

1 RESOLUTION NO.

2 A RESOLUTION OF THE CITY COUNCIL OF RIVERSIDE, CALIFORNIA,
3 (1) ADOPTING REVISED ELECTRIC AND WATER RULES 6, "METER
4 INVESTIGATIONS AND ADJUSTMENTS OF BILLS," WATER RULE 17,
5 "DISPUTED BILL APPEAL PROCESS" AND ELECTRIC RULE 21,
6 "DISPUTED BILL APPEAL PROCESS"; AND (2) MAKING RELATED
7 FINDINGS OF FACT

8 WHEREAS, the City of Riverside ("City") by and through its Public Utilities Department
9 ("RPU") is obligated to: (1) serve its water and electric customers safe, reliable and equitably
10 priced water and electricity; (2) operate its Electric and Water Utilities in an efficient and
11 economical manner; and (3) operate, maintain and preserve its Electric and Water Utilities in good
12 repair and working order; and

13 WHEREAS, RPU is responsible for operating the Electric and Water Utilities in such a
14 manner that revenues from the sale of electric and water shall at least equal the costs of operation,
15 including all maintenance and operating, administrative and general, debt service, capital
16 improvements, tax-related payments and other costs incurred in complying with prudent utility
17 business practices; and

18 WHEREAS, RPU staff submitted to the City's Board of Public Utilities ("Board") the
19 proposed adoption and approval of revised Electric and Water Rules 6, "Meter Investigations and
20 Adjustments of Bills," Water Rule 17, "Disputed Bill Appeal Process" and Electric Rule 21,
21 "Disputed Bill Appeal Process;" and

22 WHEREAS, the Board of Public Utilities conducted a public hearing, notice of which was
23 duly published in The Press-Enterprise on February 11, 2022, and February 21, 2022, in
24 compliance with Government Code Sections 66018 and 6062a, on February 28, 2022, at 6:30 p.m.
25 to consider the revisions noted herein; and

26 WHEREAS, after considering all staff and public comment thereon, on April 25, 2022, the
27 Board adopted and established revised Electric and Water Rules 6, "Meter Investigations and
28 Adjustments of Bills," Water Rule 17, "Disputed Bill Appeal Process" and Electric Rule 21,
"Disputed Bill Appeal Process;" all to be effective upon approval by the City Council.

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NOW, THEREFORE, IT IS RESOLVED:

Section 1: That the findings of fact of the Board of Public Utilities made in its Resolution No. 2022-2, which Resolution is attached hereto as Attachment 1 and incorporated herein in its entirety by this reference, are hereby adopted as findings of the City Council.

Section 2: That the Public Utilities Department is directed to prepare and file the Notice of Exemption and such other documents as are required by the California Environmental Quality Act (Public Resources Code sections 21000 et seq.) in connection with the proposed rule revisions.

Section 3: That the revised Electric and Water Rules 6, “Meter Investigations and Adjustments of Bills,” Water Rule 17, “Disputed Bill Appeal Process” and Electric Rule 21, “Disputed Bill Appeal Process;” all as set forth in Exhibit A to Attachment 1, are hereby approved under and pursuant to Section 1202(e) of the Charter of the City of Riverside, California, and shall become effective upon such date of approval.

ADOPTED by the City Council and signed by the Mayor and attested by the City Clerk this ____ day of _____, 2022.

PATRICIA LOCK DAWSON
Mayor of the City of Riverside

DONESIA GAUSE
City Clerk of the City of Riverside

1 I, Donesia Gause, City Clerk of the City of Riverside, California, hereby certify that the
2 foregoing resolution was duly and regularly adopted at a meeting of the City Council on the
3 _____ day of _____, 2022, by the following vote, to wit:
4

5 Ayes:

6 Noes:

7 Abstain:

8 Absent:

9 IN WITNESS WHEREOF, I have hereunto set my hand and affixed the official seal of
10 the City of Riverside, California, this _____ day of _____, 2022.
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12 _____
13 DONESIA GAUSE
14 City Clerk of the City of Riverside
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ATTACHMENT 1

RESOLUTION NO. 2022-2 OF THE BOARD OF PUBLIC UTILITIES

RESOLUTION NO. 2022-2

A RESOLUTION OF THE BOARD OF PUBLIC UTILITIES OF THE CITY OF RIVERSIDE, CALIFORNIA (1) ADOPTING REVISED ELECTRIC AND WATER RULES 6, "METER INVESTIGATIONS AND ADJUSTMENTS OF BILLS," WATER RULE 17, "DISPUTED BILL APPEAL PROCESS" AND ELECTRIC RULE 21, "DISPUTED BILL APPEAL PROCESS"; (2) MAKING FINDINGS OF FACT; AND (3) RECOMMENDING CITY COUNCIL APPROVAL THEREOF

WHEREAS, the City of Riverside's ("City") Department of Public Utilities ("RPU") has submitted for action by the Board of Public Utilities ("Board") and the City Council, the proposed adoption and approval of revised Electric and Water Rules 6, "Meter Investigations and Adjustments of Bills," Water Rule 17, "Disputed Bill Appeal Process" and Electric Rule 21, "Disputed Bill Appeal Process," as further explained herein; and

WHEREAS, a public hearing, notice of which was duly published in The Press-Enterprise on February 11 and 21, 2022, in compliance with Government Code Sections 66018 and 6062a, was held on February 28, 2022 at 6:30 p.m. before the Board of Public Utilities to consider the revisions noted herein; and

WHEREAS, the Board is charged by Section 1202(e) of the City Charter to establish and adopt the rates, rules, fees and charges for the Electric and Water Utilities, subject to the approval of the City Council; and

WHEREAS, the Board intends to establish and adopt the revised Electric and Water Rules 6, "Meter Investigations and Adjustments of Bills," Water Rule 17, "Disputed Bill Appeal Process" and Electric Rule 21, "Disputed Bill Appeal Process," all in accordance with staff recommendations; and

NOW, THEREFORE, BE IT RESOLVED, based upon the foregoing facts, the staff report, and other evidence submitted by staff to the Board, by the Board of Public Utilities of the City of Riverside, California, as follows:

Section 1: The foregoing recitals are true and correct and are adopted and incorporated herein by reference as findings of fact of this Board.

1 Section 2: On the basis of the RPU staff analyses, data and reports, the foregoing
2 recitals and the other evidence submitted by staff to the Board, the Board hereby finds and
3 determines that the proposed revisions to Electric and Water Rules 6, “Meter Investigations and
4 Adjustments of Bills,” Water Rule 17, “Disputed Bill Appeal Process” and Electric Rule 21,
5 “Disputed Bill Appeal Process,” are exempt from the provisions of the California Environmental
6 Quality Act (Pub. Res. Code Section 21000 et seq.) under Public Resources Code section
7 21080(b)(8), as the proposed revisions to the existing rules are for the purpose of (A) meeting
8 operating expenses, including employee wage rates and fringe benefits, (B) purchasing or leasing
9 supplies, equipment, or materials, (C) meeting financial reserve needs and requirements, (D)
10 obtaining funds for capital projects necessary to maintain service within existing service areas,
11 and/or (E) obtaining funds necessary to maintain those intracity transfers as are authorized by
12 City Charter.

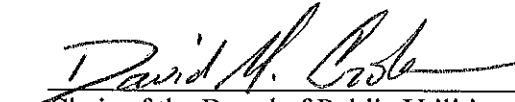
13 Section 3: The proposed revisions to Electric and Water Rules 6, “Meter
14 Investigations and Adjustments of Bills,” Water Rule 17, “Disputed Bill Appeal Process” and
15 Electric Rule 21, “Disputed Bill Appeal Process,” are exempt from the voter approval
16 requirements of Proposition 26, as adopted by voters on November 2, 2010, because the rules
17 and rates are imposed for a specific government service provided directly to the ratepayer that is
18 not provided to those not charged and which does not exceed the reasonable costs to the local
19 government of providing the service.

20 Section 4: The proposed revisions to Electric and Water Rules 6, “Meter
21 Investigations and Adjustments of Bills,” Water Rule 17, “Disputed Bill Appeal Process” and
22 Electric Rule 21, “Disputed Bill Appeal Process,” attached hereto as Exhibit A and incorporated
23 herein by reference, are hereby adopted and established under and pursuant to Section 1202(e) of
24 the Charter of the City of Riverside, California, are recommended for approval by the City
25 Council of the City of Riverside, California, and shall become effective upon approval by the
26 City Council of the City of Riverside, California.


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1 ADOPTED by the Board of Public Utilities of the City of Riverside, signed by its
2 Chairman and attested by its Secretary this 25th day of April, 2022.

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Chair of the Board of Public Utilities,
City of Riverside, California

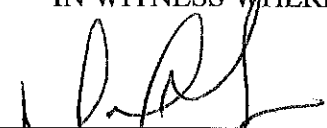
5 Attest:

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8 Secretary of the Board of Public Utilities
9 City of Riverside, California

10
11 I, Donesia Gause, Secretary of the Board of Public Utilities of the City of Riverside,
12 California, hereby certify that the foregoing Resolution was duly and regularly adopted by the
13 Board of Public Utilities of said City at its meeting held on this 25th day of April, 2022, to wit:

14 Ayes: Chair Crohn and Board Members Cherney, Goldware, Gujral,
15 Heru, Melendez, Montgomery, Oceguela, and Wohlgemuth
16 Noes: None
17 Absent: None
18 Abstain: None

19 IN WITNESS WHEREOF, I have hereunto set my hand this 2nd day of May, 2022.

20 
21 Secretary to the Board of Public Utilities
22 City of Riverside, California

23
24 21-0231.1 sw 03/22/22
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EXHIBIT A

Electric and Water Rules 6, “Meter Investigations and Adjustments of Bills”
Water Rule 17, “Disputed Bill Appeal Process”
Electric Rule 21, “Disputed Bill Appeal Process”

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 has ten calendar days after receiving the bill 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 billing 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.

WATER RULE 6

METER INVESTIGATIONS AND ADJUSTMENTS OF BILLS

A. GENERAL

1. Whenever the corrections of any bill for water service is questioned, the Utility shall investigate it. The Customer has ten calendar days after receiving a bill 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 water use, or bills reflecting clerical or meter errors, or in disputed cases where water consumption, dates, or other provisions are subject to exact determination, proper adjustments in the billing shall be authorized by the Director or his/her authorized agent.
3. In cases where 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. 17.
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 a water meter 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 re-read, or have a representative present. No charge will be made for this re-reading except under the following conditions: If a Customer requests an additional special read within one 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. 20.

2. Meter Test

Whenever the accuracy of a water 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 one 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 it is less than 2%, the deposit shall be retained.

C. ADJUSTMENT OF BILLS FOR METER ERROR

1. Mis-Read or Estimated Reads

When a water 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 a water 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 water consumed but not charged by 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.

D. DIVERSION

The collection limitation provisions of this Rule shall not apply to situations where it is determined that Diversion is involved as noted in Rule No. 19.

E. APPLICABLE RATE SCHEDULE

1. Applicable Rate Schedule

For Customers applying for service at an existing service address, the Utility will assign a water rate schedule based on the characteristics of the service address. The Utility will presume that any water rate previously assigned to that service address is the appropriate schedule, unless the Customer requests a review for another applicable rate schedule, rate, or optional provision. In certain situations when a Customer does not qualify for a water 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. The change will become effective for service rendered after the next regular meter reading following verification and approval by the Utility of such eligibility.

WATER RULE 17

DISPUTED BILL APPEAL PROCESS

- A. Customers who believe their utility bill is in error must first contact the Customer Service Division by telephone, in writing, in person, by electronic mail, or on any Utility mobile or webpage forms within 10 calendar days after receiving their bill to dispute the bill. Unless stated otherwise herein, the contact information is as follows: 3901 Orange Street, Riverside, CA 92501, or CallCenter@RiversideCa.gov, or (951) 782-0330.

Utility Services will not be discontinued for nonpayment of a disputed bill pending the outcome of a timely filed dispute. The Utility may require that an amount equal to an average bill for a comparable period of time be deposited with the Utility pending outcome of the investigation of the disputed bill. Failure to make the deposit as and when due shall constitute abandonment of the dispute to the bill. Subsequent utility bills, which are not disputed, must be paid to the Utility within the time allowed to avoid discontinuance of service.

- B. If, after contact with the Customer Service Division, the Customer believes the bill is still incorrect, the Customer must, within 10 calendar after receiving the explanation from the Customer Service Division, contact the Customer Service Manager, Collections Supervisor, or Customer Service Supervisor by telephone, in writing, in person, by electronic mail, or on any Utility mobile or webpage form regarding the disputed bill .
- C. A Review Manager will be designated to conduct an investigation of the Customer's billing dispute. The Review Manager will be the Customer Service Manager, or Customer Service Supervisor, and the investigation may involve other staff at a higher level in the Utility. The investigation will include consideration of whether the Customer may amortize the unpaid balance over a reasonable period of time, not to exceed twelve months, but usually over a shorter time period. The results of this determination will be communicated to the Customer in writing within 10 calendar days.
- D. If the disputed bill is not resolved, the Customer may appeal by telephone, in writing, or in person, by electronic mail, or on any Utility mobile or webpage form within 10 calendar days following mailing of the results of the investigation. The Customer must send this appeal to the Assistant General Manager, Customer Service/Business Services, 3750 University Avenue, 5th floor, Riverside, CA 92501, or CallCenter@RiversideCA.gov, or(951) 782-0330.

Upon timely receipt of the written statement, the Director, or designee, will determine if the Review Manager's investigation was thorough and

complete, addressing the aspects of the billing dispute. The results of this determination will be communicated to the Customer in writing, within 10 calendar days of receipt of the appeal.

- E. If the Customer is not satisfied with the determination of the Director, or designee, the Customer may appeal to the Board of Public Utilities. The appeal must be submitted either by telephone, in writing, in person, by electronic mail, or on any Utility mobile or webpage forms to the Director, as Secretary of the Board of Public Utilities, with the reasons for the dispute of the bill within 10 calendar days following mailing of the Director's response. In the absence of a timely filed appeal, the decision of the Director will be final. Upon receipt of a timely appeal, the matter will be reviewed by the Board of Public Utilities at a public Board meeting 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 of Public Utilities by certified mail within 15 calendar days following the appeal hearing. The City Council has designated the Board of Public Utilities as the appropriate governing body to decide on the appeal pursuant to Section 10010 of the Public Utilities Code. The determination of the Board of Public Utilities will be the final decision.

ELECTRIC RULE 21

DISPUTED BILL APPEAL PROCESS

- A. Customers who believe their utility bill is in error must first contact the Customer Services Division by telephone, in writing, in person, by electronic mail, or on any Utility mobile or webpage form, within 10 calendar days after receiving their bill to dispute the bill. Unless stated otherwise herein, the contact information is as follows: 3901 Orange Street, Riverside, CA 92501, or CallCenter@RiversideCa.gov, or (951) 782-0330.

Utility services will not be discontinued for nonpayment of a disputed bill pending the outcome of a timely filed dispute. The Utility may require that an amount equal to an average bill for a comparable period of time be deposited with the Utility pending outcome of the investigation of the disputed bill. Failure to make the deposit as and when due shall constitute abandonment of the dispute to the bill. Subsequent utility bills, which are not disputed, must be paid to the Utility within the time allowed to avoid discontinuance of service.

- B. If, after contact with the Customer Services Division, the Customer believes the bill is still incorrect, the Customer must, within 10 calendar days after receiving the explanation from the Customer Service Division, contact the Customer Services Manager or Customer Services Supervisor by telephone, in writing, in person, by electronic mail, or on any Utility mobile or webpage form regarding the disputed bill.
- C. A Review Manager will be designated to conduct an investigation of the Customer's billing dispute. The Review Manager will be the Customer Services Manager or Customer Services Supervisor, and the investigation may involve other staff at a higher level in the Utility. The investigation will include consideration of whether the Customer may amortize the unpaid balance over a reasonable period of time, not to exceed 12 months, but usually over a shorter time period. The results of the investigation will be communicated to the Customer in writing within 10 calendar days.
- D. If the disputed bill is not resolved, the Customer may appeal by telephone, in writing, in person, by electronic mail, or on any Utility mobile or webpage form within 10 calendar days following mailing of the results of the investigation. The appeal should state the reasons why the Customer believes the bill is incorrect. The Customer must send this appeal to the Assistant General Manager, Customer Service/Business Services, 3750 University Avenue, 5th Floor, Riverside, CA 92501, or CallCenter@RiversideCA.gov, or (951) 782-0330.

Upon timely receipt of the written appeal, the Director, or designee, will determine if the Review Manager's investigation was thorough and

complete, addressing the aspects of the bill dispute. The results of this determination will be communicated to the Customer in writing, within 10 calendar days of receipt of the appeal.

- E. If the Customer is not satisfied with the determination of the Director, or designee, the Customer may appeal to the Board of Public Utilities. The appeal must be submitted either by telephone, in writing, in person, by electronic mail, or on any Utility mobile or webpage forms to the Director, as Secretary of the Board of Public Utilities, with the reasons for the dispute of the bill within 10 calendar days following mailing of the Director's response. In the absence of a timely filed appeal, the decision of the Director will be final. 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. The City Council has designated the Board of Public Utilities as the appropriate governing body to decide on the appeal pursuant to Section 10010 of the Public Utilities Code. The decision of the Board of Public Utilities shall be the final decision.