

Frequently Asked Questions

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

A The California Public Utilities Commission will notify park owners/operators who have been accepted into the program. Owners/Operators 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 to begin. 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/ submetered or non-submetered electric 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 of SCE.

Q Will I have to pay a deposit to SCE?

A Mobilehome park residents who live in a park that is part of the program 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 Mobilehome park residents will not have to pay for any meter costs or costs related to the construction project. However, if a park resident has pre-existing issues with their electrical system in their unit that are outside the scope of work for the program, they may have to pay the costs for those repairs. The repairs need to be completed prior to your new service being initiated.

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 can help residents manage their electricity costs. For more information about SCE's residential customer products and services, go to [sce.com/welcome](https://www.sce.com/welcome).

Q When will the conversion take place?

A SCE will start meeting with mobilehome park owners/operators who are accepted into the program. Construction is expected to start on the first parks in 2021 and continue through 2030. Park owners/operators 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 [sce.com/welcome](https://www.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)/ Family Electric Rate Assistance (FERA) program. What happens to me?

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