



## Board of Public Utilities Report to City Council

Public Utilities Department

City Council  
December 18, 2018

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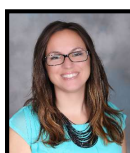
## YOUR BOARD OF PUBLIC UTILITIES MEMBERS



Jo Lynne Russo-Pereyra  
Board Chair/  
Ward 4/Citywide



David Crohn  
Ward 1/Citywide



Jennifer O'Farrell  
Ward 1



Kevin Foust  
Ward 2



Elizabeth Sanchez-Monville  
Ward 3



David Austin  
Ward 4



Andrew Walcker  
Ward 5



Jeanette Hernandez  
Ward 6



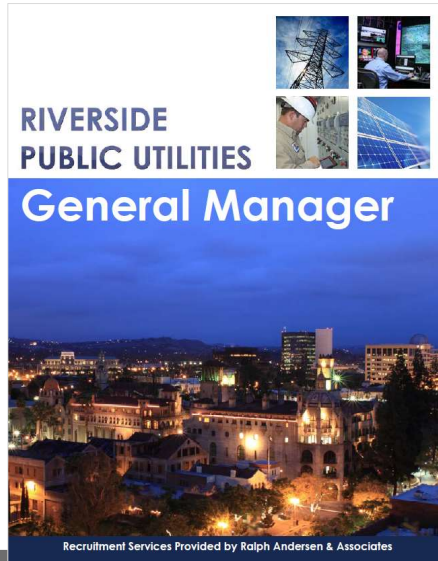
Gil Ocegueda - Ward 7



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## GENERAL MANAGER RECRUITMENT



- Nearly 50 applicants
- Nationwide search
- Collaborative selection process including Board, Community and RPU Staff

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## TODD CORBIN



- Start Date:  
November 30
- General Manager,  
Jurupa Community  
Services District
- 26 Years Utility  
Experience

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## UTILITY 2.0 STRATEGIC PLAN

### Six Focus Areas



**Reliability &  
Resiliency**



**Customer  
Experience**



**Operational  
Excellence**



**Affordability**



**Strong  
Workforce**



**Sustainability**

Utility 2.0

Strategic Plan: 2017-2021



Riverside Public Utilities  
January 2017



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## RELIABILITY AND RESILIENCY

*Renew, replace, upgrade, modernize and extend the water and electric system infrastructure to ensure reliability is maintained or improved and that resilience to extreme events is maintained or improved.*



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## RATE IMPLEMENTATION

1. 5-Year Rate Plan Approved in May 2018
2. Allows Electric and Water Bond Financings and Line of Credit to Move Forward
3. Water Budget-Based Rates and Summer Rates Workshop in 2019
4. First Annual Rate Review in December 2019



### NEW WATER RATES

Effective  
July 1, 2018



### NEW ELECTRIC RATES

Effective  
January 1, 2019



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## AGRICULTURAL WATER RATES TASK FORCE

### Formed by Board and City Council:

1. Appointed Task Force Members – All City Wards
2. 8 Meetings
  - a. Information
  - b. Proposals
3. 2 Quarterly Reports to Land Use Committee
4. Completion Date Deadline: July 1, 2019



### Agricultural Water Rates Task Force

The formation of the Ad-Hoc Agricultural Water Rates Task Force was born out of a recommendation from City Council in regard to the proposed water rate increase that will affect the current customers on WA-3 or WA-9 water rates. These rates will be frozen at current levels for the next year while the Task Force, composed of a diverse group of 16 community members and stakeholders, executes its mission.

#### Mission

The Ad-Hoc Agricultural Water Rates Task Force will develop WA-3 and WA-9 rate alternatives/recommendations for the Board of Public Utilities and City Council consideration by July 1, 2019.

#### Meetings

Meetings are held in the evening in the Mayors Ceremonial Room on the 7th floor of City Hall and are open to the public. For meeting details including agenda and minutes, please go to: [RiversideCA.gov/Transparency/Meetings](http://RiversideCA.gov/Transparency/Meetings)

#### Topics Include:

Greenbelt history and future, land use Prop R, Measure C, Prop 218, Water Cost of Service Study and water rates, Riverside citrus heritage, Gage Canal, water efficiency, City support of agriculture, drought, and many others.



For more information, contact  
**Rick Small**  
(951) 351-4384 or email  
[RSmall@RiversideCA.gov](mailto:RSmall@RiversideCA.gov)

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## WATER DELIVERY ACCOMPLISHMENTS

1. Pumps replaced – 2
2. Pumps rebuilt – 9
3. Wells refurbished – 6
4. Meters replaced – 1,037
5. Miles of pipeline replacement – 0.79
6. Miles of new recycled water pipeline installed – 3.52



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## WATER DELIVERY – ONGOING

1. Iowa Avenue 48-inch Pipeline Replacement Project – (Ward 1)
2. Mission Inn Booster Station and Rezoning Project – (Ward 1)
3. Iowa ARB Pipeline Extension Project – (Ward 2)
4. Canyon Crest Booster Station Project – (Ward 2)
5. Jackson Street Recycled Water Customer Site Conversions (Wards 4, 6 & 7)
6. Magnolia Techite Pipe and Pressure Reducing Station Replacement Project – (Ward 6)
7. Norco/RPU Emergency Intertie Connection – (Ward 7)
8. 2018/19 Well Rehabilitations Project – (All Wards)
9. Construction of Gage 29-3R Well – (All Wards)



**\$22.8 Million Investment in Community Infrastructure**



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## ENERGY DELIVERY ACCOMPLISHMENTS

1. Miles of cable replaced – 4.5
2. 4kV Circuits converted to 12kV – 4
3. Poles replaced – 288
4. Substation breakers replaced – 2
5. Switchgear Upgraded – 4
6. Miles of new fiber installed – 11.2

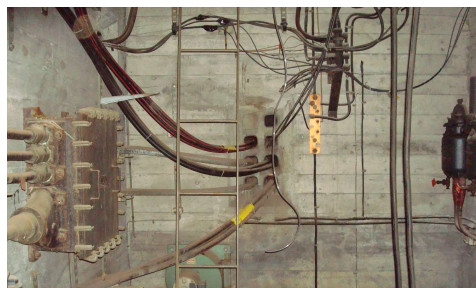


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## ENERGY DELIVERY – ONGOING

1. Multi-Substation Capacitor Upgrade Project – (Citywide)
2. Multi-Substation Transformer Upgrade – (Citywide)
3. Multi-Substation Automation Upgrade – (Citywide)
4. Canyon Crest Area 1F Cable Replacement – (Wards 2, 3)
5. Plaza Circuit 443 4-12kV Conversion – (Wards 1, 3)
6. GO 165 Pole Replacement & Vault Rehabilitation – (Citywide)



**\$16.4 Million Investment in Community Infrastructure**



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# AFFORDABILITY

*Keep water and electricity prices affordable  
and comply with Fiscal Policy.*



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## LOW/FIXED INCOME ASSISTANCE

**Approved by Board and City Council:**

### 1. SHARE

- a. Increased eligibility to 200% Federal Poverty Level
- b. \$150/year annual deposit/emergency assistance
- c. \$14 monthly electric bill credit; \$2.25 monthly water bill credit



### 2. Energy Saving Assistance Program (ESAP)

- a. Align program eligibility with SHARE/County
- b. Automatically sign up SHARE-qualified customers



### 3. Improve Program Access/Convenience for Customers

### 4. Stakeholder Process and Needs Assessment



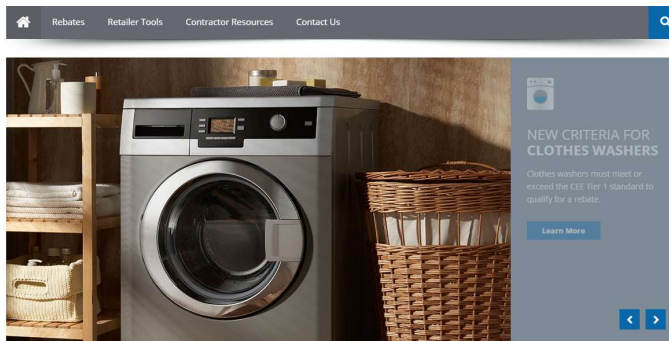
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## PARTNERSHIP WITH MWD

### Approved by Board and City Council:

1. To streamline and automate the rebate process
2. All water rebates now administered and processed by MWD



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA



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## UTILIZING ASSETS FOR RATEPAYER BENEFIT

### Approved by Board and City Council:

1. Slaters 50/50 Mission Square Lease: **\$1.8M new revenue**
2. Donut Bar Mission Square Lease: **\$705,478 new revenue**



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# SUSTAINABILITY

*Meet all city goals and state and federal compliance targets related to efficient use of water and electricity, renewable resources, greenhouse gas emissions.*



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## RENEWABLE PORTFOLIO STANDARDS

ENERGY RESOURCES	Power Mix
<b>Eligible Renewable</b>	<b>36%</b>
Biomass & biowaste	0%
Geothermal	21%
Eligible hydroelectric	0%
Solar	11%
Wind	4%
<b>Coal</b>	<b>26%</b>
<b>Large Hydroelectric</b>	<b>1%</b>
<b>Natural Gas</b>	<b>5%</b>
<b>Nuclear</b>	<b>4%</b>
<b>Other</b>	<b>0%</b>
<b>Unspecified sources of power*</b>	<b>28%</b>
<b>TOTAL</b>	<b>100%</b>

**36%** of the energy used by RPU customers is renewable – **exceeding** **2020 State requirement** of 33% by 2020

\* "Unspecified sources of power" means electricity from transactions that are not traceable to specific generation sources.

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## SAN BERNARDINO WELLS SOLAR PV PROJECT

1. Solar PV Installation at Scheuer Well, Garner Well, and Cooley Well sites in San Bernardino
2. Completed in June 2018
3. Power Production Capacity: 4.4 MW
4. 25-Year Power Purchase Agreement with Sunpower
5. Anticipated Savings of \$17 Million over 25 Years

Scheuer well site – Before and After



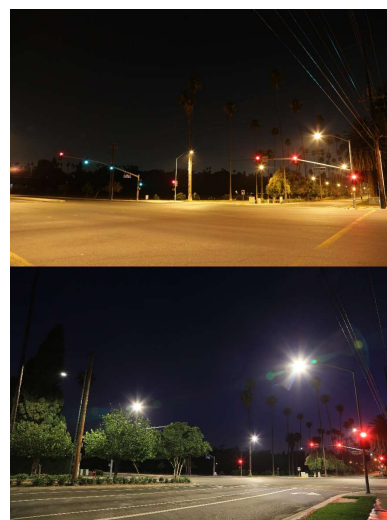
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## LED STREET LIGHT CONVERSION PROGRAM

1. Wood Streets Streetlight Replacement Project Phase 2 – \$2,300,000
2. Dark Skies Policy
  - a. October 18, 2018: Approved by Planning Commission
  - b. November 13, 2018: Scheduled for City Council
3. Street Light Design Guide
  - a. December 10, 2018: Scheduled for Board
  - b. January 8, 2019: Scheduled for City Council
4. Meetings with Historic Preservation staff
5. Four LED conversion pilot projects have been completed – Wards 3, 4 and 5
6. Twelve LED conversion pilot projects in progress – Wards 1, 2, 3, 4, 5 and 6



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# CUSTOMER EXPERIENCE

*Provide world-class customer-centered service  
in every encounter, every day.*



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## CUSTOMER ENGAGEMENT

### Accomplishments

1. Major Customer Rebates



2. 5,500 Business Customer  
Contacts

3. 182 Community Organizations Supported



4. New Blue Riverside website

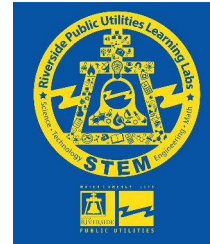
5. Happy or Not Rating = 92% Happy



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## 1<sup>ST</sup> ANNUAL STEM-PULL



Partnership  
with Bourns  
and  
RUSD/AUSD



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# OPERATIONAL EXCELLENCE

*Instill, maintain and grow a culture of learning,  
innovation and continuous improvement in all  
internal processes achieving excellence in all  
our operations.*



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## OPPORTUNITIES FOR EFFICIENCY



### Efficient and Effective Use of Departmental Strengths

- Service Level Agreements
  - Office of Communications
  - Human Resources

### Result



Expanded  
Capacity



Enhanced  
Efficiency



Improved  
Performance



Optimal Utility  
Customer  
Experience



Implementation of  
Utility 2.0 Strategic Plan



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## FINANCE & ADMINISTRATION ACCOMPLISHMENTS

1. Completed FY 2018-20 Biennial Budget & 5-year Capital Plan – \$8 million operational cost and efficiency savings
2. San Onofre Nuclear Generation Station (SONGS) debt defeasance – \$10 million interest savings over next 20 years
3. Maintained AAA rating for Water and AA- for Electric
4. Meter Reading Accuracy = 99%



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## RESOURCE OPERATIONS & STRATEGIC ANALYTICS ACCOMPLISHMENTS

1. "Best of the Best" award for emission controls improvements at the Riverside Energy Resource Center – lowered "start up" emissions by 30%
2. RERC and Clearwater – 100% start reliability
3. Cap & Trade Sales – \$8.1 million
4. Increased Transmission Revenue Rights – 5.5%, or \$2 million
5. Maintained 1% annual energy efficiency savings



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## STRONG WORKFORCE

*Attract, retain, train, educate and promote employees ensuring that a high level of employee performance, productivity and engagement is achieved.*



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## EMPLOYEE TRAINING ACCOMPLISHMENTS

1. Average days to hire –  
121 calendar days  
(88 business days)
2. Employee Welcome Program
3. Emerging Leaders Academy
  - a. RPU – 4 employees attending
4. Management and Leadership Development Program
  - a. Will be offered to field/non-field frontline and mid-level managers



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## EMPLOYEE SERVICE AWARDS

1. September 26, 2018
2. 104 employees recognized
  - a. 5-25 years service: 98 employees
  - b. 30 years service: 4 employees
  - c. 35 years service: 1 employee
  - d. 40 years service: 1 employee
3. Employee of the Year
  - a. Brian Seinturier
  - b. Jennifer Tavaglione
  - c. Jessica Tonkovich



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## RECOMMENDATION

That the City Council receive a report on the activities of the Board of Public Utilities presented by the Board Chair.



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