



RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: MARCH 23, 2026

GENERAL MANAGER'S REPORT

CUSTOMER ENGAGEMENT PROGRAM UPDATES THROUGH JANUARY 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 JANUARY 2026 HIGHLIGHTS

Residential

- A. Sharing Households Assist Riverside's Energy (SHARE) Program assisted 2,550 customers from July 2025 through January 2026 totaling \$637,500 in past-due assistance.
- B. Energy Savings Assistance Program (ESAP) assisted 207 customers from July 2025 through January 2026 and expended \$315,383.
- C. Mobile-Home and Multi-Family Energy Efficiency Program (MHMF) assisted 644 customers from July 2025 through January 2026 and expended \$737,220.75.

Commercial

- A. Processed a total of 58 large commercial rebates from July 2025 through January 2026 for a total of \$258,139.89 and 2,773,611 kWh saved.
- B. Small Business Direct Install and Outdoor Lighting Program - completed 30 direct installs.

Education

- A. Resumed the Water, Energy and Line Worker Community Helper's classes.
- B. Supported Alvord Unified School District's science fair.

Communications

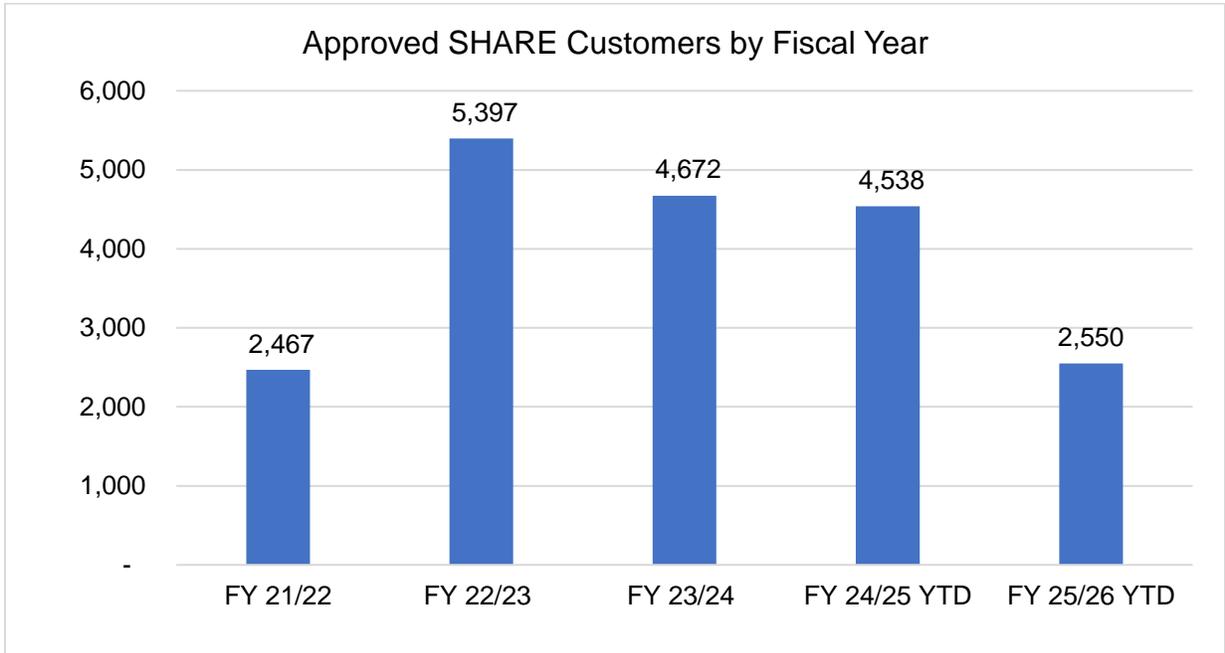
- A. Received whiteboard A-frame signs for emergency communications.

- B. Hosted the final Community Working Group/Public Benefits meeting on January 14, 2026.
- C. Residential Emails: 1/13
- D. Commercial Emails: 1/15

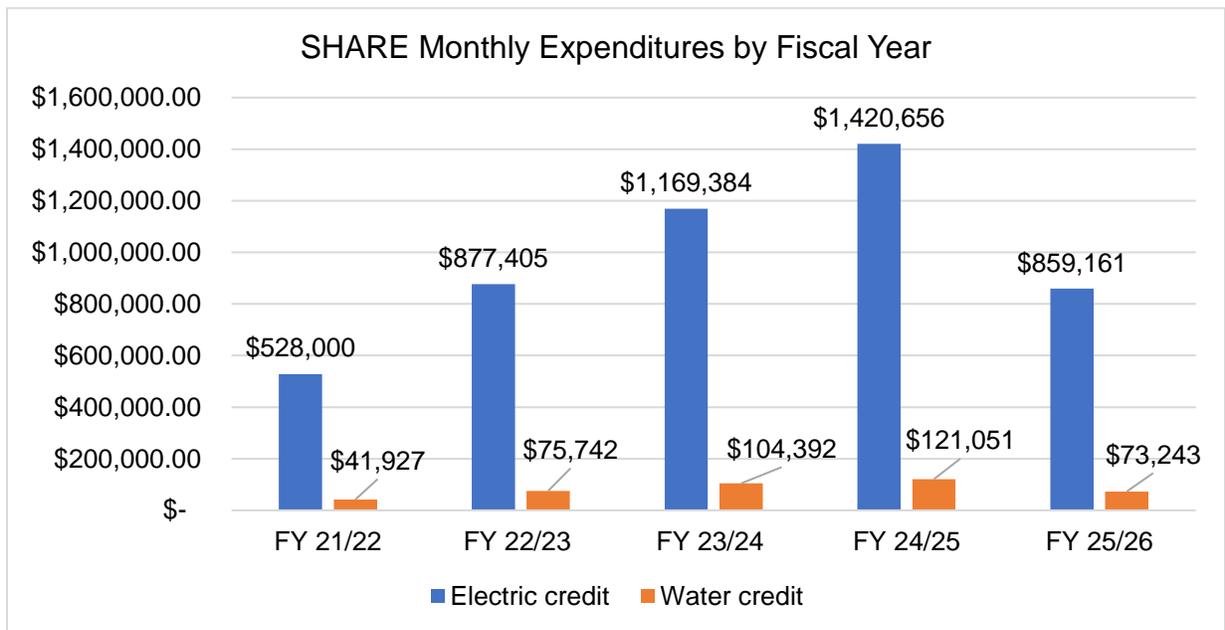
RESIDENTIAL DETAIL

Sharing Households Assist Riverside’s Energy - SHARE PROGRAM

The Sharing Households Assist Riverside’s Energy (SHARE) program assisted 2,550 customers from July 2025 through January 2026, which reflects the total participant amount for the \$250.00 shut-off and/or deposit assistance credit.

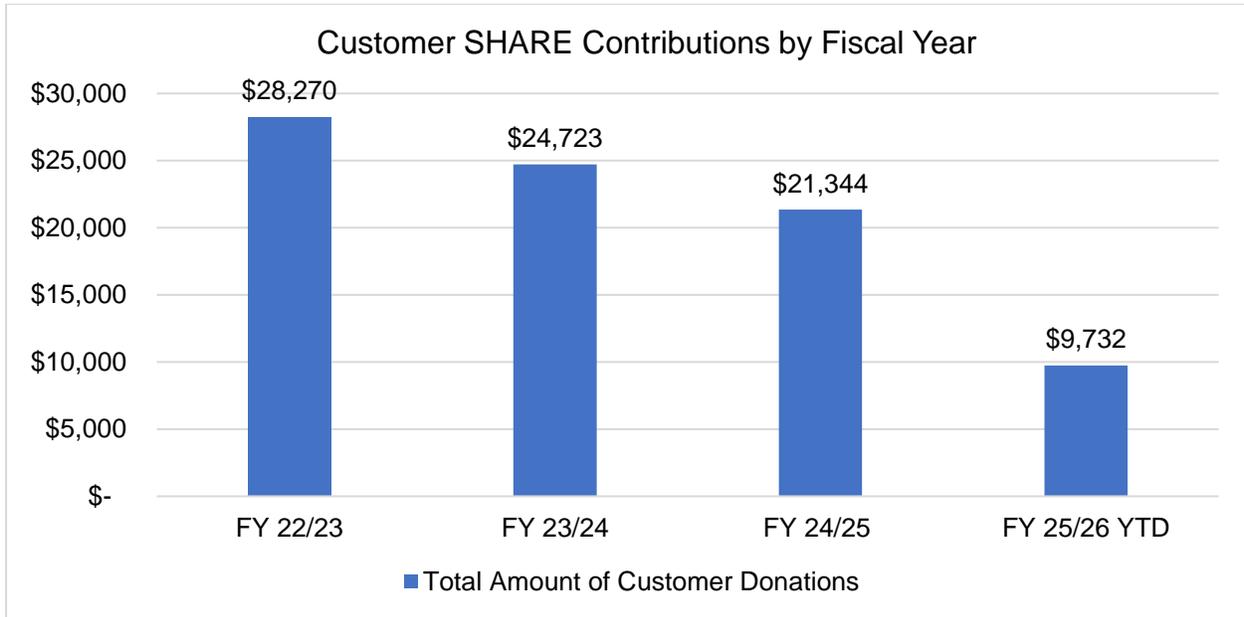


From July 2025 through January 2026, the SHARE Program has expended a total of \$859,161 on electric monthly credits, and a total of \$73,243 on water monthly credits.



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. In January 2026, customers who donated during 2025 received a letter thanking them for their contribution to the SHARE program. A total of 479 customer SHARE donation letters were issued.



Energy Savings Assistance Program (ESAP)

ESAP helps low-income customers access energy-savings home improvements at no-cost. From July 2025 through January 2026, the program worked with 207 homes in the RPU service area, expending an estimated total of \$315,383. 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 January 2026 and served 69 mobile-homes and 575 multi-family homes in the RPU service area, expending a total of \$737,220.75. 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 January 2026 a total of 2,113 residential energy rebates were processed, for a total rebate amount of \$668,596.37.

Residential Devices	Participation	RPU Expenditures
Air Conditioning	306	\$89,199.98
Heat Pump	140	\$412,128.12
Energy Star	593	\$52,025.00
Pool Pump	50	\$10,200.00
Tree Power	164	\$16,374.62*
Weatherization	195	\$35,458.65
Recycling	238	\$20,750.00
A&G Recycling	427	\$32,460.00
Energy Rebate Total	2,113	\$668,596.37

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

From July 2025 through January 2026, the Used Electric Vehicle (EV) Rebate Program has approved 45 rebate applications for a total of \$82,500.00. The EV Charger Rebate Program has approved 18 rebates for a total of \$12,463.52.

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 January 2026 a total of 186 residential water rebates were processed with total payout (RPU/MWD) of \$227,032, representing annual water savings of 3,236,295 gallons.

Residential Devices & Turf	Participation / Devices	RPU Expenditure	MWD Expenditure
Flow Monitor/Leak Detection Device	23	\$1,575	\$3,100
High-Efficiency Clothes Washer (HECW)	54	\$10,800	\$4,590
Premium High-Efficiency Toilet (HET)	50	\$0	\$19,600*
Weather-based Irrigation Controllers (WBIC / WBICLL)	29	\$2,866	\$2,857
Turf Removal Rebate (per square foot)	22 (43,173)	\$100,155	\$124,259
Turf Rebate (new trees planted)	8 (25)	\$0	\$2500
Total	186	\$115,396	\$156,636

* 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). The 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 January 2026, 274 customers participated in this program.

Waterwise Landscape Workshops

A series of free landscape workshops promoting water-efficient landscaping practices are scheduled through Spring 2026.

On January 27, a virtual Waterwise class was held for residential and commercial customers. The workshop covered the turf replacement rebate process, along with landscape design strategies, water-saving tips, and best practices for improving water efficiency by transitioning to climate appropriate plants.

The next workshop is scheduled on February 28 and will focus on defensible landscapes, providing participants with fire-smart design strategies to help protect homes and businesses.

COMMERCIAL DETAIL

Energy Rebates

From July 2025 through January 2026, a total of 58 commercial rebates were processed (3 Lighting, 4 Weatherization, 1 Lighting – HID, 2 Performance-Based Incentives, 1 Energy Star, 3 Energy Management Systems, and 44 Air Conditioning) with a total payout of \$225,809.02 and a total kWh savings of 2,647,267.

Direct Install Programs

During January 2026, the Small Business Direct Install and Outdoor Lighting Program conducted 38 audit visits at local businesses, and a total of 30 direct installs were completed, expending an estimated total of \$119,901.88.

Water Rebates

From July 2025 through January 2026, 10 commercial accounts removed 140,177 square feet of turf with a rebate total of \$644,896; these projects represent annual water savings of 5,937,994 gallons.

EDUCATION DETAIL

In January, the team held 4 electricity classes with 100 students, 4 line worker community helper's classes with 65 students, 1 water pollution solution class with 25 students, and 18 water classes with 483 students.

On January 26, the team supported the Alvord Unified School District's, district level science fair by judging student projects focused on water, energy and sustainability. At the January 27 awards ceremony, Riverside Public Utilities awarded the ten best projects with \$50.00 gift cards, certificates and science fair medals. The La Sierra High School Theatre was filled with approximately 550 family members and friends in attendance to celebrate the science fair awardees.

COMMUNICATIONS DETAIL

Email Communications

- Residential Email sent on 1/13/26. Content included Energy Star rebates, ways to improve efficiency in your home, weather-based irrigation controller rebates, WaterWise Workshop, and Family STEAM Day.
 - i.76,868 emails sent
 - ii.43,917 emails opened by customers
- Commercial email sent on 1/15/26. Content included: Energy Star Rebates, Small Business Direct Install Program, smart irrigation controller rebate, and WaterWise Workshops.
 - i.5,309 emails sent
 - ii.3,417 emails opened by customers

In-Person Events

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

- 1/24 – Lunar Festival, Downtown Riverside, 8:30am-8:30pm
- 1/26 – Alvord Science Fair Judging, La Sierra High School, 5pm-7:30pm
- 1/27 – Alvord Science Fair Awards Night, La Sierra High School 6:00pm-7:30pm

Key social media posts during the month of January 2026:

- 1/1 – Happy New Year
- 1/2 – Paperless billing
- 1/5 – Rain barrels Rebate
- 1/9 – 2024 Water Quality Report
- 1/9 – Hiring
- 1/10 – Assistance programs
- 1/13 – Plant at local nursery
- 1/13 – Refrigerator Recycling
- 1/16 – Energy Savings Assistance Program
- 1/19 – Martin Luther King Jr.
- 1/22 – Water Flow Monitoring Devices Rebate
- 1/23 – Water Efficient Clothes Washer Rebate
- 1/24 – Riverside Clean Air Carshare
- 1/27 – Waterwise Workshop
- 1/30 – High-Efficiency AC Rebate
- 1/30 – Energy Star TV Rebate

UPCOMING EVENTS – April

- 4/18 – Tamale Festival, White Park, 9am-8pm

Back of Bill messaging for April

- Sustainability

RPU - COMMUNITY ENGAGEMENT EVENTS GALLERY

Lunar Festival, Downtown Riverside, 1/24/2026



Alvord Science Fair Judging, La Sierra High School, 1/27/2026

