



Bear Valley Electric Service, Inc.
P.O. Box 9028
San Dimas, CA 91773-9028
A Subsidiary of American States Water Company

February 25, 2021

Advice Letter No. 41X-E

(U 913 E)

California Public Utilities Commission

Bear Valley Electric Service, Inc. ("BVES") hereby transmits for filing the following:

SUBJECT: *BVES Transition Plan for discontinuance of COVID-19 Customer Protections after June 30, 2021 - Resolution M-4849.*

PURPOSE

Pursuant to Resolution No. ("R.") M-4849, BVES requests from the California Public Utilities Commission ("Commission" or "CPUC") approval of its COVID-19 customer protections Transition Plan ("the Plan") as ordered by Resolution M-4849.

This Advice Letter ("AL") is in compliance with Ordering Paragraph No. ("OP") 5 of Resolution M-4849 (see Attachment C).

BACKGROUND

On March 4, 2020, California Governor Gavin Newsom declared a State of Emergency ("SOE") for the State of California, in order to combat and minimize the threat of COVID-19 (See Attachment A).

On March 16, 2020, Governor Newsom issued Executive Order N-28-20¹ ordering the CPUC to monitor any customer service protection measures and policies enacted by public and private utilities in response to COVID-19.

In response to Governor Newsom's orders, on March 17, 2020, CPUC Executive Director Alice Stebbins issued a letter to electric utilities. The letter served as notification that the CPUC intends to monitor and provide emergency customer protection measures for California customers during this emergency.

On April 16, 2020, The Commission issued Resolution M-4842 (see Attachment B) directing utilities to implement customer protections in response to the SOE. As directed, BVES filed Tier 1 AL 385-E and 385-EA establishing its customer COVID-19 protection. The Commission approved BVES AL 385-EA on August 18, 2020.

¹ Executive Order N-28-20, available at: <https://www.gov.ca.gov/wp-content/uploads/2020/03/3.16.20-Executive-Order.pdf>

RESOLUTION M-4849 TRANSITION PLAN

On February 11, 2021, the Commission adopted Resolution M-4849 (issuance date: February 12 2021) extending the Emergency Customer Protections for residential and small business customers through June 30, 2021. Resolution M-4849 directs utilities file a Tier 1 Advice Letter describing all reasonable and necessary actions to extend the Emergency Customer Protections contained in Resolution No. M-4849 to support California customers through June 30, 2021. On February 16, 2021, BVES filed AL 412-E extending its protections through June 30, 2021.

Furthermore, Resolution M-4849 orders BVES to file Tier 2 advice letter detailing its transition plan. Resolution M-4849 Ordering Paragraph No. 6 states:

6. By February 25, 2021, electric, gas, and water corporations subject to this Resolution shall submit drafts of Transition Plan Advice Letters to CPUC staff (Gillian.Weaver@cpuc.ca.gov), who will share them with the LIOB.

BVES submitted its draft transition plan to the Commission on February 25, 2021.

Resolution M-4849 Ordering Paragraph No. 5 states:

5. Electric, gas, and water corporations subject to this Resolution shall each file Tier 2 Advice Letter with their transition plans for the expiration of Emergency Customer Protections by April 1, 2021. The transition plans shall include 1) a timeline of new start and resumed activities, 2) a marketing, education and outreach (ME&O) strategy, 3) an explanation of the activities timeline and ME&O strategy accounts for compliance and safety, and 4) a progress tracking and reporting plan. The goal of the transition plan is to proactively enroll customers in programs to manage their utility bills and inform relevant customers of the changes to programs they are already on, to effectively ease customers through a transition off of Emergency Customer Protections. Electric and gas corporations shall serve copies of the Advice Letters to R.18-03-011, A. 14-11-007, A.15-02-001, A.19-11-003, A.20-03-014, R.15-03-010, R.18-07-006, R.18-07-005, R.12-06-013, and A.19-09-014 proceeding service lists. Water corporations shall serve copies of the Advice Letters to R.18-03-011 and R.17-06-024 proceeding service lists.

BVES includes in this advice letter its Transition Plan for Commission review and approval. See attachment D.

COMPLIANCE

This advice letter requests approval in compliance with Resolution M-4849.

ATTACHMENT

Attachment A: March 4 2020 State of Emergency Proclamation

Attachment B: Resolution M-4842

Attachment C: Resolution M-4849

Attachment D: COVID-19 EMERGENCY CUSTOMER PROTECTIONS TRANSITION PLAN

TIER DESIGNATION

This advice letter is submitted with a Tier 2 designation.

EFFECTIVE DATE

BVES respectfully requests this advice letter becomes effective on June 30, 2021.

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:

Bear Valley Electric Service, Inc.

ATTN: Nguyen Quan

630 East Foothill Blvd.

San Dimas, CA 91773

Fax: 909-394-7427

E-mail: RegulatoryAffairs@bvesinc.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
Bear Valley Electric Service, Inc.
630 East Foothill Blvd.
San Dimas, California 91773
Email: RegulatoryAffairs@bvesinc.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

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 D

**BEAR VALLEY ELECTRIC SERVICE, INC.
COVID-19 EMERGENCY CUSTOMER PROTECTIONS
TRANSITION PLAN
Resolution M-4849**

BEAR VALLEY ELECTRIC SERVICE, INC.

**DRAFT
COVID-19 EMERGENCY CUSTOMER PROTECTIONS
TRANSITION PLAN**

RESOLUTION M-4849

February 25, 2021

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BEAR VALLEY ELECTRIC SERVICE, INC.

**COVID-19 EMERGENCY CUSTOMER PROTECTIONS
TRANSITION PLAN**

Resolution M-4849

I. INTRODUCTION

Pursuant to Resolution M-4849, Bear Valley Electric Service, Inc. (“BVES”) submits its Transition Plan (“Plan”) on how it intends to ease customers off the Emergency Customer Protections (“Emergency Protections”) established in Resolution M-4842. The Emergency Protections are scheduled to expire on June 30, 2021. BVES’s Plan objectives are to provide an effortless and seamless transition for customers to manage their negative balance, become current on their bills, and to start the momentum for the State of California to recover from the pandemic. The objectives and principles of BVES’s Plan are outlined below.

A. Transition Plan Objectives

- To reduce the apprehension of customers when the Emergency Customer Protections ends, BVES’s plan has two objectives:
 1. To facilitate customers transitioning from a set of emergency protection programs to enrolling in programs that are already familiar to them but extended to manage their utility bills; and
 2. To utilize outreach strategies to inform customers about customer assistance programs and to enroll customers into programs designed to assist their bills and arrearage management.

B. Transition Plan Guiding Principles

- To ensure that the transition to the extended programs are effortless and seamless to customer experience;
- To ensure that the extended programs do not unwittingly create further financial constraints to customers;
- To involve stakeholders and customers at each step of the transition process; and
- To establish a structure that facilitates both BVES staff and customers to manage.

II. ACTIVITIES TIMELINE

BVES DRAFT COVID-19 TRANSITION PLAN (RESOLUTION M-4849) FEBRUARY 25, 2021

Resolution M-4849 provides that “The IOUs’ transition plans shall map out a timeline of activities associated with programs or initiatives that assist customers in bill management.”¹

The activities timeline should include both (1) a timeline for the resumption of standard activities that BVES suspended due to the Emergency Protections activation and (2) a timeline for new activities that BVES will implement to provide a smooth transition for customers.

A. Summary of General Steps Mandated under Resolution M-4849

- **February 11, 2021** – Resolution M-4849 adopted by the Commission.
- **February 21, 2021** –Deadline for BVES to file Tier 1 Advice Letter demonstrating compliance with the extension of Emergency Protections to June 30, 2021.
- **February 25, 2021** – BVES submits draft Transition Plan Advice Letter to the Commission.
- **March 11, 2021** – LIOB discusses BVES draft Transition Plan during its quarterly meeting.
- **April 1, 2021** – BVES files final Transition Plan Advice Letter that incorporate feedback from LIOB and the Commission.

B. Resumption of Disconnections for Non-Payment

- **90 days prior to Disconnection Policy Resumption Date (July 1, 2021)** – BVES will begin sending out notices to customers informing them that the utility will resume applying standard disconnection procedures under its tariffs. BVES will make every attempt to connect with potentially at risk customers. BVES will call each customer in both the 61-90 and greater than 90 day past due bill category and attempt to make payment arrangements for each active account prior to July 1, 2021, based on its current payment arrangement practices. Payment terms include keeping active account current while making timely arrangement payments on a set schedule determined by the customer, i.e. weekly, bi-weekly or monthly payments up to 12-months in length.
- **Disconnection Policy Resumption Date on July 1, 2021** – BVES will begin resuming standard disconnection procedures i.e. process for bills that are delinquent past the due date and non-payment. BVES will individually reach out to impacted customers in both the 61-90 and greater than 90 day past due bill category at risk of disconnection and offer an opportunity to participate in a payment arrangement plan prior to disconnection. If a customer is engaged in one of those types of payment assistance plans and the customer is making timely payments under that plan, the customer will not be disconnected.
- **Disconnection Policy Resumption Date on July 5, 2021 for non-payment** – BVES will reinstate its disconnection process for non-payment pursuant to standard disconnection procedures under its tariffs. All customer accounts that are not on payment plans at this

¹ Resolution M-4849, page 11

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time will be subject to disconnection. Prior to any disconnection for non-payment, BVES provides notice to customers as outlined in its tariffs.

- Customer is sent a reminder notice approximately 15 days after receiving their original bill and due date (35 days total).
- If payment is not received by the 15th day, the customer receives a notice of termination which allows for an additional 10 calendar days before disconnection.

C. Resumption of Verification/Recertification of Eligibility for Assistance programs

- **March 2021 through June 2021** – BVES will begin sending out written notices to all applicable customers, i.e. CARE participants, customers on Life Support, informing them that BVES will resume applying the standard eligibility verification and recertification requirements under its tariffs after June 30, 2021.
- **July 1, 2021** – BVES will resume standard eligibility verification and recertification procedures for applicable customers.

D. Late Payment, Reconnection, or Other Customer Fees

- **March 2021 through June 2021** – BVES will roll out its public relations campaign on various media platforms to inform customers that COVID-19 related consumer protections will be expiring as of June 30, 2021 and customers are encouraged to call the BVES main office to arrange for a payment plan in advance of that date.
- **July 1, 2021** – BVES will resume applying standard late payment, reconnection, or other customer fees to customer accounts, if applicable.

E. Assistance Programs for Customers:

- BVES will identify all medical needs customer within both the 61-90 and greater than 90 day past due categories and extend the payment plans beyond the 6-month timeframe if the customers wish to do so, up to max payment plan length of 12 months.
- BVES will also assist these customers with any available assistance funds such as San Bernardino County Home Energy Assistance Program (HEAP) to help restart debt recorded on their account and assure that these customers have applied for and are current with ESA, CARE, and/or medical baseline.

BVES realizes that despite making every effort and allowing for generous payment plans, some customers will not be able to pay their bills, as allowing utility costs to stack up for customers is akin to amassing compounding personal credit card debt. BVES also realizes the need to balance cost shifting between rate classes where one discount or special program is paid for by the remaining rate classes that are not participating in the program.

Although a very rare occurrence and under normal operating conditions, certain customers refuse to pay their bills and eventually the customer is disconnected for nonpayment and the debt is written off until such time that the customer tries to reestablish credit with the utility. Although BVES is reluctant to deviate from its normal operating practices, BVES realizes these are not

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normal conditions due to the pandemic and BVES is willing to write-off a very small subset of customer debt and keep service established if required to do so. BVES welcomes Commission recommendations on this matter.

Furthermore, BVES does not currently have debt forgiveness program. On February 11, 2021, the Commission opened Rulemaking No. (“R”) 21-02-014 “Order Instituting Rulemaking to Address Energy Utility Customer Bill Debt Accumulated During the COVID-19 Pandemic” to address arrearage forgiveness. The purpose of R. 21-02-014 is to establish necessary special relief mechanism for customers (applicable to both low-income and non-low-income) who accumulated debt during the pandemic. BVES is respondent to this proceeding and will closely monitor any developments. BVES welcomes Commission recommendations on this matter and will conform to results of R. 21-02-014 as required.

III. MARKETING, EDUCATION, AND OUTREACH STRATEGY

Resolution M-4849 provides that IOUs shall include a coordinated, effective, and efficient strategy for their marketing, education, and outreach plan to engage and enroll customers in new bill management programs and inform currently enrollees about expiring protections.

The following Marketing, Education, and Outreach (“ME&O”) Strategy supports the Transition Plan in effectively easing customers through a transition off of protections by proactively communicating with customers to enroll them in programs to manage their utility bills and informing them of the changes to programs in which they are already enrolled.

Starting in March 2021, BVES will implement the following ME&O strategy:

- **March 2021 through June 2021** – BVES will roll out its public relations campaign on various media platforms to inform customers that COVID-19 related Emergency Protections will be expiring as of June 30, 2021 and customers are encouraged to call BVES to arrange for a payment plan in advance of that date.
- **April 2021** – BVES will contact each customer in both the 61-90 day and the greater than 90-day timeframe past due bill list and attempt to make payment arrangements for each active account starting prior to July 1, 2021. Payment terms include keeping the customer active account current and making timely arranged payments on a set schedule determined by the customer.

A. ME&O Target Audiences

- The ME&O Strategy is intended to reach customers at large, with specifically targeted categories of customers as follows:
 - Customers enrolled in payment based arranged plans.
 - Customers with arrears for 61-90 days and greater than 90 days past due.
 - Customers with arrears and have medical needs.

- Customers on assistance programs

BVES will identify all medical needs customers within both the 61-90 and greater than 90 day past due categories, to inform and provide them with the option to extend the payment plans beyond the 6-month timeframe should the customers wish to do so, up to max payment plan length of 12 months. BVES will also assist these customers with any available assistance funds such as the San Bernardino County Home Energy Assistance Program (HEAP) and ensure that customers have applied for and are current with the ESA, CARE, and medical baseline programs.

B. ME&O Activities for All Customers

- As part of its ongoing efforts, BVES will continue to coordinate customer information with the local natural gas and water providers. For bill messaging, BVES plans to outline a defined path forward for its customers. BVES's Transition Plan includes notifying consumer that protections are ending, customers are encouraged to call BVE to make payment arrangements prior to the expiration of the Emergency Protections, and provide information about assistance programs such as HEAP, CARE, and ESA. All BVES personnel will be trained regarding the requirements of the Transition Plan and how staff can help to coordinate efforts across utility providers. BVES is currently providing and will continue to provide all outreach information to its customers in both Spanish and English.
- BVES will leverage existing communications channels to educate and engage customers about the June 30, 2021 expiration of the Emergency Protections; programs available to help customers maintain service; electrical efficiency and rebate programs that can help customers use less electricity reducing their energy bill; and where necessary, information about the establishment of bill payment program.
- BVES commonly used communication tools include but are not limited to bill inserts, customer service talking points and training, phone message prompts which is automatically activated during welcome/on-hold messages, office signage, website notifications, social media, radio, and the local newspaper.

C. Targeted Outreach

- In addition, BVES will undertake proactive outreach to targeted customers. Tools may include the following, as appropriate:
 - Automated or manual phone calls that are targeted at specific audiences.
 - Emails or direct mail targeted at specific audiences.
- Targeted outreach will convey the following information, including but not limited to:

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- Commission information about pending changes to a customer’s service or program enrollment status.
- Needed customer actions, including re-certifications to remain eligible for programs.
- Payment plans and options available to help customers maintain service or manage arrearages.
- Bill assistance programs.
- Applicability of late-payment, reconnection, and other fees to a customer.
- Noticing of risk of disconnection.
- Customer assistance options for Life Support.

D. Additional ME&O Activities and Tools

- Additional channels for customer communication and targeted outreach that may be undertaken by BVES include, but not limited to:
 - Company web site.
 - Social media.
 - News releases to local media.
 - Virtual community meeting.
 - Direct contact at customer residence, i.e. door tags.
 - Materials in multiple languages as required by the Commission.
 - Advertising such as print, or social media.

E. Partnerships

- BVES works closely with City and County agencies, the Chamber of Commerce, stakeholders and organizations on all matters including COVID-19, Public Safety Power Shutoffs, and Wildfire Mitigation. BVES does not have any CCAs in its service territory

F. Incremental ME&O Costs

- At this time BVES does not request any incremental costs to comply with its proposed ME&O activities. BVES will strive to utilize existing authorized funds in implementation of its proposed ME&O activities as recommended in Resolution M-4849. Should additional funding be required, BVES will continue to record any incremental costs in its COVID-19 Pandemic Protections Memorandum Accounts (“CPPMA”)².

IV. COMPLIANCE AND SAFETY

² Resolution M-4849, page 4

Resolution M-4849 provides that BVES must explain in its Transition Plan Advice Letter how the transition plan maintains alignment with program enrollment targets, program eligibility requirements, and how customer protections in effect outside the COVID-19 Emergency Protections are aligned.

A. Alignment with Program Enrollment Targets and Requirements

• Resolution M-4842 Background & Requirements:

- On March 19, 2020 and in compliance with Resolution M-4842 orders, BVES established Emergency Protections. The Emergency Protections requires BVES to adopt the following actions, but not limited to, in order to protect customers from financial hardship during the pandemic:
 - Waive deposits for all customers. In addition, BVES offers various payment plan options for its customers. BVES Customer Service personnel works closely with customers to determine a payment plan based on each individual needs and ability to pay.
 - BVES paused review of CARE program eligibility, renewal, and recertification. BVES is suspending the removal of CARE participants due to their high usage of electricity. High Usage customers are flagged to be reviewed at a later date.
 - BVES currently does not have community outreach contractors. Due to its small service territory, BVES does not have “hard-to-reach low-income” customers. BVES is currently building relationships with Community Based Organizations to help distribute information on BVES programs, e.g. CARE throughout the community. Since March 2020, BVES has encouraged newly eligible customers to sign up for CARE.
 - BVES’s ESA program contractor stopped treatment in March 2020. Treatment resumed in July 2020 by appointment only. The goal of BVES’s ESA program is to inform customers about energy efficiency methods and provide measures to help and improve a customer home energy efficiency. BVES is available and able to deploy ESA treatment covered under BVES’s ESA contractor’s scope of work if emergency needs arise.
 - In March 2020, following the Governor Declaration of State of Emergency, BVES posted its Emergency Protections on its website and at its local business office in Spanish and English. BVES communicates to its customers by email, news outlets, door postings at BVES office, and by social media to disseminate COVID-19 Emergency Protections information. Therefore, BVES believes it is in compliance with Section 8386(c)(16)(b).

B. BVES Results of Emergency Protections Requirements

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BVES presents below the results of its compliance with Resolution M-4842. Table 1 provides the number of BVES customers who participated in the CARE program in 2019 and 2020 and includes those who have been recertified and new applicants. Table 2 shows the current number of BVES payment plans (plans that were fulfilled and plans where customers did not keep their payment plan obligation) and amount established in March 2020 to present. Table 3 provide the number of accounts and related dollar amount in the month of March 2020 that were delinquent between 60-90 days and greater than 90 days. Table 4 provide the number of accounts and related dollar amount in the month of February 2021 that were delinquent between 60-90 days and more than 90 days.

Table 1 – Number of Recertified and Newly Applied CARE Participants in 2019 - 2020 by Month

	CARE Recertification 2019	CARE Recertification 2020		CARE New Applications 2019	CARE New Applications 2020
January	50	41		37	29
February	36	45		33	17
March	47	42		30	31
April	69	65		25	38
May	62	41		28	17
June	70	32		56	16
July	39	57		26	35
August	65	89		25	86
September	66	65		19	28
October	46	60		30	11
November	40	32		27	10
December	59	48		22	14
Subtotal	649	617		358	332

The Grand Total number of recertified and new application of CARE participants for 2019 is 1,007, while it is 949 in 2020. Total CARE customers as of February 2021 is 1,786.

Table 2 – Number of BVES Payment Plans and Dollar Amount Established in March 2020 to Present

Count	Status	Dollar Amount
11	Active	\$15,661.88
223	Broken (obligation not met)	\$178,268.73

Table 3 - Aging Report as of March 2020 with Delinquent Accounts

Customer Class	Count	61-90 days	Past 90 days
Full-time Residents	3,973	\$66,728	\$154,025
Part-Time Residents	9,764	\$46,247	\$121,457
CARE Participants	1,202	\$16,914	\$41,708
Commercial	1,111	\$20,138	\$119,671
Total	16,050	\$150,027	\$436,861

Table 4 - Aging Report as of February 2021 with Delinquent Accounts

Customer Class	Count	61-90 days	Past 90 days
Full-time Residents	4,230	\$66,433	\$157,290
Part-Time Residents	9,983	\$46,630	\$121,073
CARE Participants	1,302	\$16,481	\$41,643
Commercial	1,133	\$22,057	\$119,671
Total	16,648	\$151,601	\$439,677

C. Marketing Education and Outreach (ME&O):

Following the establishment of the Emergency Protections BVES expanded its notification program to customers and small businesses via the following channels:

- Website – BVES lists Emergency Protections on its website.
- Social Media – BVES posts content highlighting the emergency relief customer protections on Facebook at regular intervals.
- Customer Email/Newsletter – BVES disseminates by email, direct mail and in BVES’s biannual newsletter, information regarding emergency relief customer protections.
- News Release/Media Advisory – BVES issues a media advisory to local media outlets regarding the Emergency Protections available to consumers.
- Community Outreach – BVES makes available copies of its disaster protection plan, which is posted at its office door.
- Customer Ambassadors/Employees – BVES develops and issues detailed information regarding the Emergency Disaster Relief Protections program to employees so they are knowledgeable to answer any questions from customers specifically regarding COVID-19.

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- Outreach to Low-Income Customers – BVES continues to include information regarding emergency relief protections to all of its customers including those enrolled in the CARE program.

In addition, BVES has reached out to customers who are directly impacted by the Emergency Protections event by:

- Targeted Outreach to Impacted Customers – BVES will attempt to contact impacted customers by the Interactive Voice Recognition (IVR) system or two-way text communications.
- Local Governments – BVES will alert the City of Big Bear Lake and the County of San Bernardino via email and/or by telephone regarding emergency relief protections available to customers.
- Outbound Dialing – BVES will utilize its IVR system to place outbound emergency relief calls during an event.
- Customer Contact Center – BVES’s (800) 808-2837 phone number will be made available 24/7 during a state of emergency to provide information to customers regarding service.

Furthermore, BVES has received very little feedback from customers regarding COVID-19 protections. It is likely that many customers may be expecting some sort of debt relief from the State of California or many accounts have simply become inactive or are now out of business due to the pandemic.

C. Ensuring That Activities Are Safe and Consistent with All Appropriate State and Local Health Orders

- BVES’s Plan does not conflict with other established company programs such as CARE or other State and Local Health ordinances.
- Protected customers have the same responsibility to pay for their share of the Commission authorized tariff as do all customer classes. BVES will give each customer class the opportunity to bring their account current through a lengthy payment plan and will continue to wave deposits for customers who are still struggling through the Transition Plan timeline and beyond.

V. PROGRESS TRACKING AND REPORTING

Resolution M-4849 provides that “IOUs must include a plan for reporting progress on activities in the timeline and present metrics they will track and report to monitor success in achieving the goal of effectively easing customers through a transition off of Emergency Customer Protections by proactively enrolling customers in programs to manage their utility bills and informing relevant customers of the changes to programs in which they are already enrolled. Reporting

frequency shall be monthly and the first report shall include baseline data associated with progress metrics...Energy IOUs shall report these progress metrics monthly by including them in the monthly report required by the Disconnections Proceeding, R.18-07-005.”³

A. Background and Protocols for Progress Tracking and Reporting

- BVES will track the progress of the transition efforts starting March 2021 and beyond. It is likely some customers may choose to contact BVES before the June 30th deadline and enter into a voluntary payment plan. Should a customer contact BVES, the customer may take advantage of a longer payment arrangement. It is not BVES’ intention to disconnect any customers without giving them proper time and opportunity to fulfill their payment obligation.
- BVES will report these metrics in its monthly report required by R.18-07-005.

B. Metrics to Track Continued Enrollment in Bill Assistance Program

- BVES will provide the following metrics to track customers who are enrolled in a CARE bill assistance program when Emergency Protections were in place and who are successful in sustaining their enrollment in the CARE program if they still meet eligibility criteria.
 - Number and percentage of newly enrolled customers who are able to stay on BVES’s CARE program post June 30, 2021.
 - Number and percentage of customers required to take actions to remain on BVES’s CARE programs and are successfully recertified.

C. Metrics to Track Enrollments of Impacted Customers in New Payment Programs

- BVES will provide the following metrics to track enrollments of impacted customers in new payment programs.
 - Number and percentage of customers enrolled in alternative payment arrangements, which are defined as enrollment in an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment.
 - Number and percentage of customers who are disconnected.
 - Change in arrearage amounts.
 - Number of BVES customer calls concerning alternative payment arrangements.

³ Resolution M-4849, pages 14-15