



ANNUAL UPDATE

Office of Communications

Board of Public Utilities
September 11, 2023

RiversideCA.gov

AREAS OF EXPERTISE



Graphic Design



Social Media



RiversideTV



Photography



Email Marketing



Website



RPU Project Communication



Community Calendar



Electronic Signs

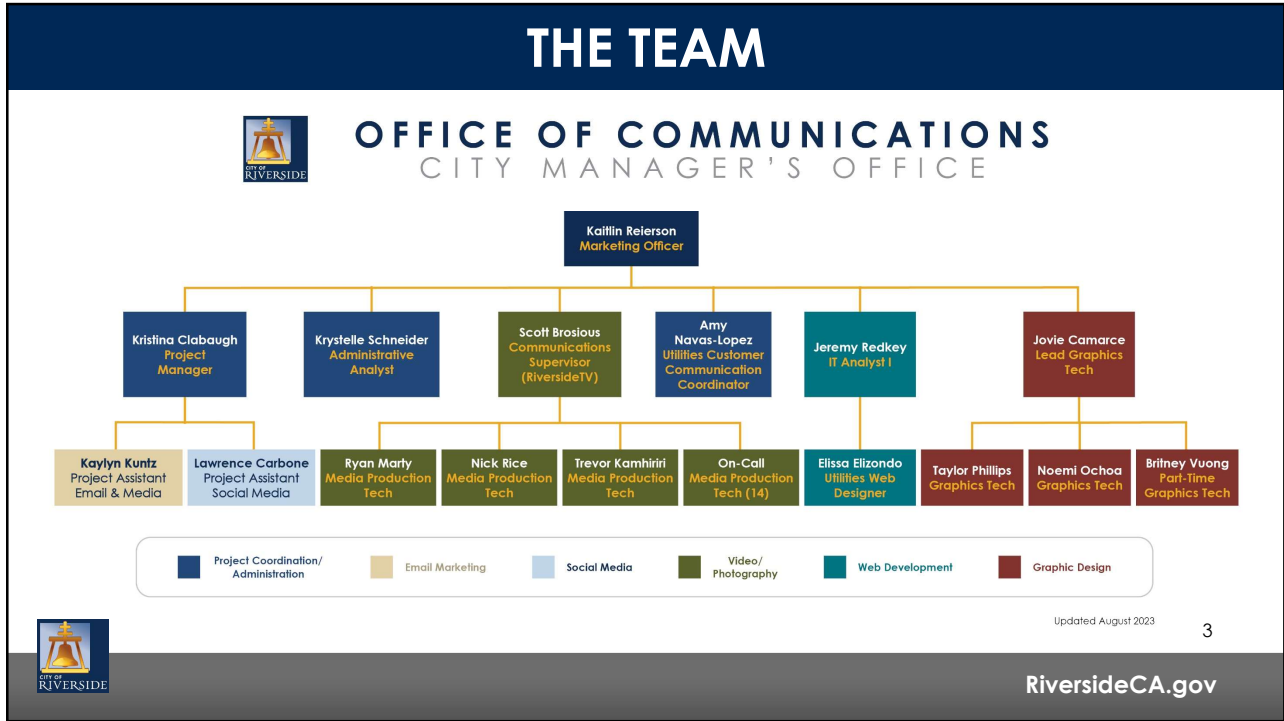


Media Relations



Local Outreach





BY THE NUMBERS (FY 22-23)



202+
Graphics
Projects



247
Webpages
Managed



**52% Email Open
Rate**
Industry Average: 29%



1,020
Hours Spent
Maintaining
RPU Webpages



56
RPU Videos/
Meetings



70%
Residential Email
Engagement
Industry Avg: 51%



1,253
Social Media Posts
Across All RPU
Social Media Accounts

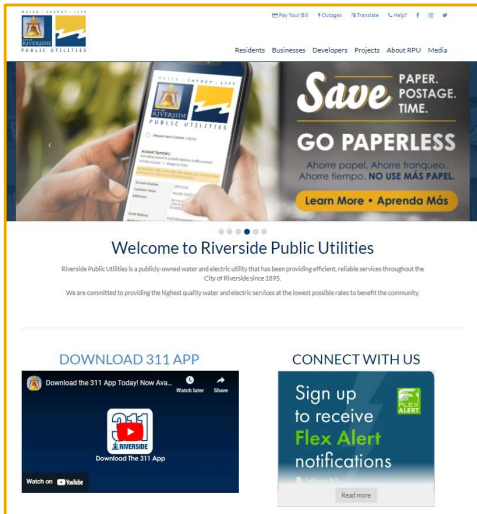


3.2%
Engagement Rate
Across All RPU Social Media
Industry Average: 2.5%



RiversideCA.gov

WEBSITE AT A GLANCE



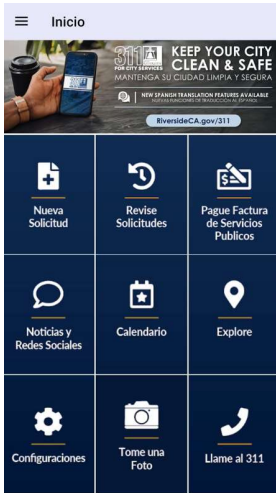
Riverside Public Utilities
2,160,934 Web Views (+66%)

TOP PAGES VIEWED



RiversideCA.gov

SPANISH TRANSLATION EFFORTS



INCLUDES, BUT NOT LIMITED TO:

- Campaigns
- Application Forms
- Back of Bill
- Bill Inserts
- Email Blasts
- Social Media Graphics
- Videos (Increased Spanish Availability)
- Citywide Mailings
- Door Hangers
- Project Notifications
- Flyers
- Website Sliders
- Electronic Signs
- 311 Mobile App



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DON'T DOUBT THE DROUGHT

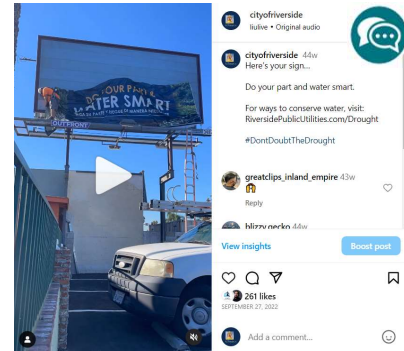


Do your part and water smart. On average, more than 60% of water goes towards outdoor irrigation! Through minor adjustments and waterwise practices you can save water. Take advantage of our outdoor water-saving rebates to help you save!

- Replace Turf with Waterwise Landscaping**
 - Save up to 60% in water usage
- Install Smart Irrigation Controllers**
 - Save up to 40 gallons per day
- Swap conventional sprinkler heads to Rotating Sprinkler Nozzles**
 - Save up to 20% in water usage

SHOW ME THE REBATES

Open Rate: 56%
Click Rate: 5%



RiversideCA.gov

DON'T DOUBT THE DROUGHT

Riverside Public Utilities - Follow
 August 24, 2022 · 4
 Using mulch helps insulate your soil to lock in moisture and prevent weeds. For every 1,000 sq. feet of mulch used you can save up to 30 gallons of water.
 For more water conservation tips visit: [RiversidePublicUtilities.com/Drought](https://www.RiversidePublicUtilities.com/Drought)

DON'T DOUBT THE DROUGHT
LA SEQUÍA ES REAL

A little mulch goes a long way.

Un poco de mantillo ahorra más agua.

[RiversidePublicUtilities.com/Drought](https://www.RiversidePublicUtilities.com/Drought)



Riversider Magazine Ad

DON'T DOUBT THE DROUGHT
LA SEQUÍA ES REAL

WHAT THIS MEANS FOR RPU CUSTOMERS

While RPU is not experiencing a water shortage emergency at this time, government agencies saving water now is more important than ever to protect for future seasons and the future.

CUSTOMERS ARE URGED TO:

- Eliminate Inigation Runoff
- Only Water Between the Hours of 4 PM to 10 AM

REBATES TO HELP YOU SAVE WATER
[RiversidePublicUtilities.com/Rebates](https://www.RiversidePublicUtilities.com/Rebates)

SAVE OUR WATER & OUR CITY OF TREES

- Mulch to retain moisture
- Water when and around the tree has dried out
- Water deeply and soak slowly to avoid inigation runoff

LO QUE ESTO SIGNIFICA PARA LOS CUENTES DE RPU

Aunque RPU no está experimentando una emergencia de escasez de agua, ahora es más importante que nunca para proteger futuras temporadas de agua que el futuro.

SE INSTA A LOS CUENTES A:

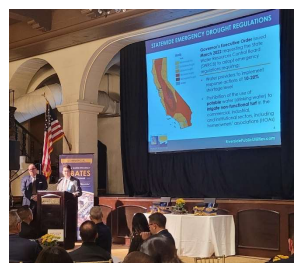
- Eliminar el Escorrentía de Infiltración
- Solo Riego Entre las Horas de 4 PM a 10 AM

REEMBOLSOS PARA AYUDARLE A AHORRAR AGUA
[RiversidePublicUtilities.com/Rebates](https://www.RiversidePublicUtilities.com/Rebates)

AHORRE NUESTRA AGUA Y NUESTRA CIUDAD DE ARBOLES

- Utilice mantillo para retener la humedad
- Riegue cuando el suelo alrededor del árbol se haya secado
- Riegue profundamente y rellene lentamente para evitar la escorrentía de agua

311 Call Center: (951) 824-5311 | Centro de Llamadas 311: (951) 824-5311
[RiversidePublicUtilities.com/Drought](https://www.RiversidePublicUtilities.com/Drought)



RiversideCA.gov

LAST CALL: RESTART REPAYMENT PROGRAM

Open Rate: 59%
Click Rate: 7%

En Español



FINAL CALL TO SIGN UP FOR THE RESTART REPAYMENT PROGRAM!

Restart allows both residential and commercial utility customers with a qualifying past due balance to sign up for an interest free, 18-month repayment plan, to bring utility account(s) current. Customers have until **August 1, 2022** to sign up; however, the 18-month repayment period begins June 1, 2022.

Balances which were accrued after **March 1, 2020** and during the local emergency period are eligible.

Sign up now! Utility shutoffs for non-payment will begin August 1, 2022.

If you are unable to pay your bill in full, there are additional assistance programs available to help. Visit [RiversidePublicUtilities.com/Assistance](https://www.RiversidePublicUtilities.com/Assistance) for more information or contact Customer Service at (951) 782-0330.

APPLY TODAY



Discontinuation Door Hanger

To avoid the discontinuation of electric/water service, contact us immediately to discuss your account. Failure to contact us or pay may result in the discontinuation of your electric/water service. For further information, contact Riverside Public Utilities Customer Service Department at (951) 782-0330.

Discontinuation of Service Notice - Electric or Water \$20.00
 The fee applies when a "Discontinuation of Service Notice" has been issued to your account.

Next Day Reconnection - Electric or Water \$40.00
 The fee applies if reconnection is required for the day after the payment is received in the office.

Same Day Reconnection - Electric or Water \$60.00
 For same day reconnection payment must be received in our office before 4 P.M. Monday through Friday and 12:30 P.M. on Saturdays. To have service restored that same day, subject to availability.

Water Dial Off Protection Act - Same Day Reconnection \$50.00
 Allow residential water service customers that have been identified and verified as low-income (200% below the Federal Poverty Level) a reduced same day reconnection fee.

DO NOT MAIL PAYMENT - PAY AT:

DownTown Customer Service Center
 3901 Orange St.
 Visit [RiversidePublicUtilities.com](https://www.RiversidePublicUtilities.com) for hours of operation.
 A returned check fee of \$25.00 will be charged for any check that is returned for any reason, and service may be subject to termination without further notice.
 For possible utility assistance you may contact:

Sharing Households Assist Riverside's Energy (SHARE) - Call or Apply Online:

Casa Blanca Customer Resource Center (CRC)
 Monday - Friday 9 A.M. - 5 P.M.
 3055 Madison St. • (951) 782-0330
[RiversidePublicUtilities.com/Assistance](https://www.RiversidePublicUtilities.com/Assistance)

County of Riverside Community Action Partnership (CAP)
 Monday - Friday 9 A.M. - 5 P.M.
 2038 Iowa Ave., Ste B102 • (951) 955-4900
[CapPartnership.org](https://www.CapPartnership.org)

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP) - 1-844-475-4422
 This notice contains important information about your electric/water service. Translate it or speak with someone who understands it. For more information, call (951) 782-0330.

SPANISH
 Este aviso contiene información importante sobre su servicio de electricidad y agua. Tradúzcalo o hable con alguien que entienda español. Para obtener más información, llame al (951) 782-0330.

CHINESE
 此通知包含有关您水电服务的重要信息。请将其翻译成中文或与您能理解中文的人交谈。如需更多信息，请致电(951) 782-0330。

KOREAN
 이 통지에는 귀하의 전기/수도 서비스에 대한 중요한 정보가 포함되어 있습니다. 이 통지를 번역하거나 이해할 수 있는 사람과 이야기하십시오. 자세한 내용은 (951) 782-0330에 전화하십시오.

Vietnamese
 Thông báo này chứa thông tin quan trọng về dịch vụ điện/nước của bạn. Dịch nó sang tiếng Việt hoặc nói chuyện với ai đó có thể nói tiếng Việt. Để biết thêm thông tin, hãy gọi (951) 782-0330.

TAGALOG
 Nagpapahayag ang pangunahing impormasyon tungkol sa iyong serbisyo ng kuryente, tubig, o kuryente at tubig. I-translate it o mag-usap sa isang tagapag-unang-angon na makiusap sa (951) 782-0330.

JAPANESE
 この通知には、あなたの電気/水道サービスに関する重要な情報が含まれています。これを日本語に翻訳するか、日本語が話せる人と話してください。詳細については、(951) 782-0330に電話してください。

City of Riverside, CA - City Government
 July 25, 2022 · 4
 An important message from Riverside Public Utilities

Post Reach: 7,344

RESTART Repayment Program

LEARN MORE • APRENDA MÁS
[RIVERSIDEPUBLICUTILITIES.COM/ASSISTANCE](https://www.RIVERSIDEPUBLICUTILITIES.COM/ASSISTANCE)

Riverside Public Utilities - Follow
 July 25, 2022 · 4
 Utility shut-offs for non-payment will resume August 1, 2022.
 If you are behind on your utility bill payment, give our Customer Service Team a call at (951) 782-0330 to get set up with an interest-free repayment arrangement.
 Learn more about our RESTART program: [RiversidePublicUtilities.com/Assistance](https://www.RiversidePublicUtilities.com/Assistance)

19 2 shares

RiversideCA.gov

TREE POWER PROGRAM

Riverside Public Utilities - Follow
April 7

Do you have one of these?
This is the Tree Power coupon on the back of your April utility bill. Take this coupon to Lovell Nursery, Parkview Nursery Riverside, or Parkview Nursery Canyon Crest for a FREE shade tree (up to \$40 in value) before June 30.
If you are an eBill customer, you should have received your Tree Power coupon in the mail... See more



City of Riverside, CA - City Government
May 27

RPU CUSTOMERS: Be sure to claim your FREE SHADE TREE before June 30. Various free available at Lovell's Nursery, Parkview Nursery Riverside, and Parkview Nursery Canyon Crest. Remember, you can:
• Claim a FREE SHADE TREE up to \$40.
• Purchase 5 trees in the calendar year and receive a rebate of up to \$200 towards your utility bill.
We guarantee there is no sweeter deal than this!
For more details: RiversidePublicUtilities.com/FreeTree



En Español



Free Shade Tree Redemptions
10,386



91 comments 146 shares



Open Rate: 55%
Click Rate: 3%



SPRING SHADE FOR ALL

Spring sunshine is here! RPU electric customers can now take advantage of our annual Free Shade Tree Program and receive a qualifying shade tree, up to \$40 value — completely FREE.

Coupons are located on the back of your April utility bill and were mailed to e-bill customers at the beginning of March.

BRANCH INTO SAVINGS

Catch the shade year-round with our Tree Power Rebate Program. Qualified electric customers can purchase up to 5 shade trees per calendar year from participating nursery in Riverside — and receive a rebate of \$40 per tree. Rebates are no hassle and applied directly to your utility bill.

I WANT TO SAVE

RiversideCA.gov

TREE POWER PROGRAM



Tree Care Tree Tags

TREE CARE TIPS

- Apply mulch around the trees
- Water young trees 2-4 times per week
- Limit pruning and fertilizer

CLAIM YOUR FREE SOAKER HOSE!

Purchase a bag of mulch and hose bib liner to claim your free soaker hose at Riverside Public Utilities Customer Resource Center.



RiversidePublicUtilities.com/FreeTree



Thank you for shopping in Riverside



UTILITY UPDATE
FREE SHADE TREE
ARBOL DE SOMBRA GRATIS

Riverside Public Utilities electric customers can take this utility bill to any of the retailers below for one free Shade Tree.

NEW! Up to \$2000 Free Shade Tree (up to \$40 in value)

Participating Nurseries:
Lovell's Nursery (951) 796-1661
Parkview Nursery Riverside (951) 796-1661
Parkview Nursery Canyon Crest (951) 796-1661



Back of Bill



Bill Insert

RIVERSIDE PUBLIC UTILITIES
TREE POWER
FREE SHADE TREE PROGRAM

To celebrate Earth Month, the launch of the Free Shade Tree program is moving to April.

Earth Month is recognized around the world as a time to think about our planet and how we impact it, so let's plant some trees in Riverside!

Watch for your Free Shade Tree coupon in your April bill!

RiversidePublicUtilities.com/FreeTree

POTENCIA DE ÁRBOL
DE RIVERSIDE PUBLIC UTILITIES
PROGRAMA DE ÁRBOL DE SOMBRA GRATIS

Para celebrar el Mes de la Tierra, el lanzamiento del programa de Árbol de Sombra Gratis se ha cambiado a abril.

El Mes de la Tierra es reconocido en todo el mundo como un momento para pensar en nuestro planeta y cómo lo impactamos. Así que plantemos algunos árboles en Riverside!

¡Esté atento a su cupón de Árbol de Sombra Gratis en su factura de abril!

RiversidePublicUtilities.com/FreeTree

RiversideCA.gov

RIVERSIDE INSECT FAIR CELEBRATING EARTH DAY

Electronic Signs

RIVERSIDE INSECT FAIR

APRIL 22
RIVERSIDE MAIN LIBRARY

RIVERSIDEINSECTFAIR.COM

Attendee Count:
~12,500+

Open Rate: 48%
Click Rate: 2%

RIVERSIDE INSECT FAIR

SAVE THE DATE

Saturday, April 22, 2023
10 am - 4 pm

Riverside Main Library
3900 Mission Inn Ave.
Riverside, CA 92501

Celebrate Earth Day with RPU at the Riverside Insect Fair!

Join us in-person on Saturday, April 22, 2023 from 10 am – 4pm at the Main Library for Earth Day Fun! Visit the Wylond Mobile Learning Experience sponsored by Riverside Public Utilities and get the buzz on bugs from UC Riverside Entomology Graduate Students. It's sure to be a buzzing good time!

[LEARN MORE](#)

RIVERSIDE INSECT FAIR

SATURDAY, APRIL 22, 2023
10 A.M. – 4 P.M.

RIVERSIDE MAIN LIBRARY | 3900 MISSION INN AVE., RIVERSIDE

JOIN US FOR A VARIETY OF ACTIVITIES:

- Explore the fascinating world of waterfired about the Riverside Foundation Mobile Experience.
- Learn with UC Riverside Entomology Graduate Students
- Unleash the power of water conservation with a interactive learning program.
- Cook with Dora (Boggy Cabin)

AND MORE

UC RIVERSIDE **RiversideInsectFair.com**



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RiversideCA.gov

RIVERSIDE INSECT FAIR CELEBRATING EARTH DAY

Web Views: 6,238

RIVERSIDE INSECT FAIR

APRIL 22, 2023 | 22 DE ABRIL DE 2023
10 A.M. – 4 P.M.

RIVERSIDE MAIN LIBRARY
3900 MISSION INN AVE.

[LEARN MORE](#) • [APRENDA MÁS](#)

CELEBRATE Earth DAY

Visit each RPU booth and get a stamp after learning about water and energy efficiency. Then bring this sheet to the RPU Water or Energy booth for a free prize!

Visita cada puesto RPU y consigue un sello después de aprender sobre agua y energía eficiente. Luego trae esta hoja a los puestos Agua o Energía de RPU para un premio gratis!

1 2 3
4 5 6

NAME: _____ AGE: _____ RPU CODE: _____



Riverside Public Utilities
Published by Rivvy Ad • April 22, 2023

Happy Earth Day, everyone! 🌱🌍

Come celebrate with us at the Riverside Insect Fair happening TODAY at the Main Library (3900 Mission Inn Ave) from 10AM to 4PM.

Get up close and personal with fascinating insects and learn how we can all do our part to protect our planet.

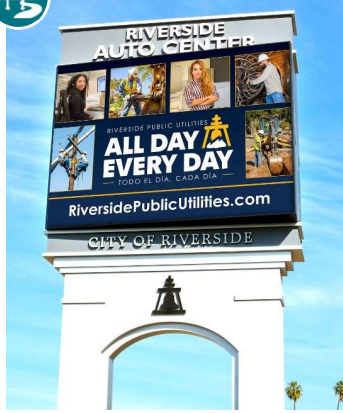
See insights and ads. [Boost post](#)

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RiversideCA.gov

RPU ALL DAY EVERY DAY



RIVERSIDE PUBLIC UTILITIES
ALL DAY EVERY DAY
TODO EL DÍA, CADA DÍA

WE ARE HERE FOR YOU!
ESTAMOS AQUÍ PARA USTEED

ASSISTANCE PROGRAMS
PROGRAMAS DE ASISTENCIA

REBATE INFORMATION
INFORMACIÓN DE REEMBOLSOS

Banners



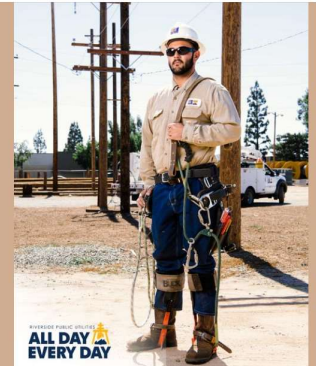
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RPU ALL DAY EVERY DAY

Riverside Public Utilities
Join us at 10:30 AM!

DO YOU KNOW Riverside is one of 46 cities in California that light up homes and businesses with "public power" - electricity that comes from a community-owned and operated utility?
#RPUAllDayEveryDay



Magazine Ads

BRANDON SUENETT
Water Utility Apprentice
Aprendiz de Operación del Agua

VERONICA JARAMELO
311 Customer Representative
Representante de Atención al Cliente

Our team works 24/7 to keep your lights on and water flowing.
Nuestro equipo trabaja 24/7 para mantener sus luces encendidas y el agua fluyendo.

RIVERSIDE PUBLIC UTILITIES
ALL DAY EVERY DAY
TODO EL DÍA, CADA DÍA

RiversidePublicUtilities.com

JENNIFER BOBADILLA
Utility Power Scheduler/Trainer
Programadora y Capacitadora de Electricidad

GERARDO RODRIGUEZ
Utility Construction Technician
Técnico de Construcción de Electricidad

Our team works 24/7 to keep your lights on and water flowing.
Nuestro equipo trabaja 24/7 para mantener sus luces encendidas y el agua fluyendo.

RIVERSIDE PUBLIC UTILITIES
ALL DAY EVERY DAY
TODO EL DÍA, CADA DÍA

RiversidePublicUtilities.com

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RiversideCA.gov

PROPOSED RATE ADJUSTMENTS

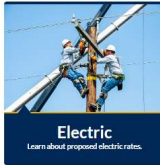


100 years ago, City founders set Riverside up for success by establishing publicly owned electric and water services. As a result, Riverside enjoys the one of the lowest water rates in California, and nearly the very lowest electric rates in the state. Residents and businesses have benefited for decades thanks to the foresight of those who came before us in Riverside. We must continue this legacy, benefiting our children and grandchildren, by keeping the electric and water systems in good shape and building new facilities to serve our growing city.

Every five years the City of Riverside Public Utilities Department analyzes and evaluates current and future water and electric systems, processes, projects, and mandates along with all associated costs. Based on historic practices of keeping rates low, it is then decided if an increase is warranted.

In addition to water and electric rates, the City of Riverside's Solid Waste service rate structure will be evaluated.

Learn more about all proposed rate adjustments:



UPCOMING COMMUNITY MEETINGS

- MONDAY, JULY 31**
6:30 pm
Orange Terrace Center - Ballroom
2070 Orange Terrace Pkwy.
- THURSDAY, AUGUST 3**
6:30 pm
La Sierra Senior Center - Ballroom
2275 La Sierra Ave.
- TUESDAY, AUGUST 8**
6:30 pm
Cesar Chavez Community Center
2300 University Ave.



The City of Riverside Public Utilities and Public Works departments have submitted five-year rate plan proposals to the City Council for water, electric, and solid waste rate adjustments.

For more information about the proposed rate plan adjustments, please consider joining the City of Riverside Public Utilities and Public Works departments at the upcoming community meetings listed below:

- Monday, July 31**
6:30 pm
Orange Terrace Center Ballroom
- Thursday, August 3**
6:30 pm
La Sierra Senior Center Ballroom
- Thursday, August 8**
6:30 pm
Bobby Bonds/Cesar Chavez Community Center Auditorium

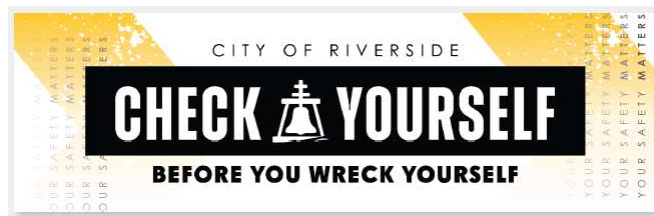
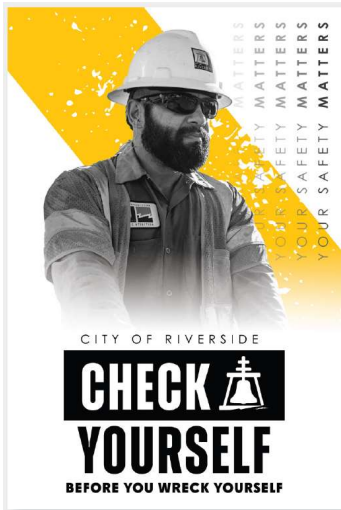
[LEARN MORE](#)



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SAFETY MATTERS



18

RiversideCA.gov

PARTNERS IN EDUCATION

STEM PULL
STEM Public Utilities Learning Labs
Conscious, Innovative, Empowered, Connected
July 10 - 14, 2023
14 al 10 de julio de 2023
LEARN MORE - APRENDIA MAS



Since 2001, Riverside Public Utilities' Education Program has provided unique opportunities and hands-on experience for children. Serving more than 48 public elementary schools and 26 private schools in Riverside's service area, the education program promotes both energy and water conservation and the science behind it.

In collaboration with Gordon Brouts, Chairman and CEO of Riverside, Inc., and Chairman of the Board for the Step Foundation, Riverside Public Utilities' (RPU) education network now provides a week-long summer learning lab focusing on Science, Technology, Engineering, and Math (STEM) subjects to Riverside high school students. The lab merges the STEM fields with learning about RPU's products, including knowledge of applied STEM concepts, the diversity of careers in the utility industry, and the positive societal impact towards solving challenges related to the industry.

The interest and student participation in the STEM PULL program has continued to grow with robust support provided through key themes of the utility industry incorporating sustainability and resilience. Through the week-long workshops, panel discussions, field visits, and engineering lessons, opportunities are offered by a range of industry leaders and educators who voluntarily give their time, talent, and expertise to the program.

Registration for the 2023 STEM PULL program closed in Spring.
Learn more: [StepFoundation.org](http://stepfoundation.org)

2022 RIVERSIDE PUBLIC UTILITIES' **DESIGNING SOLUTIONS** ESSAY CONTEST
Attention Riverside High School Students
HOW WOULD YOU DESIGN A SUSTAINABLE HOME?
RiversidePublicUtilities.com/Education



AWARD WINNING VIDEO

CityofRiverside
YouTube · Aug 8, 2022
STEM PULL 2022
0:05 / 2:30
https://www.youtube.com/watch?v=j_OKUb_IItIQ

INTERESTED IN LAW ENFORCEMENT & PUBLIC SAFETY?
STEM
Such careers are comprised of more than just engineering jobs. STEM Law Enforcement and Public Safety (LE&PS) provides an opportunity for students to explore a mix-up between public safety and STEM. Participants get hands-on experience from the City of Riverside Fire Department and Police Department.
StepFoundation.org



EMERGENCY COMMUNICATIONS

Riverside Public Utilities - Follow
August 16, 2022
The California ISO has issued a statewide #FlexAlert for Wednesday, August 17, from 4-9 p.m. due to excessive heat and high energy demand. Consumers are urged to reduce energy use to protect grid reliability.
Read the news release: <http://ow.ly/OTDz500k8k>

California ISO
Statewide Flex Alert
August 17 from 4 p.m. - 9 p.m.

THANK YOU!
A MESSAGE FROM RIVERSIDE PUBLIC UTILITIES
We would like to extend a big thank you to all of our customers for your energy conservation efforts during the intense heat wave. Your continued cooperation helped reduce strain on the state's power grid and kept the lights on across the state during the hottest and longest September heat wave on record.
By adjusting your energy consumption and following simple conservation tips, you reduced the need for the California Independent System Operator (CAISO) to call for rotating power outages.
We continue to work hard to provide continuous and reliable power throughout our service area and appreciate your partnership in doing so.



Riverside Public Utilities - Follow
September 5, 2022
Help reduce the strain on the electric grid. The California Independent System Operator (CAISO) has declared an Energy Emergency Alert (EEA) 2. If system conditions do not improve, an EEA 3 will be declared, which may lead to rotating outages.
- Adjust A/C to 78 degrees or higher
- Shut off unnecessary lights
- Turn off unused appliances and equipment.
Be aware and be prepared. Learn more about CAISO Energy Emergency Alerts at RiversidePublicUtilities.com/Outages.

California ISO
Energy Emergency Alerts
EEA 1: Real-time analysis shows...
EEA 2: ISO requests emergency energy...
EEA 3: Contingency Reserve...
California ISO - Follow
September 5, 2022
CAISO has issued an Energy Emergency Alert (EEA) 2 effective today, from 6:30 p.m. - 8 p.m. Consumers are strongly urged to cut back on #energy use.

Riverside Alert from Riverside Public Utilities EEA2. Help reduce the strain on the...
[#133333nrgv/09White_UL](https://evb.gg/h) or Reply with YES to confirm receipt. 6:11 PM
Riverside Alert from Riverside Public Utilities The California Independent System... <https://evb.gg/h/#133333nrgv/09Vxw4L> or Reply with YES to confirm receipt. 8:08 PM

Significant Incident(s) Impacting RPU Customers
EVERBRIDGE STEPS
1. Everbridge Login
2. Click "Launch Incident"
3. Select the "Power Outage Notification" template

ASSISTANCE & REBATE PROGRAMS



Assistance + Rebate Programs



45,225
Webpage Views
(+23%)



IT'S RAINY SEASON



Start the New Year off by keeping your landscape from draining your wallet! On rainy days, let those sprinklers snooze. Watering your yard isn't necessary for at least **48 hours** after a rain event since nature already watered for you. Better yet, keep the guesswork out and let a [Weather Based Irrigation Controller](#) automatically adjust the irrigation schedule for you. Check out our rebates today!

MORE WAYS TO SAVE



SPREAD SOME HOLIDAY CHEER! PAY IT FORWARD & HELP A NEIGHBOR

It's never too late to pay it forward and ease some stress for your fellow Riverside residents. Donate to the RPU Sharing Households Assist Riverside's Energy (SHARE) program fund to help households in need of utility bill payment assistance. The SHARE program fund has helped ease financial stress for RPU customers for more 30 years. 100% of donations will help RPU customers facing economic hardship pay their utility bills.

DONATE 3 WAYS:

1. One-time donation
2. Elect a round-up option where the cents on your monthly bill automatically roundup for donation to the SHARE fund
3. Elect a recurring flat rate donation that is automatically added to your monthly bill for donation to the SHARE fund

LEARN MORE AND DONATE

EMPLOYEE SPOTLIGHTS

CELEBRATE SERVICE

CELEBRE EL SERVICIO

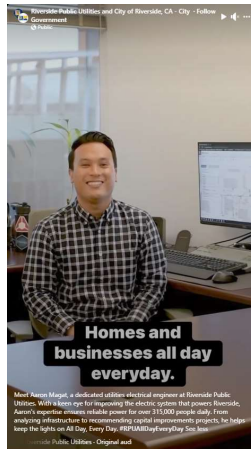
- Customer Service Week
- Water Professionals Appreciation Week
- Public Power Week
- Lineworker Appreciation Day
- Engineers Week



to run their air conditioners or keep the lights on.

Meet Carlos Jales, Utilities Generation Test Technician at Riverside Public Utilities Center (UGTC), whose dedication is a true need for Riverside residents. This facility stores the fuel type of our community's power grid, delivering electricity whenever it's needed, allowing us to keep our homes and businesses powered all day, every day, not only during the summer heat. #RPUUtilityEveryDay See how.

<https://www.youtube.com/shorts/v1Cqelr6TRI>



Homes and businesses all day everyday.

Meet Abel Aguilar, a dedicated electrical engineer at Riverside Public Utilities. With 8 years of experience, he's responsible for the electric systems that power Riverside. Abel's expertise allows reliable energy for over 315,000 people daily. From working infrastructure to implementing capital improvement projects, he helps keep the lights on all day, every day. #RPUUtilityEveryDay See how.

<https://www.youtube.com/shorts/qDi7B4jkY9Q>



MEET ELIZABETH

CONOZCA A ELIZABETH
UTILITIES CUSTOMER SERVICE REP II

"I love working in a place that takes customers' needs as a priority and values communication. A simple follow up call, goes a long way."

Me encanta trabajar en un lugar que toma las necesidades de los clientes como una prioridad y valora la comunicación. Una simple llamada de seguimiento, puede llegar muy lejos.



OTHER HIGHLIGHTS

WE'RE HIRING ESTAMOS CONTRATANDO



Explore new career opportunities with the City of Riverside! We are always looking for talented individuals looking to make a difference in local government.

As one of the largest employers in the region, the City of Riverside is able to offer rewarding career opportunities and challenges that keep valuable workforce skills close to home.

For a complete list of job openings, descriptions, and how to apply, visit: RiversideCA.gov/jobs.

[APPLY TODAY](#)



CELEBRATE SERVICE CELEBRE EL SERVICIO

This month we celebrate our wonderful employees that continuously work to maintain, improve, and service our community!



Public Power Week
October 2 - 8, 2022

Water Professionals Appreciation Week
October 1 - 9, 2022

Customer Service Week
October 3 - 7, 2022

Show Appreciation for the Riverside Team

Share a positive experience or show your appreciation for the Riverside team:

- Contact Customer Service at (951)782-0330 to simply say THANK YOU 🙌
- [Submit a 311 Service Request](#) online as an **Employee or Department Complement**
- Submit a 311 Service Request through the [311 App](#) as #LoveRiverside - Show Us Why!
- Share your appreciation on social media and tag us:



[GET TO KNOW THE TEAMS](#)

FREE EVALUATION & SMART UPGRADES FOR YOUR YARD

EVALUACIÓN GRATUITA Y NUEVA TECNOLOGÍA PARA SU PATIO



You're invited to participate in Riverside Public Utilities' Smart Irrigation Program!

Riverside Public Utilities (RPU) is excited to announce a water-efficiency improvement program called the Smart Irrigation Program. Qualified RPU customers can receive the following – **AT NO COST!**

- Landscape evaluation
- Wi-Fi enabled smart irrigation controller
- High-efficiency sprinkler nozzles

By partnering with Valley Soil, our Smart Irrigation Program can help you save water and money on your water bill each month. To qualify, you must have at least 1,000 square feet of irrigated space, an automatic irrigation system, and an existing irrigation controller.

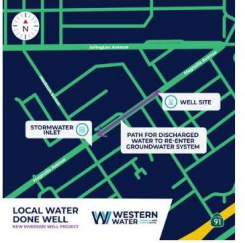
*Limited funding available.

Sign up for this money-saving program today!

[I'M READY TO SAVE](#)

LOCAL WATER DONE WELL

We would like to notify you that Western Water, our neighboring water agency, has begun construction for a new well site in the City of Riverside off of Magnolia Avenue.



What to expect during construction:

- Responsible water discharging along Magnolia Avenue so water can re-enter the groundwater system at the nearest storm drain inlet at Madison Street during periodic test pumping
- Temporary one-lane closure heading northeast on Magnolia Avenue (Spring 2023)
- 7:00 am - 4:00 pm working hours with periods of 24-hour drilling to construct the well
- Stacked storage containers to help reduce noise in the surrounding community
- Typical construction noise and lights

RiversideCA.gov

OTHER HIGHLIGHTS



- Annual Reports
- Outage Communications
 - Everbridge/Riverside Alert
 - Flex Alerts
 - Significant Outages
 - CAISO Energy Emergency Alerts
- Capital Improvement Project Communications
- Collaboration & Standardization on Start/Stop/Transfer Service Online Forms and Communications
- Bill Notification Updates
 - Monthly Back of Bill
 - Monthly Bill Inserts
 - Notifications
- Assistance Program Campaigns
- Rebate Program Campaigns
- Employee Spotlights
- Recruitment Collateral
- Standardization of Application Forms
- ScreenCloud Application for Lobby TVs
- Magazine Advertorials
- Smart Irrigation Program Email Campaign
- Mylar Balloon Campaign
- Engineering Essay Contest
- STEM PULL
- 311 Application – Spanish Translation
- Paperless Billing Campaign
- Commercial Customer Rebates & Programs



STRATEGIC PLAN ALIGNMENT



Strategic Priority 5 – High Performing Government

Goal 5.3 – Enhance communication and collaboration with community members to improve transparency, build public trust and encourage shared decision-making.

Cross-Cutting Threads



Community Trust



Fiscal Responsibility



Sustainability & Resiliency



Equity



Innovation



RECOMMENDATION

WATER | ENERGY | LIFE



That the Board of Public Utilities receive and file an annual update report on Office of Communications efforts on behalf of Riverside Public Utilities.

