

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 389E
As of September 21, 2020

Subject: Wildfire Community Awareness and Public Outreach Activities

Division Assigned: Energy

Date Filed: 05-15-2020

Date to Calendar: 05-20-2020

Authorizing Documents: D2003004

Disposition:	Accepted
Effective Date:	08-21-2020

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

nquan@gswater.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- Disposition of Filing (Accepted, Rejected, Withdrawn, etc.)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 (913-E)

Utility type:

- ELC GAS WATER
 PLC HEAT

Contact Person: Nguyen Quan
 Phone #: (909) 394-3600 x664
 E-mail: nquan@gswater.com
 E-mail Disposition Notice to: nquan@gswater.com

EXPLANATION OF UTILITY TYPE
 ELC = Electric GAS = Gas WATER = Water
 PLC = Pipeline HEAT = Heat

(Date Submitted / Received Stamp by CPUC)

Advice Letter (AL) #: 389-E

Tier Designation: 1

Subject of AL: Wildfire Community Awareness and Public Outreach Activities.

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. 20-03-004

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: 5/15/20

No. of tariff sheets: N/A

Estimated system annual revenue effect (%): N/A

Estimated system average rate effect (%): N/A

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: N/A

Service affected and changes proposed¹: see Advice Letter

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
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: nquan@gswater.com

Name: Zeng Zhu
Title: Rate Analyst
Utility Name: Bear Valley Electric Service
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: zeng.zhu@gswater.com



May 15, 2020

Advice Letter No. 389-E

(U 913 E)

California Public Utilities Commission

Golden State Water Company ("GSWC") hereby transmits for filing an original and two copies of the following applicable to its Bear Valley Electric Service ("BVES") Division:

SUBJECT: Wildfire Community Awareness and Public Outreach Activities.

PURPOSE

Pursuant to Decision No. ("D.") 20-03-004 Ordering Paragraph ("OP") No. 1, this advice letter ("AL") serves and reports to the Commission BVES's public and community outreach conducted before, during, and after a wildfire event.

This advice letter is in compliance with OP 1 of D.20-03-004.

BACKGROUND

On March 12, 2020, the California Public Utilities Commission ("CPUC"), issued D.20-03-004 on community awareness and public outreach regarding wildfire. The decision addresses Phase 2 of this proceeding on electrical corporations' Wildfire Mitigation Plans. It resolves one Phase 2 issue by requiring all electrical corporations to conduct outreach to communities and the public before, during and after a wildfire in all languages "prevalent" in their respective service territories. A language is "prevalent" if it is spoken by 1,000 or more persons in the territory of an Investor Owned Utility or Small or Multijurisdictional Utility. These utilities will be responsible for determining which languages are prevalent in accordance with the guidance set forth in this decision.

D. 20-03-004 Ordering Paragraph No. 1 states,

No later than May 15, 2020, each Investor Owned Utility (IOU) and Small and Multi-Jurisdictional Utility (SMJU) shall demonstrate to the Commission's satisfaction that it conducts community awareness and public outreach before, during, and after a wildfire in any language that is "prevalent" in its service territory or portions thereof. A language is "prevalent" if it is spoken by 1,000 or more people in the affected IOU's or SMJU's service territory. Such languages shall include languages spoken by indigenous communities, such as Mixteco and Zapoteco, spoken by indigenous people that occupy significant roles in California's agricultural economy regardless of prevalence. An IOU or SMJU may

conduct outreach in languages that are less prevalent at its option, but prevalent languages are a minimum requirement for all IOUs and SMJUs.

BVES PUBLIC AWARENESS AND OUTREACH

In the attachment included as part of this advice letter, BVES details and discusses public awareness and outreach activities conducted in 2019 and 2020 for the 2019 wildfire season. Additionally, BVES presents planned efforts and changes for the remainder of 2020 and beyond.

Please see Attachment A.

COMPLIANCE

In compliance with the D.20-03-004 OP 1 and Administrative Law Judge Sarah R. Thomas's May 14, 2020 Ruling.

ATTACHMENT

Attachment A: Bear Valley Electric Service Community Awareness and Public Outreach 2020 Report.

TIER DESIGNATION

This advice letter is submitted with a Tier 1 designation.

EFFECTIVE DATE

BVES respectfully requests this advice letter become effective on May 15, 2020.

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,

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

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

ATTACHMENT A

BEAR VALLEY ELECTRIC SERVICE COMMUNITY AWARENESS AND PUBLIC OUTREACH 2020 REPORT

BEAR VALLEY ELECTRIC SERVICE
COMMUNITY AWARENESS AND PUBLIC OUTREACH
2020 REPORT
D.20-03-004

BEAR VALLEY ELECTRIC SERVICE
COMMUNITY AWARENESS AND PUBLIC OUTREACH
2020 REPORT

I. INTRODUCTION

On March 18, 2020, the California Public Utilities Commission (“Commission”) issued its Decision on Community Awareness and Public Outreach Before, During and After a Wildfire, and Explaining Next Steps for Other Phase 2 Issues (Decision (“D.”) 20-03-004). Pursuant to Ordering Paragraph No. 1, Bear Valley Electric Service (“BVES”), a division of Golden State Water Company, is directed to “demonstrate to the Commission’s satisfaction that it conducts community awareness and public outreach before, during, and after a wildfire in any language that is ‘prevalent’ in its service territory or portions thereof.”

II. BVES PUBLIC OUTREACH AND AWARENESS

BVES has been fortunate enough to not have any wildfire events in its service territory in recent history and has not had a sufficient reason to implement a Public Safety Power Shutoff (“PSPS”) event. During the 2019 calendar year, BVES conducted various outreach efforts to reach its customers and help expand their awareness. In 2019, BVES’ outreach was primarily conducted in English. BVES had its 2019 Wildfire Mitigation Plan (“WMP”) equipment upgrades, vegetation management, and operational improvements listed online to the public in the following languages: English, Spanish, French, Tagalong, Vietnamese, and Chinese. In BVES’ service territory, the majority of customers are English speaking along with a small amount of Spanish speaking customers. When a customer calls BVES’ Customer Service Department for information on the WMP, BVES has Spanish-speaking representatives that can assist. BVES has a small number of customers with primary languages other than English or Spanish. As a resort town, the majority of residents that own homes in Big Bear are seasonal/part-time customers. Part-time and full-time customers typically interact using English or Spanish. Vacationers that might come up and rent a cabin for the weekend could speak another language but vacationers are not part of Big Bear’s full or part-time residents.

In 2019/2020, BVES did the following:

- BVES' WMP and PSPS plans were featured in BVES' summer 2019 and winter 2019/2020 newsletters in English.
- Sent BVES' E-communication customers the WMP video in August 2019 in English.
- Sent the WMP video to BVES' communication outlets in August 2019 in English.
- Posted the WMP video on BVES' Facebook page and the BVES.com homepage in August 2019; the WMP video is currently still posted on both pages in English
- Provided WMP postcards in English and BVES' Director spoke about the WMP in front of the attendees at a Mountain Rim Fire Safe Council meeting regarding Wildfire Prevention and Preparedness in September 2019.
- Hosted two community meetings at a local hotel in December 2019. BVES' Director presented on a handful of topics, including BVES' WMP and PSPS plan. WMP Postcards in English were available at these meetings.
- Provided WMP postcards in English at a start-up meeting for the Fire Safe Council for Big Bear Valley in February 2020 (BVES is an active member of the Fire Safe Council start-up for the Big Bear Valley).
- Posted approved WMP in English on the BVES website in 2019 and 2020 after the 2019 and 2020 WMP filings, respectively.
- Posted the equipment upgrades, vegetation management, and operational improvements included in the 2019 WMP online to the public in the following languages: English, Spanish, French, Tagalong, Vietnamese, and Chinese.
- Comments and fillings regarding the 2019/2020 WMP are continuously being updated and posted on the website in English.
- Continued to promote the WMP in English on Facebook throughout the course of the year.
- BVES' Director is the president of the Bear Valley Mutual Aid Association; he has briefed the individuals in the group about BVES' PSPS plans and WMP in English.

In accordance with D.20-03-004, BVES conducted a no-contact electronic customer survey on its 2019 public awareness and outreach efforts regarding its WMP. The survey results are currently being analyzed. BVES will report on the survey and utilize the results to improve

future outreach activities. Customers could have received or seen various WMP/PSPS related content as part of BVES' outreach.¹

Going forward, BVES will be working with its contracted public relations firm Randle Communications to provide additional outreach in prevalent languages, including English, Spanish, French, Tagalog, Vietnamese, and Chinese, as well as Mixteco and Zapoteco. BVES' plans for the 2020 season are the following:

- New plans:
 - Send a bi-fold/postcard or similar via bill-insert or separate mailer in at least Spanish and English. An online version of the bi-fold/postcard will be made available on the BVES website in other top languages, such as French, Tagalog, Vietnamese, and Chinese, as well as languages spoken by indigenous communities, such as Mixteco and Zapoteco.
 - Design and create a WMP/PSPS Newspaper advertisement in English and add it into BVES' newspaper ad rotation.
 - Design and create a WMP/PSPS Radio advertisement in English and add it into BVES' radio ad rotations.
 - Design and create a WMP/PSPS advertisement in English for a Mountain Transit bus.
 - Conduct and analyze another no-contact electronic survey sometime between October and early December 2020, regarding WMP outreach for the 2020 wildfire season. The Survey will be available in at least English and Spanish, but possibly French, Tagalog, Vietnamese, Chinese, Mixteco, and Zapoteco.
 - Use new two-way texting capabilities to notify BVES customers about a PSPS event or other emergency in English.
 - Post the 2020 WMP equipment upgrades, vegetation management, and operational improvements in English, Spanish, French, Tagalong, Vietnamese, and Chinese on BVES' website.

¹ List of outreach and shared content can be found here:
https://www.bves.com/media/managed/wmp/BVES_WMP_PSPS_Outreach_2019_2020.pdf

- BVES will continue to perform the following:
 - Advertise via the local radio and newspaper for the end of the year meeting in English (during which BVES presents information to the public about its WMP and PSPS plans).
 - Conduct the end of the year meeting in English.
 - Keep BVES' WMP in English on the BVES website and updated.
 - Keep the WMP video in English on BVES' website.
 - Highlight the WMP video and WMP in English on BVES' Facebook regularly.
 - Promote the WMP equipment upgrades, vegetation management, and operational improvements in English on Facebook regularly throughout the course of the year.
 - Include the WMP/PSPS plans in English in the annual/bi-annual BVES newsletters.
 - Attend Fire Safe Council Meetings with the community.

III. CONCLUSION

BVES appreciates the thorough and thoughtful directives prepared by the Commission regarding wildfire outreach. BVES supports the Commission's effort in building detailed and helpful wildfire programs and hopes that any policies will increase the effectiveness of utility response to help protect communities and utilities.

GOLDEN STATE WATER COMPANY

G.O. 96-B
SERVICE LIST

BEAR VALLEY ELECTRIC SERVICE DIVISION

AGNES ROBERTS, FINANCIAL ANALYST
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 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

HERSCHEL T. ELKINS
ASST ATTORNEY GENERAL
OFFICE OF THE ATTORNEY GENERAL
STATE OF CALIFORNIA
300 SOUTH SPRING STREET
LOS ANGELES, CA 90013

ERIC JANSSEN
ELLISON, SCHNEIDER & HARRIS LLP
2600 CAPITOL AVE., STE. 400
SACRAMENTO, CA 95816-5905
ERICJ@ESLAWFIRM.COM

WADE REESER, VP, OPERATIONS
BIG BEAR MOUNTAIN RESORTS
P.O. BOX 77, 880 SUMMIT BLVD.
BIG BEAR LAKE CA 92315
WREESER@MAMMOTHRESORTS.COM

PETER EICHLER
LIBERTY UTILITIES
2865 BRISTOL CIRCLE
OAKVILLE, ONTARIO L6H 7H7
PETER.EICHLER@LIBERTYUTILITIES.COM

MIKE LONG
CALIFORNIA PACIFIC ELECTRIC CO., LLC
933 ELOISE AVENUE
SOUTH LAKE TAHOE, CA 96150
MIKE.LONG@LIBERTY-ENERGY.COM

RANDLE COMMUNICATIONS
500 CAPITOL MALL, SUITE 1950
SACRAMENTO, CA 95814
MCARDONA@RANDLECOMMUNICATIONS.COM
MGAZDA@RANDLECOMMUNICATIONS.COM

MEGAN SOMOGYI
GOODIN, MACBRIDE, SQUERI & DAY, LLP
505 SANSOME STREET, SUITE 900
SAN FRANCISCO, CA 94111
MSOMOGY@GOODINMACBRIDE.COM

FRED YANNEY, YANNEY LAW OFFICE
17409 MARQUARDT AVENUE, UNIT C-4
CERRITOS, CA 90703
FREDYANNEY@GMAIL.COM

BRENT TREGASKIS
BEAR MOUNTAIN RESORT
P O BOX 77
BIG BEAR LAKE, CA 92315

SOUTHERN CALIFORNIA EDISON CO.
P. O. BOX 800
ROSEMEAD, CA 91770

PATRICK O'REILLY
OPR COMMUNICATIONS
19318 JESSE LANE, SUITE 200
RIVERSIDE, CA 92508
POREILLY@OPRUSA.COM

ARLENE HERRERA
OPR COMMUNICATIONS
19318 JESSE LANE, SUITE 200
RIVERSIDE, CA 92508
AHERRERA@OPRUSA.COM

NAVAL FACILITIES ENGINEERING COMMAND
REA. D. ESTRELLA
SOUTHWEST DIVISIONM
1220 PACIFIC HIGHWAY
SAN DIEGO, CA 92132
REA.ESTRELLA@NAVY.MIL

LIBERTY UTILITIES
9750 WASHBURN ROAD
DOWNEY, CA 90241
AdviceLetterService@libertyutilities.com