



BOOKER COLE

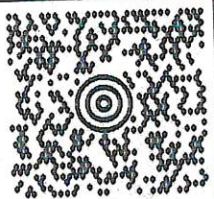
1 LBS 1 OF 1

THE UPS STORE #4770
STE B, *THIS IS NOT A RETURN ADDRESS
9825 MAGNOLIA AVE
RIVERSIDE CA 92503-3565

SHP WT: 1 LBS
DATE: 01 MAY 2023

SHIP CUSTOMER SERVICE DEP ROSALIE RUIZ
TO: RIVERSIDE PUBLIC UTILITIES
3901 ORANGE ST

RIVERSIDE CA 92501-3610

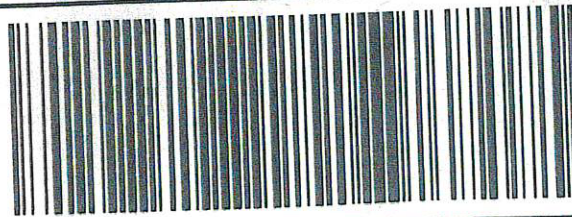


CA 925 0-01



UPS GROUND

TRACKING #: 1Z 7Y2 770 42 9776 1052



BILLING: P/P
SIGNATURE REQUIRED

ISH 13.00F ZZZ 450 15.5U 04/2023



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472
EVEN
472-4406
472

HERE'S SOME DECOVERY I'LL USE

BOOKER COLE

ACCT: 0139157002

MAY 1, 2013

KEEP THIS PORTION FOR YOUR RECORDS

CUSTOMER SERVICE: (951) 782-0330
Hablamos Espanol

FOR SERVICE ENDING:

04/05/23

BILLING DATE:

04/14/23

ACCOUNT NUMBER:

0139157002

SERVICE ADDRESS:

5004 GOLDEN AVE



BOOKER T. COLE
5004 GOLDEN AVE
RIVERSIDE CA 92505-3221

RiversidePublicUtilities.com

THE TOTAL CHARGES FOR WATER AND ELECTRIC SERVICES INCLUDE AN 11.5% GENERAL FUND TRANSFER.

RIVERSIDE PUBLIC UTILITIES: PROVIDING WATER

WATER		Water Meter Reading			Customer Charges For Water
		PREVIOUS READING	PRESENT READING	CONSUMPTION	
Usage Comparison	This Year				2919
	Days				
	Period				
	Daily Average				
Usage Comparison	Last Year				
	Days				
	Period				
	Daily Average				
TOTAL WATER CONSUMPTION:					
					TOTAL CHARGES FOR WATER

RIVERSIDE PUBLIC UTILITIES: PROVIDING ELECTRICITY

ELECTRIC		Electric Meter Reading				Customer Charges For Electricity
		PREVIOUS READING	PRESENT READING	WATT DEMAND	CONSUMPTION	
Usage Comparison	This Year					350 KWH (ELECTRIC)@\$0.110200 = 38.57
	Days					350 KWH (ELECTRIC)@\$0.175300 = 61.36
	Period Usage					NETWORK ACCESS CHARGE = 5.97
	Daily Average					CUSTOMER CHARGES = 12.06
Usage Comparison	Last Year					RELIABILITY CHARGE = 10.00
	Days					STATE ENERGY = 0.21
	Period					
	Daily Average					
TOTAL ELECTRICITY CONSUMPTION:					700 KWH	
					METER READING DATES: 03/06/23 TO 04/05/23	TOTAL CHARGES FOR ELECTRICITY

CITY OF RIVERSIDE: PROVIDING CITY SERVICES

CITY SERVICES			
	48 HOUR TAG REVERSE	20.00 CR	
	UTIL USER TAX		8.32
	ELEC PB CHARGE		3.65
	SEWER		41.21
	SEWER PB CHARGE		0.05
	48 HOUR TAG CHARGE	20.00	
TOTAL CHARGES FOR CITY SERVICES			\$73.23
TOTAL CHARGES FOR WATER, ELECTRICITY, AND CITY SERVICES			\$201.40

no credit to Bill

MESSAGE

Go Paperless! Its easy, go to RiversidePublicUtilities.com and create an online bill account.

20.00
181.40



KEEP THIS PORTION FOR YOUR RECORDS

CUSTOMER SERVICE: (951) 782-0330
Hablamos Español

FOR SERVICE ENDING:
06/07/22


BILLING DATE:
06/15/22

ACCOUNT NUMBER:
0139157002

SERVICE ADDRESS:
5004 GOLDEN AVE



BOOKER T. COLE
5004 GOLDEN AVE
RIVERSIDE CA 92505-3221

 RiversidePublicUtilities.com

THE TOTAL CHARGES FOR
WATER AND ELECTRIC SERVICES
INCLUDE AN 11.5% GENERAL
FUND TRANSFER.

RIVERSIDE PUBLIC UTILITIES PROVIDING WATER

Water Meter Reading		Customer Charges For Water	
PREVIOUS READING	PRESENT READING	CONSUMPTION	
			3004
WATER			
Usage Comparison	This Year		
	Days		
	Period		
	Daily Average		
Usage Comparison	Last Year		
	Days		
	Period		
	Daily Average		
		TOTAL WATER CONSUMPTION:	
			TOTAL CHARGES FOR WATER

RIVERSIDE PUBLIC UTILITIES PROVIDING ELECTRICITY

Electric Meter Reading		Customer Charges For Electricity	
PREVIOUS READING	PRESENT READING	SALES CREDITS	FACTURE CONSUMPTION
32029	33117	1	188
ELECTRIC			
Usage Comparison	This Year		
32	Days		
188	Period Usage		
5.88	Daily Average		
Usage Comparison	Last Year		
31	Days		
138	Period		
4.45	Daily Average		
		TOTAL ELECTRICITY CONSUMPTION:	188 KWH
		147 KWH (WNTRELECTR)@\$0.108700 =	15.98
		41 KWH (SUMRELECTR)@\$0.108700 =	4.46
		NETWORK ACCESS CHARGE	1.94
		CUSTOMER CHARGES	1.26
		RELIABILITY CHARGE	10.00
		STATE ENERGY	0.06
METER READING DATES: 05/06/22 TO 06/07/22			TOTAL CHARGES FOR ELECTRICITY
			\$43.70

CITY OF RIVERSIDE PROVIDING CITY SERVICES

CITY SERVICES		UTIL USER TAX	2.84
		ELEC PB CHARGE	1.24
		SEWER	41.21
		SEWER PB CHARGE	0.05
TOTAL PAYMENTS RECEIVED THIS BILLING PERIOD \$125.00			
			TOTAL CHARGES FOR CITY SERVICES
			\$45.34
TOTAL CHARGES FOR WATER, ELECTRICITY, AND CITY SERVICES			
\$89.04			

MESSAGE

Go Paperless! Its easy, go to RiversidePublicUtilities.com and create an online bill account.
ELECTRIC CHARGES HAVE BEEN PRORATED FOR SUMMER & WINTER SEASONAL RATES.

KEEP THIS PORTION FOR YOUR RECORDS

CUSTOMER SERVICE: (951) 782-0330
Hablamos Español

FOR SERVICE ENDING:

05/08/21

BILLING DATE:

05/17/21

ACCOUNT NUMBER:


0139157002

SERVICE ADDRESS:

5004 GOLDEN AVE



BOOKER T. COLE
5004 GOLDEN AVE
RIVERSIDE CA 92505-3221

 RiversidePublicUtilities.com

THE TOTAL CHARGES FOR WATER AND ELECTRIC SERVICES INCLUDE AN 11.5% GENERAL FUND TRANSFER.

RIVERSIDE PUBLIC UTILITIES PROVIDING WATER

Water Meter Reading		Customer Charges For Water	
PREVIOUS READING	PRESENT READING	CONSUMPTION	
			3027
WATER			
Usage Comparison	This Year		
	Days		
	Period		
	Daily Average		
Usage Comparison	Last Year		
	Days		
	Period		
	Daily Average		
		TOTAL WATER CONSUMPTION:	
			TOTAL CHARGES FOR WATER

RIVERSIDE PUBLIC UTILITIES PROVIDING ELECTRICITY

Electric Meter Reading		Customer Charges For Electricity	
PREVIOUS READING	PRESENT READING	MAX DEMAND	CONSUMPTION
30524	30655	1	131
ELECTRIC			
Usage Comparison	This Year		
	30 Days		
	131 Period Usage		
	4.37 Daily Average		
Usage Comparison	Last Year		
	29 Days		
	140 Period		
	4.83 Daily Average		
		TOTAL ELECTRICITY CONSUMPTION:	131 KWH
		131 KWH (ELECTRIC)@\$0.105900	= 13.87
		NETWORK ACCESS CHARGE	0.97
		CUSTOMER CHARGES	9.66
		RELIABILITY CHARGE	11 11 10.00
		STATE ENERGY	0.04
			TOTAL CHARGES FOR ELECTRICITY
			\$34.54
METER READING DATES: 04/08/21 TO 05/08/21			

CITY OF RIVERSIDE PROVIDING CITY SERVICES

CITY SERVICES	UTIL USER TAX	2.24
	ELEC PB CHARGE	0.98
	SEWER	41.21
	SEWER PB CHARGE	0.05
TOTAL PAYMENTS RECEIVED THIS BILLING PERIOD \$91.01		
		TOTAL CHARGES FOR CITY SERVICES
		\$44.48
TOTAL CHARGES FOR WATER, ELECTRICITY, AND CITY SERVICES		\$79.02

MESSAGE

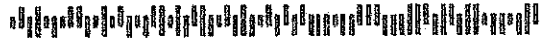
Go Paperless! Its easy, go to RiversidePublicUtilities.com and create an online bill account. TAKE PART IN OUR WATER CONSERVATION REBATE PROGRAMS AT BLUERIVERSIDE.COM & SAVE!




KEEP THIS PORTION FOR YOUR RECORDS

CUSTOMER SERVICE: (951) 782-0330
 Hablamos Espanol

FOR SERVICE ENDING:
05/07/20
 BILLING DATE:
05/15/20
 ACCOUNT NUMBER:
0139157002
 SERVICE ADDRESS:
5004 GOLDEN AVE


BOOKER T. COLE
5004 GOLDEN AVE
RIVERSIDE CA 92505-3221

 RiversidePublicUtilities.com
 THE TOTAL CHARGES FOR
 WATER AND ELECTRIC SERVICES
 INCLUDE AN 11.5% GENERAL
 FUND TRANSFER.

RIVERSIDE PUBLIC UTILITIES PROVIDING WATER

WATER		Water Meter Reading			Customer Charges For Water
		PREVIOUS READING	PRESENT READING	CONSUMPTION	
Usage Comparison	This Year				51.68
	Days				
	Period				
	Daily Average				
Usage Comparison	Last Year				
	Days				
	Period				
	Daily Average	TOTAL WATER CONSUMPTION:			

TOTAL CHARGES FOR WATER

RIVERSIDE PUBLIC UTILITIES PROVIDING ELECTRICITY

ELECTRIC		Electric Meter Reading					Customer Charges For Electricity	
		PREVIOUS READING	PRESENT READING	TAX DEDUCTIBLE	FACTOR	CONSUMPTION		
Usage Comparison	This Year						140 KWH (ELECTRIC) @ \$0.105900 = 14.83	14.83
	Days							
	Period Usage							
	Daily Average							
Usage Comparison	Last Year							
	Days							
	Period							
	Daily Average	TOTAL ELECTRICITY CONSUMPTION: 140 KWH						
							NETWORK ACCESS CHARGE	0.97
							CUSTOMER CHARGES	9.66
							RELIABILITY CHARGE	10.00
							STATE ENERGY	0.04

METER READING DATES: 04/08/20 TO 05/07/20

TOTAL CHARGES FOR ELECTRICITY \$35.50

CITY OF RIVERSIDE PROVIDING CITY SERVICES

CITY SERVICES			
	ESTAR REBATE NEW FRIDGE	100.00 CR	UTIL USER TAX 2.30
	ESTAR REBATE FRIDG/RECY	100.00 CR	ELEC. PB CHARGE 1.01
			SEWER 41.21
			SEWER PB CHARGE 0.05
TOTAL PAYMENTS RECEIVED THIS BILLING PERIOD \$172.79			

TOTAL CHARGES FOR CITY SERVICES \$44.57

TOTAL CHARGES FOR WATER, ELECTRICITY, AND CITY SERVICES \$80.07

MESSAGE

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 TAKE PART IN OUR WATER CONSERVATION REBATE PROGRAMS AT BLUERIVERSIDE.COM & SAVE!



KEEP THIS PORTION FOR YOUR RECORDS

CUSTOMER SERVICE: (951) 782-0330
 Hablamos Español

FOR SERVICE ENDING:

05/08/19

BILLING DATE:

05/15/19



RiversidePublicUtilities.com

ACCOUNT NUMBER:

0139157002

BOOKER T. COLE
 5004 GOLDEN AVE
 RIVERSIDE CA 92505-3221

THE TOTAL CHARGES FOR WATER AND ELECTRIC SERVICES INCLUDE AN 11.5% GENERAL FUND TRANSFER.

SERVICE ADDRESS:
 5004 GOLDEN AVE

RIVERSIDE PUBLIC UTILITIES PROVIDING WATER

Water Meter Reading

Customer Charges For Water

2898

WATER

PREVIOUS READING	PRESENT READING	CONSUMPTION
------------------	-----------------	-------------

Usage Comparison	This Year
	Days
	Period
	Daily Average
Usage Comparison	Last Year
	Days
	Period
	Daily Average

TOTAL WATER CONSUMPTION:

TOTAL CHARGES FOR WATER

RIVERSIDE PUBLIC UTILITIES PROVIDING ELECTRICITY

Electric Meter Reading

Customer Charges For Electricity

ELECTRIC

PREVIOUS READING	PRESENT READING	MAX DEMAND	TAXES	CONSUMPTION
24689	24859	1	170	

Usage Comparison	This Year
29	Days
170	Period Usage
5.86	Daily Average
Usage Comparison	Last Year
30	Days
137	Period
4.57	Daily Average

TOTAL ELECTRICITY CONSUMPTION: 170 KWH

170 KWH (ELECTRIC) @ \$0.104700	=	17.80
NETWORK ACCESS CHARGE		0.55
CUSTOMER CHARGES	→ why →	8.86
RELIABILITY CHARGE	" "	10.00
STATE ENERGY		0.05

METER READING DATES: 04/09/19 TO 05/08/19

TOTAL CHARGES FOR ELECTRICITY

\$37.26

CITY OF RIVERSIDE PROVIDING CITY SERVICES

CITY SERVICES

UTIL USER TAX	2.42
ELEC PB CHARGE	1.06
SEWER	41.21
SEWER PB CHARGE	0.05

TOTAL PAYMENTS RECEIVED THIS BILLING PERIOD \$88.35

TOTAL CHARGES FOR CITY SERVICES

\$44.74

TOTAL CHARGES FOR WATER, ELECTRICITY, AND CITY SERVICES

\$82.00

MESSAGE

Go Paperless! Its easy, go to RiversidePublicUtilities.com and create an online bill account. TAKE PART IN OUR WATER CONSERVATION REBATE PROGRAMS AT BLUERIVERSIDE.COM & SAVE!



KEEP THIS PORTION FOR YOUR RECORDS

CUSTOMER SERVICE
UTILITIES PLAZA
3901 Orange Street
Riverside, CA 92501

FOR SERVICE ENDING:
04/10/18
BILLING DATE:
04/16/18
ACCOUNT NUMBER:
0139157002
SERVICE ADDRESS:
5004 GOLDEN AVE

BOOKER T. COLE
5004 GOLDEN AVE
RIVERSIDE CA 92505-3221

CUSTOMER SERVICE CENTER
3025 Madison Avenue
Riverside, CA 92504

Customer Service: (951) 782-0330
TDD: (951) 826-2516
Internet: www.riversidepublicutilities.com

RIVERSIDE PUBLIC UTILITIES PROVIDING WATER

Water Meter Reading		Customer Charges For Water	
PREVIOUS READING	PRESENT READING	CONSUMPTION	
			2887
WATER			
Usage Comparison	This Year		
	Days		
	Period		
	Daily Average		
Usage Comparison	Last Year		
	Days		
	Period		
	Daily Average		
TOTAL WATER CONSUMPTION:			
			TOTAL CHARGES FOR WATER

RIVERSIDE PUBLIC UTILITIES PROVIDING ELECTRICITY

Electric Meter Reading		Customer Charges For Electricity	
PREVIOUS READING	PRESENT READING	CONSUMPTION	
21731	21841	110	
ELECTRIC			
Usage Comparison	This Year		
29	Days		
110	Period Usage		
3.79	Daily Average		
Usage Comparison	Last Year		
31	Days		
380	Period		
12.26	Daily Average		
TOTAL ELECTRICITY CONSUMPTION:		110 KWH	
		110 KWH (ELECTRIC) @ \$0.103500	11.39
		CUSTOMER CHARGES	8.06
		RELIABILITY CHARGE	10.00
		STATE ENERGY	0.03
			TOTAL CHARGES FOR ELECTRICITY
METER READING DATES: 03/12/18 TO 04/10/18			\$29.48

CITY OF RIVERSIDE PROVIDING CITY SERVICES

CITY SERVICES		UTIL USER TAX	1.91
		ELEC PB CHARGE	0.84
		SEWER	41.21
		SEWER PB CHARGE	0.05
TOTAL PAYMENTS RECEIVED THIS BILLING PERIOD \$167.95			
			TOTAL CHARGES FOR CITY SERVICES
			\$44.01
TOTAL CHARGES FOR WATER, ELECTRICITY, AND CITY SERVICES			
\$73.49			

MESSAGE

Go Paperless! Its easy, go to RiversidePublicUtilities.com and create an online bill account.
TAKE PART IN OUR WATER CONSERVATION REBATE PROGRAMS AT BLUERIVERSIDE.COM & SAVE!

March Total Reading

Weeks

- ① 26.00 - March - ⑤ - 2023
" " - Sunday
- ② 25.78 " " - ⑫ - 2023
" " - SUNDAY
- ③ 24.95 " " - ⑱ - 2023
" " - Sunday
- ④ 24.35 " " - ⑳ - 2023
" " - Sunday

Total = 101.08

Week 11

4/21/2023

Sunday

End: 842

Beginning: 6827 - 8 - 23

= 160:7 = 22.86%

22.851



Week
①

Tantulus

NID: 003879730E
M/N: TC-1220-RD

Rev3 11.87
IC: 3889A-ACXX20
3521 FCC: OZFACXX20

1 00 10.2
kW 11

3-5-2023 - Sunday

PE C2SD 30TA 1.0Kh

Public Utility

CA 0.5

$5 + 2 = 7 \div 182 = 26$

FM2S

60HZ



6750

46 750

MARCH 12 WEEK
(2)

3-12-23-Sunday

$12 + 2 = 14 \div 361 = 25.78$



NID: 0038797J0E

Rev3 11.07

M/N: TC-1220-RD

IC: 3868A-ACXX20

3521 FCC: OZFAOXX20

3W TYPE C2SD 30TA 1.0Kh

Public Utility

CA 0.5

FM2S

60HZ

MARCH 12 WEEK
(2)

3-12-23-Sunday

$$12 + 2 = 14 \div 361 = 25.78 \text{ \AA}$$

Tantalis

WID: 003879130E 1197
M/R: FC-1220-RD 38217CC: OZFACX20
IC: 3099A-ACXX20

3W TYPE C2SD 30TA 1.0Kh

Public Utility

CA 0.5

FM2S

60HZ

Week
③

March 19 - 2023 - Saturday

$$19 + 2 = 21 \div 524 = 24.95$$

TYPE C2SD 30TA 1.0Kh
Public Utility CA 0.5
FM2S
60Hz

3/26/2023 - Sunday
week

④

$$26 + 2 = 28 \div 682 = 24.35$$



20 240V 3W TYPE CASE SIZE 1 1/2" DIA
Liverside Public Utility

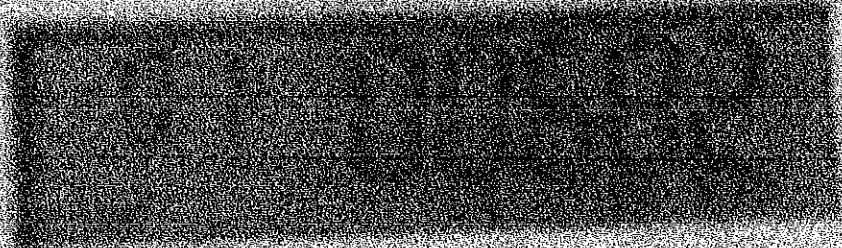
XXXXXXXXXXXXXXXXXXXX

313 646 750

Arco

3/26/2023 - Sunday
week
④

$$26 + 2 = 28 \div 682 = 24.15$$



INVESTOR SA TYPE CARD 801A 1/11
INVERSIDG PUBLIC UTILITY


XXXXXXXXXXXXXXXXXXXX

345 646 700

Area

April Total Reading

Weeks

1.	22.86	Sunday			April-2-2023
2.	17.71				April-9-2023
3.	13.14				April-16-2023
4.	11.85				April-23-2023
					
5.	6.14				April-30-2023

Total = 71.68

Week (1)

4/2/2023

Sunday

End: 842

Beginning: (682) - 3-21-23

= 160:7 = 22.86%

22.851

1.000
0.5

4/9/23

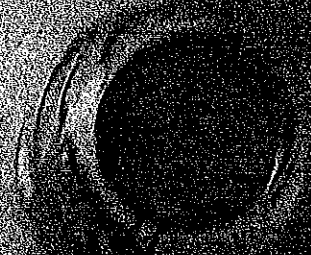
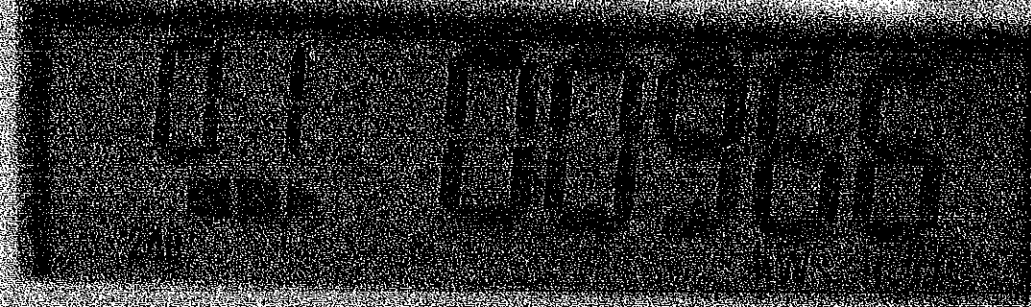
4/9/2023

End: 964
Beginning: (842) - 4/2/23

Week (2)

$124 \div 7 = 17.71$
AVG

Sunday



3W TYPE C2SD 30TA 1.0KH
de Public Utility

GA 0.5
FM26
00HZ



INF343646750
343 646 750

7010855



Itiron

WATT HOUR METER

10/21

Week (3)

Sunday

7/16/23

■ -1058 - End

■ (966) - Beginning

$92 \div 7 = 13.14\%$



© Tarratus NID: 003879730E REV: 11/87
MIN TC 1220 RD 5621 FCC 02FAC120

3W TYPE C2SD 30TA 1.0Kh

e Public Utility

CA 0.5

FM2S

60Hz

40646730

3 040 150

Week (3)

4/16/23

Sunday

■ -1058 - End

■ (966) - Beginning

$$92 \div 7 = 13.14\%$$



Tantalus

NID 003879730E

Rev 11.97

WIN TC 1220 RD

IC 3688A-ACX120
3521 FCC OZFACX120

3W TYPE C2SD 30TA 1.0Kh

Public Utility

CA 0.5

FM2S

60Hz



345648750

43 646 750

SUNDAY
4-23-2023

4 week

1141
(1058) LAST
83 ÷ 7 = 11:85

SN TYPE C2SD SOTA 1.07
de Public Utility

5 week

Sunday
4/20/23

LAST (1141)

= 43 ÷ 7 = 6.14

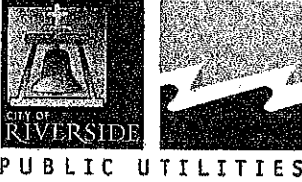
0000000000

TYPE C290 SOTA 1.0KD
Riverside Public Utility CA 925

343 646 730

Iron

NATIONAL METER



March 10, 2023

Booker T. Cole
5004 Golden Avenue
Riverside, CA 92505

Alma Franco

Re: Account Number: 13-9157.002

Dear Booker T. Cole:

This letter is in response to your inquiry made on March 3, 2023, for electrical services provided at 5004 Golden Avenue Riverside CA. A review of the records found the following actions were taken to investigate your concern:

SUMMARY:

February 24, 2023, you spoke with Customer Service requesting review of electrical usage, you reported that the address had experienced flickering lights and partial power since December. We explained we would coordinate an investigation.

Handwritten initials "SAD" in the left margin.

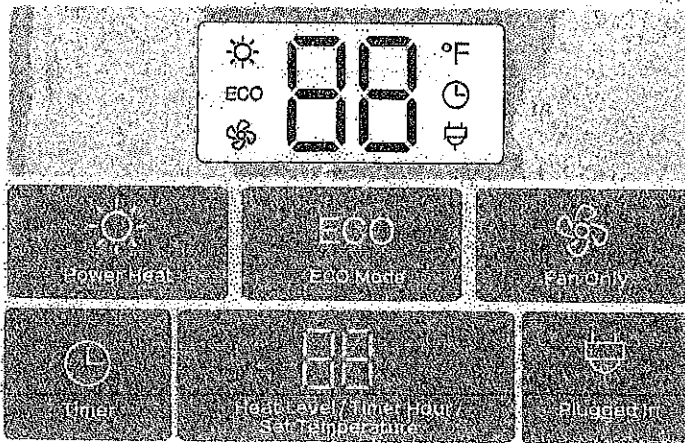
February 27, 2023, an onsite meter test investigation was completed on meter #26113948 to review the concerns on your electrical utility account. It was determined that there was no meter malfunction and that the services provided were functioning normally. A review of the account usage has determined that the account has higher energy usage attributed to a space heater drawing high energy AMP usage attributing to the increase in energy load utilized. A variety of factors impact energy usage and heat loads including but not limited to having less efficient equipment, the number of household members, and the hours of energy utilization. An Advanced Metering Infrastructure (AMI) electric meter #343646750 was installed which allows customers to monitor their use for energy management.

The results of the investigation indicate that the billings were calculated accurately for electric services provided at 5004 Golden Avenue. No City Electric Rules were found to be misapplied to the billings in question. Please refer to the attached Electric Rule 6 and Electric Rule 21, which is also available on our webpage <https://riversideca.gov/utilities/residents/rates/electric-rules-rates>.

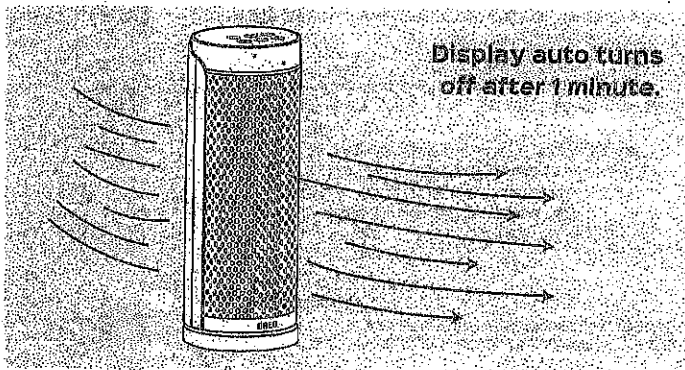
To make a payment arrangement plan please contact us at (951) 781-0330 or visit our website to review Assistance Programs at <https://riversideca.gov/utilities/residents/assistance-programs/about>.

You have the right to appeal this decision stating why you believe the decision is incorrect within ten (10) days of receiving this letter by contacting Assistant General Manager, Customer Service, 3901 Orange Street, Riverside, CA 92501.

LED Display



More Features




Memory Function

The heater will remember its last settings (temperatures, working modes, oscillation status) once turned on again.

24-Hour Auto Off

When the heater has been running continuously for 24 hours, it will shut off automatically for safety reasons.

To turn this feature OFF/ON, long press the Timer button  for 3 seconds when the heater is off; the display will show "E" and "O" respectively.

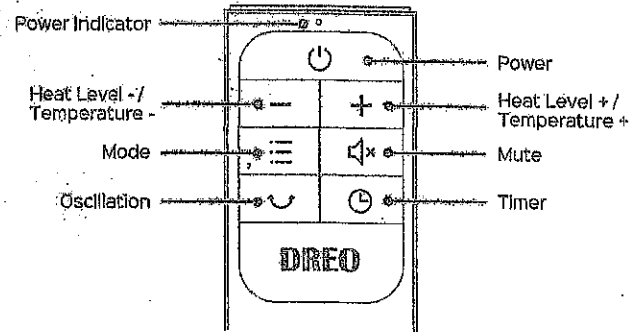
Tip-Over Protection

When the heater is tipped over, it will shut off automatically with the error code "P4" on the display.

Overheat Protection

When the heater overheats, it will shut off automatically with the error code "FF" on the display.

Remote Control



USING YOUR HEATER

3


Control Panel



Power On/Off



Touch to turn the heater on or off.

Note:

- When the heater is plugged into the electric outlet, the power indicator  will light in red.
- Once turned off, a 15-second countdown will show up on the display as the fan will continue to run for 15 seconds to blow out the remaining heat.



Mode Settings

Touch to cycle through  -> ECO -> .

 Power heat with three heating levels: H1(700W), H2(900W), H3(1500W).

ECO The heater will automatically select its optimal heating power, depending on the difference between the set temperature (41-95 °F) and ambient temperature.



Note:

- When the ambient temperature reaches the set temperature, the heater will turn off automatically in 15 seconds.
- When the ambient temperature drops below the set temperature, the heater will operate on medium or high power (900W or 1500W), depending on the difference between the two temperatures.



Fan only.

Mute/Unmute

To turn on/off the button sounds, long press the Mode button  on the panel, or short press the Mute button  on the remote.





Auto-Off Timer

- When the heater is on, touch to set a timer (0-12h). After the timer ends, the heater will turn off automatically.
- To cancel, set the timer to 0 hour.



Heat Level / Temperature

· In Power Heat mode, touch  or  to adjust the heating level.

· In ECO mode, touch  or  to adjust the set temperature.

Note:

In ECO mode, the heater will turn off automatically when the set temperature has been reached. If your heater turns off frequently, please raise the set temperature, or switch to Power Heat mode.



Oscillation

Touch to turn on or off oscillation.

YOUR


R

nel

Power On/Off

Touch to turn the heater on or off.

Note:

- When the heater is plugged into the electric outlet, the power indicator  will light in red.
- Once turned off, a 15-second countdown will show up on the display as the fan will continue to run for 15 seconds to blow out the remaining heat.

Mode Settings

Touch to Cycle  ECO 



Power heat with three heating levels: HIGH (200W), MEDIUM (800W), & LOW (1500W).

ECO

The heater will automatically select its optimal heating power, depending on the difference between the set temperature (43-95 °F) and ambient temperature.



Note:

- When the ambient temperature reaches the set temperature, the heater will turn off automatically in 15 seconds.
- When the ambient temperature drops below the set temperature, the heater will operate on medium or high power (800W or 1500W), depending on the difference between the two temperatures.



Fan only

Mute/Unmute

To turn on/off the buzzer sounds, long press the Mode button  on the panel, or short press the Mute button  on the remote.



Auto-Off
When the D-2H is automatically
To cancel



Heat Level
In Power heating



In ECO mode
temperature
Note:
In ECO mode
the set temp
turns off the
or switch on



Oscillation
Touch to

Watts (W)	Kilowatt Hours (kWh) @ 1 hour	Kilowatt Hours (kWh) @ 1 hour
100 W	0.1 kWh	2.4 kWh
200 W	0.2 kWh	4.8 kWh
300 W	0.3 kWh	7.2 kWh
400 W	0.4 kWh	9.6 kWh
500 W	0.5 kWh	12 kWh
600 W	0.6 kWh	14.4 kWh
700 W	0.7 kWh	16.8 kWh
800 W	0.8 kWh	19.2 kWh
900 W	0.9 kWh	21.6 kWh
1000 W	1 kWh	24 kWh
1500 W	1.5 kWh	36 kWh
2000 W	2 kWh	48 kWh



April 10, 2023

Booker T. Cole
5004 Golden Avenue
Riverside, CA 92505

Rosalie
Ruiz

Re: Account Number: 13-9157.002

Dear Booker T. Cole:

This letter is in response to your April 1, 2023, email to dispute the March 10, 2023, Summary of Investigations for electrical services provided at 5004 Golden Avenue Riverside CA. A review of the records and the photos you emailed, was conducted.

On February 24, 2023, you spoke with Customer Service requesting review of electrical usage, you reported that the address had experienced flickering lights and partial power since December. Staff advised that an investigation would be conducted at your location.

On February 27, 2023, meter technicians tested electric meter 26113948 and consequently followed up directly with you on 3/2/23. You disclosed that after receiving a large natural gas bill in January that you purchased a 1500-watt electric space heater as an alternative heat source. While onsite our technicians observed and showed you the meter disk emulator with the space heater both on and off and explained that the space heater was likely the source of the increased usage. The meter disk emulator provides a visual indication of the rate of energy usage. The emulator slowed significantly with the space heater turned off and conversely sped up significantly with the space heater on.

Technicians also took amperage readings while the space heater was on and found it was drawing 12 amps continuously. Tests completed on 2/27/23 show that meter 26113948 passed all the accuracy tests for Full load, Light load and Power factor. As a courtesy, an Advanced Metering Infrastructure (AMI) electric meter #343646750 was installed so that usage reads could be collected more frequently, and for you to have the ability to set up the Home Connect to monitor energy usage.

On March 3, 2023, Customer Service Manager Alma Franco received an email from you. You noted that a supervisor was called on February 11, 2023, identifying that branches were banding on the wires that someone would return the next day to trim them. You noted that on February 27, 2023, that a meter supervisor came to check, everything was great (and) gave suggestions. You stated that you have never had a billing such as this and asked for her to address it.

On March 10, 2023, the Summary of Investigations letter from the Customer Service Manager was mailed to you stating that the results of the investigation indicate that the billings were calculated accurately for electric services provided at 5004 Golden Avenue, no City Electric Rules were found to be misapplied to the billings in question, offered assistance for a payment

On April 4, 2023 you emailed Customer Service Manager Alma Franco for a response to your April 1, 2023 email.

On April 4, 2023, Customer Service Manager Alma Franco emailed you to advise that the documentation you submitted is under review and a response would be sent that week.

On April 5, 2023, Customer Service Manager Alma Franco emailed you to advise that a tag generated for the past due balance on the account however steps were taken to temporarily pause this as the charges are pending dispute review.

The results of the investigation indicate that the billings were calculated accurately for electric services provided at 5004 Golden Avenue. No City Electric Rules were found to be misapplied to the billings in question. Please refer to the attached Electric Rule 6 and Electric Rule 21, which is also available on our webpage <https://riversideca.gov/utilities/residents/rates/electric-rules-rates>.

To make a payment arrangement plan please contact us at (951) 781-0330 or visit our website to review Assistance Programs at <https://riversideca.gov/utilities/residents/assistance-programs/about>.

You have the right to appeal this decision to the Board of Public Utilities within ten (10) days of receiving this letter by contacting Riverside Public Utilities Executive Administrative Assistant Rosalie Ruiz at (951) 826-5197, or via email ruiz@riversideca.gov. Upon receipt of a timely appeal, a hearing will be held by the Board of Public Utilities within 45 calendar days of receipt. The customer will receive notification of the hearing date, time and location. The Board's decision will be made at the public meeting and the customer will receive a written decision of the Board by personal delivery or certified mail within 15 calendar days following the appeal hearing

Sincerely,



Carlie Myers
Riverside Public Utilities Assistant General Manager

Attachments:

1. Electric Rule 6
2. Electric Rule 21

CALL 4/14/2023

arrangement plan, and advised that you had 10 days to appeal the decision by contacting the Assistant General Manager for Customer Service.

On March 28, 2023, Customer Service Manager Alma Franco responded via email from a voice message from you regarding following up on your electrical usage and outstanding questions from response sent March 10, 2023. She provided the usage details for the account which includes the February 27, 2023 AMI electric meter #343646750 installation for ease of monitoring energy management.

Read Date	Meter	Reading	Usage	Rate	Class
3/6/2023	343646750	191	191	100	230
2/27/2023	343646750	0	0	100	230
2/2/2023	26113948	37593	2,282	100	230
1/5/2023	26113948	35311	175	100	230
12/6/2022	26113948	35136	246	100	230

On March 29, 2023, you emailed Customer Service Manager Alma Franco stating "The investigation is incomplete he tried to summarize Why the charges were so high. He didn't know that 4 other homes were involved. I have all my notes and pictures to prove it. Don't take my word ask your associates. I do have names that's for a later date."

On March 30, 2023, you received an email from Customer Service Manager Alma Franco asking for you to provide the documentation via email or by sending to the Customer Service address.

On April 1, 2023, you emailed four photos and stated that they showed a 4-week reading and that two photos showed the difference between the calendar date and the reading dates. Photos provided were of the AMI electric meter readings:

1. kWh 00182 Noted date March 5, 2023
2. kWh 00361 Noted date March 12, 2023
3. kWh 00524 Noted date of March 19, 2023
4. kWh 00682 Noted date of March 26, 2023

On April 4, 2023, you emailed an additional photo and indicated that your photos showed what is unacceptable and asked when repairs were done. The photo was a document with columns of data for the Read Date, Meter #, Usage, Unit, Other Unit, and Read Type.

As the photos sent were for the next month's billing cycle, below is the revised review of electric service usage at 5004 Golden:

Read Date	Meter	Reading	Usage	Rate	Class
4/5/2023	343646750	891	700	100	230
3/6/2023	343646750	191	191	100	230
2/27/2023	343646750	0	0	100	230
2/2/2023	26113948	37593	2,282	100	230

Read Date	Meter #	Usage	Unit	Other Unit	Read Type	Cooling Degree Days
04/05/2023	343646750	700.00	kWh	700.00 kWh	Actual Reading	0
03/06/2023	343646750	191.00	kWh	191.00 kWh	Actual Reading	0
02/27/2023	26113948	954.00	kWh	954.00 kWh	Actual Reading	0
02/06/2023	26113948	2,438.00	kWh	2438.00 kWh	Interim Reading	0
07/02/2023	26113948	2,282.00	kWh	2282.00 kWh	Actual Reading	0
01/05/2023	26113948	175.00	kWh	175.00 kWh	Actual Reading	0
12/06/2022	26113948	246.00	kWh	246.00 kWh	Actual Reading	0
11/04/2022	26113948	225.00	kWh	225.00 kWh	Actual Reading	0
10/05/2022	26113948	310.00	kWh	310.00 kWh	Actual Reading	0
09/06/2022	26113948	590.00	kWh	590.00 kWh	Actual Reading	0
08/04/2022	26113948	259.00	kWh	259.00 kWh	Actual Reading	0
07/07/2022	26113948	389.00	kWh	389.00 kWh	Actual Reading	0
06/07/2022	26113948	188.00	kWh	188.00 kWh	Actual Reading	0
05/06/2022	26113948	183.00	kWh	183.00 kWh	Actual Reading	0
04/07/2022	26113948	129.00	kWh	129.00 kWh	Actual Reading	0
03/08/2022	26113948	108.00	kWh	108.00 kWh	Actual Reading	0
02/07/2022	26113948	113.00	kWh	113.00 kWh	Actual Reading	0
01/07/2022	26113948	120.00	kWh	120.00 kWh	Actual Reading	0
12/07/2021	26113948	133.00	kWh	133.00 kWh	Actual Reading	0
11/05/2021	26113948	123.00	kWh	123.00 kWh	Actual Reading	0
10/07/2021	26113948	207.00	kWh	207.00 kWh	Actual Reading	0
09/08/2021	26113948	189.00	kWh	189.00 kWh	Actual Reading	0
08/09/2021	26113948	444.00	kWh	444.00 kWh	Actual Reading	0
07/08/2021	26113948	387.00	kWh	387.00 kWh	Actual Reading	0
06/08/2021	26113948	138.00	kWh	138.00 kWh	Actual Reading	0
05/08/2021	26113948	131.00	kWh	131.00 kWh	Actual Reading	0
04/08/2021	26113948	138.00	kWh	138.00 kWh	Actual Reading	0
03/09/2021	26113948	158.00	kWh	158.00 kWh	Actual Reading	0
02/05/2021	26113948	131.00	kWh	131.00 kWh	Actual Reading	0
01/08/2021	26113948	144.00	kWh	144.00 kWh	Actual Reading	0
12/09/2020	26113948	165.00	kWh	165.00 kWh	Actual Reading	0
11/06/2020	26113948	180.00	kWh	180.00 kWh	Actual Reading	0
10/07/2020	26113948	376.00	kWh	376.00 kWh	Actual Reading	0
09/04/2020	26113948	367.00	kWh	367.00 kWh	Actual Reading	0
08/06/2020	26113948	185.00	kWh	185.00 kWh	Actual Reading	0
07/07/2020	26113948	156.00	kWh	156.00 kWh	Actual Reading	0
06/08/2020	26113948	173.00	kWh	173.00 kWh	Actual Reading	0
05/07/2020	26113948	140.00	kWh	140.00 kWh	Actual Reading	0
04/08/2020	26113948	153.00	kWh	153.00 kWh	Actual Reading	0
03/09/2020	26113948	178.00	kWh	178.00 kWh	Actual Reading	0
02/07/2020	26113948	211.00	kWh	211.00 kWh	Actual Reading	0
01/08/2020	26113948	341.00	kWh	341.00 kWh	Actual Reading	0
12/10/2019	26113948	682.00	kWh	682.00 kWh	Actual Reading	0

RE: AM RE: [External] ELECTRIC CHARGE DISPUTE \ ATTN: Alma

From: Booker Cole
Sent: Wednesday, March 29, 2023 12:12 AM
To: Franco, Alma <AFranco@riversideca.gov>
Subject: Re: AM RE: [External] ELECTRIC CHARGE DISPUTE \ ATTN: Alma

Hello Alma
 This is Booker I received your copy of the meter reading. The meter reading it self that on 02/02/23 the usage was 2282 the repairs was done 02/12/23 now look at the usage since. The investigation is incomplete he tried to summarize Why the charges were so high. He didn't know that 4 other homes were involved. I have all my notes and pictures to prove it. Don't take my word ask your associates. I do have names that's for a later date.

Sent from my T-Mobile 5G Device
 Get Outlook for Android

From: Franco, Alma <AFranco@riversideca.gov>
Sent: Tuesday, March 28, 2023 9:37:43 AM
To: [REDACTED]
Subject: RE: AM RE: [External] ELECTRIC CHARGE DISPUTE \ ATTN: Alma

Good morning Mr. Cole,

I received your voice message following up on your electrical usage and outstanding questions from response sent March 10, 2023 . Below is a recap of the usage details for the account which includes the February 27, 2023 Advanced Metering Infrastructure (AMI) electric meter #343646750 installation for ease of monitoring energy management. Feel free to contact me to discuss at your convience any outstanding questions you may have at (951) 826-5453.

Read Date	Meter	Reading	Usage	Rate	Class
3/6/2023	343646750	191	191	100	230
2/27/2023	343646750	0	0	100	230
2/2/2023	26113948	37593	2,282	100	230
1/5/2023	26113948	35311	175	100	230
12/6/2022	26113948	35136	246	100	230

Re: AM RE: [External] ELECTRIC CHARGE DISPUTE \ ATTN: Alma

Booker Cole [REDACTED]

Wed 3/29/2023 12:12 AM

To: Franco, Alma <AFranco@riversideca.gov>

Hello Alma

This is Booker I received your copy of the meter reading. The meter reading it self that on 02/02/23 the usage was 2282 the repairs was done 02/12/23 now look at the usage since. The investigation is incomplete he tried to summarize Why the charges were so high. He didn't know that 4 other homes were involved. I have all my notes and pictures to prove it. Don't take my word ask your associates. I do have names that's for a later date.

Sent from my T-Mobile 5G Device

[Get Outlook for Android](#)

From: Franco, Alma <AFranco@riversideca.gov>

Sent: Tuesday, March 28, 2023 9:37:43 AM

To: [REDACTED]

Subject: RE: AM RE: [External] ELECTRIC CHARGE DISPUTE \ ATTN: Alma

Good morning Mr. Cole,

I received your voice message following up on your electrical usage and outstanding questions from response sent March 10, 2023. Below is a recap of the usage details for the account which includes the February 27, 2023 Advanced Metering Infrastructure (AMI) electric meter #343646750 installation for ease of monitoring energy management. Feel free to contact me to discuss at your convenience any outstanding questions you may have at (951) 826-5453.

Read Date	Meter	Reading	Usage	Rate	Class
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2/27/2023	343646750	0	0	100	230
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1/5/2023	26113948	35311	175	100	230
12/6/2022	26113948	35136	246	100	230

Thank you,

Alma Franco

City of Riverside - Public Utilities

monitoring energy management. Feel free to contact me to discuss at your convenience any outstanding questions you may have at [\(951\) 826-5453](tel:9518265453).

Read Date	Meter	Reading	Usage	Rate	Class
3/6/2023	343646750	191	191	100	230
2/27/2023	343646750	0	0	100	230
2/2/2023	26113948	37593	2,282	100	230
1/5/2023	26113948	35311	175	100	230
12/6/2022	26113948	35136	246	100	230

this

Thank you,

Alma Franco

City of Riverside - Public

Utilities

Utilities Customer Service

Manager

[951.826.5453](tel:9518265453)

www.RiversideCA.gov



Unacceptable

2/12/2023
night
REPAIR

Read Date	Meter #	Usage	Unit	Other Unit	Read T
03/06/2023	343646750	191.00	kWh	191.00 kWh	Actual Re
02/27/2023	26113948	954.00	kWh	954.00 kWh	Actual Re
02/06/2023	26113948	2,438.00	kWh	2438.00 kWh	Interim Re
02/02/2023	26113948	2,282.00	kWh	2282.00 kWh	Actual Re
01/05/2023	26113948	175.00	kWh	175.00 kWh	Actual Re
12/06/2022	26113948	246.00	kWh	246.00 kWh	Actual Re
11/04/2022	26113948	225.00	kWh	225.00 kWh	Actual Re
10/05/2022	26113948	310.00	kWh	310.00 kWh	Actual Re
09/06/2022	26113948	590.00	kWh	590.00 kWh	Actual Re
08/04/2022	26113948	259.00	kWh	259.00 kWh	Actual Re
07/07/2022	26113948	389.00	kWh	389.00 kWh	Actual Re
06/07/2022	26113948	188.00	kWh	188.00 kWh	Actual Re
05/06/2022	26113948	183.00	kWh	183.00 kWh	Actual Re
04/07/2022	26113948	129.00	kWh	129.00 kWh	Actual Re
03/08/2022	26113948	108.00	kWh	108.00 kWh	Actual Re
02/07/2022	26113948	113.00	kWh	113.00 kWh	Actual Re
01/07/2022	26113948	120.00	kWh	120.00 kWh	Actual Re
12/07/2021	26113948	133.00	kWh	133.00 kWh	Actual Re
11/05/2021	26113948	123.00	kWh	123.00 kWh	Actual Re
10/07/2021	26113948	207.00	kWh	207.00 kWh	Actual Re
09/08/2021	26113948	189.00	kWh	189.00 kWh	Actual Re
08/09/2021	26113948	444.00	kWh	444.00 kWh	Actual Re
07/08/2021	26113948	387.00	kWh	387.00 kWh	Actual Re
06/08/2021	26113948	138.00	kWh	138.00 kWh	Actual Re
05/08/2021	26113948	131.00	kWh	131.00 kWh	Actual Re
04/08/2021	26113948	138.00	kWh	138.00 kWh	Actual Re
03/09/2021	26113948	158.00	kWh	158.00 kWh	Actual Re
02/05/2021	26113948	131.00	kWh	131.00 kWh	Actual Re
01/08/2021	26113948	144.00	kWh	144.00 kWh	Actual Re
12/09/2020	26113948	165.00	kWh	165.00 kWh	Actual Re
10/06/2020	26113948	180.00	kWh	180.00 kWh	Actual Re
10/07/2020	26113948	176.00	kWh	176.00 kWh	Actual Re
09/04/2020	26113948	367.00	kWh	367.00 kWh	Actual Re
08/06/2020	26113948	185.00	kWh	185.00 kWh	Actual Re
07/07/2020	26113948	156.00	kWh	156.00 kWh	Actual Re
06/08/2020	26113948	171.00	kWh	171.00 kWh	Actual Re
05/07/2020	26113948	140.00	kWh	140.00 kWh	Actual Re
04/08/2020	26113948	153.00	kWh	153.00 kWh	Actual Re

SETTING A COURT DATE

From: Booker Cole

m

To: r Ruiz@riversideca.gov

r Ruiz@riversideca.gov

Sent: Monday, April 17,
2:33 PM

Booker Cole

Acct:0139157002

Rosalie Ruiz

I received your information on April 14th gave you a call went to your voice mail. Since the information was dated April 10th, I want to be sure that my response was on time.

Yes, I want a court date.

Looking to hear from you
soon.

Sent from my T-Mobile 5G
Device

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**Re: AM RE: [External]
ELECTRIC CHARGE
DISPUTE \ ATTN:
Alma**

From: Booker Cole

m

To: Franco, Alma

AFranco@riversideca.gov

Sent: Tuesday, April 11,
8:20 AM

Hello Alma

Again this is Booker I was told I would get some information by last week. Still I haven't heard anything. What really upsets me to see I agree to pay 534.32 by April 28th 2023 I'd never agreed to this. I've spent a lot of time and energy over(18 emails

**FW: AM RE: [External]
ELECTRIC CHARGE
DISPUTE \ ATTN:
Alma**

From: Franco, Alma
AFranco@riversideca.gov
To: Booker Cole

m

Sent: Tuesday, April 11,
8:56 AM

Good morning Mr. Cole,

Riverside Public Utilities
takes great pride in providing
excellent customer service.
Your bill dispute appeal
response was mailed out
4/10/23 to the account
address on file.

As a courtesy, communicated
on April 5th. your account had

**Re: AM RE: [External]
ELECTRIC CHARGE
DISPUTE \ ATTN:
Alma**

From: Booker Cole

m

To: Franco, Alma

AFranco@riversideca.gov

Sent: Thursday, April 6,
4:00 AM

Hello Alma

This is Booker I received
this yesterday I'm guessing
they're not aware that we
are under litigation.

Sent from my T-Mobile 5G
Device

Get [Outlook for Android](#)

**Re: AM RE: [External]
ELECTRIC CHARGE
DISPUTE \ ATTN:
Alma**

From: Booker Cole

m

To: Franco, Alma

AFranco@riversideca.gov

Sent: Wednesday, April 5,
10:27 AM

Alma thank You

Sent from my T-Mobile 5G
Device
[Get Outlook for Android](#)

From: Franco, Alma

[<AFranco@riversideca.gov>](mailto:AFranco@riversideca.gov)

Sent: Wednesday, April 5,
2023 10:13:08 AM

To: Booker Cole

Alma
Thank You

date (check with your
office) understand I must
protect myself. I'm ready
what steps from here.

Sent from my T-Mobile 5G

Device

Get [Outlook for Android](#)

**Re: AM RE: [External]
ELECTRIC CHARGE
DISPUTE \ ATTN:
Alma**

From: Booker Cole



m

To: Franco, Alma

AFranco@riversideca.gov

Sent: Tuesday, April 4,
12:02 AM

hello alma ,this is Booker, I sent you e-mail on April 1@3:47 AM haven't heard a response. Here's the information which I have for you I'm showing you what is unacceptable, when were repairs done whatever the situation that you want to do from here I

**RE: AM RE: [External]
ELECTRIC CHARGE
DISPUTE \ ATTN:
Alma**

From: Franco, Alma
AFranco@riversideca.gov
To: Booker Cole

m

Sent: Tuesday, April 4, 7:59
AM

Good morning Mr. Cole,

The documentation you
submitted is under review
and response will be sent this
week.

Thank you,
Alma Franco

City of Riverside - Public
Utilities

27, 2023 Advanced Metering Infrastructure (AMI) electric meter #343646750 installation for ease of monitoring energy management. Feel free to contact me to discuss at your convenience any outstanding questions you may have at [\(951\) 826-5453](tel:9518265453).

Read Date	Meter	Reading	Usage	Rate	Class
3/6/2023	343646750	191	191	100	230
2/27/2023	343646750	0	0	100	230
2/2/2023	26113948	37593	2,282	100	230
1/5/2023	26113948	35311	175	100	230
12/6/2022	26113948	35136	246	100	230

2/12/23
 repaired
 meter

Thank you,
Alma Franco
 City of Riverside - Public
 Utilities
 Utilities Customer Service
 Manager
[951.826.5453](tel:9518265453)

www.RiversideCA.gov



Reply to your request

From: Booker Cole


m

To:

AFranco@riversideca.gov

AFranco@riversideca.gov

Sent: Saturday, April 1,
3:47 AM

Hello Alma

Sorry for texting so late
just like you I'm busy to.

To get to the point we all
see the cancer now what
caused it. This information
I'm sending you with what
you already have should
clear this.

This shows a 4-week
reading the 2 is the
difference between the
calendar date and reading

16 photos) trying to show what you already see. At this point I see Riverside utility takes advantage of the power in which it has. Using your formula here's what my building should be through 03 06 23 to 4 0 5 23

Sent from my T-Mobile 5G Device

Get [Outlook for Android](#)

From: Franco, Alma

<AFranco@riversideca.gov>

Sent: Thursday, March 30, 2023 10:19:53 AM

To: Booker Cole

[REDACTED]

>

Subject: RE: AM RE:

[External] ELECTRIC CHARGE DISPUTE \ ATTN: Alma

a tag generated for the past due balance and steps to temporarily pause this process were made while the dispute was pending review which is the 4/28/23 date referenced on your online account.

Our Customer Service team is happy to assist with any additional account questions at (951) 782-0330 or callcenter@riversideca.gov.

Thank you,

Alma Franco

City of Riverside - Public
Utilities

Utilities Customer Service

Manager

951.826.5453

www.RiversideCA.gov



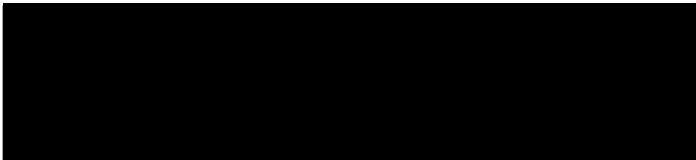
Get Outlook for Android

From: Franco, Alma

[<AFranco@riversideca.gov>](mailto:AFranco@riversideca.gov)

Sent: Tuesday, March 28,
2023 9:37:43 AM

To:



>

Subject: RE: AM RE:

[External] ELECTRIC CHARGE
DISPUTE \ ATTN: Alma

Good morning Mr. Cole,

I received your voice message following up on your electrical usage and outstanding questions from response sent March 10, 2023 . Below is a recap of the usage details for the account which includes the February 27, 2023 Advanced Metering Infrastructure (AMI) electric meter #343646750 installation for ease of

To: Franco, Alma

<AFranco@riversideca.gov>

Subject: Re: AM RE: [External]
ELECTRIC CHARGE DISPUTE
\ ATTN: Alma

Hello Alma

This is Booker I received your copy of the meter reading.

The meter reading it self that on 02/02/23 the usage was 2282 the repairs was done 02/12/23 now look at the usage since. The

investigation is incomplete he tried to summarize Why the charges were so high. He didn't know that 4 other homes were involved. I have all my notes and pictures to prove it. Don't take my word ask your associates. I do have names that's for a later date.

Sent from my T-Mobile 5G
Device

Good morning Mr. Cole,

Feel free to send supporting documentation you would like reviewed to either my email or to:

Riverside Public Utilities
3901 Orange Street
Riverside, CA 92501
Attention: Customer Service
Manager Alma Franco

Thank you,

Alma Franco

City of Riverside - Public
Utilities

Utilities Customer Service

Manager

951.826.5453

www.RiversideCA.gov



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From: Booker Cole

>

**Sent: Wednesday, March 29,
2023 12:12 AM**

16 photos) trying to show what you already see. At this point I see Riverside utility takes advantage of the power in which it has. Using your formula here's what my building should be through 03 06 23 to 4 0 5 23

Sent from my T-Mobile 5G Device
[Get Outlook for Android](#)

From: Franco, Alma

[<AFranco@riversideca.gov>](mailto:AFranco@riversideca.gov)

Sent: Thursday, March 30, 2023 10:19:53 AM

To: Booker Cole

[REDACTED]

>

Subject: RE: AM RE:
[External] ELECTRIC CHARGE
DISPUTE \ ATTN: Alma

This email message, including any attachments, is intended for the sole viewing and use of the individual or entity to which it is addressed, and may contain confidential and privileged information, which is prohibited from disclosure. Any unauthorized review, use, disclosure, distribution, or the taking of any action in reliance on the information contained in this email, including attachments, is prohibited. If you are not the intended recipient, you are hereby notified that any dissemination or copy of this message, or any attachment, is strictly prohibited. If you have received a copy of this email in error, please notify the sender by reply email immediately, and remove all copies of the original message, including attachments, from your computer.

From: Booker Cole

[REDACTED]

>

Sent: Friday, March 3, 2023

4:03 AM

To: CallCenter

[<CallCenter@riversideca.gov](mailto:CallCenter@riversideca.gov)

Automatic reply:
[External] ELECTRIC
**CHARGE DISPUTE **
ATTN: Alma

From: CallCenter
CallCenter@riversideca.gov

v

To: Booker Cole



m

Sent: Friday, March 3, 4:36
AM

Your request has been received, however our offices are currently closed.

If this is a water or electric emergency please call **Riverside Public Utilities** at 951-782-0330. If this is a police emergency please call **911**. If this is a non-life threatening emergency please call **RPD** at 951-354-2007.

For all other inquiries, your request will be submitted on the next business day during our regular office hours; Monday – Friday 7am – 6pm, Saturday 8am – 1pm. **We are closed holidays and Sundays.**

If you have any questions or need further assistance please visit our website at www.riversideca.gov or contact us at [951-826-5311](tel:951-826-5311) during regular business hours.

Stay in-the-know with
all things Riverside!

Connect with us at

RiversideCA.gov/Connect

[t.](#)

ELECTRIC CHARGE

DISPUTE \ ATTN:

Alma

From: Booker Cole

m

To:

callcenter@riversideca.gov

callcenter@riversideca.gov

Sent: Friday, March 3, 4:02

AM

Booker Cole

Acct: 0139157002

Email:

m

PH: [REDACTED]

Hello Alma,

This is Booker regarding my FEB.billing. I spoke to numerous of your associates trying to get this issue resolved .

After we start having problems with the electric (turning off an on) I called 02\11\2023 the supervisor (Damien or Damian) came saw some branches was banging on the wires would send someone to trim them in the morning.

02/12/2023

(Superbowl

Sunday)

Field supervisors (Gary & Kevin) came found the problem and fix it.

02/27/2023

Larry (meter supervisor)
came check, everything
was working great gave
suggestions.

CONCLUSION

If you look you can see
since I open this account I
Never had a billing such as
this.

Please address

ELECTRIC RULE 6

METER INVESTIGATIONS AND ADJUSTMENTS OF BILLS

A. GENERAL

1. Whenever the correctness of any bill for electric service is questioned, the Utility shall investigate it. The Customer can dispute the billing error after receiving the bill, on or before the bill due date, to question its correctness as described in Rule No. 21. After that period the bill is considered payable as rendered.
2. In cases where there are inaccuracies of recording of kilowatt hours, or bills reflecting clerical or meter errors, or in disputed cases where electric consumption, dates, or other provisions are subject to exact determination, proper adjustments in the billings shall be authorized by the Director or his/her authorized agent.
3. In cases where electric consumption, dates, or other factors required for application of rate schedules or other provisions are not subject to exact determination or are in question, or in disputed cases relative to service or rate application, the Utility shall establish such factors by tests, analysis, and investigations to determine the proper basis for making an adjustment, if any. The Customer may appeal all adjustments as described in Rule No. 21.
4. In all cases above, the following limitations shall apply:
 - a. Overcharges shall not be recomputed and credited to any account for a period in excess of twelve monthly billing periods prior to the discovery of an error, or the date the bill was questioned, whichever occurs earlier.
 - b. Undercharges shall not be recomputed and billed to residential accounts for a length of time exceeding four monthly billing periods prior to the discovery of an error.
 - c. Undercharges shall not be recomputed and billed to non-residential accounts for a period in excess of six monthly billing periods prior to the discovery of an error.
 - d. Any change in rate schedules pursuant to Section E shall be made prospectively in accordance with Section E.2.

B. METER INVESTIGATIONS

1. Meter Verification Read

Whenever the accuracy of an electric meter reading is questioned, the Customer may request that the meter be re-read. Upon such request, the Utility shall re-read the meter. The Customer may witness the read, or have a representative present. No charge will be made for this reading except under the following conditions: If a Customer requests an additional special read within 1 year of receiving a free meter re-read, a service charge may be assessed. If the original meter reading is found to be in error, the service charge will be removed.

If the re-read is the result of an access problem, refer to Rule No. 13, UTILITY'S RIGHT OF ACCESS.

2. Meter Test

Whenever the accuracy of an electric meter is questioned, the Customer may request that the meter be examined and tested by the Utility. Upon such request, the Utility shall examine and test the meter. The Customer may witness the tests, or have a representative present. No charge will be made for this test except under the following conditions: If a Customer requests an additional test (or tests) within 1 year of receiving a free meter test, a deposit will be required prior to receiving a test.

If the meter is found to register over 2% more than actually passes through it under conditions of normal operation, another meter shall be substituted and the deposit refunded to the Customer. If no error factor is found, or if an error factor is found, but is less than 2% the deposit shall be retained.

3. Misdirected Service or Wiring Alterations

If the Utility finds the electrical wiring has been altered by the Owner/Customer, Owner's agent, or tenant at the Premises to re-direct electricity service which causes electrical consumption to be registered on meters(s) other than the meter provided by the Utility for the Premises, the Utility is not responsible for correction of electrical wiring or adjustment to metered consumption.

C. ADJUSTMENT OF BILLS FOR METER ERROR

1. Mis-read or Estimated Read

When an electric meter is found to have been mis-read or estimated incorrectly, the Utility shall correct the reading and adjust the Customer's account. A corrected bill for the last billing period involved in the correction may be sent.

2. Fast Meters:

When an electric meter is found to be more than 2% fast, the Utility shall credit to the Customer the overcharge based on the corrected meter readings for the period in which the meter was in use, in accordance with section A-4.

3. Slow Meters:

When a meter is found to register more than 2% slow, the Utility may render a bill in accordance with section A-4 for electricity consumed but not charged for in bills previously rendered.

4. Non-Registering Meters:

If a previously properly registering meter fails to register during any period, the Customer shall be charged with an average consumption as shown by the meter when in use and registering correctly during a corresponding season. If no corresponding seasonal history is available, the Utility shall estimate consumption based on actual usage after the meter has been replaced, using seasonal variations. Additional adjustment may be made after Customer provides acceptable verbal or written proof to the satisfaction of the Utility. Undercharges shall be computed in accordance with section A-4.

5. Mismarked Meters:

If the Utility finds within 12 months from new meter installation date, the new installation of the electric meter canister was mismarked by the Owner or owner's contractor, and the consumption on the bill is incorrect due to the wrong meter being billed to the occupant, the Utility may adjust the bill based on actual consumption as registered on the correct meter as prescribed in section A-4. Any excess that cannot be billed to the occupant shall be billed to the Owner.

D. DIVERSION

The collection limitation provisions of this Rule shall not apply to situations where it is determined that Diversion is involved.

E. APPLICABLE RATE SCHEDULE

1. Applicable Rate Schedule

For Customers applying for service at an existing service address, the Utility will assign the electric rate schedule based on the characteristics of the service address. The Utility will presume that any electric rate previously assigned to that service address is the appropriate schedule, unless Customer requests a review for another applicable rate schedule, rate, or optional provision. In certain situations when a Customer does not qualify for an electric rate previously assigned to that service address, the Utility will assign the applicable rate to the Customer. The Utility assumes no responsibility for advising the Customer of lower optional rates under existing schedules available as a result of the Customer's changes to the characteristics of the service address.

2. Change of Rate Schedule

A change to the applicable rate schedule may be made if the Utility determines that the Customer no longer qualifies for the assigned rate schedule. Subject to meter availability, the change will become effective for service rendered after the next regular meter reading following verification and approval by the Utility of such eligibility.

Booker Cole

Acct: 0139157002

Email: [REDACTED]

PH: [REDACTED]

Hello Alma,

This is Booker regarding my FEB.billing. I spoke to numerous of your associates trying to get this issue resolved .

After we start having problems with the electric (turning off an on) Icalled 02\11\2023 the supervisor (Damien or Damian)

came saw some branches was banging on the wires would send someone to trim them in the morning.

02/12/2023

(Superbowl Sunday)

Field supervisors (Gary & Kevin) came found the problem and fix it.

02/27/2023

Larry (meter supervisor) came check, everything was working great gave suggestions.

CONCLUSION

If you look you can see since I open this account I Never had a billing such as this. Please address

02/27/2023

Larry (meter supervisor) came check, everything was working great gave suggestions.

CONCLUSION

If you look you can see since I open this account I Never had a billing such as this.
Please address

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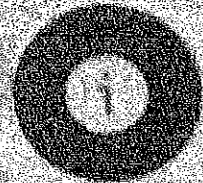
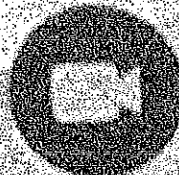
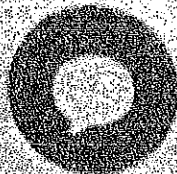
Riverside

10:08 AM

Meter Superv...

Mobile +1 951-54...

Incoming call, 5 min...



951-542-9299

March 2

Riverside

10:08 AM

Meter Superv...

Riverside Meter

(951)

10:37 AM

826-5311

Mar 2

Riverside

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951-542-9299

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Supervisor

Mobile +1 951-54... 0

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826-5311

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Riverside

Meter Superv...

I called

Mobile +1 951-542-...

Outgoing call, 0 min...

951-542-9294

826-5311

Riverside
Meter Superv...

March 2

Riverside
Meter Superv...

I called

Mobile +1 951-542-...

Outgoing call, 0 min...

951-542-9299