

Attachment 4

Board of Public Utilities

May 14, 2018

Enhanced Low-Income and Fixed Income Assistance

In November 2017, the Board of Public Utilities and City Council conceptually approved the following:

1. Sharing Households Assist Riverside Energy (SHARE) Program enhancements
2. Energy Savings Assistance (ESAP) Program enhancements
3. Comprehensive outreach campaign
4. Needs assessment

Staff proposes to implement the above assistance program enhancements as follows:

1. Enhance the SHARE Program by implementing the following changes:
 - a. Increase eligibility from 150% to 200% of the Federal poverty level
 - b. Change the \$150 annual electric bill credit to a \$14 monthly electric bill credit (up to \$168/year)
 - c. Add annual deposit assistance and emergency assistance (up to \$150/year)
 - d. Add a \$2.25 monthly water bill credit (up to \$27/year)
 - e. Work with Community Action Partnership (CAP) to create more convenient options for customers to sign up for program benefits (e.g., additional sign-up locations, secure online application)
2. Enhance the Energy Saving Assistance Program (ESAP) by implementing the following changes:
 - a. Align program eligibility with SHARE and partner agency programs
 - b. Automatically sign up customers who qualify for the SHARE program by adding a customer-consent signature block to the existing SHARE application
3. Implement a comprehensive multi-media and multi-lingual outreach campaign specifically targeting low-income and fixed income utility customers, to ensure they are aware of these program changes and how they can sign up.
4. Initiate a needs assessment that accomplishes the following:
 - a. Increase program assistance in parallel with rate increases
 - b. Fully develop community partnerships
 - c. Coordinate ongoing stakeholder process to identify future program and outreach opportunities
 - d. Develop benchmarks and metrics to inform program adjustments and changes
 - e. Explore the following areas of program expansion/improvement:
 - i. Housing First Program alignment
 - ii. Additional ESAP enhancements
 - iii. Prioritized roll-out of new technologies
 - iv. Financing options
 - v. Income-qualified services
 - vi. Affordable housing incentives
 - vii. Job training and paid internships
 - viii. Community solar installations
 - ix. Demonstration project