 12.3. Electrification Eligibility

PG&E will proceed with electrification only if approval is received from each of three parties: 1) tenant of the home, 2) homeowner and 3) the parcel owner. However, PG&E does not foresee that the common configuration of ownership will be three separate parties (i.e. Mobilehome coach owner is also the tenant).

### 12.4. Proof Of Ownership

If electrification is desired, PG&E will need to validate proof of ownership before moving forward. This may include asking for:

1. Property Ownership (i.e. property deed).
2. Home Ownership (i.e. registration and title documents of home).
3. Proof of Tenancy (i.e. landlord-tenant rental agreement).

In the case that one or more of these documents are not able to be provided, PG&E would not be able to pursue electrification with the applicant and will default to serving the parcel with gas and electric service.

## 12.5. Uncooperative Tenants

In the case that a tenant is not a willing participant in the distribution upgrade or electrification, the homeowner and or parcel owner if applicable, shall be held accountable and responsible to resolve all tenant issues.



Section 1: Household Occupant Information			
Applicant First Name:		Applicant Last Name:	
Installation Address:			
City:		Zip:	
Mailing Address (if different from Installation Address):			
Email:	Primary Phone:		Secondary Phone:
Occupancy Status: Please check all that apply. <input type="checkbox"/> Homeowner <input type="checkbox"/> Tenant <input type="checkbox"/> Vacant  If the Tenant is different than the Parcel Owner, see section 3. If the Tenant is different than the Homeowner, see section 5.  Is the Property under contract to be sold? <input type="checkbox"/> Yes <input type="checkbox"/> No  Proof of Ownership (Mortgage Document, Property Tax Record/Bill, Property Insurance, Deed, Title Search, Mobilehome Registration, Rental Agreement or Other) must be provided upon request.			Primary Language: <input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Other:
Full Electrification: <input type="checkbox"/> Yes <input type="checkbox"/> No if No, please explain why:			
Is the Home Occupied? <input type="checkbox"/> Yes <input type="checkbox"/> No	Approximate Footage of Living Space:	Approximate Age of the Home:	Does the home have Wi-Fi? <input type="checkbox"/> Yes <input type="checkbox"/> No
Space Heating Type: <input type="checkbox"/> Gas <input type="checkbox"/> Electric <input type="checkbox"/> Propane <input type="checkbox"/> Wood <input type="checkbox"/> N/A		Water Heating Type: <input type="checkbox"/> Gas <input type="checkbox"/> Electric <input type="checkbox"/> Propane <input type="checkbox"/> N/A	
Cooking Range Type: <input type="checkbox"/> Gas <input type="checkbox"/> Electric <input type="checkbox"/> Propane <input type="checkbox"/> Wood <input type="checkbox"/> N/A		Clothes Dryer Type: <input type="checkbox"/> Gas <input type="checkbox"/> Electric <input type="checkbox"/> Propane <input type="checkbox"/> N/A	
Propane tank: <input type="checkbox"/> Own <input type="checkbox"/> Rent/Lease <input type="checkbox"/> N/A	If Rent/Lease Propane, Name on Agreement:	Propane Company Name:	
How much is spent on gas annually? \$		Receipts provided: <input type="checkbox"/> Yes <input type="checkbox"/> No	
How much is spent on propane annually? \$		Receipts provided: <input type="checkbox"/> Yes <input type="checkbox"/> No	
How much is spent on electricity annually? \$		Receipts provided: <input type="checkbox"/> Yes <input type="checkbox"/> No	
How much is spent on wood annually? \$		Receipts provided: <input type="checkbox"/> Yes <input type="checkbox"/> No	



## Section 2: Applicant Signature

I have verified the accuracy of the information, and I certify that all statements are true and correct to the best of my knowledge. I certify that I have read, understand, and agree to the Terms and Conditions including every term of the release and waiver contained in this Application. Also, my signature on this Application certifies my consent to participate in the Santa Nella Utility Conversion Project.

Applicant Name:	Applicant Signature:	Date:
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Sections 3, and 4 to be completed if the household occupant does not own the parcel. If not applicable, please leave it blank.

## Section 3 – Parcel Owner Information

First Name:	Last Name:	
Mailing Address:	City:	State: Zip Code:
Contact Phone No:	Contact Email Address:	
Full Electrification: <input type="checkbox"/> Yes <input type="checkbox"/> No if No, please explain why:		
Proof of Ownership (Mortgage Document, Property Tax Record/Bill, Property Insurance, Deed, Title Search, or Other) must be provided upon request.		
Is the Property under contract to be sold? <input type="checkbox"/> Yes <input type="checkbox"/> No		

## Section 4 – Parcel Owner Signature

I have verified the accuracy of this information, and I certify the Information in this form is true and correct. My signature on this Application certifies my consent to participate in the Santa Nella Utility Conversion Project. I am the owner of the subject parcel. I have read, understand, and agree to the Terms and Conditions including every term of the release and waiver contained in this Application.

Parcel Owner Name:	Parcel Owner Signature:	Date:
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Sections 5 and 6 to be completed if you are the owner of the home and have a tenant renting your home. If not applicable, please leave it blank.

## Section 5 – Mobilehome Owner Information

First Name:	Last Name:	
Mailing Address:	City:	State: Zip Code:
Contact Phone No:	Contact Email Address:	
Full Electrification: <input type="checkbox"/> Yes <input type="checkbox"/> No if No, please explain why:		
Proof of Ownership (Mortgage Document, Property Tax Record/Bill, Property Insurance, Deed, Title Search, Mobilehome Registration, Rental Agreement or Other) must be provided upon request.		
Is the Property under contract to be sold? <input type="checkbox"/> Yes <input type="checkbox"/> No		



Section 6 – Mobilehome Owner Signature

I have verified the accuracy of this information, and I certify that I am the above-named and legal Owner of the Mobilehome on the Premises described above. I have read, understand, and agree to the Terms and Conditions including every term of the release and waiver contained in this Application. Also, my signature on this Application certifies my consent to participate in the Santa Nella Utility Conversion Project.

Mobilehome Owner Name:

Mobilehome Owner Signature:

Date:

Terms and Conditions

- 1. This Application is for Customers eligible to participate in the Santa Nella Utility Conversion Project (the "Project"). The Project is funded by California ratepayers. The Project is administered by Pacific Gas and Electric Company ("Utility").
2. The Project will provide gas and electric service upgrades and the option for electrification conversion by providing new energy efficient electric appliances replacing existing gas, wood and/or propane appliances, as well as all other energy efficiency upgrades and limited repairs ("Electrification Measure(s)" or Measure(s)). Electrification entails relying exclusively on electricity for all energy needs. The Applicant will have 30 calendar days from the last Enrollment Event to sign and submit the Application to the Utility.
3. Unless stated otherwise, all language including releases and waivers on this form applies to the Parcel Owner, Mobilehome Owner and Tenant (including occupants).
4. In order to qualify for electrification, all parties, namely the Parcel Owner, Mobilehome Owner, and Tenant must agree to proceed with the transition. Otherwise, the Utility will provide gas and electric services to the property.
5. As the Applicant,
a) I understand and agree that this Application is invalid if I am not the Parcel Owner and Mobilehome Owner and Sections 3-6 are not completed and signed.
b) I authorize the Utility and authorized installation contractor(s) ("Contractor(s)") to examine and utilize, to the extent necessary, my utility account, energy usage, and other information pertinent to my participation in the Project.
c) I understand that by participating, I waive any claim to state or federal tax credits, utility cash rebates, or any other utility incentives with respect to any work or Electrification Measure installed or converted through this Project.
6. I understand and agree that if I qualify and am approved for participation in the Project:
a) I grant permission to the Utility and Contractor(s) to access the property to perform system upgrades, a home assessment, determine all feasible Electrification Measures, and install eligible Electrification Measures.
b) Eligible Electrification Measures for installation shall be approved by the Utility, Mobilehome Owner and Tenant. All approved Electrification Measures that the Customer elects to receive pursuant to the Project are provided and installed at no cost to the Mobilehome owner or Tenant.
i. If the applicant's residence requires remediation (e.g. home repairs) to install any of the approved electric appliances, the Project will pay for remediation cost. I understand that I may not be able to participate in the Project should there be excessive remediation needs to support full electrifications.
ii. If the applicant and/or Mobilehome owner does not approve all appliances for full electrification conversion no appliances will be provided.





14. I understand that The Utility and its Contractor(s) will take reasonable steps to perform the Measures so as to minimize significant disruption to my enjoyment of the Premises, unless required by law or other causes beyond the Utility and its Contractor(s)'s reasonable control.
15. I hereby authorize the Utility and its Contractor(s) access to the above-listed Premises as necessary to perform the work, subject to available funding, including, but not limited to inspections.
16. If I qualify for electrification, as a Tenant, I understand that the Electrification Implementor must determine whether the attic ventilation meets the requirements of the current local building code and inform myself and the Mobilehome owner (if applicable) if additional venting should be installed. I understand and agree that the Utility cannot, and does not, determine if my ventilation is adequate and, therefore, disclaims any responsibility or warranty, implied or explicit, for any problems arising from the adequacy of my attic ventilation.
17. As a Tenant and/or Mobilehome owner I understand that the Utility or its Contractor(s) may need to inspect my combustion appliances for safety. The Utility or its contractor(s) may contact a Gas Service Representative to adjust or disconnect an appliance.
18. I hereby as an Applicant authorize the Utility to auto-enroll me in the California Alternate Rates for Energy Program (CARE) or the Family Electric Rate Assistance Program (FERA).
19. I hereby give my permission for the Measures to be installed (including, but not limited to, gas furnace, and/or gas water heater repair and/or replacement).
20. I understand and agree that if the Mobilehome Owner owns an appliance that is replaced, the new appliance will remain the property of the Mobilehome Owner.
21. I must work cooperatively with the Utility and/or the Contractor(s) to promptly resolve construction issues that may arise during the Project.
22. I agree to be physically present for the cutover process, where the mobile home is switched over from the legacy system to the newly installed system.
23. I understand that it is my responsibility to ensure that any worksite(s) on the property are kept free of debris, obstructions, animals, locked gates, landscaping, potential hazards, and temporary facilities prior to the initiation of work by the Utility and/or the contractor(s). Temporary facilities may include, but are not limited to, storage sheds, decks, awnings, carports, and similar structures. If the Utility and/or its Contractor(s) encounter any hazardous conditions, work will be halted. The work will only resume once the obstacles or hazards have been removed, ensuring that the work area is safe to proceed.
24. I understand that the Utility reserves the right to enter and leave the property at all times for any purpose connected with the furnishing of electric /gas service (meter reading, inspection, testing, routine repairs, replacement, maintenance, emergency work, etc.) and the exercise of any and all rights secured to it by law, and under all applicable Utility tariffs.
25. I authorize the Utility to share the information on this Application, as well as information on the weatherization and other related energy efficiency measures installed in the Unit at the address listed above, with municipal agencies, state or federal agencies, other utilities or their agents to facilitate enrollment in their assistance programs and to improve the coordination and services under assistance programs provided by Utility, other utilities, municipal agencies, and state and federal agencies.
26. I understand that the distribution upgrades and Measures will be performed at the Premises listed above and at no cost to me, and that no lien will be placed against me or the Premises relating to such work. I further understand that I am not obligated in any way to participate in any other utility programs that may have a cost association because I am participating in the Project.



27. In the case that the tenant is out of compliance and uncooperative, I as a Mobilehome owner understand that I will be responsible to ensure the tenant's compliance to these items. Also, as a Mobilehome owner I will actively facilitate a timely solution between the Utility and/or Electrification Implementor and the Tenant.
28. I understand that cutover cannot occur until the Utility is satisfied that 24-hour access is available to all utility facilities (i.e Utility electric and gas meter). Where such access may be restricted due to fencing or locked gating, I shall ensure a utility approved locking device with a utility keyway is provided. Where electronic gates may be involved, the gate will be fitted with a key switch, with utility keyed keyway, which may activate the controller.
29. As a Parcel Owner, I acknowledge and understand that I will not increase the rental rates or evict the Mobilehome Owner and/or Tenant for participating in the Project. I understand that the work will be performed at no cost to me or my tenants, and that no liens will be placed against the Unit or any other part of my property.
30. As a Parcel Owner, I will provide or assist in obtaining rights-of-way or easement as required by the Utility's Distribution and Service Extension Rules (Rule 15 & 16).
31. I understand that the Utility retains the authority for the meter and equipment location and will install in the most safe, economic, convenient, and code compliant.
32. As the Parcel Owner in the non-MHP portion of the community, I understand if I opt in for full electrification, the Utility will not extend the gas service line to my property. Request for such service can be made by the Parcel Owner and such modification and additional incremental costs, will be the sole responsibility of the Parcel Owner. The Utility will process such request under current applicable tariffs. Such request for "To-the-Meter" service may require a separate service extension contract and shall be done in accordance with the effective service extension tariff.
33. I acknowledge that I have read and understand that this Application including its Terms and Conditions is valid until the end of the Project.



# Appendix B: Santa Nella Utility Conversion Project Customer Journey

## Community Outreach

## Electrification Assessment

## Construction

Initial Contact

Community Meeting

Enrollment Event(s)

Electrification Implementer contacts customer to schedule Home Site Assessment

Electrification Implementer conducts Home Site Assessment

Electrification Implementer Reviews Home Treatment Plan with customer

Customer Approves Installation Plan

Gas/Electric TTM and BTM Distribution Upgrades

Electrification Implementer completes Installations

If applicant is interested in Full Electrification:

If applicant is not interested in Electrification or home does not qualify, Electrification Implementor will not be involved and PG&E to proceed with TTM & BTM Distribution upgrades only.



- Mailed Postcard
- Mailed Welcome Letter
- Community Event(s) Invite
- Door to Door Outreach

Application Cut Off Date

Pre-Construction Notifications

**PG&E Gas and Electric  
Advice Submittal List  
General Order 96-B, Section IV**

AT&T  
Albion Power Company

Alta Power Group, LLC  
Anderson & Poole

Atlas ReFuel  
BART

Barkovich & Yap, Inc.  
Braun Blaising Smith Wynne, P.C.  
California Community Choice Association  
California Cotton Ginners & Growers Assn  
California Energy Commission

California Hub for Energy Efficiency  
Financing

California Alternative Energy and  
Advanced Transportation Financing  
Authority  
California Public Utilities Commission  
Calpine

Cameron-Daniel, P.C.  
Casner, Steve  
Center for Biological Diversity

Chevron Pipeline and Power  
City of Palo Alto

City of San Jose  
Clean Power Research  
Coast Economic Consulting  
Commercial Energy  
Crossborder Energy  
Crown Road Energy, LLC  
Davis Wright Tremaine LLP  
Day Carter Murphy

Dept of General Services  
Don Pickett & Associates, Inc.  
Douglass & Liddell  
Downey Brand LLP  
Dish Wireless L.L.C.

East Bay Community Energy Ellison  
Schneider & Harris LLP

Electrical Power Systems, Inc.  
Fresno  
Engineers and Scientists of California

GenOn Energy, Inc.  
Green Power Institute  
Hanna & Morton  
ICF

iCommLaw  
International Power Technology  
Intertie

Intestate Gas Services, Inc.

Johnston, Kevin  
Kelly Group  
Ken Bohn Consulting  
Keyes & Fox LLP  
Leviton Manufacturing Co., Inc.

Los Angeles County Integrated  
Waste Management Task Force  
MRW & Associates  
Manatt Phelps Phillips  
Marin Energy Authority  
McClintock IP  
McKenzie & Associates

Modesto Irrigation District  
NRG Solar

OnGrid Solar  
Pacific Gas and Electric Company  
Peninsula Clean Energy

Pioneer Community Energy

Public Advocates Office

Redwood Coast Energy Authority  
Regulatory & Cogeneration Service, Inc.

Resource Innovations

SCD Energy Solutions  
San Diego Gas & Electric Company

SPURR

San Francisco Water Power and Sewer  
Sempra Utilities

Sierra Telephone Company, Inc.  
Southern California Edison Company  
Southern California Gas Company  
Spark Energy  
Sun Light & Power  
Sunshine Design  
Stoel Rives LLP

Tecogen, Inc.  
TerraVerde Renewable Partners  
Tiger Natural Gas, Inc.

TransCanada  
Utility Cost Management  
Utility Power Solutions  
Water and Energy Consulting Wellhead  
Electric Company  
Western Manufactured Housing  
Communities Association (WMA)  
Yep Energy