



October 11, 2018

Advice Letter No. 348-E

(U 913 E)

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Golden State Water Company (GSWC) hereby transmits one original and two conformed copies of the following tariff sheets applicable to its Bear Valley Electric Service (BVES) Division:

<u>CPUC Sheet No</u>	<u>Title of Sheet</u>	<u>Canceling CPUC Sheet No.</u>
Revised No. 2556-E	Rule No. 5 Special information Required on Forms Page 1	Revised No. 605-E
Revised No. 2557-E	Rule No. 5 Special information Required on Forms Page 2	Revised No. 606-E
Revised No. 2558-E	Rule No. 5 Special information Required on Forms Page 3	Revised No. 607-E
Revised No. 2559-E	Rule No. 10 Disputed Bills Page 1	Revised No. 578-E
Revised No. 2560-E	Rule No. 10 Disputed Bills Page 2	Revised No. 579-E
Revised No. 2561-E	Form No. 3 Bill For Service Page 1	Revised No. 1256-E
Revised No. 2562-E	Form No. 4 Delinquent Notice Page 1	Revised No. 523-E

Revised No. 2563-E

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Revised No. 2522-E

Revised No. 2564-E

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Revised No. 2555-E

Subject: Update of BVES' Rules and Forms, Per CSD-5

Purpose:

GSWC on behalf of BVES requests authorization to update its Rules and Forms to include the updated required Consumer Affairs Branch contact information as ordered in CSD-5.

Background

On August 2, 2018, the Director of the Consumer Affairs Branch (CAB) delegated to the Director of the Consumer Services Division, the authority to require, without further Commission action, that utilities and other entities under the jurisdiction of the Commission make changes to information on the documents specified below. The changes being made pertain to providing consumers with updated information on how to contact CAB for purposes of bringing complaints and/or inquiries to the attention of the Commission. The specified documents are 1) bills, 2) tariff rules, and 3) other documents, which the Commission requires CAB contact information to appear. Additionally, BVES has the option to voluntarily include the updated CAB contact information on other tariffs, where deemed applicable

Resolution CSD-5 states:

*3. Where the **CAB** contact information appears in any tariff rules, or in other parts of the tariff not associated with a printed form, the utility shall, within 30 days of the CSD directive requiring the changes, revise those tariff sheets.*

*4. Where the only change being made to a tariff sheet or filed form is to update the CAB contact information as required by Ordering paragraphs 2 or 3, the following exception from the operation of the General Order 96 Series is authorized where the advice letter is marked as a "CSD-5 Compliance [*8] Filing":*

The revised tariff page shall be effective upon filing, subject to Commission staff review that the advice letter meets the requirements of resolution CSD-5 and complies with the CSD directive requiring the changes to the CAB contact information.

5. To the extent specified in Ordering Paragraph 4, utilities and other entities are granted an exception from the otherwise applicable 30-day notice requirement contained in Public Utilities Code Sections 455 and 491.

On August 30, 2018, GSWC on behalf of BVES, submitted its implementation plan to update the documents that require CAB contact information.

Request

BVES requests to update Rule No. 5, Special Information Required on Forms, Section B. and Section C, Rule No. 10, Disputed Bills, Section C., Form No. 3-Bill For Service, and Form No. 4-Delinquent Notice. All of the aforementioned tariffs contain information on how to contact the CAB for purposes of bringing inquiries to the attention of the Commission.

In Rule No. 5, Special Information Required, Section B. and Section C, BVES replaced any reference of "Southern California Water Company" to "Bear Valley Electric Service", in order to properly reflect the company's name.

Included in this filing are Rule No. 5 page 3. BVES has updated the header and footer to reflect current information, and to be consistent with the header and footer of the other pages of Rule No. 5. There are no changes to the language or material on Rule No. 5 page 3.

Tier Designation

This advice letter is submitted with a Tier 1 designation.

Effective Date

BVES is requesting that this filing become effective on October 11, 2018.

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:
Golden State Water Company
ATTN: Nguyen Quan
630 East Foothill Blvd.
San Dimas, CA 91773
Fax: 909-394-7427
E-mail: nquan@gswater.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
Golden State Water Company
630 East Foothill Blvd.
San Dimas, California 91773
Email: nquan@gswater.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,

A handwritten signature in black ink, appearing to read 'Ng. Quan', with a stylized flourish at the end.

Nguyen Quan
Manager, Regulatory Affairs

c: Edward Randolph, Director, CPUC – Energy Division
Dorothy Duda, Energy Division
R. Mark Pocta, CalPA

GOLDEN STATE WATER COMPANY

DISTRIBUTION LIST

BEAR VALLEY ELECTRIC DIVISION

Agnes Roberts, Financial Analyst
Big Bear City Community Services District
agnes.roberts@bbccsd.org
Email Only

City Clerk
City of Big Bear Lake
39707 Big Bear Blvd.
P. O. Box 10000
Big Bear Lake, CA 92315

City Attorney
City of Big Bear Lake
39707 Big Bear Blvd.
P. O. Box 10000
Big Bear Lake, CA 92315

County Clerk
County of San Bernardino
385 N. Arrowhead Ave., 2nd Floor
San Bernardino, CA 92415-0140

County Counsel
County of San Bernardino
385 N. Arrowhead Ave., 4th Floor
San Bernardino, CA 92415-0140

Wade Reeser, VP Operations
Big Bear Mountain Resorts
P.O. Box 77, 880 Summit Blvd.
Big Bear Lake, CA 92315
Wreeser@Mammothresorts.com

Megan Somogyi
Goodin, MacBride, Squeri & Day, LLP
505 Sansome Street, Suite 900
San Francisco, CA 94111
MSomogy@goodinmacbride.com

Randle Communications
500 Capitol Mall, Suite 1950
Sacramento, CA 95814
mcardona@randlecommunications.com
mgazda@randlecommunications.com

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." (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)

(Continued)

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R. J. Sprowls

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Effective October 11, 2018

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Rule No. 5

SPECIAL INFORMATION REQUIRED ON FORMS

Page 2 of 3

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."

(Continued)

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Rule No. 5

SPECIAL INFORMATION REQUIRED ON FORMS

(Continued)

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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.”

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Rule No. 10

DISPUTED BILLS

Page 1 of 2

- A. Domestic Service to a Residential Dwelling. Any customer who has initiated a billing complaint to the Utility or requested an investigation by the Utility within five days of receiving a contested bill for domestic service shall be given an opportunity for review of such complaint or investigation by the Company. The review shall include consideration of whether the customer should be permitted to amortize the unpaid balance of his account over a reasonable period of time.
- B. Domestic and Nondomestic Service. Any customer, whose complaint or request for investigation regarding a bill for electric service has resulted in a determination by the Utility which is adverse to him, may appeal such determination to the California Public Utilities Commission.
- C. Commission Appeal. When a customer and the Utility fail to agree on a bill for electric service:
1. In lieu of paying the disputed bill the customer may deposit with the California Public Utilities Commission at its , Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, the amount claimed by the Company to be due. A nonresidential customer who is unable to deposit the full amount in dispute for a bill covering a period in excess of 90 days shall deposit an amount equal to 90 days at the average disputed charge per day of the disputed bill. (T)
(T)
 2. Checks or other forms of remittance for such deposit should be made payable to the California Public Utilities Commission.
 3. Upon receipt of the deposit the Commission will notify the Utility, will review the basis of the billed amount, and will advise both parties of its findings and disburse the deposit in accordance therewith.
 4. Service will not be discontinued for nonpayment of the disputed bill when deposit has been made with the Commission pending the outcome of the Commission's review.
 5. Failure of the customer to make such deposit within 19 days after presentation of the disputed bill and prior to the expiration date of a 15-day discontinuance of domestic service notice or a 5-day discontinuance of nondomestic service notice will warrant discontinuance of his service. For domestic service the Utility shall make reasonable attempts to contact an adult at the customer's residence either by telephone or visit at least 24 hours prior to discontinuance of service. For elderly (age 62 and over) or handicapped* residential customers the Utility shall provide at least 48 hours notice by telephone or visit; however,

(Continued)

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Rule No. 10

(T)

DISPUTED BILLS
(Continued)

Page 2 of 2

C. Commission Appeal. (Continued)

if a personal contact cannot be made a notice shall be posted in a conspicuous location at the service address at least 48 hours prior to discontinuance of service.

- 6. If before completion of the California Public Utilities Commission's review, additional bills become due which the customer wishes to dispute, he shall also deposit with the Commission the additional amounts claimed by the Utility to be due for such additional bills before they become past due and failure to do so will warrant discontinuance of his service in accordance with Rule No. 11.

Notification of a customer's right to make deposit with the Commission (Consumer Affairs Branch) in order to avoid discontinuance of service shall be printed on each customer's bill and discontinuance of service notice as set forth in Rule No. 5.

(T)

(T)

*Certification from a licensed physician, public health nurse, or a social worker may be required by the Company.

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GOLDEN STATE WATER COMPANY (U 913 E)

630 E. FOOTHILL BLVD. - P.O. BOX 9016

SAN DIMAS, CALIFORNIA 91773-9016

Revised

Cal. P.U.C. Sheet No. 2561-E

Cancelling Revised

Cal. P.U.C. Sheet No. 1256-E

FORM NO. 3
BILL FOR SERVICE

Page 1

SEE ATTACHMENT BELOW

(N)

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SERVICE FOR



ACCOUNT NUMBER



DUE DATE

October 16, 2018

BILL DATE

September 25, 2018

AMOUNT DUE

-\$5,131.12

Customer Service - 24 Hours: (800) 808-2837 www.bves.com
 Hearing Impaired TTY: (877) 933-9533
 Preguntas? Llame al Centro de Servicio al Consumidor al **(800) 808-2837**

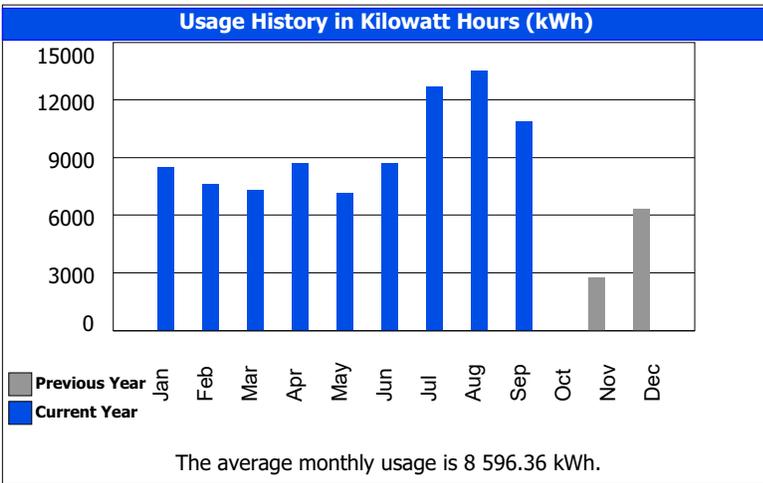
Payment Options and billing terms listed on the back of this page

Your local Office: 42020 Garstin Drive, Big Bear Lake, CA 92315

Account Summary		
Previous Balance		\$7,783.31
Payments	9-18-18 Thank You	-\$15,891.54
Current Charges	Due On October 16, 2018	\$2,977.11
Total Amount Due		-\$5,131.12

Current Activity
Rate Schedule A-1 (General Service - Small)

Service Charge - 33 Days at \$0.45 per Day	\$14.85
T1 - Base Energy - 1,626.90 kWh at \$0.15119 per kWh	\$245.97
T2 - Base Energy - 9,293.10 kWh at \$0.15119 per kWh	\$1,405.02
Base Adjustment - 2,647.27 kWh at \$-0.00182 per kWh 8 Days	-\$4.82
Base Adjustment - 8,272.73 kWh at \$-0.00241 per kWh 25 Days	-\$19.94
Transmission - 10,920.00 kWh at \$0.033 per kWh	\$360.36
T1 - Supply Energy - 1,626.90 kWh at \$0.05372 per kWh	\$87.40
T2 - Supply Energy - 9,293.10 kWh at \$0.10462 per kWh	\$972.24
Supply Adjustment - 10,920.00 kWh at \$-0.01582 per kWh	-\$172.75
Public Purpose Program - 10,920.00 kWh at \$0.00738 per kWh	\$80.59
Taxes and Fees	\$8.19
Total New Charges	\$2,977.11



Read and Usage Information						
Meter	Previous Date	Current Date	Days	Previous Reading	Current Reading	kWh Usage
[Redacted]	Aug 22	Sep 24	33	999	1090	10920

Your next scheduled meter read date is approximately October 22, 2018

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.



PO BOX 9016
SAN DIMAS CA 91773-9016

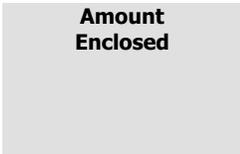


POSTAL

If you have changed your address or are moving, please call (800) 808-2837 or fill out form on back.

ACCOUNT NUMBER: [Redacted]

Credit Balance, No Payment Due



BEAR VALLEY ELECTRIC
 PO BOX 9016
 SAN DIMAS CA 91773-9016

You may be eligible for the Energy Savings Assistance program. If you would like more information on this program, please contact your local BVES office at (800) 808-2837.

If you are interested in the direct purchase of market price common shares of American States Water Company, the parent of your electric utility, please e-mail investorinfo@aswater.com or call (909) 394-3600 ext. 645.

PAYMENT OPTIONS: Go to www.bves.com/bill-payment-options for payment options, authorized locations, and application forms.

- ◆ **Auto Pay (Electronic Funds Transfer):** Submit an application to pay your bill automatically from a checking or savings account.
- ◆ **Online:** Receive bills online and pay them electronically by using "KUBRA Self-Service". Call (800) 808-2837 for more information.
- ◆ **Phone:** Call KUBRA EZ-PAY at (844) 706-7690. KUBRA EZ-PAY accepts ATM, Visa, MasterCard, Discover or electronic check. A service fee applies.
- ◆ **Mail:** Send pay stub and payment in enclosed envelope.
- ◆ **In Person:** Visit www.bves.com/bill-payment-options to find a KUBRA EZ-PAY agent (service fee applies) or go to your local BVES office.

Unpaid Bill: Your service may be discontinued. A cash deposit and reconnection charge may be required to re-establish credit and service.

BILL TERMS AND OTHER USEFUL INFORMATION

kWh: Kilowatt hour, a standard measurement of electricity.

Service Charge: The costs for customer services such as reading meters, mailing bills, processing payments, and utility service availability. These costs do not vary with usage.

Energy Charges:

- ◆ **Base Energy:** Generation plus Transmission & Distribution charges.
- ◆ **Base Adjustment:** Adjustments to "Base" charges above authorized by CPUC. (Can be negative or positive)
- ◆ **Transmission:** Transmission charges (SCE & California Independent System Operator Charges).
- ◆ **Supply Energy:** Fuel & purchase power costs incurred in providing energy to customers plus any generation charges.
- ◆ **Supply Adjustment:** Adjustments to "Supply" charges above authorized by CPUC. (Can be negative or positive)

Other Energy Charges:

- ◆ **Public Purpose Program:** Charges to fund public goods programs authorized by the CPUC including, the CEC renewable technologies, R&D and demonstration programs, low income energy efficiency programs and the low income payment assistance (CARE) program.
- ◆ **Taxes & Fees:** Public Utilities Commission Reimbursement Surcharge described in Schedule No. UF-E plus the Energy Commission Surcharge that has been established by the California Energy Commission.

Minimum Charge: A minimum charge applied to the calculation of the total bill will be assessed when the sum of the standard energy, transmission and supply charges is less than the specified Minimum Charge.

DISPUTING YOUR BILL: 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	1-800-854-7784
	Spanish	

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.

PROPOSITION 65 WARNING: Bear Valley Electric Service uses natural gas and petroleum products, solvents and other chemicals in our operations. We also use wooden utility poles treated with wood preservatives. Petroleum products, natural gas and its combustion by-products, wood preservatives and other chemicals used in our operations contain chemicals "known to the State of California" to cause cancer, birth defects or other reproductive harm.

PLEASE INDICATE ANY CHANGES

Name: _____

Address: _____

City: _____

State: _____ **Zip:** _____

Home Phone: _____

Work Phone: _____

Email: _____

GOLDEN STATE WATER COMPANY (U 913 E)

Revised

Cal. P.U.C. Sheet No. 2562-E

630 E. FOOTHILL BLVD. - P.O. BOX 9016

Cancelling Revised

Cal. P.U.C. Sheet No. 523-E

SAN DIMAS, CALIFORNIA 91773-9016

FORM NO. 4
DELINQUENT NOTICE

Page 1

SEE ATTACHMENT BELOW

(N)

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Bear Valley Electric Service

A Division of Golden State Water Company

(800) 808-2837

Date 10/3/2018

Customer # [REDACTED]

Amount Due: \$56.28

Due Date: 10-18-2018

***** REMINDER NOTICE *****

This is a friendly reminder that your bill is PAST DUE. If you have made a recent payment, please accept our thanks and disregard this notice. If you would like to request an extension or setup a payment plan, please contact our Customer Service Center at (800) 808-2837.

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 disputed 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.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service or dial one of the toll-free numbers to be routed to the appropriate service provider: TTY/VCO/HCO to Voice (800) 735-2929, Voice to TTY/VCO/HCO (800) 735-2922, From or to Speech to Speech (800) 854-7784.

POSTAL



Bear Valley Electric Service
A Division of Golden State Water Company

PO BOX 9016
SAN DIMAS CA 91773-9016

Account Number: [REDACTED]

Service For:
[REDACTED]

Past Due Date: 10-18-2018

Past Due Balance: \$56.28

[REDACTED]

Big Bear Lake CA 92315-3530

BEAR VALLEY ELECTRIC
PO BOX 9016
SAN DIMAS CA 91773-9016



[REDACTED]

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Subject Matter of Sheet

Sheet No.

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