



RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: AUGUST 25, 2025

GENERAL MANAGER'S REPORT

CUSTOMER ENGAGEMENT PROGRAM UPDATES THROUGH JUNE 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 JUNE 2025 HIGHLIGHTS

Residential

- A. Sharing Households Assist Riverside's Energy (SHARE) program assisted 4,531 customers from July 2024 through June 2025 totaling \$1,132,750.00 in past-due assistance.
- B. Energy Savings Assistance Program (ESAP) assisted 385 customers from July 2024 through June 2025 and expended \$648,598.21.
- C. Electric Vehicle (EV) Residential Charger Rebate Program processed 3 applications.

Commercial

- A. Processed a total of 111 large commercial rebates from July 2024 through June 2025 for a total of \$298,077.90 and 4,393,985 kWh saved.
- B. Small Business Direct Install and Outdoor Lighting Program - completed 84 direct installs.

Education

- A. STEM Fundamentals and STEM Public Utilities Learning Labs planning.

Communications

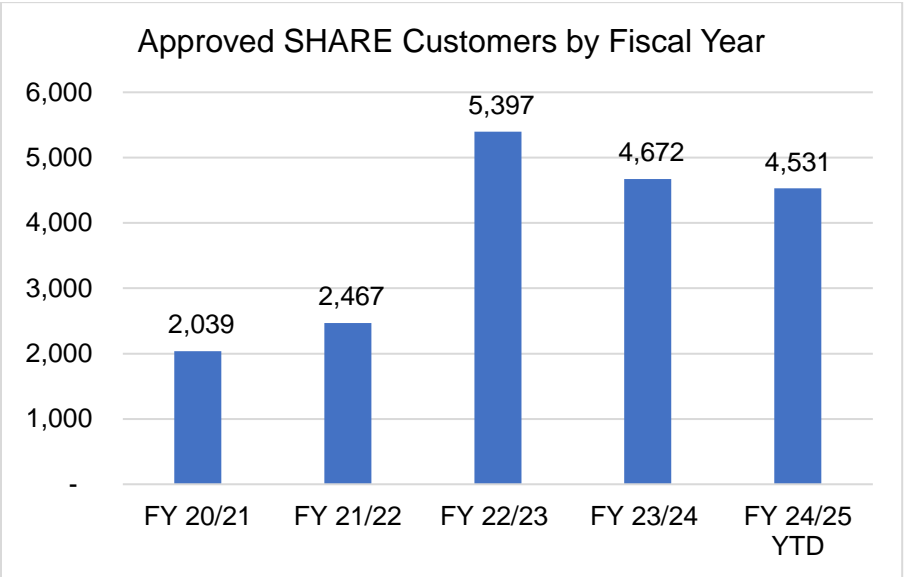
- A. Messaging for Education Month on social media, email, and advertising
- B. Planned and developed messaging for the upcoming Good Morning Riverside event with GRCC

- C. Worked with the Office of Communications to update the commercial Water Smart postcard
- D. Outreach and promotion of Waterwise Workshops
- E. Re-launched the Mobile Home Multi-Family Rebate program after City Council approval
- F. Residential Emails: 6/6 & 6/30
- G. Commercial Emails: 6/13

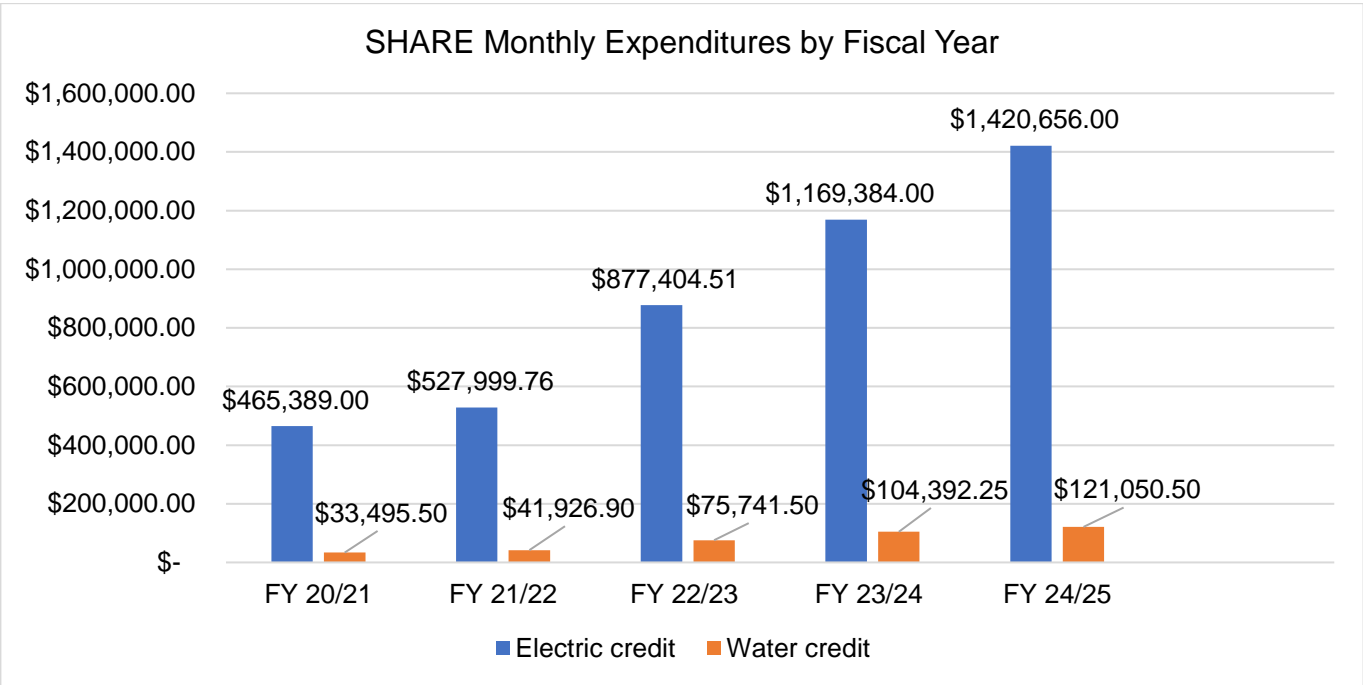
RESIDENTIAL DETAIL

Sharing Households Assist Riverside’s Energy - SHARE PROGRAM

The Sharing Households Assist Riverside’s Energy (SHARE) program assisted 4,531 customers from July 2024 through June 2025, which reflects the total participant amount for the \$250.00 shut-off and/or deposit assistance credit.

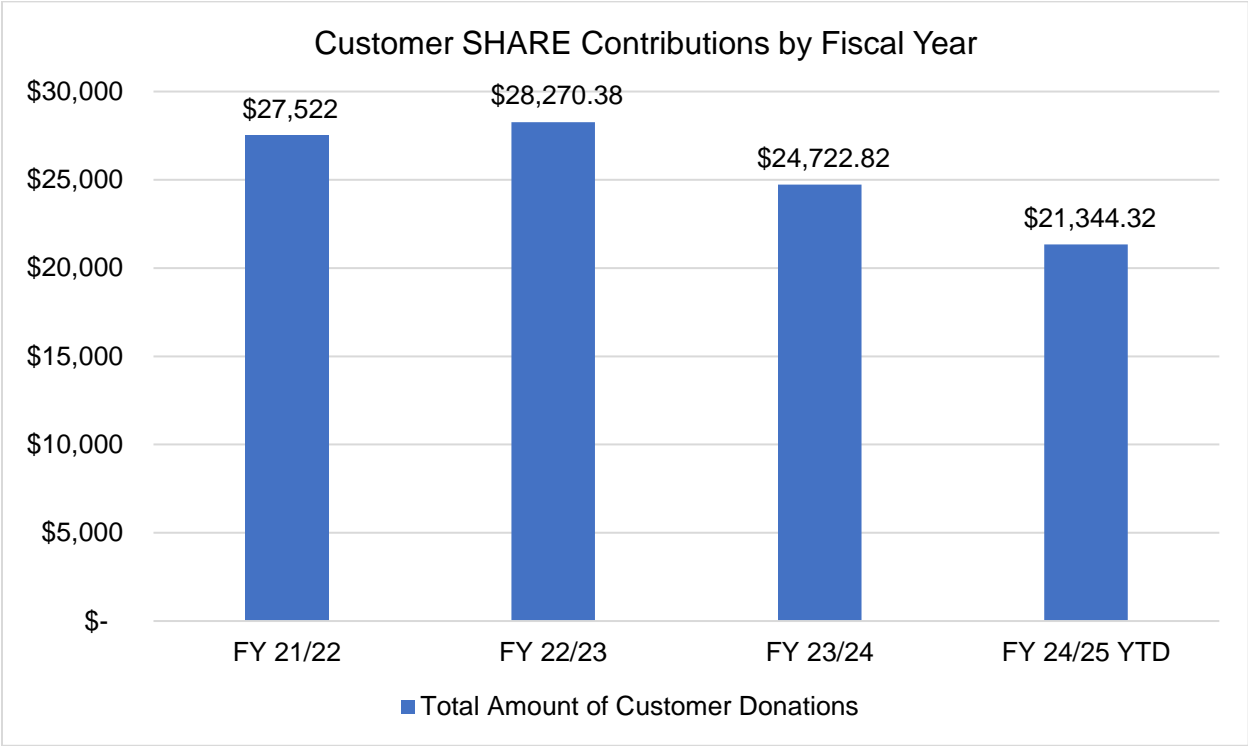


From July 2024 through June 2025, the SHARE Program has expended a total of \$1,420,656.00 on electric monthly credits, and a total of \$121,050.50 on water monthly credits.



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 2024 through June 2025, the program worked with 385 homes in the RPU service area, expending an estimated total of \$648,598.21. 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 August 2024 through June 2025, the program served 200 mobile-homes and 577 multi-family homes in the RPU service area, expending a total of \$761,370.81. 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 2024 through June 2025 a total of 11,488 residential energy rebates were processed, for a total rebate amount of \$1,822,976.35.

Residential Devices	Participation	RPU Expenditures
Air Conditioning	426	\$136,275.00
Heat Pump	220	\$1,075,559.30
Energy Star	1024	\$90,750.00
Pool Pump	72	\$14,800.00
Tree Power	8,179	\$347,323.81*
Weatherization	346	\$59,548.24
Recycling	363	\$32,600.00
A&G Recycling	858	\$66,120.00
Energy Rebate Total	11,488	\$1,822,976.35

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

From July 2024 through June 2025, the Used Electric Vehicle (EV) Rebate Program has approved 99 rebate applications for a total of \$119,500.00. The EV Charger Rebate Program has approved 43 rebates for a total of \$19,703.15. The Commercial EV Charger Program has approved 1 rebate for \$20,000.

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 June 2025 a total of 270 residential water rebates were processed with total payout (RPU/MWD) of \$310,362, representing annual water savings of 5,351,569 gallons.

Residential Devices & Turf	Participation / Devices	RPU Expenditure	MWD Expenditure
Flow Monitor/Leak Detection Device	30	\$2,350.00	\$3,100.00
High-efficiency Clothes Washer	126	\$19,000.00	\$10,710.00
Hose Bib Irrigation Controller	1	\$15.00	\$35.00
Premium HET (from 1.6 GPF toilet)	6	\$00.00	\$240.00
Rotating Nozzles	3 (124)	\$372.00	\$248.00
Turf Removal (per square foot)	39 (63,251)	\$130,468.00	\$131,826.00
Weather-based Irrigation Controllers (WBIC / WBICLL)	65	\$7,353.00	\$4,645.00
Total	270	\$159,558.00	\$150,804.00

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 2024 through June 2025, 250 customers have participated in this program.

COMMERCIAL DETAIL

Energy Rebates

From July 2024 through June 2025, a total of 111 commercial rebates were processed (20 lighting, 6 energy star, 2 weatherization, 3 performance-based incentive, and 80 air conditioning) with a total payout of \$298,077.90 and a total kWh saving of 4,393,985.

Direct Install Programs

During June 2025, the Small Business Direct Install and Outdoor Lighting Program conducted 67 audit visits at local businesses and a total of 84 direct installs were completed, expending an estimated \$294,627 for businesses.

Water Rebates

From July 2024 through June 2025, 8 commercial accounts and 1 public agency removed 85,454 square feet of turf with a rebate total of \$223,692; these projects represent annual water savings of 3,499,077 gallons. One commercial account replaced 238 Premium High Efficiency Toilets (PHET) representing 935,116 gallons of water saved annually.

EDUCATION DETAIL

During the month of June, the education team planned for the upcoming annual STEM in Public Utilities Learning labs. Keynote speakers were scheduled, materials were purchased for activities, and the STEM PULL website was published and available to students. Online journaling through Padlet was also created and available to students to start online journaling throughout the week of STEM PULL.

The team is also planning for STEM FUNdamentals, materials have been purchased, and content created.

COMMUNICATIONS DETAIL

Email Communications

- Residential Email sent on 6/6/25. Content included Graduations/Mylar balloon reminder, 30 Years of Education, and a Waterwise Workshop.
 - i. 74,038 emails sent
 - ii. 54,487 emails opened by customers
- Residential Email sent on 6/30. Content included Mobile Home Multi-Family Efficiency Program and 30 Years of Education.
 - i. 77,264 emails sent
 - ii. 43,223 emails opened by customers
- Water Quality Email sent on 6/30. Included a link to the 2024 Water Quality Report.
 - i. 12,529 emails sent
 - ii. 13,105 emails opened by customers
- Commercial email sent on 6/13/25. Content included: Waterwise Workshop and 30 Years

of Education.

- i. 4,934 emails sent
- ii. 3,340 emails opened by customers

In-Person Events

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

- 6/11 – Concert in the Park, Fairmount Park, 4:30pm-9pm
- 6/14 – Landscape Workshop, Virtual, 10am-12pm
- 6/18 – Concert in the Park, Fairmount Park, 4:30pm-9pm
- 6/25 – Concert in the Park, Fairmount Park, 4:30pm-9pm
- 6/28 – United Domestic Workers of America Workshop, 1445 Spruce St. Suite.

Social Media Outreach

Key social media posts during the month of June 2025:

- 6/1 – Pride Month
- 6/2 – 30 Years of RPU Education
- 6/3 – Mobile-Home and Multi-Family Program
- 6/4 – Weather Based Irrigation Controllers
- 6/5 – 2024 Water Quality Report
- 6/6 – Virtual Waterwise Landscape
- 6/7 – Free Shade Tree
- 6/10 – Pool Pump
- 6/10 – UtiliCare
- 6/12 – Closure
- 6/15 – Concert in the Park
- 6/19 – Juneteenth Observance
- 6/19 – Juneteenth
- 6/20 – Education
- 6/23 – Water Quality Report
- 6/27 – 30 Years of Education
- 6/28 – Cooling Centers

UPCOMING EVENTS – September

- 9/20 – DeaFestival, Main Library, 9:00am-4:30pm
- 9/24 – Family STEAM Day, Arlington Library, 2:00pm-5:00pm
- 9/27 – Riverside Art and Music Festival, White Park, 12:00pm-9:00pm

Back of Bill messaging for September

- All Day Every Day – Employee Appreciation

RPU - COMMUNITY ENGAGEMENT EVENTS GALLERY

Arts and Culture Festival, Lincoln Park, 6/7/25



Concert in the Park, Fairmont Park, 6/11/25



Concert in the Park, Fairmont Park, 6/19/25



Concert in the Park, Fairmont Park, 6/25/25



Saboba Tribal Resource Fair, 1425 Spruce St., 6/26/25



3rd Annual Community Softball Game, Bordwell Park., 6/28/25

