



RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: APRIL 28, 2025

GENERAL MANAGER'S REPORT

CUSTOMER ENGAGEMENT PROGRAM UPDATES THROUGH FEBRUARY 2025

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 4/22/24), 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 FEBRUARY 2025 HIGHLIGHTS

Residential

- A. Sharing Households Assist Riverside's Energy (SHARE) program assisted 3,395 from July 2024 through February 2025 totaling \$848,750.00 in past-due assistance.
- B. Energy Savings Assistance Program (ESAP) assisted 294 customers from July 2024 through February 2025 and expended \$437,446.
- C. Electric Vehicle (Used-EV) Rebate Program processed 6 applications.
- D. Electric Vehicle (EV) Residential Charger Rebate Program processed 5 applications.

Commercial

- A. Processed a total of 69 large commercial rebates from July 2024 through February 2025 for a total of \$152,583.21 and 1,837,323 kWh saved.
- B. Small Business Direct Install and Outdoor Lighting Program - completed 40 direct installs.

Education

- A. Live virtual classes were held for grades 4th and 5th
- B. The Utilities Industry Career Fair at Riverside Unified School Districts Educational Options Center 2/11
- C. Family STEAM Day at the Library, Arlanza Branch 2/19

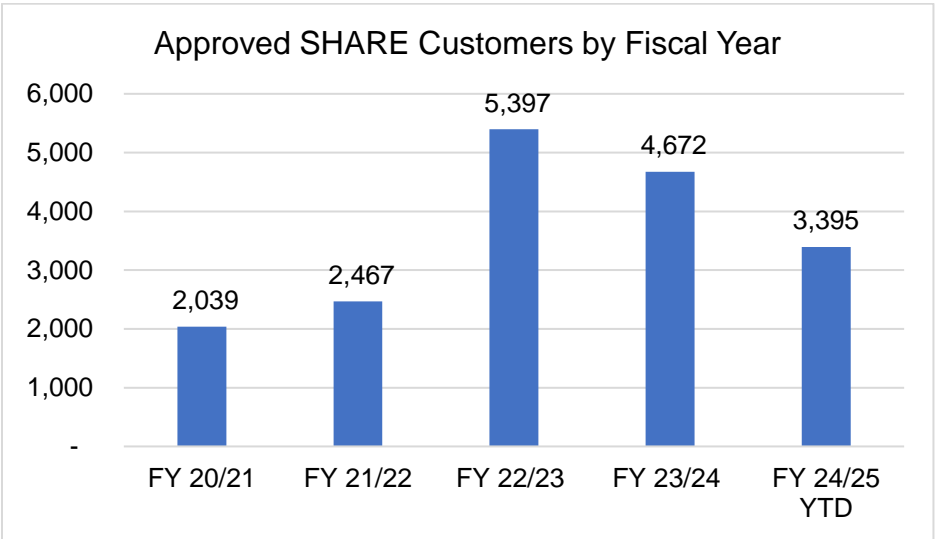
Communications

- A. Began distributing commercial turf replacement signs
- B. Worked with the Water Engineering team to complete 2025 American Water Works Benchmarking Survey
- C. Mailed Tree Power postcards to paperless billing customers
- D. Residential Emails: 2/12 & 2/27
- E. Commercial Emails: 2/14 & 2/28

RESIDENTIAL DETAIL

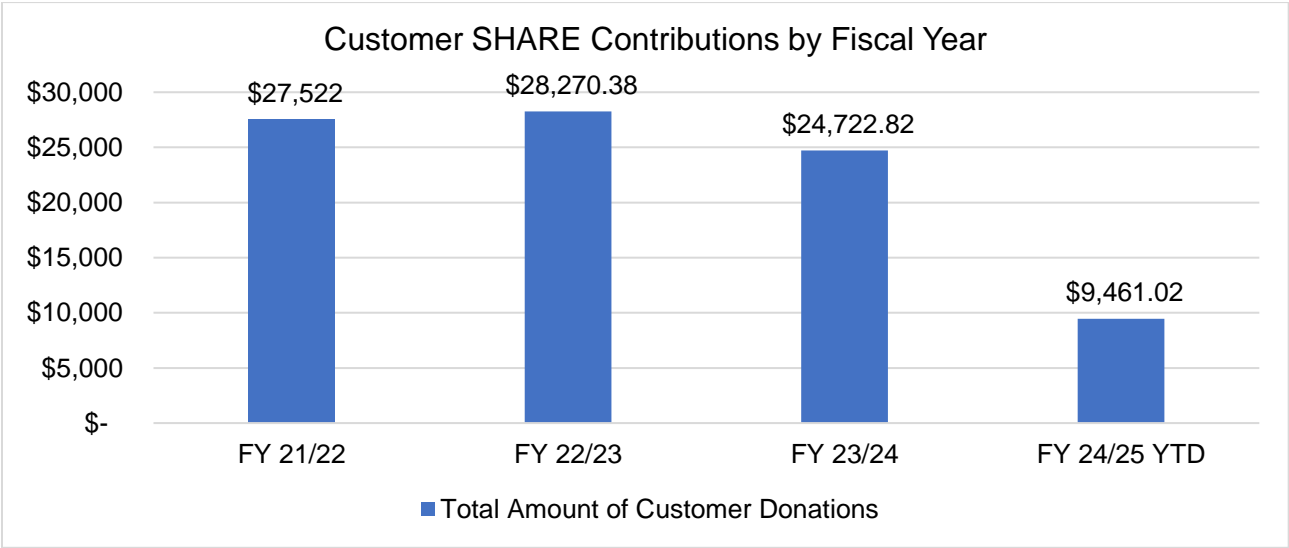
Sharing Households Assist Riverside’s Energy - SHARE PROGRAM

The Sharing Households Assist Riverside’s Energy (SHARE) program assisted 3,395 customers from July 2024 through February 2025, which reflects the total participant amount for the \$250.00 shut-off and/or deposit assistance credit.



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 2024 through February 2025, the program worked with 294 homes in the RPU service area, expending a total of \$437,446. 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.

Residential Rebates

From July 2024 through February 2025 a total of 2,459 residential energy rebates were processed, for a total rebate amount of \$806,506.56.

Residential Devices	Participation	RPU Expenditures
Air Conditioning	329	\$105,625.00
Heat Pump	167	\$506,315.73
Energy Star	676	\$60,575.00
Pool Pump	45	\$9,000.00
Tree Power	120	\$11,601.24
Weatherization	230	\$41,324.59
Recycling	238	\$21,500.00
A&G Recycling	654	\$50,565.00
Energy Rebate Total	2,459	\$806,506.56

From July 2024 through March 2025, the Used Electric Vehicle (EV) Rebate Program has approved 60 rebate applications for a total of \$77,500.00. The EV Charger Rebate Program has approved 31 rebates for a total of \$14,420.18.

Water Efficiency Programs

In June 2004, RPU adopted the 10-year Water Conservation Surcharge, it was again adopted in 2014; it assessed a rate of 1.5% of water usage charges for retail sales. The funds from the surcharge are used for conservation, education, and water use efficiency programs, as well as research development and demonstration programs to advance science and technology with respect to water conservation. At its meeting on April 16, 2024, the City Council voted to cease collecting the Water Conservation Surcharge. Programs and rebates funded by the Surcharge will remain available until funds are 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 through February 2025 a total of 141 residential water rebates were processed with total payout (RPU/MWD) of \$213,674, representing annual water savings of 3,536,919 gallons.

Residential Devices & Turf	Participation / Devices	RPU Expenditure	MWD Expenditure
Flow Monitor/Leak Detection Device	7	\$600.00	\$800.00
High-efficiency Clothes Washer	59	\$5,600.00	\$5,015.00
Hose Bib Irrigation Controller	1	\$15.00	\$35.00
Premium HET (from 1.6 GPF toilet)	3	\$100	\$120.00
Rotating Nozzles	3 (124)	\$372.00	\$248.00
Turf Removal (per square foot)	31 (49,986)	\$94,143.00	\$99,513.00
Weather-based Irrigation Controllers (WBIC / WBICLL)	37	\$4,233.00	\$2,880.00
Total	141	\$105,063.00	\$108,611.00

WATERWISE WORKSHOP



A total of 16 customers attended the waterwise landscaping workshop held on Saturday, 22nd February at the Janet Goeske Senior Center.

COMMERCIAL DETAIL

Energy Rebates

From July 2024 through February 2025, a total of 69 commercial rebates were processed (12 lighting, 2 energy star, 1 weatherization, 1 performance-based incentive, and 53 air conditioning) with a total payout of \$152,583.21 and a total kWh saving of 1,837,323.

Direct Install Programs

During February 2025, the Small Business Direct Install and Outdoor Lighting Program conducted 55 audit visits at local businesses and a total of 40 direct installs were completed, expending \$150,151 for businesses.

Water Rebates

From July 2024 through February 2025, 7 commercial accounts and 1 public agency removed 82,602 square feet of turf with a rebate total of \$206,580; these projects represent annual water savings of 3,499,077 gallons. One commercial account replaced 238 Premium High Efficiency Toilets (PHET) representing 814,303 gallons of water saved annually.

EDUCATION DETAIL

In February 2025, the team taught 12 electricity conservation classes to 336 students in 4th grade, and 24 water cycle classes to 780 students in 5th grade residing in the Riverside Public Utilities service area.

On February 11, 2025, the team participated in a day-long career fair, engaging with over 100 11th and 12th grade students. The event was held at Riverside Unified School District's Educational Options Center. In addition to receiving information on the STEM Public Utilities Learning Labs coming this July, students learned about utility industry careers involving vocational training, where such training might be obtained, and the skills needed to increase the odds of employment in the utility industry. Students interested in pursuing degree programs learned about degrees heavily relied upon in the utility industry, as well as the role of conservation, sustainability topics and "green" jobs in the industry.

The 2025 Family STEAM Day at the Library, kicked off this year's series at the Arlanza Branch Library. The theme for this month's event was circuits and robots. Some of the activities included the opportunity to build circuits, investigate the role of robots in daily life, create a paper circuit robot card and participate in a robot art project. This event attracted approximately 40 parents and students.

COMMUNICATIONS DETAIL

Email Communications

- Residential Email sent on 2/12/25. Content included: Black History Month, Mylar balloons reminder, Water Conservation – rain cistern rebates, Family STEAM Day, & Turf Workshop.
 - i. 77,532 emails sent
 - ii. 66,963 emails opened by customers
- Residential Email sent on 2/27. Content included: Tree Power, SHARE, Utilicare, E-Waste Drop Off Event, & Job Opportunities.
 - i. 74,361 emails sent
 - ii. 40,405 emails opened by customers
- Commercial email sent on 2/14/25. Content included: Black History Month, Mylar balloons reminder, Family STEAM Day, Irrigation Controller Rebates, & Turf Workshop.
 - i. 5,178 emails sent
 - ii. 3,320 emails opened by customers
- Commercial email sent on 2/28/25. Content included: Black History Month, Mylar balloons reminder, Family STEAM Day, Irrigation Controller Rebates, & Turf Workshop.
 - i. 4,888 emails sent
 - ii. 2,445 emails opened by customers

In-Person Events

Below are the in-person events the CE Team participated in February 2025:

- 2/8 – 45th Annual Black History Month Parade & Expo, 10:00am-4:00pm, Main Library
- 2/11 – Career Fair, 7:30am-4:00pm, Riverside Unified School District
- 2/12 – Monthly Utility Assistance Visit, 9:30-11:00am, Janet Goeske Senior Center
- 2/13 – Monthly Utility Assistance Visit, 11:00am-12:00pm, Victoria Springs Apartments
- 2/19 – Monthly Utility Assistance Visit, 2:00-3:00pm, Cambridge Gardens Senior Housing
- 2/19 – Family STEAM Day, 2:00pm-5:00pm, Arlanza Library

- 2/22 – Flip Your Turf Workshop, 10:00am-12:00pm Janet Goeske Senior Center
- 2/27 – Riverside Job Fair, 3:30pm-8:00pm, Galleria at Tyler Mall

Social Media Outreach

Key social media posts during the month of February 2025:

- 2/1 – Black History Month
- 2/3 – Small Bus. Direct Install
- 2/4 – 311
- 2/5 – Ways to Save
- 2/6 – Landscape Workshop
- 2/7 – Insect Fair
- 2/7 – Big Game Conserve Energy
- 2/10 – STEAM Day
- 2/12 – Landscape Workshop
- 2/13 – SHARE
- 2/14 – Happy Valentines Day
- 2/14 – Presidents Day Closure
- 2/17 – Happy Presidents Day
- 2/19 – STEAM Day
- 2/20 – Landscape Workshop
- 2/20 – Scam Alert
- 2/21 – All Day Every Day
- 2/26 – Power Outage Help
- 2/26 – Job Fair
- 2/28 – Turf Replacement

UPCOMING EVENTS – May

- 5/3 – Mission Village Senior Resource Fair, 3700 Buchanan St.
- 5/3 – 116th Annual Cinco de Mayo Fiesta, Villegas Center
- 5/3 – IE Islanders OhanaFest and Ho-olaula, location TBD
- 5/8 – La Sierra University Career Fair, La Sierra University
- 5/15 – Family STEAM Day, Casa Blanca Library
- 5/24 – Annual Riverside Chili Cook-Off, Magnolia Ave and Van Buren Blvd.

Back of Bill messaging for May

- Heat Pump/AC Efficiency Tips

RPU - COMMUNITY ENGAGEMENT EVENTS GALLERY

College and Career Fair at Riverside Unified School District, 2/11/2025



STEAM Day, Arlanza Library, 2/19/25



Waterwise Workshop, Goeske Center, 2/22/25



Job Fair, Tyler Mall, 2/27/25

