
Mobile Home Park Advisory Committee Meeting

April 17, 2024



Item 5b: Website Updates

- Mobile Home Park Resources section is updated to include links to:
 - HCD Information Bulletin 2024-02 – Regulatory Fee Amendments in effect April 1, 2024
 - Mobile Home Park Closure Report
 - Mobile Home Utility Conversion Program Report

Item 5b: Website Updates

- Upcoming Meeting Dates and Location section was updated to include the following information:

“All members of the public are welcome to attend. Please note that public comments on items that are not on the agenda occurs at the beginning of the meeting.”

Item 5c: Communication Strategy

- Direct Mailers, Broc Coward, Communication Relations Manager
- Pop-Up Events – Mobile Home Park Sites and Senior Center, Committee Discussion



Mobile Home Park Communication Strategy

Mobile Home Park Resources Guide



MOBILE HOME PARK RESOURCES



MOBILE HOME PARK RESOURCES

**CITY OF COSTA MESA
MOBILE HOMES PARK
ADVISORY COMMITTEE**

**CITY OF COSTA MESA
MOBILE HOMES PARK
ADVISORY COMMITTEE**



GOAL
The goal the Mobile Home Park Advisory Committee is to help improve the quality of life in mobile home parks and to review matters concerning mobile home parks in the City of Costa Mesa through healthy communication with park owners, mobile home owners, and the City Council.

COMMITTEE MAKE UP
The committee is comprised of nine (9) members: Three (3) Costa Mesa mobile home park owners (or their representative); Four (4) mobile home park residents; and, Two (2) independent citizens at-large with no affiliation or relationship with mobile home parks.

MEETINGS:
The Mobile Home Park Advisory Committee meets on a quarterly basis in January, April, July, and October. Meetings occur at 77 Fair Drive, Costa Mesa – City Hall Community Room. Public Comment is welcome at the beginning of the meeting or via email to anna.partida@costamesaca.gov if received by 12:00 p.m. on the date of the meeting. For more information about meeting dates and times, scan the QR Code below, go to tinyurl.com/MHPcommittee or call Phayvanh Nanthavongdouangsy at (714) 754-5611.

STAFF CONTACTS FOR COMMITTEE AND COMMUNITY

Anna Partida, Administrative Assistant
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Phayvanh Nanthavongdouangsy, Principal Planner
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Get on the mailing list for the Mobile Home Park Advisory Committee alerts and notices: Please email phayvanh@costamesaca.gov to join the mailing list.

 **MOBILE HOME PARK RESOURCES**

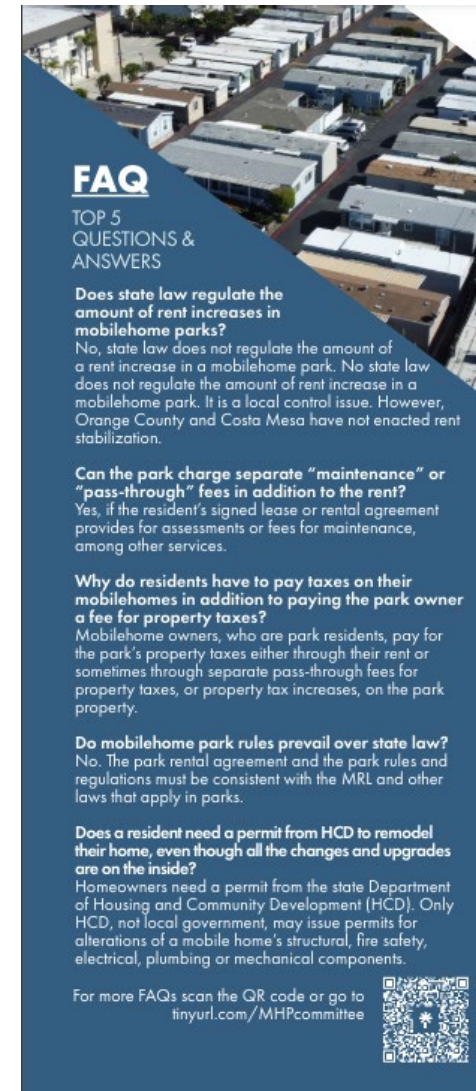
Mobile Home Park Dispute Resolution Form
(714) 754-5611

City of Costa Mesa Mobile Home Rental Assistance
(714) 836-7188 x 153 tinyurl.com/CMrentalAssistance

2024 Mobile Home Residency Law Handbook
(800) 952-8356 mobilehomes.senate.ca.gov/publications

State Housing and Community Development (HCD)
(800) 952-8356 | [Permit Requirements](#)

For more resources scan the QR code or go to tinyurl.com/MHPcommittee



FAQ
TOP 5 QUESTIONS & ANSWERS

Does state law regulate the amount of rent increases in mobilehome parks?
No, state law does not regulate the amount of a rent increase in a mobilehome park. No state law does not regulate the amount of rent increase in a mobilehome park. It is a local control issue. However, Orange County and Costa Mesa have not enacted rent stabilization.


Can the park charge separate “maintenance” or “pass-through” fees in addition to the rent?
Yes, if the resident’s signed lease or rental agreement provides for assessments or fees for maintenance, among other services.

Why do residents have to pay taxes on their mobilehomes in addition to paying the park owner a fee for property taxes?
Mobilehome owners, who are park residents, pay for the park’s property taxes either through their rent or sometimes through separate pass-through fees for property taxes, or property tax increases, on the park property.

Do mobilehome park rules prevail over state law?
No. The park rental agreement and the park rules and regulations must be consistent with the MRL and other laws that apply in parks.

Does a resident need a permit from HCD to remodel their home, even though all the changes and upgrades are on the inside?
Homeowners need a permit from the state Department of Housing and Community Development (HCD). Only HCD, not local government, may issue permits for alterations of a mobile home’s structural, fire safety, electrical, plumbing or mechanical components.

For more FAQs scan the QR code or go to tinyurl.com/MHPcommittee



Mobile Home Park Resources Guide

- Reviewed and approved by Assistant City Manager
- “Evergreen” information minimizes need for annual updates.
- Local mobile home park picture
- Phone numbers wherever possible
- QR codes and short web addresses
- Dispute resolution
- Public comment is welcome



Mobile Home Park Resources Outreach

- Direct mail with Introduction Letter, Resources Guide, and Dispute Resolution Form
- Mobile Home Park Resources flyer posted in mobile home parks
- Engagement opportunities at mobile home park meetings and pop-ups
- Information posted at City Hall, Senior Center, and other city facilities.
- Social media & e-notification



**MOBILE HOME
PARK
RESOURCES**

- ✓ Learn where to apply for rental assistance
- ✓ Get answers to frequently asked questions
- ✓ Find new laws affecting mobile homes
- ✓ Access the Mobile Home Park Dispute Resolution Form
- ✓ Attend Mobile Home Park Advisory Council meetings

For more information
SCAN THE QR CODE
or go to tinyurl.com/MHPcommittee



Item 5c: Communication Strategy – Pop-up Events

- Onsite Mobile Home Park Pop-up Events – Committee Members Discussion
 - Yard sale - Starlight Village, April 21st 8 a.m. - 11 am
 - Love Costa Mesa Day [community volunteer events]
- Senior Center
 - Informational table at the annual Knowledge and Health Fair that will occur on Thursday Sept. 26, 10 a.m. to 1 p.m.
 - Informational table at the Senior Center lobby. Provide dates/times to the center. The center is busiest Tuesdays, Wednesdays and Thursdays from 11 a.m. and 1 p.m.
 - Mobile Home Park Advisory Committee Educational Presentation, the center will provide dates and times for presentation in June or July and will promote it in the center's newsletter.



**Item 6a: Southern California Edison (SCE)
Financial Assistance Program - Tony
Cardenas, SCE Government Relations
Manager**



Southern California Edison

Customer Care Programs – Helping to Keep Rates Affordable



Energy for What's Ahead®



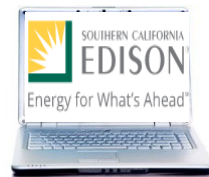
CARE & FERA: Rate Discount Programs

California Alternate Rates for Energy (CARE) reduces energy bills for qualified households by about 30%.

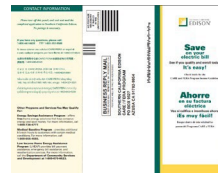
Family Electric Rate Assistance (FERA) reduces electric bills for qualified households by 18%.

Both programs have the same application, and it only takes a few minutes to sign up with no additional documentation required.

Enrollment Channels:



Online @
sce.com



Paper
Applications



Over the Phone



Capitation
Agencies

How to Qualify (CARE/FERA)

CARE

- Participation in an eligible public assistance program (e.g., Medi-Cal, CalFresh, & WIC)
- Meet income guideline qualifications (up to 200% of federal poverty guidelines)

FERA

- Larger households with marginally higher incomes may qualify (up to 250% of federal poverty guidelines for households of 3 or more)

Income Guidelines

CARE/FERA PROGRAM		
Maximum Household Income (Ingreso Máximo en el Hogar) Effective as of June 1, 2023		
Number of Persons in Household	Total Combined Annual Income*	
	CARE	FERA
1 to 2	up to \$39,440	Not eligible
3	up to \$49,720	\$49,721–\$62,150
4	up to \$60,000	\$60,001–\$75,000
5	up to \$70,280	\$70,281–\$87,850
6	up to \$80,560	\$80,561–\$100,700
7	up to \$90,840	\$90,841–\$113,550
8	up to \$101,120	\$101,121–\$126,400
Each additional person	up to \$10,280	\$10,280–\$12,850

*Current gross (before taxes) household income from all sources.

CARE & FERA: Rate Discount Programs



Roughly 1 in 3 Southern California Households (1.3M) are eligible to receive Income Qualified Assistance.



SCE provided over \$677 Million in CARE & FERA bill discounts in 2022 (avg. discount per household is about \$35 to \$36 per month).



CARE and FERA are entry level programs which can provide immediate assistance.

Energy Savings Assistance Program

- The Energy Savings Assistance (ESA) Program is a statewide utility program that helps income-qualified households conserve energy and reduce their electricity costs by replacing their old, inefficient appliances with new, energy-efficient ones.
- As part of the program, SCE pays all the costs of purchasing and installing the measures, which are free to eligible homeowners and renters.
- The ESA program has 4 stages:
 - Outreach
 - Enrollment and Assessment
 - Installation Services
 - Inspection
- Interested customers may go online to apply at sce.com/esap or call SCE's Customer Contact Center at 800-736-4777.



Free Energy-Efficient Appliances That Could Lower Your Bills

Help lower your energy costs by replacing your current household refrigerator, cooling system, lighting, and more with energy-efficient models through the Energy Savings Assistance Program.



Available Appliances and Services

Qualified SCE customers may be eligible for several appliance upgrades or energy-saving services. Our SCE-approved contractor will collect information to help us determine what you may be qualified to receive. Whether you own or rent, you may be eligible to receive these upgrades for free:

- Lighting
- Smart Power Strip
- Refrigerator Replacement
- Smart Thermostat
- Thermostatic Shower Valve/Showerhead
- Clothes Washer Replacement
- Dishwasher Replacement
- Freezer Replacement
- Heat Pump Water Heater Replacement
- Pool Pump Replacement
- Cooling†:
 - Evaporative Cooler
 - Evaporative Cooler Maintenance
 - Window or Wall AC Replacement
 - Central AC or Central Heat Pump Replacement
 - Portable AC
- HVAC Filter
- Weatherization Services

† These services may not be available in all areas. Certain restrictions may apply for all products and services.

The Energy Savings Assistance Program — Easy as 1-2-3

Step 1: Qualification and Assessment

To be eligible, you must meet specific household income guidelines. After income qualification, our approved contractor will do a walk-through of your home to collect information to help us determine the potential for installation of one or more appliances or services.


Step 2: Service Delivery

Our approved contractors will install the appliances and may provide services such as weatherization.

Step 3: Inspection

We may perform an inspection in your home to make sure our approved contractor completed the work according to our quality standards. If the work was not done properly, it will be redone at no cost to you.

To apply for the Energy Savings Assistance Program, or for further information:

1-800-736-4777  sce.com/esap

Energy Savings Assistance Program

Open your mobile phone camera to scan code



*The Energy Savings Assistance Program is funded by California utility ratepayers and administered by Southern California Edison under the auspices of the California Public Utilities Commission. Program and services are available to customers who meet specific household income guidelines or who participate in certain Public Assistance Programs. Services may not be available in all areas. Certain restrictions, such as age, size, and condition of the system or appliance to be replaced, may apply. All replacement refrigerators meet ENERGY STAR® standards and are top-freezer models without extra features, such as ice makers. Services are offered on a first-come, first-served basis until funding is expended or the program is discontinued. A copayment may be required for some services. Program may be modified or terminated without prior notice. California consumers are not obligated to purchase any full fee service or other service not funded by this program. This program is available to both homeowners and renters who meet qualifications. Renters may be required to obtain the property owner's written permission before services are delivered.

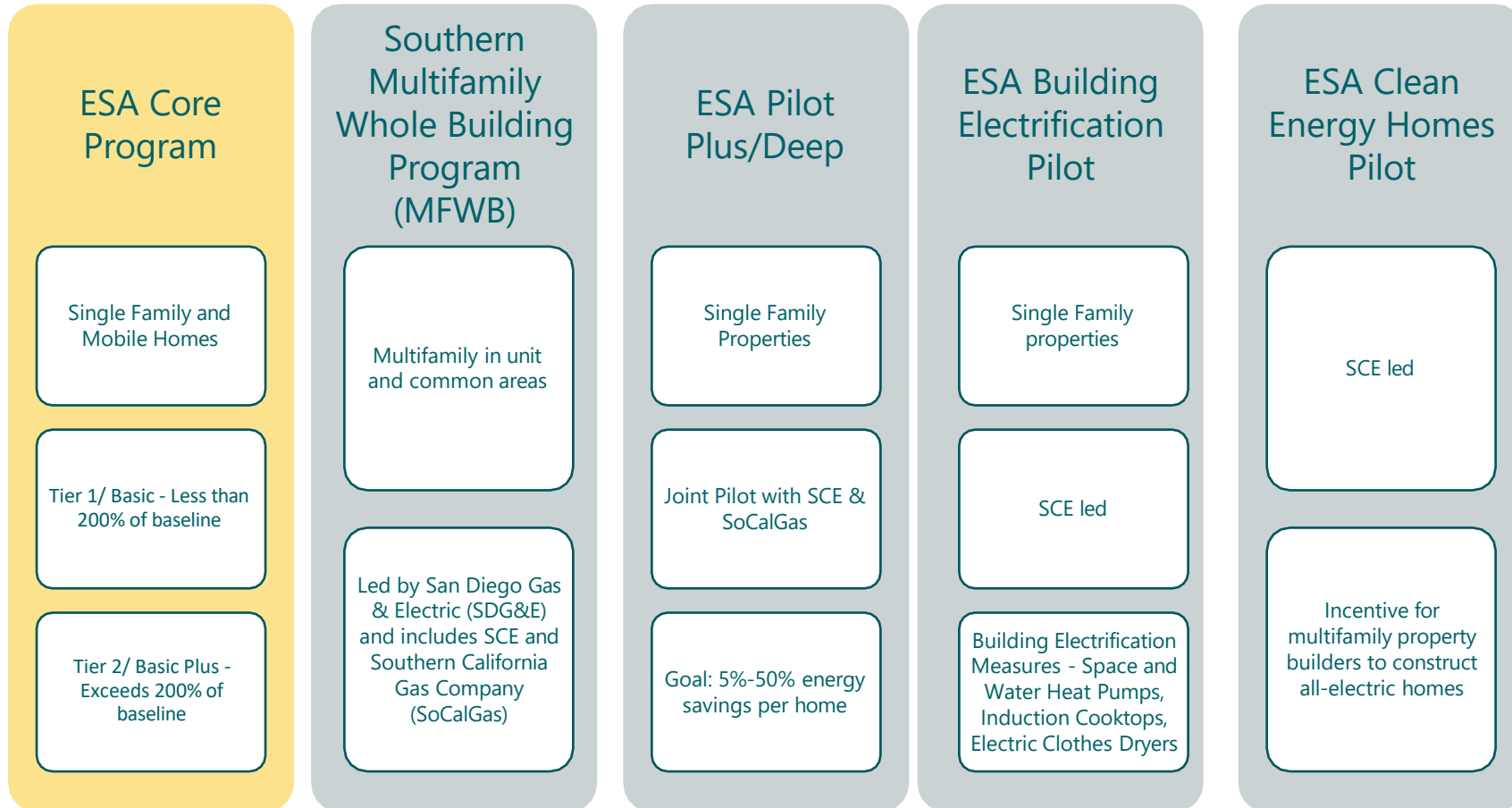
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Energy Savings Assistance ProgramSM

ESA Program Eligibility

- To be eligible for ESA Program services, households must:
 - Receive electric service from SCE
 - Meet the program's income requirements
 - Income limits for customer participation is set at 250% at or below Federal Poverty Guidelines (FPG)
 - Categorical eligibility where customers can be enrolled based on current participation in certain local, state, or federal means tested programs.
 - Meet the program's feasibility requirements for installation of measures
 - Reside in a single-family home or mobile home
 - Note: Residences with four (4) or fewer units are considered single-family homes. So, duplexes, triplexes, and fourplexes qualify.
 - Applicant may own or rent the home
 - Renter's must have the homeowner's written permission before some program services are received.

ESA Program Portfolio



Available Appliances and Services

Basic offerings include:

- Lighting
- Smart Power Strip
- Refrigerator Replacement
- Smart Thermostat Installation
- Thermostatic Shower Valve/Showerhead Installation
- Clothes Washer Replacement
- Dishwasher Replacement
- Freezer Replacement
- Heat Pump Water Heater Replacement
- Pool Pump Replacement
- Cooling*
 - Evaporative Cooler Installation
 - Evaporative Cooler Maintenance
- Weatherization Services

Basic Plus offerings include:

- All Basic Offerings
- Cooling*
 - Window or Wall AC Replacement
 - Central AC or Central Heat Pump Replacement
 - Portable AC Installation
- HVAC Filter

* Not available in all areas of SCE's service territory; based on CEC Climate Zones.

** Customers with natural gas space heating should contact their local gas provider for weatherization services.

Medical Baseline Allowance Program (MBL)

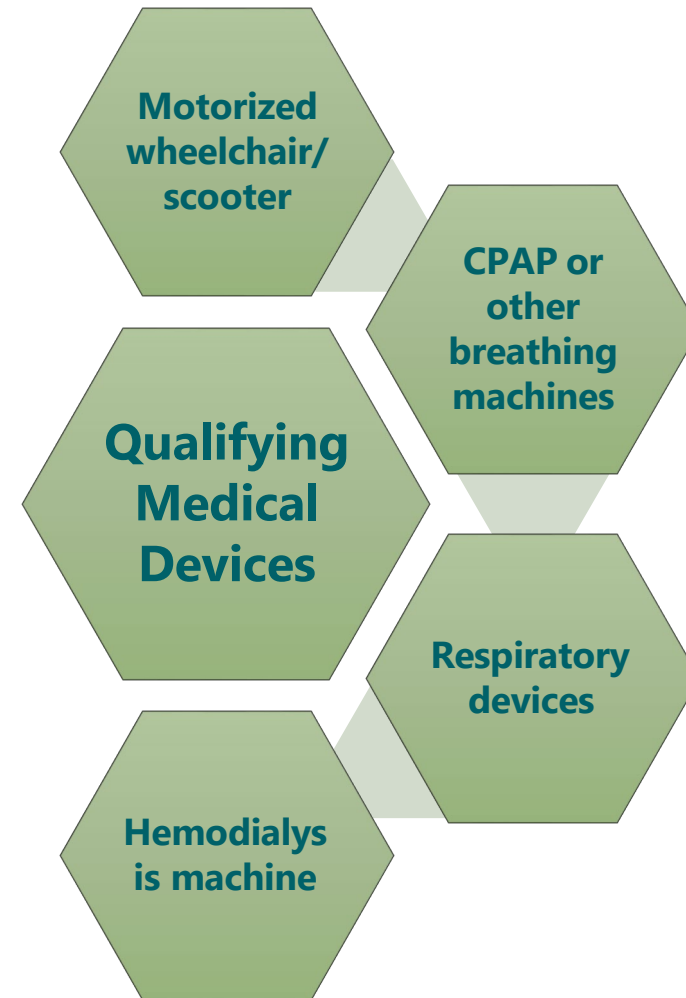


- This program is for residential customers who are reliant on **electrically operated medical equipment** due to their medical condition.
- The program provides an **additional allotment of 16.5 kilowatt hours (kWh)** of electricity **per day** on your monthly bill.
 - This program provides customers additional electricity per day at a discounted rate, helping to reduce monthly utility costs
- Stay connected with critical alerts and notifications if outages occur, including **Public Safety Power Shutoffs**.
- The MBL Program is **NOT an income eligibility program**
- We encourage customers to **NOT disqualify themselves** if they do not see their medical condition or device listed; we recognize that **new devices and technologies** are being introduced regularly and we evaluate every application and condition/device, for eligibility.

Shortlist of Medical Conditions and Medical Devices

Qualifying Medical Conditions

- Paraplegic, hemiplegic, or quadriplegic conditions
- Multiple sclerosis with additional heating and or cooling needs
- Scleroderma with additional heating needs
- Asthma and or sleep apnea
- Life-threatening illness or compromised immune system, and additional heating and or colling are needed to sustain life or prevent medical deterioration.



MBL: How to Apply?

1. **Apply online** at sce.com/medicalbaseline
 - DocuSign
2. **Print** an application from the website and mailing it in
3. **Call** the customer service at **1-800-655-4555** to request an application be mailed

- ✓ Caretakers, family members or agents providing support to qualifying individuals can also assist with filling out applications
- ✓ Applications are processed within 30-days of receipt

Recertification

- Permanent Conditions: Customers need to submit Part 1 of the form every two years
- Nonpermanent Conditions: Customers need to submit Part 1 annually and Part 2 (w/ certified medical provider signature) every two years

The Application Process

Step 1: Qualification Step 2: Apply Step 3: Re-Certification

1. **Submit An Application**

- **Enroll Online** For customers who are unable to enroll online, please download the following application, print, and complete pages 1 and 2, and mail the application to SCE *

2. **PowerForm Signer Information**

Please inform your Medical Professional that he/she will receive an email from SCE requiring signature to process your application. Once you fill out your application, we will email your Medical Professional for his/her signature.

If you are experiencing any technical difficulties, please contact ConsumerMailsAdministrator@sc.com

Please enter your name and email to begin the signing process.

Customer's Name (As it appears on your bill)

Your Name *
Full Name

Your Email *
Email Address

Please provide information for any other signers needed for this document.

Physician, Physician's Assistant, or Nurse Practitioner

Name *
Full Name

Email *
Email Address

3. **Please Review & Act on These Documents**

Please read the Electronic Record and Signature Disclosure

I Agree to use electronic records and signatures

FOR CUSTOMERS BELIEVED BY SOMEONE OTHER THAN SCE

SCE MEDICAL BASELINE ALTERNATE CONTACT INFORMATION

1. Select Enroll Online

2. Sign Into DocuSign: you will need

- your email address
- your medical provider's email address

3. Read and accept the electronic disclosure and select continue to launch the MBL application

Language Options:

- English large print
- Spanish
- Korean
- Chinese
- Vietnamese
- Cambodian
- Tagalog

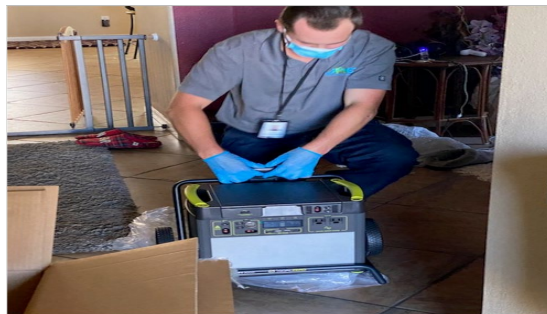
Critical Care Backup Battery Program

Program Eligibility and Outreach

- Customers who are enrolled in SCE's Medical Baseline Allowance and reside in a HFRA are eligible to receive a **free** portable backup battery to temporarily power their medical device in the event of an outage or other type of emergency
- Customers are sent direct mail/email and SCE contractors also perform outbound calls to inform and enroll eligible customers

Program Enrollment and Battery Delivery*

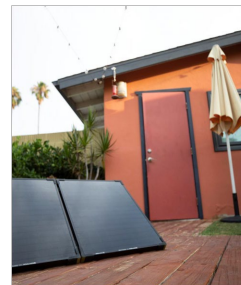
- SCE contractor will verify eligibility over the phone, determine battery size for customers medical device and schedule to deliver and set up battery free of charge at customer's home.



*Extended 3-Year warranty provided



Battery +
Solar
Panel



Outreach and Marketing Effort

- Each month SCE identifies and contact new eligible customers
- In 2022, expanded program eligibility by removing the CARE/FERA eligibility requirement (now all MBL customers residing in HFRA are eligible)
- Increased program awareness through outreach, ongoing marketing efforts with other SCE marketing campaigns and through social media apps/platforms
- Conducted 'Door Rings/Knocking' for hard-to-contact customers successfully deployed over 230 batteries
- Engage network of Community Based Organizations (CBOs) to bring program awareness and visibility to community members about the program

2020-2023 Program Participation

YTD Participation Summary	Total
Customers Enrolled	14,436
Batteries Delivered	14,187

Portable Power Station and Generator Rebates / SCE Marketplace

The SCE Marketplace rebate program was launched in June-2020 with the goal of supporting Public Safety Power Shutoff (PSPS) impacted customers, by offering a rebate to offset the out-of-pocket costs of purchasing a portable power station (battery) and/or a portable generator. Since 2021, this rebate program has continued to evolve as SCE has held community meetings and gathered customer input collected through surveys to assist High Fire Risk Area (HFRA) impacted customers become resilient during these and any type outages.

- Offer rebates to HFRA* customers who purchase a resiliency product
- Portable Power Stations: Receive up to \$150 rebate, 5x per service account
- Portable Generators: Receive up to \$600 rebate, 1x per service account**
- Enhance awareness through existing partnerships with Community Based Organizations (CBOs)
- Website: <https://marketplace.sce.com/>



Southern California Edison Marketplace

Get valuable information about smart products, programs, and tools here.

- Portable Power Stations
- Portable Generators
- Safety & Preparedness
- Lawn Mowers
- Thermostats
- Electric Water Heaters
- Explore More Categories

* Tier 3 or Tier 2 HFRA/HFTD CPUC Fire Map: <https://ia.cpuc.ca.gov/firemap/>

** Rebates up to \$600 are for CARE, FERA, or MBL customers; all other HFRA customers qualify for \$200 rebate

Arrearage Management Plan (AMP)

The Arrearage Management Plan (AMP) Program is a CPUC mandated debt forgiveness payment plan option for residential CARE and FERA customers who have past due bills.

How It Works

The AMP program forgives 1/12 of eligible utility debt (arrearage) after each on-time and in-full payment of a current bill. After 12 on-time, in-full payments, the debt is fully forgiven (up to \$8,000 per customer).

Marketing

- SCE Targeted communications
- Call Center Representatives

To Apply

- Online at sce.com/amp, or
- By Calling SCE's Customer Call Center at [1-800-655-4555](tel:1-800-655-4555).

Eligibility

To be enrolled in AMP, customers must:

- Be enrolled in the California Alternate Rates for Energy (CARE) or Family Electric Rate Assistance (FERA) program
- Have total arrears of \$500 or greater, some of which are at least 90 days old
- Have been a customer of SCE for at least six months
- Have made an on-time payment within the last 24 months that equals or exceeds the most current customer bill at the time of payment

IMPORTANT: Net Energy Metering (NEM), Direct Access (DA), and master metered customers are not eligible at this time.



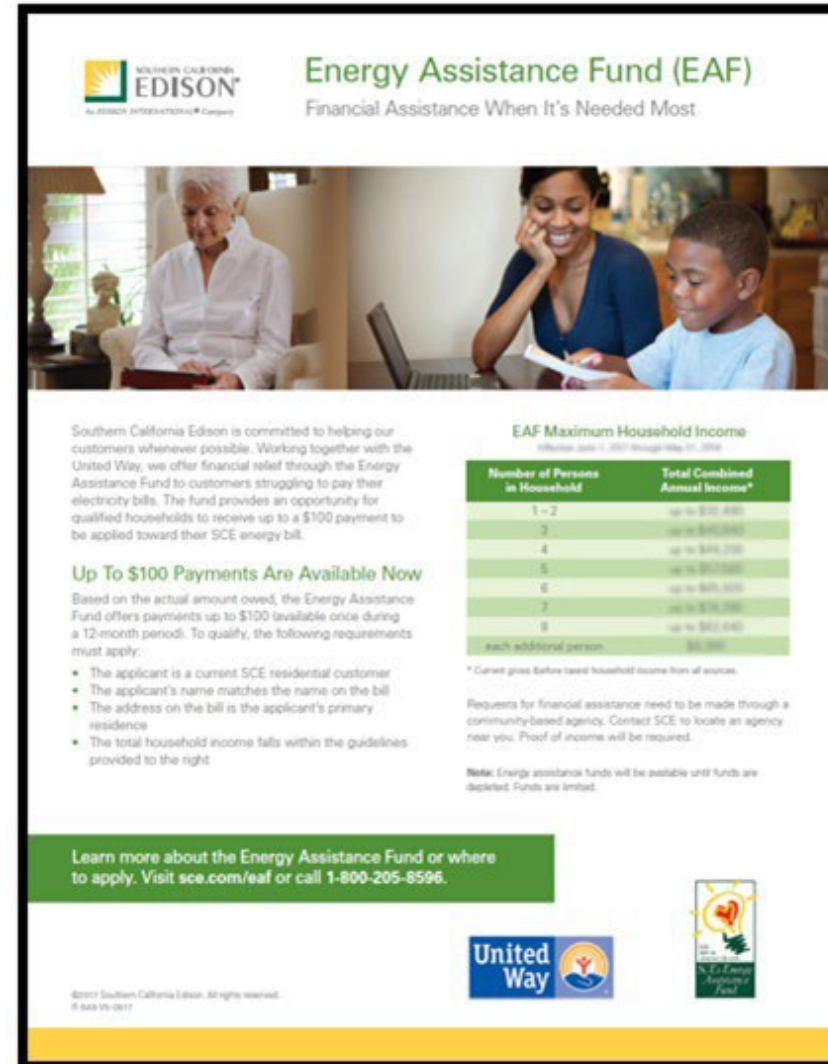
Energy Assistance Fund (EAF)

EAF helps those in need.

- Helps income-qualified residential households pay their electric bill.
- Maximum of \$200 is available once per 12 months.
- Approximately 10,000 families receive assistance through EAF on an annual basis.

Help EAF help others.

- Funded through voluntary donations from SCE employees, shareholders and customers.
- Donate through SCE bill with a fixed monthly donation
- Visit www.sce.com/EAF.



The flyer features the Southern California Edison logo at the top left, with the text 'SOUTHERN CALIFORNIA EDISON' and 'An ENERGY INTERNATIONAL Company'. To the right, the title 'Energy Assistance Fund (EAF)' is displayed in green, with the subtitle 'Financial Assistance When It's Needed Most' below it. A central photograph shows three people: an elderly woman, a woman, and a young boy, all looking at a laptop screen. Below the photo, a paragraph explains SCE's commitment to helping customers and describes the EAF program. To the right of this text is a table titled 'EAF Maximum Household Income' with columns for 'Number of Persons in Household' and 'Total Combined Annual Income*'. Below the table, a section titled 'Up To \$100 Payments Are Available Now' provides details on payment frequency and qualification requirements, including a bulleted list of criteria. A note at the bottom right states that requests for assistance must be made through a community-based agency and that funds are limited. At the bottom of the flyer, there is a green call-to-action box, the United Way logo, and the SCE Energy Assistance Fund logo. The footer contains the copyright information: '©2017 Southern California Edison. All rights reserved. 6-84835-0017'.

Southern California Edison is committed to helping our customers whenever possible. Working together with the United Way, we offer financial relief through the Energy Assistance Fund to customers struggling to pay their electricity bills. The fund provides an opportunity for qualified households to receive up to a \$100 payment to be applied toward their SCE energy bill.

Up To \$100 Payments Are Available Now

Based on the actual amount owed, the Energy Assistance Fund offers payments up to \$100 available once during a 12-month period. To qualify, the following requirements must apply:

- The applicant is a current SCE residential customer
- The applicant's name matches the name on the bill
- The address on the bill is the applicant's primary residence
- The total household income falls within the guidelines provided to the right

EAF Maximum Household Income
(Effective Date: 1/2017 through 12/31/2018)

Number of Persons in Household	Total Combined Annual Income*
1 - 2	up to \$10,000
3	up to \$15,000
4	up to \$20,000
5	up to \$25,000
6	up to \$30,000
7	up to \$35,000
8	up to \$40,000
each additional person	\$5,000

* Current gross before taxed household income from all sources.

Requests for financial assistance need to be made through a community-based agency. Contact SCE to locate an agency near you. Proof of income will be required.

Note: Energy assistance funds will be available until funds are depleted. Funds are limited.

Learn more about the Energy Assistance Fund or where to apply. Visit sce.com/eaf or call 1-800-205-8596.

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CARE & FERA Capitation

This program is intended to encourage community-based organizations to partner with SCE to assist with our hardest-to-reach customer populations with enrollment in the CARE and FERA Program.

The program reimburses organizations helping income-qualified customers gain assistance through the CARE or FERA program. If your organization dedicates resources to enrolling individuals and families in these programs, you could be entitled to a capitation fee of \$30 per enrolled customer to offset your expenses.

For program overview and how to enroll:

- www.sce.com/residential/assistance/care-fera/capitation
- www.sce.com search for “capitation”

Low Income Home Energy Assistance Program

LIHEAP is a federally funded program aimed at assisting low-income households that pay a high portion of their income to meet their energy needs. In CA, the program is administered by the California Department of Community Services and Development (CSD).

In order to qualify for LIHEAP, you must also have an annual household income (before taxes) that is below 60 percent of the State Median Income:

Household Size	LIHEAP Monthly Income	CARE Monthly Income
1	\$2,700.17	\$3,286.67
2	\$3,531.00	\$3,286.67
3	\$4,361.83	\$4,143.33
4	\$5,192.75	\$5,000.00
5	\$6,023.59	\$5,856.67
6	\$6,854.43	\$6,713.33
7	\$7,010.21	\$7,570.00
8	\$7,166.00	\$8,426.67

Questions and Answers

Energy for What's Ahead®





Item 6b: Mobile Home Park – Insurance Information – Mike Guerrero, Director of Manufacture Homes, California Southwestern Insurance Agency

Item 6c: Dispute Resolution Request [none]



Item 7. Member Closing Comments

Item 8. Upcoming Agenda Items