



## Mobilehome Park Utility Upgrade Program

# What Park Residents Can Expect

### Overview

In early 2015, mobilehome park owners applied to become part of a new statewide pilot program giving them the opportunity to convert their mastermeter/submetered electric and gas service to new direct utility service. Under the pilot program, residents of selected mobilehome parks will become direct customers of Southern California Edison (SCE) and their gas utility after the conversion takes place.

### How the Process Will Work

In the second quarter of 2015, the California Public Utility Commission (CPUC) notified mobilehome park owners who are accepted into the pilot program. SCE and the gas utility will contact pilot participants to work out details about the design and construction process and costs of conversion at their individual park. Park owners who are still interested in participating in the program will sign agreements with the utilities and construction will be scheduled during the three-year pilot period (2015 to 2017).

Before construction is scheduled to start at an individual park, SCE will work with the park owner to meet with residents, discuss the construction process and answer questions about becoming an SCE customer. During construction, residents will receive their own individual meter from SCE, and will sign up to become new SCE customers. Following construction, residents will begin to receive their electric bill directly from SCE.

## Resident Benefits

### Enhanced Safety and Reliability

Mobilehome parks will get new, professionally installed electric systems that will enhance safety and reliability for residents with added confidence in knowing the system is being maintained by SCE.

### New Customer Credit Checks and Fees Waived

Upon transfer to direct electric service, SCE will waive customer credit checks, service deposits and service establishment charges for mobilehome park residents.

### Access to Customer Programs and Services

- Income-qualified residents will have continued access to the California Alternate Rates for Energy (CARE) 20 percent rate discount and Energy Savings Assistance Program no-cost weatherization services.
- Qualified residents will also have continued access to the Medical Baseline Allowance which provides an additional gas allowance at the lowest rate for doctor certified medical conditions.
- Residents will be able to take advantage of SCE's energy efficiency rebates to save energy and money.
- SCE's online and customer services available for energy-use questions or concerns.

For More Information visit: [on.sce.com/mhutilityupgrade](http://on.sce.com/mhutilityupgrade) and look for the link to "Mobilehome Park Residents." Visit [on.sce.com/welcome](http://on.sce.com/welcome) for more information about becoming an SCE customer.

# Frequently Asked Questions

**Q** How will I know if the mobilehome park where I live will be part of the pilot?

**A** In Q2 2015, the California Public Utilities Commission will notify park owners who have been accepted into the pilot. Owners will then meet with SCE and their gas utility to determine whether they want to proceed with the conversion. After they have signed an agreement with the utilities, construction will be scheduled during the three-year pilot program (2015 to 2017). Before construction begins, residents will meet with the park owner and representatives from SCE and the gas utility about the construction process and answer questions about becoming a direct utility customer.

**Q** Will anything change before the conversion takes place?

**A** No. Before construction, mobilehome park residents will still be billed by the mobilehome park owner for electric service billed under the master-meter/submeter account. Before construction takes place at their park, utility representatives and the mobilehome park owner will meet with residents to discuss the construction process and answer questions about becoming a direct utility customer.

**Q** Will I have to pay a deposit to SCE? Are there any other costs to residents?

**A** Mobilehome park residents who live in a park that is part of the pilot will not have to pay a deposit to become a direct customer of SCE. Residents will not have to pay for the new meter or construction costs.

**Q** Will I have any out of pocket expenses?

**A** MHP residents will not have to pay for any meter costs or costs related to the construction project. However, if a park resident does additional work to their unit as part of the project, they will have to pay for those costs.

**Q** Will my bill go up?

**A** When residents become individual customers of SCE, they will be billed each month for their individual unit's electricity usage. Resident's new bill format and charges may differ from what they were receiving from the park owner. Residents will not be billed for the construction costs or meter costs related to the conversion project. SCE helps residents manage their electricity costs. For more information about SCE's residential customer products and services, go to [on.sce.com/welcome](http://on.sce.com/welcome).

**Q** When will the conversion take place?

**A** SCE will start meeting with mobilehome park owners who are accepted into the pilot in Q2 2015. Construction is expected to start on the first parks towards the end of 2015 and continue through 2017. Park owners will be updated about the schedule as it rolls out. SCE and the mobilehome park owner will meet with residents before construction begins.

**Q** How do I learn more about becoming an SCE customer?

**A** Prior to construction, mobilehome park residents will be invited to meetings to find out more about becoming an SCE customer and will receive a welcome package with information on SCE's programs and services. Residents can also go to [on.sce.com/welcome](http://on.sce.com/welcome) anytime to find out more about becoming a customer.

**Q** I'm a Medical Baseline Customer or I'm on the California Alternate Rates for Energy (CARE) program. What happens to me?

**A** Residents who participate in SCE's Medical Baseline or CARE programs will continue to participate in those programs after becoming direct SCE customers.