



April 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 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

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

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 rruiz@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

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.