

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



January 18, 2013

To: All Mobile Home Park Owners and Managers in California

Re: Assembly Bill 1830 (AB 1830) on Mobile Home Park Water Service

We are writing to let you know of changes in state law regarding some Mobile Home Parks (MHPs). The law is limited to MHPs that provide water services only to their tenants from water supplies and facilities they own. This new law¹ requires MHPs to take some specific action. It also changes rights of tenants wishing to file a complaint about water rates or services. The law became effective on January 1, 2013.

Responsibility and Penalties of MHP Owners and Managers to Inform Tenants

AB 1830 now requires MHPs to provide written notice to each of their tenants to inform them of their right to file a complaint. It also tells them how to file a complaint with the California Public Utilities Commission (CPUC) about the water rates charged or the water service provided by the MHP. In addition, the MHPs are required to provide a notice to all new tenants at the time they establish residence within the MHP and to provide notice to all tenants each time the MHP changes water rates or service.

The law requires that the notice must be provided in English and the language or languages of primary communication with the residents. MHPs that do not provide the required notice are subject to penalties under Public Utilities Code Section 2111 cited below:

Every corporation or person... who knowingly violates or fails to comply with... any order, decision, rule, direction, demand, or requirement of the [California Public Utilities] commission...is subject to a penalty of not less than five hundred dollars (\$500), nor more than fifty thousand dollars (\$50,000) for each offense.

We have posted approved notices in English and Spanish at www.cpuc.ca.gov/MHPWaterNotice. Please contact us if you need the notice in other languages and we will provide them at no cost to you.

Tenant Rights to File a Complaint about Water Rates and Services

In order for the CPUC to accept a complaint from tenants of MHPs that provide water service only from water supplies and facilities they own, the complaint must be signed by tenants representing 10% or more of the MHP's water service connections during any 12-month period. AB 1830 allows former tenants who have lived at the MHP within the last five years to file a complaint along with current tenants.

Please contact CPUC's Public Advisor's Office at 866-849-8390 or public.advisor@cpuc.ca.gov for questions, to request a copy of AB 1830, or to request translations of the notice.

Sincerely,

A handwritten signature in cursive script that reads "Paul Clanon".

Paul Clanon
Executive Director

¹ AB 1830 amends Section 2705.6 of the Public Utilities Code and was signed on September 25, 2012 by Governor Brown.