

Myers, Carlie

From: Booker Cole <[REDACTED]>
Sent: Thursday, May 4, 2023 9:53 AM
To: Myers, Carlie
Subject: Re: [External] SETTING A COURT DATE

Again, Mrs. Meyer doing litigation our service has been turned off.
I wish you would again let them know that we are in litigation.

Sent from my T-Mobile 5G Device
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From: Myers, Carlie <cmyers@riversideca.gov>
Sent: Wednesday, May 3, 2023 8:44:49 AM
To: [REDACTED]
Cc: Ruiz, Rosie <RRuiz@riversideca.gov>; Franco, Alma <AFranco@riversideca.gov>
Subject: FW: [External] SETTING A COURT DATE

Good morning Mr. Cole,

Thank you for sending in the documentation for your public hearing at the Board of Public Utilities. The meeting date is scheduled for Monday, June 12, 2023 at 6:30 pm at Riverside City Hall, Art Pick City Council Chambers, 3900 Main Street, Riverside, CA 92522.

You will be receiving a letter from me titled NOTICE OF HEARING with all of the details of the meeting and all documentation about this dispute. All documentation you have provided will also be included in the published agenda for the June 12 Board meeting (note any documentation provided after the agenda publication will be provided to the Board at the date of the meeting). Your attendance at the meeting is encouraged to assist the Board of Public Utilities understand details of your billing dispute that you may wish to emphasize. Attendance may be virtual or in-person. Five (5) minutes per presentation is granted to appellants during the Public Comment portion of the meeting.

As I am assembling your letter and documentation package, I will look for a copy of work order you have mentioned. I will forward a copy to you and include it in the hearing package.

Thank you,

Carlie Myers (she/her/hers)
City of Riverside
Public Utilities
Direct: 951.826.5607
cmyers@riversideca.gov

From: Booker Cole <[REDACTED]>
Sent: Wednesday, May 3, 2023 5:06 AM
To: Ruiz, Rosie <RRuiz@riversideca.gov>
Subject: Re: [External] SETTING A COURT DATE

Booker Cole
account number: 0 139-157-002
Hello Rosie
by now you should have received copies of the discovery.

space heater
it would take over five of these heaters to reach what I was built for. after repairs using the same heater, the usage went back to normal. billing has made major mistakes always in the company's favor. THANK GOD for podcasting (as long as you have the facts)
this is a lot of pain and suffering that you have taken us through to show that there was a malfunction.

I would like from the customer service department a copy of the work order that Gary and Kevin showed when they first arrived on February 12th 2023 or is this something I need the court to subpoena.

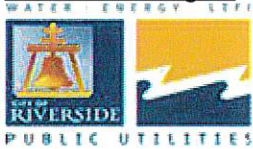
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From: Ruiz, Rosie <RRuiz@riversideca.gov>
Sent: Wednesday, April 19, 2023 7:07:06 AM
To: Booker Cole [REDACTED]
Subject: RE: [External] SETTING A COURT DATE

You're welcome.

Thank you,

Rosalie (Rosie) Ruiz
City of Riverside
Executive Assistant
Riverside Public Utilities, Office of the General Manager
Direct: 951-826-5197
Cell: 951-560-2373
RiversideCA.gov



From: Booker Cole [REDACTED]
Sent: Tuesday, April 18, 2023 1:23 AM
To: Ruiz, Rosie <RRuiz@riversideca.gov>
Subject: Re: [External] SETTING A COURT DATE

Rosie
THANK YOU

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From: Ruiz, Rosie <RRuiz@riversideca.gov>
Sent: Monday, April 17, 2023 3:41:20 PM

To: Booker Cole [REDACTED]

Subject: RE: [External] SETTING A COURT DATE

Good Afternoon,

This is to confirm that we received your request for a hearing. I'd also like to confirm that your request was received within the timeframe to request a hearing. We will be in contact with you once hearing details are confirmed. This will include date, time, and location of hearing.

Thank you,

Rosalie (Rosie) Ruiz

City of Riverside
Executive Assistant
Riverside Public Utilities, Office of the General Manager
Direct: 951-826-5197
Cell: 951-560-2373
RiversideCA.gov



From: Booker Cole [REDACTED]

Sent: Monday, April 17, 2023 2:33 PM

To: Ruiz, Rosie <RRuiz@riversideca.gov>

Subject: [External] SETTING A COURT DATE

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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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Myers, Carlie

From: Martinez, Lilah
Sent: Thursday, May 4, 2023 12:10 PM
To: Franco, Alma
Cc: Myers, Carlie
Subject: RE: RPU Customer ~ B. Cole

Alma, I have placed the account in special collections.

From: Franco, Alma <AFranco@riversideca.gov>
Sent: Thursday, May 4, 2023 12:02 PM
To: Martinez, Lilah <LMARTINEZ@riversideca.gov>
Cc: Myers, Carlie <cmyers@riversideca.gov>
Subject: Re: RPU Customer ~ B. Cole

Lilah - Garrett's team is reconnecting him immediately. special collection should not be removed from this account until appeal resolution is completed - I'll add to my calendar to track, please verify special collection is on Mr. Coles account.

Thank you!
Alma

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From: Franco, Alma <AFranco@riversideca.gov>
Sent: Thursday, May 4, 2023 2:49 PM
To: Walls, Mercee <MWalls@riversideca.gov>
Cc: Martinez, Lilah <LMARTINEZ@riversideca.gov>
Subject: Re: RPU Customer ~ B. Cole

Lilah can you please add the special collection to his account- Nikole had added it but he is appealing agm

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From: Walls, Mercee <MWalls@riversideca.gov>
Sent: Thursday, May 4, 2023 2:48:28 PM
To: Franco, Alma <AFranco@riversideca.gov>
Cc: Martinez, Lilah <LMARTINEZ@riversideca.gov>
Subject: RPU Customer ~ B. Cole

Hello,

Customer - **Booker Cole 13-9157.002** contacted RPU and was shut off for nonpayment. A Reconnection S/D Courtesy was placed.

Customer unsure what is going on with his account, and why he keeps receiving notices, etc., while his still in ligation until 06/12.

Thank You,

Mercee C. Walls

City of Riverside Public Utilities
Customer Service Representative II

Direct: (951) 782-0330 – Ext 4848

RiversideCA.gov

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PUBLIC UTILITIES

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