

Myers, Carlie

From: Myers, Carlie
Sent: Thursday, May 11, 2023 8:28 AM
To: 'Booker Cole'
Subject: RE: [External] SETTING A COURT DATE
Attachments: 2315654.pdf; 13-9157.002 Work Orders.pdf

Attachments were missing

From: Myers, Carlie
Sent: Thursday, May 11, 2023 8:27 AM
To: Booker Cole <[REDACTED]>
Subject: RE: [External] SETTING A COURT DATE

Good morning Mr. Cole,

I apologize for the account disconnection you experienced on May 4. By the time I had read my email, staff had advised that they immediately restored service and confirmed that your account was placed on hold for future disconnections for non-payment through your bill dispute appeal process.

Your May 3 email requested a copy of the work order. This has been attached and will be included in the June 12, 2023 package. I expect to mail out your notice of hearing letter today – certified and regular mail.

Thank you,

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

From: Booker Cole <[REDACTED]>
Sent: Thursday, May 4, 2023 9:53 AM
To: Myers, Carlie <cmyers@riversideca.gov>
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.

Sent from my T-Mobile 5G Device
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From: Ruiz, Rosie <RRuiz@riversideca.gov>
Sent: Wednesday, April 19, 2023 7:07:06 AM

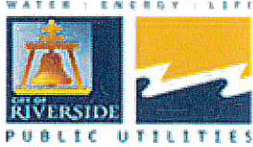
To: Booker Cole [REDACTED]
Subject: RE: [External] SETTING A COURT DATE

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

Sent from my T-Mobile 5G Device
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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

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

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.

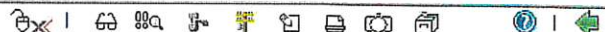
Looking to hear from you soon.

Sent from my T-Mobile 5G Device

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Stay in-the-know with all things Riverside! Connect with us at RiversideCA.gov/Connect.

Order System - Meter Order



Order Year: Order Number: 100016 Operator Number and Name

Cancel

First Entered: 2/24/2023 11:58AM 4114 Julie Smith
Last Printed:
Last Completed: 2/27/2023 4:33PM 993 FOS OPERATOR
Updated: 2/27/2023 3:48PM 993 FOS OPERATOR
Originally Scheduled: 2/24/2023 Actually Scheduled: 2/27/2023

Scheduling Details

Order Complete ☐ Yes
Time Started 3:48 PM
Date Completed 2/27/2023
Time Completed 4:33 PM
Worker 20218 Rogers, Larry
Other
Time Required 0 : 00
North Coordinate
East Coordinate

Work Order Details: Billing Amounts

\$

Account Type 0
Account Code
Bill Amount
Tax Amount
Q

Work Order Details: Action Codes

Resolution 345 L-Inspected and Sealed
99 WORK ORDER NO CHG
Meter On 99 WO NOT CHANGED
No Access No
Send Letter No
Create Work No

<< >> Click Cancel or Press ESC to Continue

Notepad Information

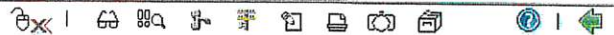
Account Number: 13-9157.002

Customer Name: BOOKER T COLE

Premise Address: 5004 GOLDEN AVE

Date and Time	Note Type	WO Type # and Description	Note
02/24/2023 11:59AM	MTRT	1300—MTR METER TEST	WO# 2023-100016 NEW WORK ORDER
02/16/2023 03:48PM	MTRT	1300—MTR METER TEST	WO# 2023-100016 TESTED METER WITH PROB WELL TESTER, METER TESTED ACCURATE. WE FOUND THAT A SPACE HEATER WAS DRAWING 12 AMPS AND WAS THE CAUSE OF THE HIGH USAGE. REPLACED METER WITH AMI METER. SPOKE WITH BOOKER. 100 AMP BF 1 0343-L-Inspected and Sealed 0415-C-Meter Test Good 0420-C-Meter Okay 0435-C-Mtr Operates Properly
02/16/2023 03:48PM	MTRT	1300—MTR METER TEST	WO# 2023-100016 EXTERNAL WORK ORDER AUTO-COMPLETED

Order System - Meter Order



Cancel

Order Year: 2023 Order Number: 106065 Operator Number and Name

First Entered: 2/28/2023 9:31AM 5272 Tiffany Collins

Last Printed:

Last Completed: 3/02/2023 10:45AM 993 FOS OPERATOR

Updated: 3/02/2023 7:29PM 991 JOB SCHEDULER OPERATOR

Originally Scheduled: 2/28/2023 Actually Scheduled: 3/02/2023

Scheduling Details

Order Complete ☐ Yes ☐ No

Time Started 10:00 AM ☐ AM ☐ PM

Date Completed 3/02/2023 ☐ ☐

Time Completed 10:45 AM ☐ AM ☐ PM

Worker 24132 ☐ ☐ RAMOS, APOLINAR

Other ☐

Time Required 0 : 00

North Coordinate ☐

East Coordinate ☐

Work Order Details: Billing Amounts



Account Type ☐ ☐ ☐

Account Code ☐ ☐ ☐

Bill Amount ☐

Tax Amount ☐

☐

Work Order Details: Action Codes

Resolution ☐ ☐ ☐

99 ☐ ☐ WORK ORDER NO CHG

Meter On 99 ☐ ☐ WO NOT CHANGED

No Access No ☐

Send Letter No ☐ ☐ ☐

Create Work No ☐ ☐ ☐



Notepad Information

Account Number: 13-9157.002
Customer Name: BOOKER T COLE
Premise Address: 5004 GOLDEN AVE

Date and Time	Note Type	WO Type # and Description	Note
02/28/2023 09:33AM	MTRO	1000—MTR METER INVESTIGATION	WO# 2023-106065 NEW WORK ORDER
02/28/2023 09:33AM	MTRO	1000—MTR METER INVESTIGATION	WO# 2023-106065 kwh use spiked in jan-feb 12, then went down after 2/12 after sub repair on 2/13,
02/16/2023 10:00AM	MTRO	1000—MTR METER INVESTIGATION	WO# 2023-106065 EXTERNAL WORK ORDER AUTO-COMPLETED
02/16/2023 10:00AM	MTRO	1000—MTR METER INVESTIGATION	WO# 2023-106065 3/2/23 - SPOKE W/CUST WHO EXPLAINED REASON FOR CALL IS NOT METER ACCURACY BUT HIGH USAGE/HIGH BILL, EXPLAINED AND PROVIDED NUMBER FOR CUST SERVICE TO APPLY FOR ASSISTANCE, CUST DISPUTING READ NOT CONSISTENT WITH PREVIOUS USAGE BY AR

WORK ORDER REPORT

05/10/23 14:09

Work Type: Serv Req Work Class: E MAINT FD Work Category: OH Est. Start Date: Required: 12-FEB-23 Crew: E129 Electric Field - Overhead Service Crew Task Desc.: 5004 GOLDEN AVE SERVES 5000 THRU 5012 GOLDEN No lights. Booker 626-261-8454 Enquesta Notes: , , , , E111 requests stand by crew to re-route service around tree.	Priority: Deficiency Tag: Task Status: CLOSED Assigned To: G. SMITH Requestor :5298 Jesse Rodriguez
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Work Order *2315654*

2315654

Task *01*

01

Page: 1

Service Req. No: 2310466 Contact: COLE, BOOKER Address: 5004 GOLDEN AVE SERVES 5000 THRU 5012 GOLDEN Cross Street: City/State/Zip: RIVERSIDE, CA 92505 Work Phone: 6262618454 Ext: Problem Code/Desc: E NO LTS - No Lights Problem Description: 5004 GOLDEN AVE SERVES 5000 THRU 5012 GOLDEN No lights. Booker 626-261-8454 Enquesta Notes: , , , , E111 requests stand by crew to re-route service around tree.	Call Back: Suite:
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Component ID:	Description:
Department: 6105	Area: 610500

Task Note Type	Notes
JOB	2-12-23 Rerouted service, changed connections, trimmed tree. Still need tree trimmer or boom to finish trimming branch. 129 G. Smith

RESOURCES:	# of People	Estimated Hours	Actual Hours	Remaining Hours	Completion
Craft					
EPLT	1				
EPLT	1				
EPLT	1				
EUAP	1				
EUAP	1				

MATERIALS:					
Store	Primary Bin	Stock Type / Code	Item Description	Qty. Est.	Qty. Used

OTHER REQUIREMENTS:					
Requirement	Quantity	Duration	Unit	Estimated Qty	Remaining Qty
E0387	1.00	5.00	HOURS		
C1389	1.00	5.00	HOURS		

ATTACHMENTS:

PERMITS:		
Type	Number	Acquired Date

WORK ORDER REPORT

05/10/23 14:09

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COMPLETION COMMENTS:

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Start Date: _____ Time: _____ Completion Date: _____ Time: _____

FAILURE CODES:

Failure: _____ Repair: _____ Component: _____

Follow-up Action Required:

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Foreman: _____ Date: _____