



SERVICE FOR
 Jane Doe **1**
 8878 Main Ave.
 Big Bear Lake, CA 92315

ACCOUNT NUMBER
 12345678911

DUE DATE
 April 06, 2018

BILL DATE
 March 16, 2018

AMOUNT DUE
 \$62.30

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

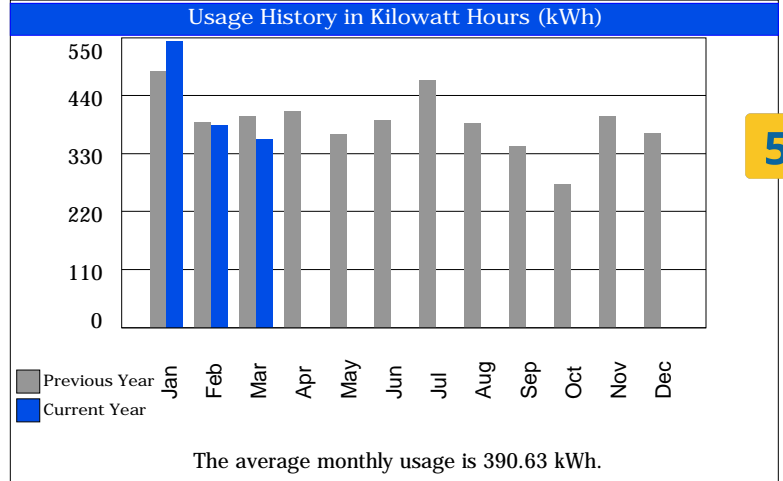
2 Payment Options and billing terms listed on the back of this page

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

| Account Summary | | |
|-------------------------|----------------------------|----------------|
| Previous Balance | | \$67.77 |
| Payments | 3-10-18 Thank You 3 | -\$67.77 |
| Current Charges | Due On April 6, 2018 | \$62.30 |
| Total Amount Due | | \$62.30 |

Current Activity
Rate Schedule D (Single Family Accomodation)

| | |
|--|----------------|
| Service Charge - (\$0.21 per day 28 Days) | \$5.88 |
| T1 - Base Energy - (294.56 kWh at \$0.10113 per kWh) | \$29.79 |
| T2 - Base Energy - (62.44 kWh at \$0.1266 per kWh) | \$7.90 |
| T1 - Supply Energy - (294.56 kWh at \$0.02307 per kWh) | \$6.80 |
| T2 - Supply Energy - (62.44 kWh at \$0.04667 per kWh) | \$2.91 |
| Supply Adjustment - (357.00 kWh at \$-0.01582 per kWh) | -\$5.65 |
| Transmission - (357.00 kWh at \$0.033 per kWh) | \$11.78 |
| Public Purpose Program - (357.00 kWh at \$0.00738 per kWh) | \$2.63 |
| Taxes and Fees 4 | \$0.26 |
| Total New Charges | \$62.30 |



Read and Usage Information

| Meter | Previous Date | Current Date | Days | Previous Reading | Current Reading | kWh Usage |
|---------|---------------|--------------|------|------------------|-----------------|-----------|
| IT61647 | Feb 15 | Mar 15 | 28 | 1702 | 2059 | 357 |

Your next scheduled meter read date is approximately April 16, 2018

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.



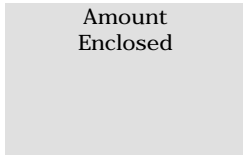
PO BOX 9016
SAN DIMAS CA 91773-9016

POSTAL

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

ACCOUNT NUMBER: 12345678911

Current Charges Due On April 6, 2018
 Total Amount Due \$62.30



Jane Doe **7**
 8878 Main Ave.
 Big Bear Lake, CA 92315

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

0036396458582000000062300

Bill Key for Page 1

1. Account Information. Customer name/address, service account number and bill date.

2. Contact Information. Local customer service office address, Customer Service Department phone numbers and company website.

3. Account Summary. Information on the total amount owed including previous balance, payments and total current charges.

4. Current Activity. Overview of the costs presently associated with providing reliable power service.

- **Service Charge.** Monthly charge applied to all customers regardless of how much electricity is used. The service charge is commonly used by all electric utilities to cover a portion of their total fixed costs including reading meters, monthly bills, processing payments and service reliability. These costs do not vary with use, and it is not a meter charge or fee to rent or pay for the meter itself.
- **Base Energy.** Local generation, local transmission and distribution charges.
- **Supply Energy.** CAISO generation charges, as well as fuel and purchase power costs incurred in providing energy to customers.
- **Supply Adjustment.** Adjustments to the 'Supply Energy' charges above or below authorized costs approved by the CPUC.
- **Transmission.** Cost incurred from transmitting electricity to the distribution system from power plants on the CAISO grid.
- **Public Purpose Program.** Surcharge to recover CPUC authorized funding for programs such as Energy Savings Assistance and California Alternate Rates for Energy.

5. Usage History. Graph that displays monthly usage for the current and previous year.

6. Meter Read. Meter number, service period, previous and current meter readings, and the next scheduled meter read date.

7. Payment Stub. Remit the bottom portion of bill with payment.

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.

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PAYMENT OPTIONS

For a listing of payment options, authorized locations, and application forms go to www.bves.com/bill-payment-options.

Auto Pay (Electronic Funds Transfer): Complete an application to have your bill paid automatically from a checking or savings account when due.

Online: Receive bills online and pay them electronically by using "KUBRA Self-Service". Call (800) 808-2837 for more information.

Phone: Use 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: Pay your bill with cash at any Western Union agent location (a service fee applies) or at your local BVES office with cash or check.

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

Unable to Pay: Call us at (800) 808-2837. You may be able to make payment arrangements to avoid an electric shut-off.

DISPUTING YOUR BILL

This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing.

Should the amount of this bill be questioned, an explanation should be requested from the utility within five (5) days. If an explanation satisfactory to the customer is not made by the utility and the bill is still questioned, the customer may deposit with the California Public Utilities Commission the amount of the bill to avoid discontinuance of service. Make remittance payable to "California Public Utilities Commission" and attach the bill and a statement setting forth the basis for the dispute of the amount of the bill. Mail to: Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, California 94102; or call toll-free (800) 649-7570; or visit online at www.cpuc.ca.gov. The Commission will review the basis of the billed amount and disburse the deposit in accordance with its findings.

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 a utility's service, general level of 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.

BILL TERMS AND OTHER USEFUL INFORMATION

kWh: Kilowatt hour, a standard measurement of electricity.

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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.

Prorated Bill. Prorated charges can occur when a change is made to your billing during the middle of the billing period instead of on the bill cycle date, or when the billing period is less or greater than a standard billing period.

Estimated Bill. An estimated bill occurs for a variety of reasons, including, but not limited to, a broken meter or the meter reader not having access to the meter location. The next bill following an estimated reading should be based on actual usage.

PLEASE INDICATE ANY CHANGES

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Name: _____

Address: _____

City: _____

State: _____ **Zip:** _____

Home Phone: _____

Work Phone: _____

Email: _____

Bill Key for Page 2

- 8. Message Center.** Space for electric service, billing and assistance program messages.
- 9. Payment Options.** Options for bill payment, including information on KUBRA Self-Service portal.
- 10. Disputing Your Bill.** Summary from the CPUC explaining options to dispute charges on your bill.
- 11. Bill Terms and Other Useful Information.** Explanation of terms often included on the bill or other relevant information about your electric service.
- 12. Change of Address.** Section to change the contact information on your account including mailing address and phone number(s), as well as to enroll to receive Bear Valley Electric Service newsletters and other important information.