



# RIVERSIDE PUBLIC UTILITIES

## Board Memorandum

**BOARD OF PUBLIC UTILITIES**

**DATE: APRIL 27, 2026**

### **GENERAL MANAGER'S REPORT**

#### **CUSTOMER ENGAGEMENT PROGRAM UPDATES THROUGH FEBRUARY 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 FEBRUARY 2026 HIGHLIGHTS**

##### ***Residential***

- A. Sharing Households Assist Riverside's Energy (SHARE) Program assisted 3,076 customers from July 2025 through February 2026 totaling \$769,000 in past-due assistance.
- B. Energy Savings Assistance Program (ESAP) assisted 232 customers from July 2025 through February 2026 and expended \$353,002.
- C. Mobile-Home and Multi-Family Energy Efficiency Program (MHMF) assisted 651 customers from July 2025 through February 2026 and expended \$747,798.33.

##### ***Commercial***

- A. Processed a total of 66 large commercial rebates from July 2025 through February 2026 for a total of \$317,700.89 and 3,760,031 kWh saved.
- B. Small Business Direct Install and Outdoor Lighting Program - completed 34 direct installs.

##### ***Education***

- A. Taught classes on water, energy and water pollution.
- B. Participated in middle and high school career fair events.
- C. Coordinated an educational tour of Lake Matthews with Metropolitan Water District, Western Municipal Water District, and regional water educators.
- D. Hosted Family STEAM Day at Arlanza Library.

- E. Participated in a guest teaching opportunity at Hillcrest High School within Alvord Unified School District.

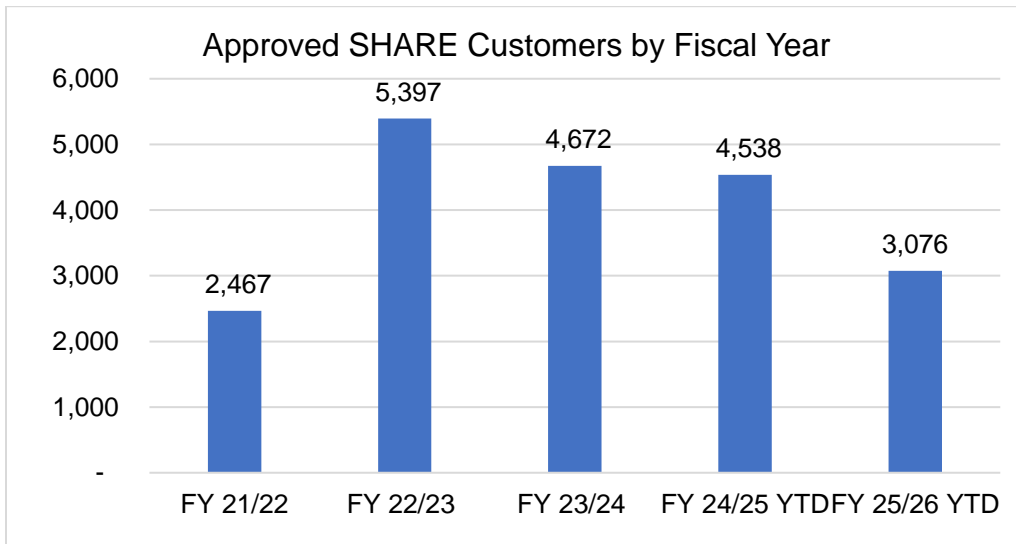
**Communications**

- A. Updated EV applications and page with new rebate amounts.
- B. Wrote a submission for Energy Efficiency Programs and Policies credit for LEED (Leadership in Energy and Environmental Design) for Cities.
- C. Residential Emails: 2/12 & 2/25
- D. Commercial Emails: 2/13 & 2/26

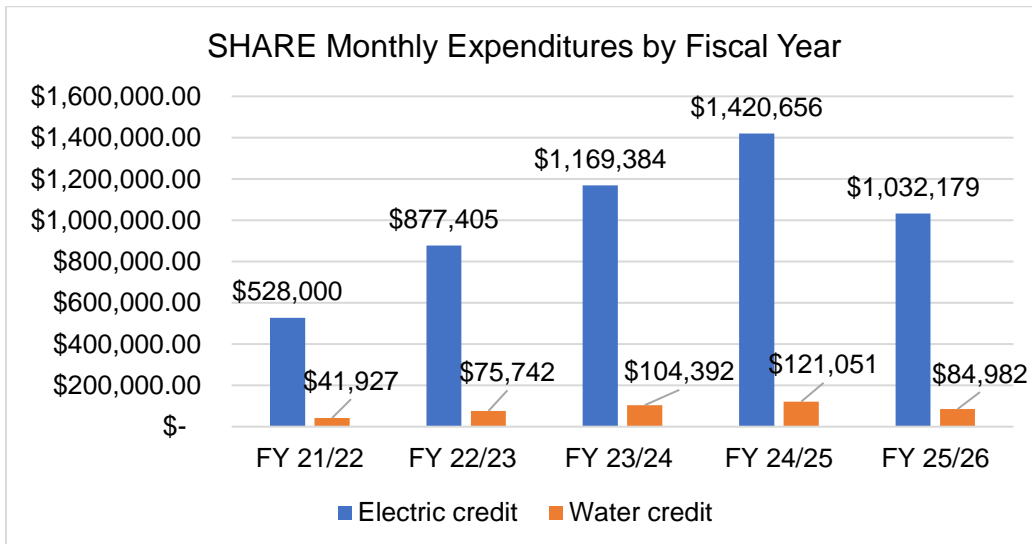
**RESIDENTIAL DETAIL**

**Sharing Households Assist Riverside’s Energy - SHARE PROGRAM**

The Sharing Households Assist Riverside’s Energy (SHARE) program assisted 3,076 customers from July 2025 through February 2026, which reflects the total participant amount for the \$250.00 shut-off and/or deposit assistance credit.

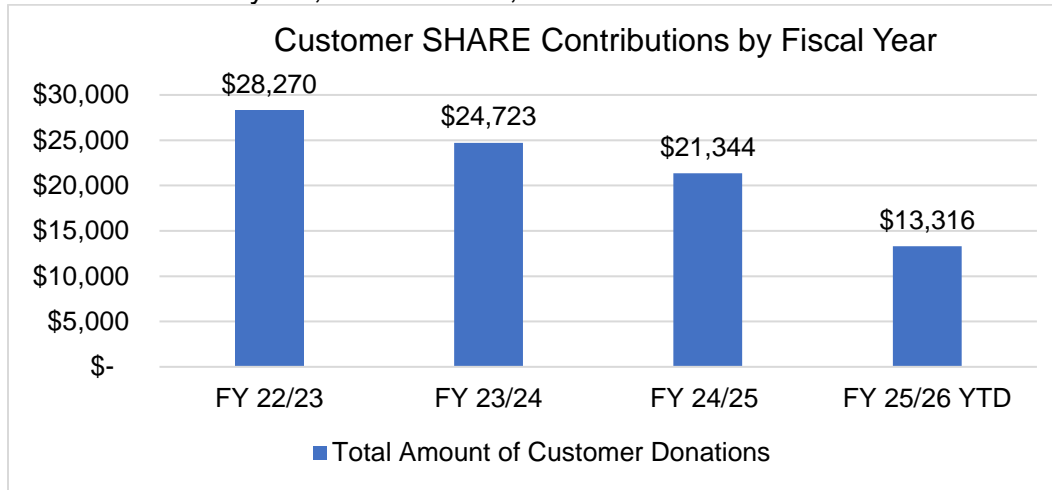


From July 2025 through February 2026, the SHARE Program has expended a total of \$1,032,179 on electric monthly credits, and a total of \$84,982 on water monthly credits.



### 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 February 2026, the program worked with 232 homes in the RPU service area, expending an estimated total of \$353,002. 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 February 2026 and served 79 mobile-homes and 572 multi-family homes in the RPU service area, expending a total of \$747,798.33. 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 February 2026 a total of 2,286 residential energy rebates were processed, for a total rebate amount of \$738,039.30.

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
<b>Energy Rebate Total</b>	<b>2,113</b>	<b>\$668,596.37</b>

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

From July 2025 through February 2026, the Used Electric Vehicle (EV) Rebate Program has approved 55 rebate applications for a total of \$93,500.00. The EV Charger Rebate Program has approved 19 rebates for a total of \$13,963.52.

### 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](http://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 February 2026 a total of 197 residential water rebates were processed with total payout (RPU/MWD) of \$286,267, representing annual water savings of 3,410,430 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)	59	\$11,025	\$5,015
Premium High-Efficiency Toilet (HET)	50	\$0	\$19,600*
Weather-based Irrigation Controllers (WBIC / WBICLL)	31	\$2,896	\$3,017
Turf Removal Rebate (per square foot)	23 (44,173)	\$105,155	\$132,259
Turf Rebate (new trees planted)	8 (25)	\$0	\$,2500
<b>Total</b>	<b>197</b>	<b>\$120,876</b>	<b>\$165,391</b>

\* 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 February 2026, 331 customers participated in this program.

### Waterwise Landscape Workshops

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

On February 28, the team hosted a Defensible Space and Fire-scaping workshop at the La Sierra Library. The workshop focused on fire-hardening homes and creating fire-smart landscapes. Councilman Perry and Fire Station #8 attended the event. Participants, including children, enjoyed

interactive activities and a library centered story-time highlighting fire safety and water efficiency. There were approximately 18 adult participants.



## COMMERCIAL DETAIL

### *Energy Rebates*

From July 2025 through February 2026, a total of 66 commercial rebates were processed (3 Lighting, 4 Weatherization, 2 Lighting – HID, 2 Performance-Based Incentives, 2 Energy Star, 3 Energy Management Systems, and 50 Air Conditioning) with a total payout of \$317,700.89 and a total kWh savings of 3,760,031.

### *Direct Install Programs*

During February 2026, the Small Business Direct Install and Outdoor Lighting Program conducted 43 audit visits at local businesses, and a total of 34 direct installs were completed, expending an estimated total of \$139,241.68.

### *Water Rebates*

From July 2025 through February 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 February, the team held 20 electricity classes with 668 students, 5 water pollution solution classes with 175 students, and 24 water classes with 639 students.

On February 3<sup>rd</sup>, the team held a career fair at Sierra Middle School for 125 Career Technical Education (CTE) students. Students learned about the wide range of careers available within the utility industry, received information on social skills needed for job interviews, discovered the connection between conservation and utility industry careers, and asked questions about industry qualifications and opportunities.

Through established partnerships with Metropolitan Water District, Western Municipal Water District, and other water educators from various utilities in the region, the team had the opportunity to attend an educational tour of the Lake Matthews Reservoir in Riverside. The tour

covered the history of the facility, how it was built, and its role within the region's complex water supply system (though it does not directly supply Riverside). It was an opportunity to collaborate with other regional water providers, foster valuable relationships and create opportunities for expanded educational partnerships in the coming year.

The team supported the annual career fair at the Riverside Unified School District's Educational Options Center on February 10, 2026. Approximately 200 students in grades 8-12 received information about careers with Riverside Public Utilities, learned how to access the City of Riverside job's page and were provided tips on navigating the online application process.

The partnership with the Riverside Public Library entered its third year on February 19<sup>th</sup>, with a Family STEAM Day event held at the Arlanza Library. The program welcomed approximately 25 children and their families, who engaged in hands-on learning activities exploring weights and measures, experimenting with various measurement tools, completing estimation activities, and creating patterns using hands-on manipulatives.

Throughout the month, the team coordinated a guest teaching event between Riverside Public Utilities and Hillcrest High School for students in the Energy, Utilities and the Environment Career Pathway program. On February 24<sup>th</sup>, Energy Delivery staff taught several classroom periods of 140 junior and senior level students, sharing general technical information on energy transmission and distribution as well as information on careers in the industry.

## **COMMUNICATIONS DETAIL**

### *Email Communications*

- Residential Email sent on 2/12/26. Content included Mylar Ballon Reminder, Pump-Pod event, Family STEAM Day, Riverside Clean Air Carshare, and UCR Eco-CAR Survey.
  - i. 76,829 emails sent
  - ii. 58,582 emails opened by customers
- Residential Email sent on 2/12/26. Content included Defensible Landscape Workshop, Utilicare, Rain Barrel rebate, and Cistern Rebate.
  - i. 76,795 emails sent
  - ii. 56,657 emails opened by customers
- Commercial email sent on 2/13/26. Content included: Pump-Pod Event, Family STEAM Day, & Mylar Balloon Reminder.
  - i. 5,300 emails sent
  - ii. 3,560 emails opened by customers
- Commercial email sent on 2/26/26. Content included: Green Business Program, Irrigation Controller Rebate, & Defensible Landscape Workshop.
  - i. 5,291 emails sent
  - ii. 2,719 emails opened by customers

### *In-Person Events*

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

- 2/3 – CTE Career Fair, Sierra Middle School, 8am-2:30pm
- 2/4 – Lake Matthews Tour, Lake Matthews, 7:30am-10am
- 2/10 – High School Career Day, Education Options, 8am-4pm
- 2/11 – Local Vendor Networking Event, Ysmael Villegas Center, 8am-1pm
- 2/12 – Valentines Event, Bryant Park, 3:30pm-5:30pm
- 2/12 – Mayor's Sr. Forum, Renck Center, 8:30am-11:30am
- 2/18 – Family STEAM Day, Arlanza Library, 2pm-5pm
- 2/24 – Guest Teaching Event with CET Students, Hillcrest High School, 9am-2:30pm

- 2/26 – The Great Collaboration for Grow Riverside, Bourns Tech., 7am-5pm
- 2/28 – Landscape Workshop-Fire Hardening, La Sierra Library, 10am-12pm

Key social media posts during the month of February 2026:

- 2/2 – RPU Job Opportunities
- 2/3 – 311
- 2/4 – Pump-Pod
- 2/6 – STEAM Day
- 2/9 – Mylar Balloon Dangers
- 2/10 – Outage Map
- 2/13 – Low Income Home Energy Assistance Program (LIHEAP)
- 2/16 – President’s Day
- 2/18 – STEAM Day
- 2/20 – Weather Based Irrigation Controller
- 2/24 – Landscape Workshop
- 2/28 – RPU Job Opportunities

### **UPCOMING EVENTS – May**

- 5/2 – Show n Go (TBD)
- 5/9 – US Vets Inland Empire Steps for Vets, Dales Sr. Center, 7am-12pm
- 5/9 – Cinco de Mayo, Villegas Park, 12pm-8pm
- 5/14 – Mayor’s Forum, Orange Terrace Center, 8:30am-10:30am
- 5/19 – Family STEAM Day, Casa Blanca Library, 2pm-5pm
- 5/23 – Chili Cook Off, Magnolia Ave, 8am-6:30pm
- 5/25 – West Coast Thunder, Downtown Riverside, 8am-10:30am

Back of Bill messaging for May

- Education

## RPU - COMMUNITY ENGAGEMENT EVENTS GALLERY

Career Day, Sierra Middle School, 2/3/2026



Pump Pod, Downtown Riverside, 2/3/2026



Career Fair, Educations Options Center, 2/10/2026



Vendor Event, Ysmael Villegas Center, 2/11/2026



Valentine's Event, Bryant Park, 2/12/2026



Mayor's Sr. Form, Renck Center, 2/12/2026



Family STEAM Day, Arlanza Library, 2/18/2026



The Great Collaboration for Grow Riverside, Bourns Tech., 2/26/2026



Defensible Landscapes: Fire Hardening Landscape Workshop at La Sierra Library, 2/28/26

