

Myers, Carlie

From: Franco, Alma
Sent: Tuesday, April 11, 2023 8:56 AM
To: Booker Cole
Subject: FW: AM RE: [External] ELECTRIC CHARGE DISPUTE \ ATTN: Alma
Attachments: 20230411_042216.heic; 20230411_042104.heic; 20230411_041722.heic

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 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.

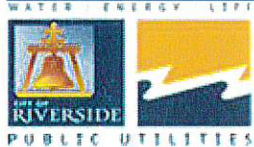
Our Customer Service team is happy to assist with any additional account questions at (951) 782-0330 or callcenter@riversideca.gov.

Thank you,

Alma Franco

City of Riverside - Public Utilities
Utilities Customer Service Manager
951.826.5453

www.RiversideCA.gov



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: Tuesday, April 11, 2023 8:21 AM
To: Franco, Alma <AFranco@riversideca.gov>
Subject: Re: AM RE: [External] ELECTRIC CHARGE DISPUTE \ ATTN: Alma

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 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

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



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: 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 convenience 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

this

Thank you,

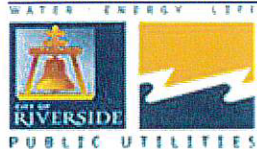
Alma Franco

City of Riverside - Public Utilities

Utilities Customer Service Manager

951.826.5453

www.RiversideCA.gov



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>

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

CAUTION: This email is originated from OUTSIDE of City of Riverside and was not sent by any City Officials or City Staff. Do not click on links or open attachments unless you are expecting the email and know that the content is safe. If you suspect this is a phishing or malicious email, please contact the helpdesk.

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) 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

d

Stay in-the-know with all things Riverside! Connect with us at [RiversideCA.gov/Connect](https://www.RiversideCA.gov/Connect).