

Myers, Carlie

From: Franco, Alma
Sent: Wednesday, April 5, 2023 2:07 PM
To: Myers, Carlie
Subject: FW: Customer Appeal Request
Attachments: Cole, B. 13-9157.002 03.10.23.pdf; 20230401_031125.heic; 20230401_031147.heic; 20230401_031203.heic; 20230401_031227.heic; 20230403_232955.heic; Cole, B. 13-9157.002 04.4.23.docx

Our customer Booker Cole has requested an appeal to the attached bill dispute CSM response sent 3/10/23. He included the attached photos for consideration.

Attached is a draft appeal response incorporating details from Tim Rezendes and our technicians that responded to this service request.

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, April 5, 2023 10:28 AM
To: Franco, Alma <AFranco@riversideca.gov>
Subject: Re: AM RE: [External] ELECTRIC CHARGE DISPUTE \ ATTN: Alma

Alma thank You

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From: Franco, Alma <AFranco@riversideca.gov>
Sent: Wednesday, April 5, 2023 10:13:08 AM
To: Booker Cole <[REDACTED]>
Subject: RE: AM RE: [External] ELECTRIC CHARGE DISPUTE \ ATTN: Alma

Hello Mr. Cole,

Sharing that a tag generated for the past due balance on the account however I have taken steps to temporarily pause this as the charges are pending dispute review.

Thank you,

Alma Franco

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From: Franco, Alma

Sent: Tuesday, April 4, 2023 7:59 AM

To: Booker Cole [REDACTED]

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

Good morning Mr. Cole,

The documentation you submitted is under review and response will be sent this week.

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: Tuesday, April 4, 2023 12:02 AM
To: Franco, Alma <AFranco@riversideca.gov>
Subject: Re: AM RE: [External] ELECTRIC CHARGE DISPUTE \ ATTN: Alma

hello alma ,this is Booker, I sent you e-mail on April 1@3:47 AM haven't heard a response. Here's the information which I have for you I'm showing you what is unacceptable, when were repairs done whatever the situation that you want to do from here I need to know so I can get prepar

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From: Franco, Alma <AFranco@riversideca.gov>
Sent: Thursday, March 30, 2023, 10:20 AM
To: Booker Cole [REDACTED]
Subject: RE: AM RE: [External] ELECTRIC CHARGE DISPUTE \ ATTN: Alma

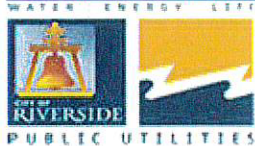
Good morning Mr. Cole,

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

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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.

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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 convience 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

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

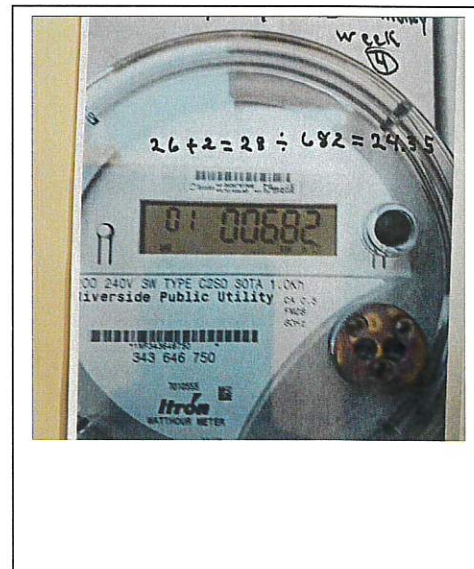
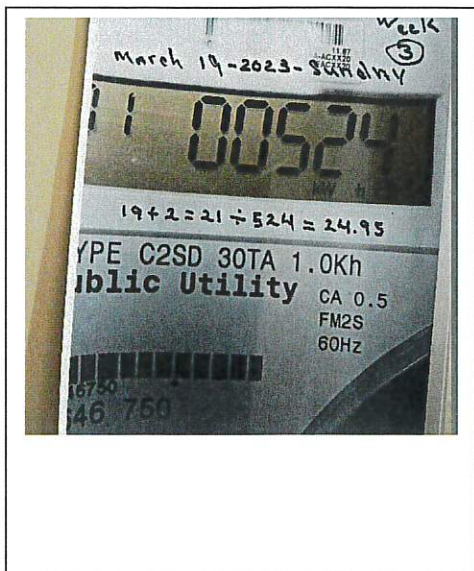
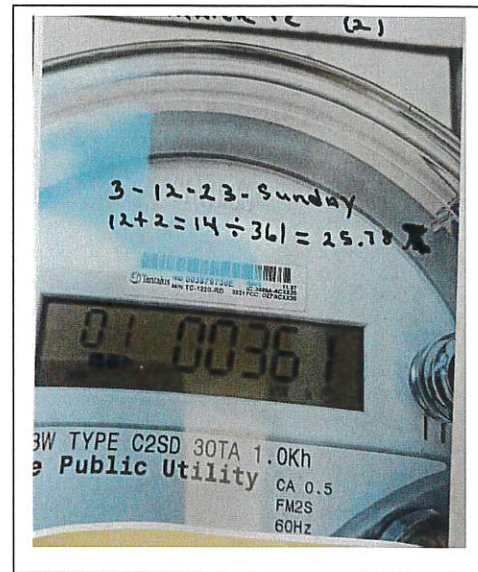
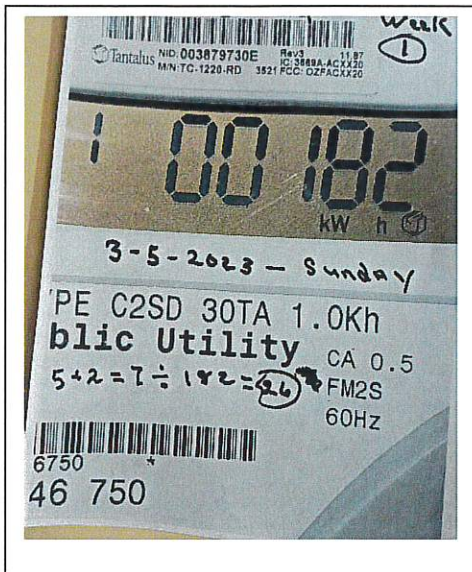
Larry (meter supervisor) came check, everything was working great gave suggestions.

CONCLUSION

If you look you can see since I open this account I Never had a billing such as this.

Please address

04/01/2023 Email and (4) Images



04/04/2023 Email and (1) Image

Read Date	Meter #	Usage	Unit	Other Unit	Rate
01/01/2023	26113948	101.00	kWh	12.00 kWh	1212.00 kWh
02/27/2023	26113948	954.00	kWh	2435.00 kWh	2435.00 kWh
02/06/2022	26113948	7.43	kWh	22.12 kWh	22.12 kWh
01/02/2022	26113948	7.52	kWh	17.12 kWh	17.12 kWh
01/05/2023	26113948	175.00	kWh	175.00 kWh	ACTUAL
02/05/2022	26113948	246.00	kWh	246.00 kWh	ACTUAL
11/04/2022	26113948	225.00	kWh	225.00 kWh	ACTUAL
10/05/2022	26113948	310.00	kWh	310.00 kWh	ACTUAL
09/06/2022	26113948	590.00	kWh	590.00 kWh	ACTUAL
08/04/2022	26113948	298.00	kWh	298.00 kWh	ACTUAL
07/07/2022	26113948	389.00	kWh	389.00 kWh	ACTUAL
06/07/2022	26113948	188.00	kWh	188.00 kWh	ACTUAL
05/06/2022	26113948	183.00	kWh	183.00 kWh	ACTUAL
04/07/2022	26113948	129.00	kWh	129.00 kWh	ACTUAL
03/08/2022	26113948	108.00	kWh	108.00 kWh	ACTUAL
02/07/2022	26113948	112.00	kWh	112.00 kWh	ACTUAL
01/07/2022	26113948	120.00	kWh	120.00 kWh	ACTUAL
12/07/2021	26113948	113.00	kWh	113.00 kWh	ACTUAL
11/05/2021	26113948	123.00	kWh	123.00 kWh	ACTUAL
10/07/2021	26113948	207.00	kWh	207.00 kWh	ACTUAL
09/08/2021	26113948	189.00	kWh	189.00 kWh	ACTUAL
08/09/2021	26113948	344.00	kWh	344.00 kWh	ACTUAL
07/06/2021	26113948	287.00	kWh	287.00 kWh	ACTUAL
06/04/2021	26113948	133.00	kWh	133.00 kWh	ACTUAL
05/03/2021	26113948	111.00	kWh	111.00 kWh	ACTUAL
04/02/2021	26113948	124.00	kWh	124.00 kWh	ACTUAL
03/02/2021	26113948	103.00	kWh	103.00 kWh	ACTUAL
02/01/2021	26113948	114.00	kWh	114.00 kWh	ACTUAL
01/01/2021	26113948	125.00	kWh	125.00 kWh	ACTUAL
12/01/2020	26113948	125.00	kWh	125.00 kWh	ACTUAL
11/01/2020	26113948	109.00	kWh	109.00 kWh	ACTUAL
10/01/2020	26113948	117.00	kWh	117.00 kWh	ACTUAL
09/01/2020	26113948	117.00	kWh	117.00 kWh	ACTUAL
08/01/2020	26113948	117.00	kWh	117.00 kWh	ACTUAL
07/01/2020	26113948	117.00	kWh	117.00 kWh	ACTUAL
06/01/2020	26113948	117.00	kWh	117.00 kWh	ACTUAL
05/01/2020	26113948	117.00	kWh	117.00 kWh	ACTUAL
04/01/2020	26113948	117.00	kWh	117.00 kWh	ACTUAL
03/01/2020	26113948	117.00	kWh	117.00 kWh	ACTUAL
02/01/2020	26113948	117.00	kWh	117.00 kWh	ACTUAL
01/01/2020	26113948	117.00	kWh	117.00 kWh	ACTUAL

04/11/2023 Email and (3) Images

