

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.

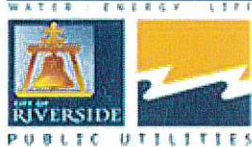
Our Customer Service team is happy to assist with any additional account questions at (951) 782-0330 or callcenter@riversideca.gov.

Thank you,

Alma Franco

City of Riverside - Public Utilities
Utilities Customer Service Manager
951.826.5453

www.RiversideCA.gov



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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

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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



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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

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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

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From: Booker Cole <[REDACTED]>

Sent: Friday, March 3, 2023 4:03 AM

To: CallCenter <CallCenter@riversideca.gov>

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

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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

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