



RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: MAY 11, 2026

GENERAL MANAGER'S REPORT

CUSTOMER ENGAGEMENT PROGRAM UPDATES THROUGH MARCH 2026

Customer Engagement electric programs are funded by a 2.85% Public Benefits charge based on electricity usage established by Assembly Bill (AB) 1890 that was adopted in 1996. The legislation 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 Water Conservation Surcharge is a charge that RPU no longer collects (per the City Council decision of 4/16/24), the Surcharge was a 1.5% charge on water bills. Surcharge funds will be used to fund RPU's portion of water conservation rebates, and water efficiency and conservation education and outreach programs. These programs will be provided until the Water Conservation Surcharge fund is fully expended.

The Customer Engagement Team provides and processes a diverse range of assistance and rebate programs; the team also conducts a wide range of education and outreach to support energy efficiency and water conservation for customers and the wider community.

CUSTOMER ENGAGEMENT MARCH 2026 HIGHLIGHTS

Residential

- A. Sharing Households Assist Riverside's Energy (SHARE) Program assisted 3,286 customers from July 2025 through March 2026 totaling \$821,500 in past-due assistance.
- B. Energy Savings Assistance Program (ESAP) assisted 252 customers from July 2025 through March 2026 and expended \$385,387.
- C. Mobile-Home and Multi-Family Energy Efficiency Program (MHMF) assisted 711 customers from July 2025 through March 2026 and expended \$830,430.33.

Commercial

- A. Processed a total of 78 large commercial rebates from July 2025 through March 2026 for a total of \$334,043.85 and 3,888,360 kWh saved.
- B. Small Business Direct Install and Outdoor Lighting Program - completed 24 direct installs.

Education

- A. Taught classes on water, energy and water pollution.
- B. On March 3rd, Sierra Middle School Students toured Riverside Energy Resource Center (RERC) and the Kathleen Gonzalez waterwise garden.
- C. On March 4th the education team attended the 2026 Riverside County State of Education Address at the Riverside Convention Center.

- D. On March 5th, the education team attended the STEP Foundation Dinner at Victoria Club.
- E. On March 14th the education team attended the Truck-A-Palooza event in Downtown Riverside.
- F. On March 24th, the education team hosted Family STEAM day at Orange Terrace Library.

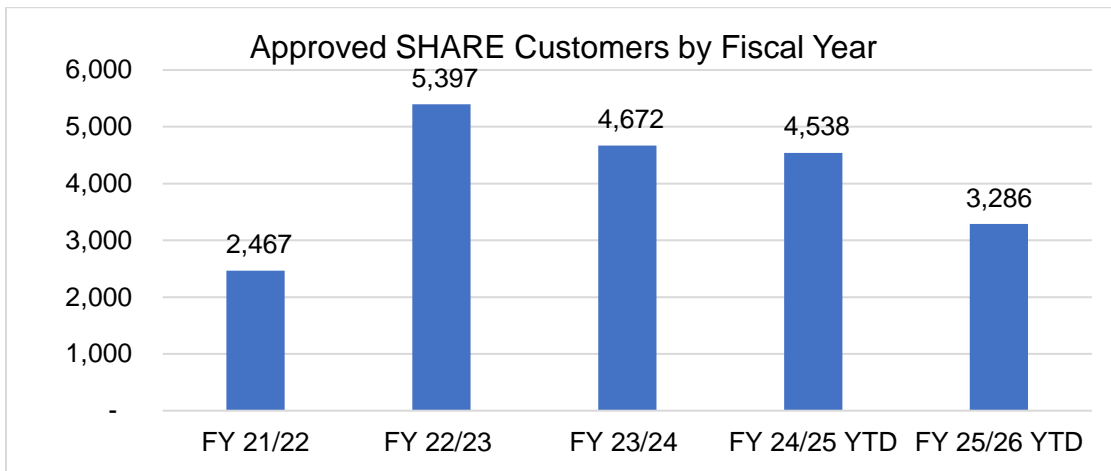
Communications

- A. Launched the Tree Power program with new online ordering platform.
- B. Collaborated with the Office of Sustainability to promote the California Green Business Program to commercial customers.
- C. Worked with Marketing & Communications and Customer Service teams to develop messaging for April’s updated Saturday customer service hours.
- D. Residential Emails: 3/12
- E. Commercial Emails: 3/13

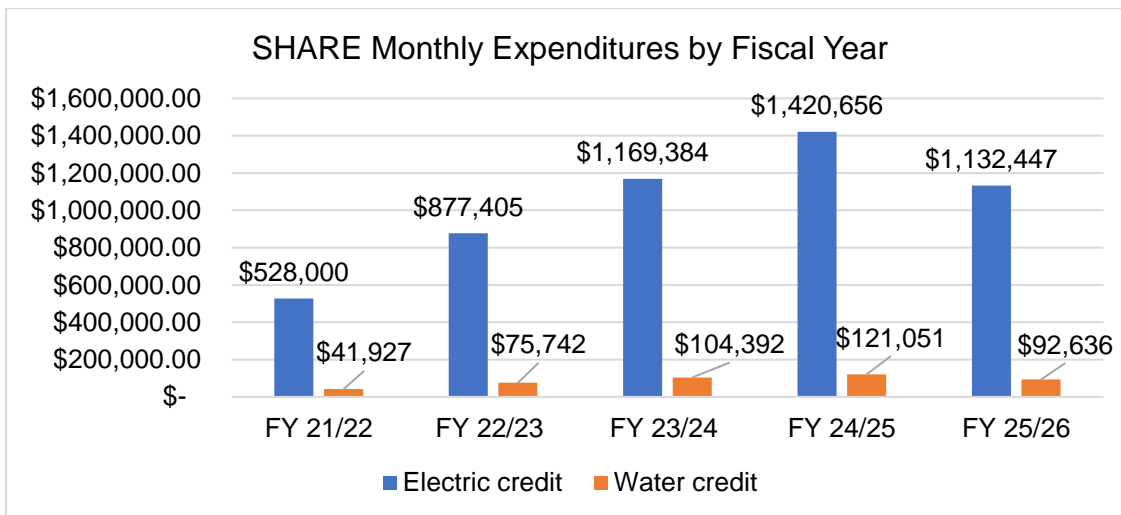
RESIDENTIAL DETAIL

Sharing Households Assist Riverside’s Energy - SHARE PROGRAM

The Sharing Households Assist Riverside’s Energy (SHARE) program assisted 3,286 customers from July 2025 through March 2026, which reflects the total participant amount for the \$250.00 shut-off and/or deposit assistance credit.

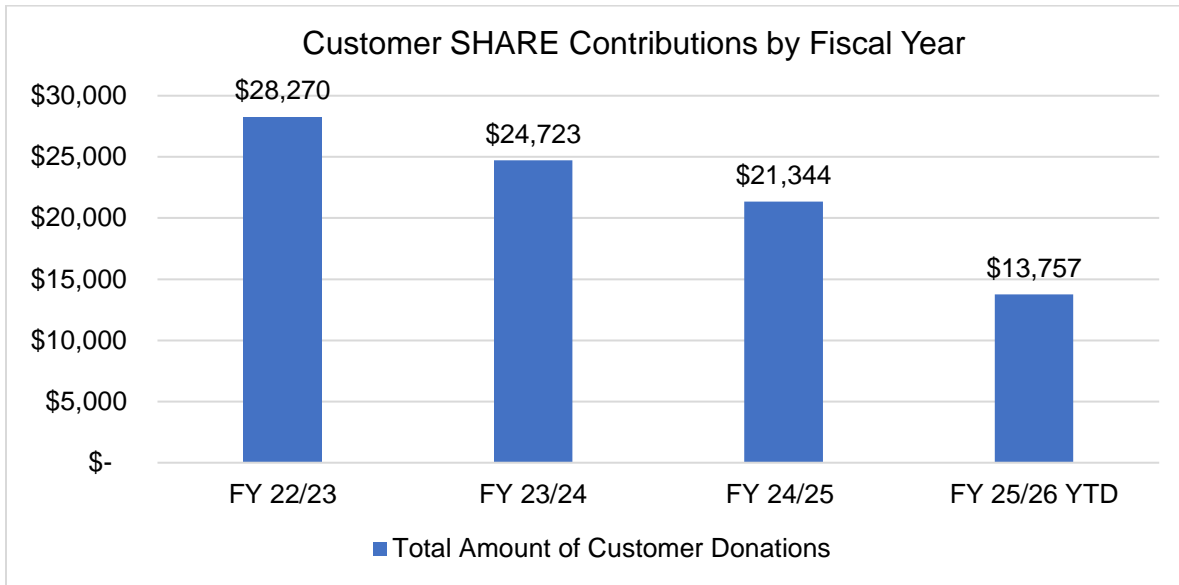


From July 2025 through March 2026, the SHARE Program has expended a total of \$1,132,477 on electric monthly credits, and a total of \$92,636 on water monthly credits.



SHARE Customer Donations

RPU customers can donate to the SHARE program that will help qualifying customers with their bills; the average customer donation is \$48.00 per year. Customer donations are promoted through the back of the utility bill, social media, and customer outreach.



Energy Savings Assistance Program (ESAP)

ESAP helps low-income customers access energy-savings home improvements at no-cost. From July 2025 through March 2026, the program worked with 252 homes in the RPU service area, expending an estimated total of \$385,387. The program helps customers access a range of energy efficiency measures such as HVAC tune-ups, LED lightbulbs, Wi-Fi thermostats, and newly installed whole house fans.

Mobile-Home and Multi-Family Energy Efficiency Program

The MHMF program assists customers residing in a mobile-home or multi-family unit. From July 2025 through March 2026 and served 80 mobile-homes and 631 multi-family homes in the RPU service area, expending a total of \$830,430.33. The program offers a range of direct install measures including weatherization, LED lighting, lifecycle refrigerant management, installation of new Energy Star-rated refrigerators and the recycling of old refrigerators.

Residential Rebates

From July 2025 through March 2026 a total of 2,454 residential energy rebates were processed, for a total rebate amount of \$789,731.40.

Residential Devices	Participation	RPU Expenditures
Air Conditioning	336	\$95,349.98
Heat Pump	165	\$498,003.12
Energy Star	700	\$61,875.00
Pool Pump	62	\$12,600.00
Tree Power	174	\$17,381.55*
Weatherization	221	\$41,111.75
Recycling	279	\$24,300.00

Residential Devices	Participation	RPU Expenditures
A&G Recycling	517	\$39,110.00
Energy Rebate Total	2,454	\$789,731.40

*Tree Power program expenditures above account for free shade tree coupons and regular tree program rebates

From July 2025 through March 2026, the Used Electric Vehicle (EV) Rebate Program has approved 67 rebate applications for a total of \$116,900.00. The EV Charger Rebate Program has approved 21 rebates for a total of \$15,643.47.

Water Efficiency Programs

In June 2004, RPU adopted a 10-year Water Conservation Surcharge, which was renewed in 2014. This surcharge added 1.5% to retail water-use charges and funded a variety of efforts, including conservation programs, customer education, water-use efficiency initiatives, and research and demonstration projects to advance water-saving technologies. In April 2024, the City Council voted to discontinue the surcharge. All programs and rebates supported by these funds will remain available until the remaining surcharge revenue is fully exhausted.

RPU’s water rebate programs are processed via 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 selected measures.

RPU pays an additional rebate for high-efficiency clothes washers, premium high-efficiency toilets, weather-based irrigation controllers, high efficiency sprinkler nozzles, hose bib irrigation controllers, leak monitoring devices and turf removal projects. From July 2025 through March 2026 a total of 200 residential water rebates were processed with total payout (RPU/MWD) of \$290,579, representing annual water savings of 3,458,372 gallons.

Residential Devices & Turf	Participation / Devices	RPU Expenditure	MWD Expenditure
Flow Monitor/Leak Detection Device	26	\$1,800	\$3,00
High-Efficiency Clothes Washer (HECW)	60	\$11,225	\$5,100
Premium High-Efficiency Toilet (HET)	50	\$0	\$19,600*
Weather-based Irrigation Controllers (WBIC / WBICLL)	32	\$2,916	\$3,097
Turf Removal Rebate (per square foot)	24 (44,734)	\$107,960	\$133,381
Turf Rebate (new trees planted)	8 (25)	\$0	\$,2500
Total	200	\$123,901	\$166,678

* 50 (HET) toilets were provided by SoCal Gas, with funding from MWD.

Smart Irrigation Program

Residential and business customers are helping to reduce water use and costs by installing smart irrigation controllers and high-efficiency sprinkler nozzles via the Smart Irrigation Program (SIP). SIP provides a free irrigation assessment to evaluate water use and the corresponding efficiency opportunities and repair or replacement of up to \$300 of irrigation equipment. From July 2025 through March 2026, 353 customers participated in this program.

Waterwise Landscape Workshops

A series of free landscaping workshops promoting water-efficient practices are scheduled

through Spring 2026.

On Saturday, March 14, a Soil Health and Water-Efficient Landscaping Workshop was held at the Arlanza Library. Participants learned about soil preparation, composting, and techniques to improve water retention while supporting healthy plants.

COMMERCIAL DETAIL

Energy Rebates

From July 2025 through March 2026, a total of 78 commercial rebates were processed (4 Lighting, 4 Weatherization, 2 Lighting – HID, 2 Performance-Based Incentives, 2 Energy Star, 3 Energy Management Systems, and 61 Air Conditioning) with a total payout of \$334,043.85 and a total kWh savings of 3,888,360.

Direct Install Programs

During March 2026, the Small Business Direct Install and Outdoor Lighting Program conducted 30 audit visits at local businesses, and a total of 24 direct installs were completed, expending an estimated total of \$109,935.00.

Water Rebates

From July 2025 through March 2026, 15 commercial accounts removed 163,571 square feet of turf with a rebate total of \$878,236; these projects represent annual water savings of 6,928,980 gallons.

EDUCATION DETAIL

In March, the team held 16 electricity classes with 352 students, 1 water pollution solution class with 30 students, and 12 water classes with 378 students.

On March 3rd, Sierra Middle School students toured the Riverside Energy Resource Center (RERC) and the Kathleen Gonzales Waterwise Garden, where they learned about power generation and drought tolerant, water saving plants.

On March 4th, the team attended the Riverside County Office of Education: State of Education Address at the Riverside Convention Center. The Career Technical Education program highlighted a wide range of programs for students throughout the county. Students showcased their skills in automotive, EV cars, water industry, building academy and more. The Superintendent of Schools, community partners, and education leaders about how the Office of Education is preparing students for college, careers, and other life choices.

On March 5th, the team attended the STEP Founders dinner at the Victoria Club, an annual event bringing together industry leaders and community partners to learn more about STEP Foundation programs.

On March 14th, the team attended the Truck-A-Palooza event in downtown Riverside where children learned about different RPU trucks. There were also bucket truck pop-ups and lineman stickers to take home.

On March 24th, Family STEAM day was held at the Orange Terrace Library. Students explored measurement and weight through a “Sink or float” activity, created snowflake art using Q-Tip’s and popsicle sticks, and enjoyed our popular snap circuit station.

COMMUNICATIONS DETAIL

Email Communications

- Residential Email sent on 3/12/26. Content included Tree Power Program, National Groundwater Awareness Week, Waterwise Workshops, Family STEAM Day, and a notice about the Community Resource Center (CRC) closure on 3/19/26.
 - i. 76,703 emails sent
 - ii. 54,795 emails opened by customers
- Commercial email sent on 3/13/26. Content included: Tree Power Program, National Groundwater Awareness Week, Waterwise Workshops, Family STEAM Day, and a notice about the Community Resource Center (CRC) closure on 3/19/26.
 - i. 5,298 emails sent
 - ii. 3,351 emails opened by customers

In-Person Events

Below are the in-person events the CE Team participated in March 2026:

- 3/3 – CTE Career Fair, Sierra Middle School, 8am-2:30pm
- 3/4 – Riverside County Office of Education: State of Education Address, Riverside Convention Center, 11:30am-1:00pm
- 3/5 – STEP Founders Dinner, Victoria Club, 5:30pm-8:30pm
- 3/5 – Career Expo, La Sierra University, 9:30am-2:30pm
- 3/14 – Truck-A-Palooza, Downtown Riverside, 9am-3:30pm
- 3/14 – Water Workshop, Arlanza Library, 10am-12pm
- 3/17 – St. Patrick's Event, Bryant Park, 3:30pm-7:30pm

Key social media posts during the month of March 2026:

- 3/2 – Tree Power
- 3/4 – Refrigerator and Freezer Recycling Program
- 3/6 – Truck-A-Palooza Event
- 3/14 – Water Workshop
- 3/10 – Green Business
- 3/11 – HVAC Tune Up
- 3/12 – 311 Day
- 3/13 – Commercial Lighting
- 3/14 – Groundwater Awareness Week
- 3/17 – SHARE
- 3/19 – Fix a Leak Week
- 3/20 – Energy Savings Assistance Program (ESAP)
- 3/20 – Louies Nursey Tree Power

UPCOMING EVENTS – June

- 6/2 – Summer Splash and Day Camp, Bordwell Park, 11am-12pm
- 6/3 – Summer Splash and Day Camp, Bordwell Park, 11am-12pm
- 6/9 – Summer Splash and Day Camp, Bordwell Park, 1pm-2pm

Back of Bill messaging for June

- Safety/Water Quality Report

RPU - COMMUNITY ENGAGEMENT EVENTS GALLERY

Riverside County Office of Education: State of Education Address, Riverside Convention Center, 3/4/2026



STEP Founders Dinner, Victoria Club 3/5/2026



Career Exp, La Sierra, 3/5/2026



Truckapalooza, Downtown Riverside, 3/14/2026



Water Workshop, Arlanza Library, 3/14/2026



St. Patrick's Event, Bryant Park, 3/17/2026



Spring Eggstravaganza, Ryan Bonominio Park, 3/21/2026

