

GOLDEN STATE WATER COMPANY (U 913 E)

Revised

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

630 E. FOOTHILL BLVD. – P.O. BOX 9016

SAN DIMAS, CALIFORNIA 91773-9016

Cancelling Revised

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

FORM NO. 3  
BILL FOR SERVICE

Page 1

**SEE ATTACHMENT BELOW**

**(N)**

*Issued By*

Advice Letter No. 348-E

***R. J. Sprowls***

Date Filed October 11, 2018

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

***President***

Effective October 11, 2018

Resolution No. \_\_\_\_\_



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

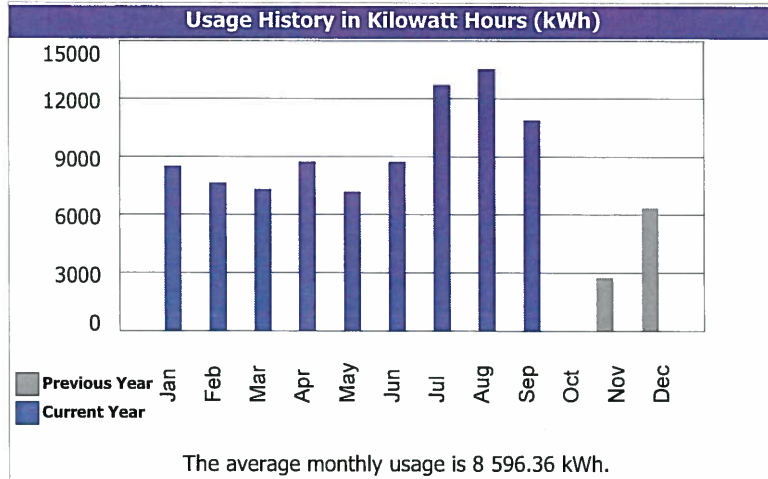
Payment Options and billing terms listed on the back of this page

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

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

**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            |
| <b>Total New Charges</b>                                     | <b>\$2,977.11</b> |



**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

**Amount Enclosed**



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](http://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](http://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:** \_\_\_\_\_