

PUBLIC UTILITIES COMMISSION
505 Van Ness Avenue
San Francisco CA 94102-3298



**Bear Valley Electric Service, Inc.
ELC (Corp ID 913)
Status of Advice Letter 414E
As of March 25, 2021**

Subject: COVID-19 Reporting in compliance with Decision No. 19-07-015

Division Assigned: Energy

Date Filed: 03-04-2021

Date to Calendar: 03-08-2021

Authorizing Documents: D1907015

Disposition:	Accepted
Effective Date:	03-04-2021

Resolution Required: No

Resolution Number: None

Commission Meeting Date: None

CPUC Contact Information:

edtariffunit@cpuc.ca.gov

AL Certificate Contact Information:

Nguyen Quan

909-394-3600 X664

RegulatoryAffairs@bvesinc.com

PUBLIC UTILITIES COMMISSION
505 Van Ness Avenue
San Francisco CA 94102-3298



To: Energy Company Filing Advice Letter

From: Energy Division PAL Coordinator

Subject: Your Advice Letter Filing

The Energy Division of the California Public Utilities Commission has processed your recent Advice Letter (AL) filing and is returning an AL status certificate for your records.

The AL status certificate indicates:

- Advice Letter Number
- Name of Filer
- CPUC Corporate ID number of Filer
- Subject of Filing
- Date Filed
- Disposition of Filing (Accepted, Rejected, Withdrawn, etc.)
- Effective Date of Filing
- Other Miscellaneous Information (e.g., Resolution, if applicable, etc.)

The Energy Division has made no changes to your copy of the Advice Letter Filing; please review your Advice Letter Filing with the information contained in the AL status certificate, and update your Advice Letter and tariff records accordingly.

All inquiries to the California Public Utilities Commission on the status of your Advice Letter Filing will be answered by Energy Division staff based on the information contained in the Energy Division's PAL database from which the AL status certificate is generated. If you have any questions on this matter please contact the:

Energy Division's Tariff Unit by e-mail to
edtariffunit@cpuc.ca.gov



ADVICE LETTER SUMMARY

ENERGY UTILITY



MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)

Company name/CPUC Utility No.: Bear Valley Electric Service, Inc (913-E)

Utility type:

- ELC GAS WATER
 PLC HEAT

Contact Person: Nguyen Quan

Phone #: (909) 394-3600 x664

E-mail: RegulatoryAffairs@bvesinc.com

E-mail Disposition Notice to: RegulatoryAffairs@bvesinc.com

EXPLANATION OF UTILITY TYPE

ELC = Electric GAS = Gas WATER = Water
 PLC = Pipeline HEAT = Heat

(Date Submitted / Received Stamp by CPUC)

Advice Letter (AL) #: 414-E

Tier Designation: 1

Subject of AL: COVID-19 Reporting in compliance with Decision No. 19-07-015

Keywords (choose from CPUC listing): Compliance

AL Type: Monthly Quarterly Annual One-Time Other:

If AL submitted in compliance with a Commission order, indicate relevant Decision/Resolution #: Decision No. 19-07-015

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL: No

Summarize differences between the AL and the prior withdrawn or rejected AL:

Confidential treatment requested? Yes No

If yes, specification of confidential information:

Confidential information will be made available to appropriate parties who execute a nondisclosure agreement. Name and contact information to request nondisclosure agreement/ access to confidential information:

Resolution required? Yes No

Requested effective date: 3/4/21

No. of tariff sheets:

Estimated system annual revenue effect (%):

Estimated system average rate effect (%):

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).

Tariff schedules affected:

Service affected and changes proposed¹:

Pending advice letters that revise the same tariff sheets:

¹Discuss in AL if more space is needed.

Protests and all other correspondence regarding this AL are due no later than 20 days after the date of this submittal, unless otherwise authorized by the Commission, and shall be sent to:

CPUC, Energy Division
Attention: Tariff Unit
505 Van Ness Avenue
San Francisco, CA 94102
Email: EDTariffUnit@cpuc.ca.gov

Name: Nguyen Quan
Title: Regulatory Affairs Manager
Utility Name: Bear Valley Electric Service, Inc
Address: 630 E. Foothill Blvd
City: San Dimas State: California
Telephone (xxx) xxx-xxxx: (909) 394-3600 x664
Facsimile (xxx) xxx-xxxx: (909) 394-7427
Email: RegulatoryAffairs@bvesinc.com; nquan@gswater.com

Name: Zeng Zhu
Title: Rate Analyst
Utility Name: Bear Valley Electric Service, Inc
Address: 630 E. Foothill Blvd
City: San Dimas State: California
Telephone (xxx) xxx-xxxx: (909) 394-3600 x495
Facsimile (xxx) xxx-xxxx: (909) 394-7427
Email: RegulatoryAffairs@bvesinc.com; zeng.zhu@bvesinc.com



Bear Valley Electric Service, Inc.
P.O. Box 9028
San Dimas, CA 91773-9028
A Subsidiary of American States Water Company

March 4, 2021

Advice Letter No. 414-E

(U 913 E)

California Public Utilities Commission

Bear Valley Electric Service, Inc. ("BVES") hereby transmits for filing the following:

SUBJECT: *COVID-19 Reporting in compliance with Decision No. 19-07-015.*

PURPOSE

Pursuant to Decision No. ("D.") 19-07-015 issued July 19, 2019, BVES hereby submits to the California Public Utilities Commission ("Commission" or "CPUC") a summary of last twelve months of mandated customer protections offered to customer during the COVID-19 State of Emergency.

This Advice Letter ("AL") is in compliance with Ordering Paragraph Nos. ("OP") 6 and 7 of D. 19-07-15.

BACKGROUND

On March 4, 2020, California Governor Gavin Newsom declared a State of Emergency ("SOE") for the State of California, in order to combat and minimize the threat of COVID-19¹

On March 16, 2020, Governor Newsom issued Executive Order N-28-20² ordering the CPUC to monitor any customer service protection measures and policies enacted by public and private utilities in response to COVID-19.

In response to Governor Newsom's orders, on March 17, 2020, CPUC Executive Director Alice Stebbins issued a letter to electric utilities. The letter served as notification that the CPUC intends to monitor and provide emergency customer protection measures for California customers during this emergency. As directed, BVES implemented customer protections contained in D.19-07-015 to its customer base. BVES filed AL 382-E detailing implementation of the emergency disaster relief program for COVID-19 in accordance with D. 19-07-015.

¹ Available at: <https://www.gov.ca.gov/2020/03/04/governor-newsom-declares-state-of-emergency-to-help-state-prepare-for-broader-spread-of-covid-19/>

² Executive Order N-28-20, available at: <https://www.gov.ca.gov/wp-content/uploads/2020/03/3.16.20-Executive-Order.pdf>

On April 16, 2020, the Commission issued Resolution M-4842 directing utilities to retroactively implement customer protections beginning March 4, 2020 in response to the SOE. As directed, BVES filed Tier 1 AL 385-E and 385-EA establishing its customer COVID-19 protections.

On February 11, 2021, the Commission adopted Resolution M-4849 extending the Emergency Customer Protections for residential and small business customers through June 30, 2021, and the memorandum accounts established and/or activated for the purpose of tracking the incremental costs of complying with the Commission's resolutions. Resolution M-4849 directs utilities file a Tier 1 Advice Letter describing all reasonable and necessary actions to extend the Emergency Customer Protections contained in Resolution No. M-4842 to support California customers through June 30, 2021. BVES filed AL 412-E on February 16, 2021 in compliance with this requirement.

SUMMARY OF MANDATED PROTECTIONS FOR LAST TWELVE MONTHS

D.19-07-015, OP 6 states:

"Pacific Gas and Electric Company, Southern California Edison Company; San Diego Gas and Electric Company, Southern California Gas Company, PacifiCorp, Liberty Utilities (CalPeco Electric LLC), Bear Valley Electric Service (a division of Golden State Water Company), Alpine Natural Gas, Inc., Southwest Gas Corporation, West Coast Gas Company, Inc., and Catalina Island Gas Services shall file a Tier 1 Advice Letter at the default, 12-month conclusion of customer protection period, or as reasonably determined by the Governor's Office of Emergency Services, detailing the mandated protections offered to the customer affected by the disaster, the start and end periods customers received the emergency customer protections, the outreach efforts conducted, the customer impacts, basic metrics – that can be forecasted – such as the number of consumers that received each of the available protections over the course of the year, and the associated cost."

In response to the SOE and Resolution M-4842, which ratified directives included in the Commission Executive Director's March 17, 2020 letter, BVES filed AL 385-E and 385-EA detailing its customer protection and communication plan during the pandemic.

Adopted Customer Protections:

1. Implement payment plan options for residential customers;
2. Suspend disconnection for non-payment and associated fees;
3. Waive deposit and late fee requirements;
4. Expedite move-in and move-out service requests
5. Suspend all CARE program removals to avoid unintentional loss of the discounted rate during the period for which the customer is protected under these customer protections;
6. Discontinue generating all recertification and verification requests that require customers to provide their current income information.

BVES also identified customer protections not applicable to this particular emergency. These include:

1. Stop estimated usage for billing attributed to the time period when the home/unit was unoccupied as result of the emergency;
2. Discontinue billing in the event that a customer's residence or small business premises becomes unserviceable;
3. Identify the premises of affected customers whose utility service has been disrupted or degraded, and discontinue billing these premises without assessing a disconnection charge;
4. Prorate any monthly access charge or minimum charges if billing is discontinued during a billing cycle;
5. Offer repair processing and timing assistance and timely access to utility customers pursuant to Section 8386(c)(18);
6. Meet and confer with the Community Choice Aggregators as early as possible to discuss their roles and responsibilities for each emergency customer protection.

Customer Communication Plan:

Outreach efforts included information about bill payment options and encouraged customers to address past-due bills in full or to set up payment plans during the pandemic period to avoid being met with large unpaid past-due balances at the expiration of the COVID-19 protections.

Throughout the State of Emergency, BVES provided information to customers via the following methods:

1. Notifying customers through websites, social media and direct mail;
2. General notice media advertisement such as newspaper, and radio;
3. Customer Service communications;
4. Physical notices and outreach, such as Office signage;
5. Targeted low-income customer outreach;
6. Local Governments – BVES alert the City of Big Bear Lake and County of San Bernardino via email and/or by telephone regarding emergency relief protections available to customers;
7. Outbound Dialing – BVES utilizes its Interactive Voice Response (“IVR”) system to place outbound emergency relief calls during the event;
8. Customer Contact Center – The toll free number 800.808.2837 will be made available 24/7 during a State of Emergency to provide information to customers regarding service interruptions, restoration events and relief support. When possible, BVES will also attempt to utilize its local office to answer customer questions during normal business hours;
9. Community Outreach Center & City/County Assistance Center – BVES works closely with local emergency agencies and community-based

organizations to identify Community Outreach Center and ensure awareness of available customer protections. As specific details arise, that information will be posted on BVES website and shared. BVES representatives are available to respond customer's questions.

BVES has been authorized to establish the COVID-19 Pandemic Protections Memorandum Account ("CPPMA") to track the incremental costs related to the State of Emergency and the implementation of its customer protections ordered by Resolution M-4842.

Resolution M-4849, issued on February 11, 2021, authorizes and directs utilities to extend Emergency Customer Protections to support customers through June 30, 2021, and to file transition plans for the expiration of Emergency Customer Protections. On February 16, 2021, BVES submitted AL 412-E extending the Emergency Customer Protections.

On February 25, 2021 BVES submitted a draft transition plan to CPUC staff detailing the following items of its transition plan:

1. Activities Timeline;
2. Marketing, Education and Outreach Strategy;
3. Compliance and Safety;
4. Progress Tracking and Reporting.

BVES had no service disconnections for non-payment during the pandemic period. The financial impact to BVES consists of customer's unpaid past-due balances. At the end of March 2020, BVES had a total balance of \$436,861 in unpaid bills in aging category 90 days or greater. At the end of February 2021, BVES's total balance for unpaid bills in aging category 90 days or greater is \$439,677.

D.19-07-015, OP 7 states:

"Pacific Gas and Electric Company, Southern California Edison Company; San Diego Gas and Electric Company, Southern California Gas Company, PacifiCorp, Liberty Utilities (CalPeco Electric LLC), Bear Valley Electric Service (a division of Golden State Water Company), Alpine Natural Gas, Inc., Southwest Gas Corporation, West Coast Gas Company, Inc., and Catalina Island Gas Services shall file a Tier 1 Advice Letter twelve months from a qualifying event, detailing the collaborative engagement they had with the Governor's Office of Emergency Services and the California Department of Forestry and Fire Protection demonstrating information sharing that aided these entities in carrying out their statutory mission."

In the context of the COVID-19 State of Emergency, BVES has been collaborating with State and local governmental agencies regarding the information-sharing that has taken place during the pandemic. BVES has been communicating via e-mail with agencies,

including but not limited to City Legal Counsel, Fire Departments, and County Supervisors. These communications pertain to:

1. The steps BVES take to ensure customer safety;
2. The availability of customer protections and options such as utilizing online payment methods, and where customers can find information and updates on customer protections;
3. The pandemic plan that BVES has established to ensure that its customers, and employees are safe; and its organization can function and is viable during the pandemic.

BVES will continue to monitor all state and local COVID-19 health guidance and governmental directives.

COMPLIANCE

This advice letter requests approval in compliance with D.19-07-015 OP 6 and OP 7

TIER DESIGNATION

This advice letter is submitted with a Tier 1 designation.

EFFECTIVE DATE

BVES respectfully requests this advice letter becomes effective on March 04, 2021.

NOTICE AND PROTESTS

A protest is a document objecting to the granting in whole or in part of the authority sought in this advice letter. A response is a document that does not object to the authority sought, but nevertheless presents information that the party tendering the response believes would be useful to the CPUC in acting on the request.

A protest must be mailed within 20 days of the date the CPUC accepts the advice letter for filing. The Calendar is available on the CPUC's website at www.cpuc.ca.gov.

A protest must state the facts constituting the grounds for the protest, the effect that approval of the advice letter might have on the protestant, and the reasons the protestant believes the advice letter, or a part of it, is not justified. If the protest requests an evidentiary hearing, the protest must state the facts the protestant would present at an evidentiary hearing to support its request for whole or partial denial of the advice letter.

The utility must respond to a protest within five days.

All protests and responses should be sent to:

California Public Utilities Commission, Energy Division
ATTN: Tariff Unit
505 Van Ness Avenue

San Francisco, CA 94102
E-mail: EDTariffUnit@cpuc.ca.gov

Copies should also be mailed to the attention of the Director, Energy Division, Room 4004 (same address above).

Copies of any such protests should be sent to this utility at:

Bear Valley Electric Service, Inc.
ATTN: Nguyen Quan
630 East Foothill Blvd.
San Dimas, CA 91773
Fax: 909-394-7427
E-mail: RegulatoryAffairs@bvesinc.com

If you have not received a reply to your protest within 10 business days, contact Nguyen Quan at (909) 394-3600 ext. 664.

Correspondence:

Any correspondence regarding this compliance filing should be sent by regular mail or e-mail to the attention of:

Nguyen Quan
Manager, Regulatory Affairs
Bear Valley Electric Service, Inc.
630 East Foothill Blvd.
San Dimas, California 91773
Email: RegulatoryAffairs@bvesinc.com

The protest shall set forth the grounds upon which it is based and shall be submitted expeditiously. There is no restriction on who may file a protest.

Sincerely,

/s/Zeng Zhu
Zeng Zhu
Rate Analyst, Regulatory Affairs

cc: Edward Randolph, Director, Energy Division
Franz Cheng, Energy Division
R. Mark Pocta, California Public Advocates Office
BVES General Order 96-B Service List

BEAR VALLEY ELECTRIC SERVICE, INC.

G.O. 96-B
SERVICE LIST

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BIG BEAR LAKE, CA 92315

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BIG BEAR LAKE, CA 92315

COUNTY CLERK
COUNTY OF SAN BERNARDINO
385 N. ARROWHEAD AVENUE - 2ND FLOOR
SAN BERNARDINO, CA 92415-0140

COUNTY COUNSEL
COUNTY OF SAN BERNARDINO
385 N. ARROWHEAD AVENUE - 4TH FLOOR
SAN BERNARDINO, CA 92415-0140

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