

Rule No. 5  
SPECIAL INFORMATION REQUIRED ON FORMS

A. Contracts. In accordance with the Commission's General Order No. 96-A, each contract for electric service will contain the following provisions:

"This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of California as said Commission may, from time to time, direct in the exercise of its jurisdiction."

B. Customer's Bills. Information printed on each bill for electric service will include the following:

1. "Bills are due and payable upon presentation and are past due if unpaid within 19 days of presentation. Payment should be made to the Bear Valley Electric Service's office or authorized agent."

2. "Any customer who has initiated a complaint or requested an investigation within five days of receiving a contested bill for domestic service to a residential dwelling shall be given an opportunity for review of such complaint or investigation the Company."

3. "If you believe there is an error on your bill or have a question about your service please call Bear Valley Electric Service customer support at (800) 808-2837. We welcome the opportunity to assist you. If after contacting us, you are still not satisfied With Bear Valley Electric Service's response, you may submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday) Mail: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102. If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Type of Call	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to- Speech	English & Spanish	1-800-854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on. The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of the utility's service, general level or rates, pending rate applications and sources of fuel or power."

(Continued)

Advice Letter No. 454-E  
Decision No. 22-08-037

Issued By  
**Paul Marconi**  
President

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Rule No. 5  
SPECIAL INFORMATION REQUIRED ON FORMS

B. Customer's Bills (Continued)

4. The schedule or code number of the rate under which service is billed.

C. Discontinuance of Service Notice.

The following statements will be printed on each discontinuance of service notice:

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"If you are unable to pay the past due balance, you may qualify for a payment plan."

"We also offer low-income assistance through the California Alternative Rates for Energy (CARE) and CARE Plus programs for eligible low-income customers. For more information or to check your eligibility, please contact the Customer Service Center at (800) 808-2837."

"Upon receiving the past due payment or agreement to a payment plan, services will be reconnected within 24 hours with the exception of situations relating to safety or extreme weather conditions."

"A customer who questions the accuracy of a utility bill must deposit the disputed amount with the Commission to prevent discontinuance of service. If you dispute your ORIGINAL BILL within five days after receiving it and were not satisfied with the Company's explanation, you must deposit the entire amount of the disputed bill with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, (800) 649-7570 within 15 days from the mailed date on this notice if residential or 7 days if commercial. Written complaints must be complete and clear in describing the dispute with the utility, and include copies of any relevant documents. The Commission will review the basis of the disputed bill and make disbursement in accordance with its finding."

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(Continued)

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Decision No. 25-06-012

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**BEAR VALLEY ELECTRIC SERVICE, INC. (U 913 E)**  
42020 GARSTIN DR. - P.O. BOX 1547  
BIG BEAR LAKE, CALIFORNIA 92315

Revised Cal. P.U.C. Sheet No. Cancelled  
Cancelling Revised Cal. P.U.C. Sheet No. 3238-E\*

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C. Discontinuance of Service Notice (Continued)

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Advice Letter No. 532-E  
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