

March 10, 2023

Booker T. Cole
5004 Golden Avenue
Riverside, CA 92505

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.

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.

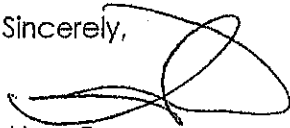
The results of the investigation indicate that the billings were calculated accurately for electric services provided at 5004 Golden Avenue. No City Electric Rules were found to be misapplied to the billings in question. Please refer to the attached Electric Rule 6 and Electric Rule 21, which is also 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.

If you have any questions, please call me at (951) 826-5453.

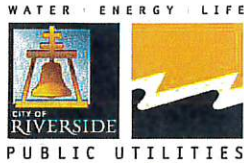
Sincerely,

A handwritten signature in black ink, appearing to read 'Alma Franco', with a large, stylized flourish at the end.

Alma Franco
City of Riverside
Public Utilities Customer Service Manager

Attachments:

1. Electric Rule 6
2. Electric Rule 21



UTILITY ASSISTANCE PROGRAMS

RIVERSIDE PUBLIC UTILITIES ASSISTANCE PROGRAMS



\$400 One Time Credit

Requirements:
Financial Hardship due to COVID after 3/1/2020



Additional kWh at 1st Tier Rate

Requirements:
• Qualifying Medical Equipment in Home
• 24 Month Renewal



\$250 Once Per Year

Requirements:
Income Qualified + Deposit or Urgent Notice

\$16 Electric | \$3.25 Water Monthly Credit

Requirements:
Income Qualified

RPUShare@RiversideCA.gov

RiversidePublicUtilities.com/Assistance • (951) 782-0330

RIVERSIDE COUNTY & OTHER ASSISTANCE PROGRAMS

** LIHEAP

Low Income Home Energy Assistance Program
Electric or Gas Assistance

Requirements: Income Qualified

CAPriverside.org • (951) 955-4900

** LIHWAP

Low Income Home Water Assistance Program
Water Assistance, up to \$2,000

UNITED LIFT

Rent and Utility Assistance

Requirements: Income Qualified

UnitedLift.org • (951) 697-4700

SMILES FOR SENIORS

Requirements:
Income Qualified Over 65 and Balance of \$200 or Less

SmilesForSeniorsFoundation.org • (909) 790-6671

SAINT VINCENT DE PAUL

Requirements:
Income Qualified

(951) 684-7386

** Community Action Partnership of Riverside County has several assistance programs you may qualify for. You may contact them at (951) 955-4900.

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.

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, after receiving the bill, but on or before the bill due date 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; however any adverse decision by the Board is subject to appeal to the City Council pursuant to the Public Utilities Code 10010.