

## Rule No. 5

SPECIAL INFORMATION REQUIRED ON FORMS

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- 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." (T) (T)
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 (T) (L) (L) (L)

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." (T)

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." (T)

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Issued By

Advice Letter No. 348-E

**R. J. Sprowls**

Date Filed October 11, 2018

Decision No. \_\_\_\_\_

**President**

Effective October 11, 2018

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## B. Customer's Bills (Continued)

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

C. Discontinuance of Service Notice. The following statements will be printed on each discontinuance of service notice:

"If past due bills are unpaid after the expiration date of a discontinuance of service notice, a deposit may be required and service may be discontinued unless there is an existing deposit adequate to cover service rendered. Domestic service will not be discontinued for nonpayment of bill for other classes of service. Normally service may not be discontinued for nonpayment of a bill to correct previously billed incorrect charges for a period in excess of the preceding three months."

"If you are unable to pay the amount shown on this notice, please contact Bear Valley Electric Service company's office to discuss payment arrangements." (T)  
(T)

"When the customer and the Company fail to agree on a bill and payment is not made, to avoid discontinuance of service the customer must, in accordance with the notice printed on the bill, deposit the amount of the bill with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003 San Francisco, CA 94102, which will review the basis of the billed amount and disburse the deposit in accordance with its findings. Subsequent unpaid bills, if disputed, must be handled in the same manner to preclude discontinuance for nonpayment." (T)  
(T)  
(T)

"If a residential customer alleges that he is unable to pay and that, upon request to the Company, lawful payment arrangements have not been extended to him, he should write to the California Public Utilities Commission, Consumer Affairs Branch, at the address shown above, to make an informal complaint. If it is the customer's responsibility to timely inform the Commission to avoid discontinuance of service".

"If a Company representative makes a field call for the purpose of discontinuing service for nonpayment and, in lieu of disconnection, the customer makes acceptable payment or payment arrangements, a collection charge may be required."

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*Issued By*Advice Letter No. 348-E***R. J. Sprowls***Date Filed October 11, 2018

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## C. Discontinuance of Service Notice (Continued)

"After discontinuance and prior to restoration of service, the customer must pay the full amount past due and may be required to pay a reconnection charge and a deposit adequate to reestablish credit."

"A more complete statement of termination policy, including a statement of the customer's rights and remedies, may be obtained upon request from the Company. The full text of the Company's Rules is available for inspection at the Company's office."

D. Deposit Receipts. The following statements will be printed on each Receipt for a cash deposit to establish or reestablish credit for service:

"Upon discontinuance of service, the Company will refund the customer's deposit on the balance in excess of the unpaid bills for service. After the customer has paid bills for electric service before becoming past due as prescribed in Rule No. 11 for twelve months, the Company will refund the deposit by applying it to the customer's account or by draft, provided that the customer's credit would thereafter be otherwise established under Rule No. 6. The Company may return the deposit at any time upon request provided the Customer's credit may otherwise be established in accordance with Rule No. 6."

"The Company will pay interest on the deposit at the rate determined in accordance with Rule No. 7, except no interest will be paid for periods covered by bills paid after becoming past due, as prescribed in Rule No. 11, or if service is temporarily or permanently discontinued for nonpayment, or if deposit is held less than full month increments."

*Issued By*Advice Letter No. 348-E***R. J. Sprowls***Date Filed October 11, 2018

Decision No. \_\_\_\_\_

***President***Effective October 11, 2018

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