



RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: JANUARY 9, 2023

GENERAL MANAGER'S REPORT

CUSTOMER ENGAGEMENT PROGRAM UPDATES THROUGH NOVEMBER 2022

Customer Engagement is funded by Assembly Bill (AB) 1890 that was adopted in 1996. The Bill requires publicly owned utilities to collect and spend public benefits charge funds in four areas: low-income assistance, energy efficiency and conservation programs, renewable energy, and research, development, and demonstration projects.

The Customer Engagement Team provides and processes a robust and diverse range of assistance and rebate programming; the team also conducts significant education and outreach to support these programs, as well as energy efficiency and water conservation messaging for customers and the wider community.

CUSTOMER ENGAGEMENT NOVEMBER 2022 HIGHLIGHTS

Residential

- A. Sharing Households Assist Riverside's Energy (SHARE) program assisted 3,304 customers from July through November 2022 totaling \$982,504.
- B. Energy Savings Assistance Program (ESAP) assisted 529 customers from July through November 2022 and expended \$278,768.
- C. Emergency Recovery Assistance Program (ERAP) from July 2022 through November 2022, approved 321 applications and \$128,342 in assistance.
- D. Electric Vehicle (EV) Rebate Program processed from July 2022 through November 2022 a total of 30 applications with \$15,983 for customer benefits.

Commercial

- A. Processed a total of 25 large commercial rebates from July 2022 through November 2022 for a total of \$127,647.28 and a kWh savings of 2,183,858.

Education

- A. Received Annual Endowment Report from RCCD Foundation.
- B. Continued Water Cycle and Electricity Classes.

Communications

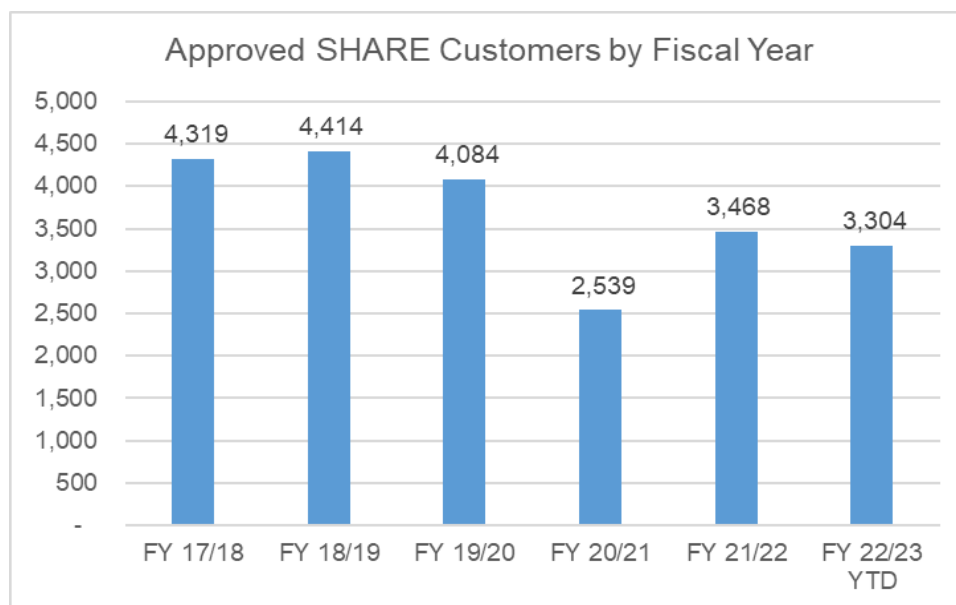
- A. Created a case study based on large energy saving project by commercial customer.
- B. Completed transition to Self-Generation program for solar customers.
- C. Added new water programs to website – turf replacement, water flow monitoring devices, hose bib, and tree care programs.

- D. Held the final landscaping workshop in partnership with Riverside-Corona Resource Conservation District.
- E. Email sent to residential customers on 11/9 - Holiday hours | Payment centers and call centers | Scam alerts | Investing in our future – LED streetlight conversion | Essay contest | RCRCD landscaping workshops | Customer communications reminder
- F. Captured video and photos of turf replacement landscape makeover to use in future messaging.

RESIDENTIAL DETAIL

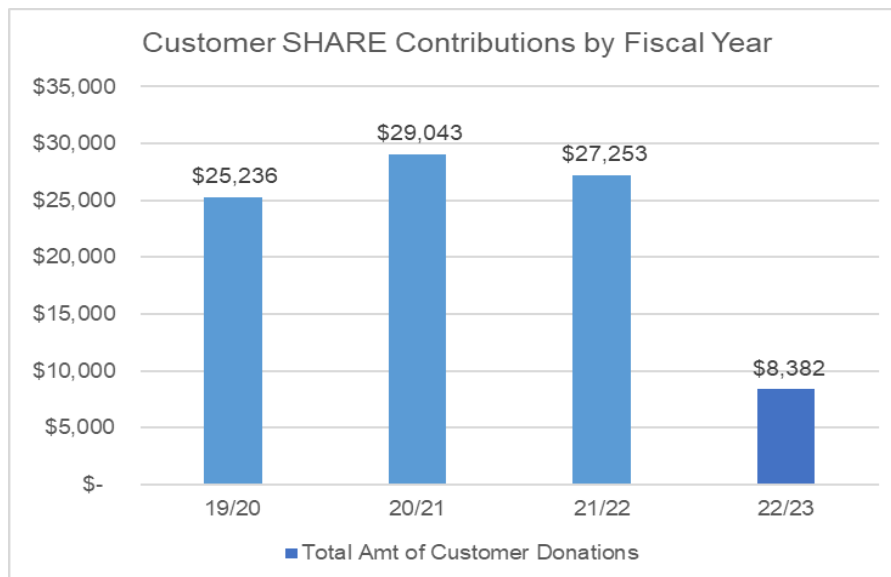
Sharing Households Assist Riverside's Energy - SHARE PROGRAM

The Sharing Households Assist Riverside's Energy (SHARE) program assisted 3,304 through November 2022.



SHARE Customer Donations

RPU customers can donate to the SHARE program and the average customer donation is \$28 per year. Customer donations are promoted through back of utility bill, social media, and customer outreach.



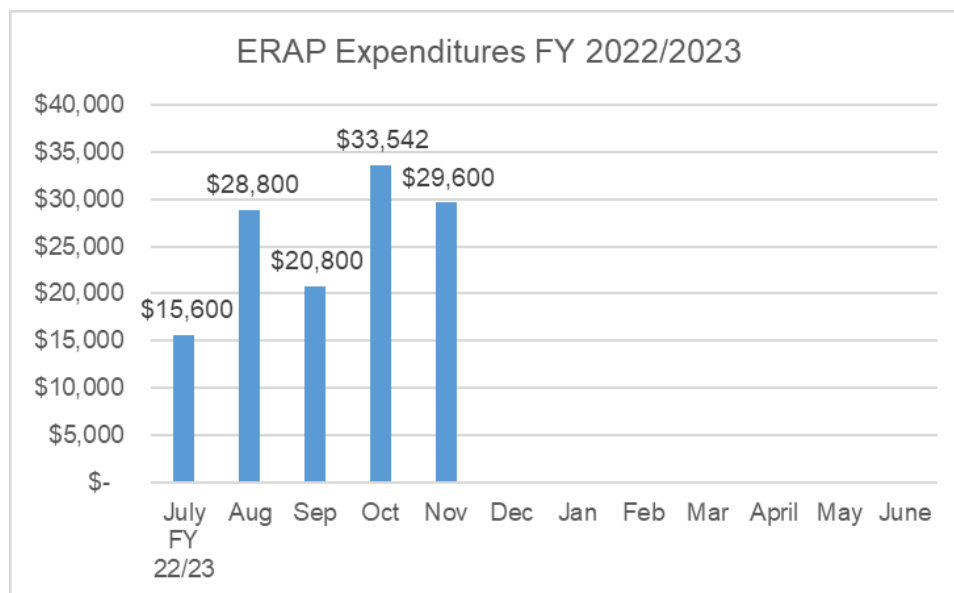
Energy Savings Assistance Program (ESAP)

ESAP was created to help low-income renters and homeowners with energy-savings home improvements at no-cost. From July 2022 through November 2022, the program has benefitted approximately 529 homes in the RPU service area, expending a total of \$278,768. The program continues to help our customers with measure installments such as A/C tune-ups, LED lightbulbs, electronically commutated motors, and HVAC motor upgrades as the most popular.

Emergency Recovery Assistance Program (ERAP)

ERAP was created to assist residential electric customers who have been unemployed, furloughed or experienced a reduction in work hours due to COVID-19. ERAP launched on May 20, 2020 and will end 90 days after the City is no longer under the present Emergency declaration.

July 2022 through November 2022, 321 applications have been approved and \$128,342 has been expended on the program.



Low-Income Home Water Assistance Program (LiHWAP)

LiHWAP is a temporary emergency program that helps low-income families with assistance on past due water and sewer bills. Program enrollment was accepted with California Department of Community Services & Development (CSD) and Community Action Partnership of Riverside County (CAP) program was implemented June 2022. Since the launch of the program, LiHWAP has assisted 487 customers and \$296,968 has been paid in past due water and sewer bills.

Residential Rebates

From July 2022 through November 2022 a total of 1497 residential energy rebates were processed for a total rebate benefit of \$264,422.83.

Residential Devices	Participation	RPU Expenditures
Air Conditioning	233	\$140,144.07
Energy Star	555	\$45,050.00
Pool Pump	53	\$10,600.00
Tree Power	312	\$19,485.53
Weatherization	183	\$34,443.23
Recycling	161	\$14,700.00
Energy Rebate Total	1497	\$264,422.83

The Electric Vehicle Rebate Program was approved by the Board of Public Utilities on August 9, 2021, and by the City Council October 12, 2021. From July 2022 through November 2022 the Used EV Rebate Program has approved 16 rebate application for a total of \$10,000. The EV Charger Rebate Program has approved 14 rebates for a total of \$5,982.62.

RPU's water rebate programs are processed through www.SoCalWaterSmart.com, Metropolitan Water District's (MWD) rebate portal. All rebates issued to RPU water customers are paid out of the MWD budget, unless RPU elects to add additional funding to certain water conservation measures.

RPU pays an additional rebate for weather-based irrigation controllers, high efficiency sprinkler nozzles, hose bib irrigation controllers, leak monitoring devices and turf removal projects. From July 1, 2022 to November 30, 2022, a total of 178 residential water rebates were processed with total payout of \$246,404.

Residential Devices	Participation	RPU Expenditure	MWD Expenditure
High Efficiency Clothes Washer (HECW)	68	\$0	\$5,780
Weather Based Irrigation Controllers (WBIC)	44	\$47,760	\$31,840
Residential Cistern Medium	0	\$0	\$0
Residential Premium HET (from 1.6 gpf toilet)	3	\$0	\$1,600
Residential Turf Removal (per square foot)	17	\$49,449	\$106,940
Rotating Nozzle	44	\$1,731	\$1,154
Hose Bib Irrigation Controller	1	\$15	\$35
Water Conservation Total	178	\$98,940	\$147,464

COMMERCIAL DETAIL

July 2022 through November 2022, a total of 25 commercial rebates were processed (2 performance-based incentive, 8 lighting, 1 weatherization, and 14 air conditioning) with a total payout of \$127,647.28 and a kWh savings of 2,183,858.

One commercial rebate was processed in November 2022 for \$13,250 for 53 High Premium High-Efficiency Toilets.

Account management staff continues to work with key accounts on summer readiness and the

Power Partners program to help with potential high summer loads and possible CAISO resource shortfalls. In addition, account management staff is reaching out to key accounts and commercial customers regarding drought restrictions and organizing virtual informational meetings with key accounts to address customer specific needs and questions.

EDUCATION DETAIL

Riverside Public Utilities set up an endowed scholarship fund for students at Riverside City College District Foundation, under the direction of former Assistant General Manager Steve Badgett. The scholarship is awarded to students with an interest in studying in the field of energy.

In the month of November, the education team has taught 20 virtual electricity circuits classes and has seen 528 students. In addition, they have also taught 27 Water Cycle Virtual classes and have seen 720 students.

COMMUNICATIONS DETAIL

Below are the in-person events the CE Team participated in during the month of November 2022:

- 11/5 - RUSD Resource Fair at North High School
- 11/9 - Janet Goeske Center- Monthly onsite utility assistance
- 11/19 - RCRCD/RPU Garden Design Workshop
- 11/22 - EDA Workforce- Monthly onsite utility assistance

Key social media posts during the month of November 2022 include:

- 11/07 - Landscaping workshop
- 11/09 - Water conservation – Rain barrel rebate
- 11/11 - Veteran's Day
- 11/15 - High wind warning / power outages
- 11/18 - Essay contest
- 11/21 - Holiday hours
- 11/23 - LED streetlight conversion program
- 11/24 - Thanksgiving
- 11/25 - Black Friday – Energy Star rebates
- 11/28 - Call center – high volume calls
- 11/29 - Electric safety – holiday decorations

Back of Bill messaging for November included:

- Electrify Riverside / Electric vehicles

Bill inserts for November:

- Public Works – Food Waste Program

Turf Removal Program rebate customers were offered the Don't Doubt the Drought yard signs; customers who accepted the signage and agreed to have photographs taken of their new landscapes will be highlighted in the RPU social media calendar of items.