

ATTN: Gerald J. Buydos
RE: Billing Error
Service Address: 4130 Garner Rd.
Account Number: 13-8089.003

To Whom it May Concern,

I am writing this rebuttal letter to dispute a billing error document that was dated July 19th, 2018. The total charges "due" are \$33,486.38.

Our company is not willing to pay this billing error due to our zero involvement in the issue. We strongly believe we have worked with you to ensure payment was current to prevent billing errors. We have cooperated with payments and issues and should not be required to pay for this mismanagement. We have already accepted the new rate and have made a few payments since the adjustment.

It is unreasonable to require back pay due to an error on your end. We are a small business and as such, an unexpected and unreasonable billing mistake deters production, cash flow and all other company practices. This is solely due to the inaccuracy and fault of your services.

We have seen Riverside Public Utility employees enter our facility countless times throughout our time here for maintenance and regular check ups and we have always provided them with all of the information they needed to persevere in their duties. Maintenance has been performed on the utilities and your company has serviced and checked all meters and numbers to *ensure* the accuracy of the service. If the service is not *insured* and these mistakes are charged to the customer, why do we pay the service fee to have maintenance done? Your company may not directly bill the service fee but it is built into the service that we pay. When our company has a recall and we make a mistake in what we ship, we pay for the order to get re-ran and fixed when we are unable to accommodate customers' expectations.

In conclusion, our company may provide any paperwork that is needed to prove that we have complied with Riverside Utilities over the years. After reviewing past paperwork/bills I have noticed that the meter count or "electric meter reading" is noted on the "Statement of Services" so it is alarming to be notified that your team has just realized this inconveniency and is trying to charge us for their mistake.

I will be awaiting a response to this very important matter.

Thank you,



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