



City of Arts & Innovation

July 17, 2018

Attn: Fusion Sign and Design Inc.
680 Columbia Ave Bldg E
Riverside, CA 92507

RE: BILLING ERROR
SERVICE ADDRESS: 680 COLUMBIA AVE BLDG E
ACCOUNT NUMBER: 20-5635.001

Dear Fusion Sign and Design Inc.,

On 5/1/18, a billing error was discovered on account 20-5635.001, service address: 680 Columbia Ave Bldg E. Due to an inaccurate setting in our billing system, the electric charges on this account were incorrectly calculated from 2/2/16 to 5/1/18. This error caused the account to be under-billed. The error has since been corrected.

We sincerely apologize for this error. However, we are also required under cost-of-service provisions to recover the under-billed amount through a back-bill. The total charges due are \$67,838.42.

Additionally, upon further investigation it was found that the account is on an incorrect rate. Based on the monthly electric usage, the account will be changed from a commercial flat to a commercial demand rate. A copy of Electric Rate Schedule A: General Service is enclosed with information concerning these rates.

Even with our state-of-the-art customer billing software, errors unfortunately still occur. Riverside Public Utilities strives to provide high quality customer service, and we apologize for the inconvenience.

Please contact our Customer Service Department at 951-782-0330 to review options to assist in settling the back-bill charges, as well as to answer any questions concerning the change from commercial flat to commercial demand rate.

Sincerely,

Todd L. Jorgenson
Interim General Manager

Enclosure