



RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: MAY 9, 2022

GENERAL MANAGER'S REPORT

CUSTOMER ENGAGEMENT PROGRAM UPDATES THROUGH MARCH 2022

Customer Engagement is funded by Assembly Bill (AB) 1890 that was adopted in 1996. The Bill 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 Customer Engagement Team has maintained momentum while following the City's COVID safety protocols. The team continues to provide a comprehensive program of outreach and the community's interest and participation in programs and rebates remains consistent.

CUSTOMER ENGAGEMENT HIGHLIGHTS

Residential

- A. Sharing Households Assist Riverside's Energy (SHARE) program assisted 2,646 electric customers July–March 2022 totaling \$899,208
- B. Energy Savings Assistance Program (ESAP) approved by Board January 24, 2022, and City Council February 8, 2022. Program resumed February 28, 2022 with enhanced measures.
- C. Emergency Recovery Assistance Program (ERAP) from July 2021 through March 2022, approved 452 applications and \$180,756 in assistance
- D. RPU processed a total of 279 water rebates in collaboration with regional stakeholder Metropolitan Water District (MWD).
- E. Electric Vehicle (EV) Rebate Program processed 55 applications with \$20,100 for customer benefits

Commercial

- A. Processed a total of 42 commercial electric rebates
- B. Rebates for the Cheech Marin Museum for Chicano Art & Industry completed, total incentive of \$70,550.
- C. Processing of LEED new construction incentive for UCR's School of Medicine facility

Educational

- A. Science, Technology, Engineering, Math (STEM) Public Utilities Learning Lab (PULL) planning meetings for 2022 are underway
- B. Essay submissions are being reviewed and finalized to be announced during Earth Month celebrations
- C. 15 Electricity circuits classes were conducted with a total of 495 students.
- D. 9 Water Cycle Classes were conducted with a total of 98 students
- E. Education team has distributed 400 Soil Activity Kits to community centers throughout the city of Riverside for Earth Month in April.

Communications

- A. Celebrated Women's History Month with email and social media posts highlighting employees
- B. Featured the 311 app on 3/11 day with social media posts
- C. Began RPU Customer Survey and promoted it on social media and email - Received over 3,000 responses, results will be available soon.
- D. Kicked off 2022 Tree Power Program
- E. Reviewed sponsorship applications for July 1 – December 31

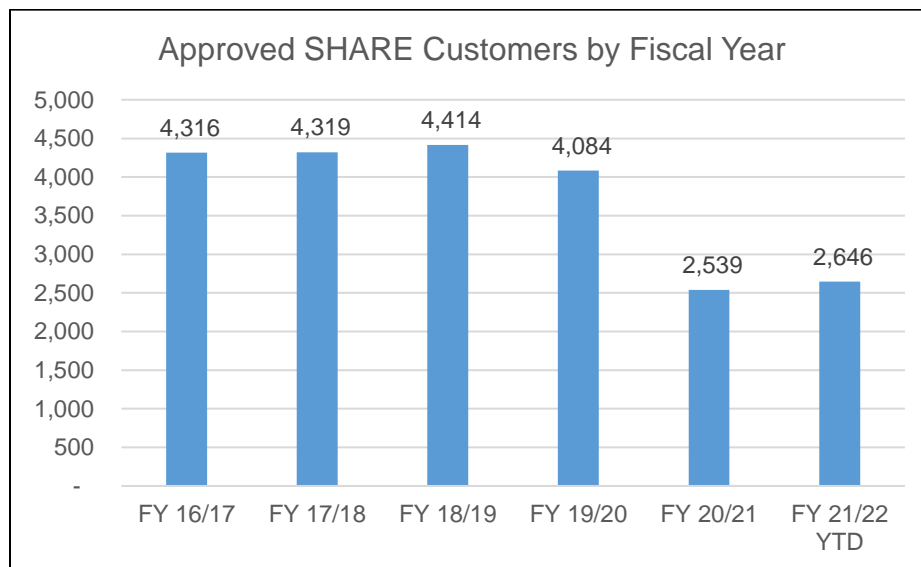
New and Emerging Programs

- A. Four RFP bids pending evaluation
- B. Low-Income Home Water Assistance Program (LiHWAP) – Submitted program enrollment, with California Department of Community Services & Development (CSD) and Community Action Partnership of Riverside County (CAP) for program implementation for May/June 2022
- C. Ongoing work to shape a water conservation program utilizing smart water monitors
- D. Setting up the CRC to process UUT Refund Program applications
- E. Working underway to introduce a new study on equity of CE programs across the City.

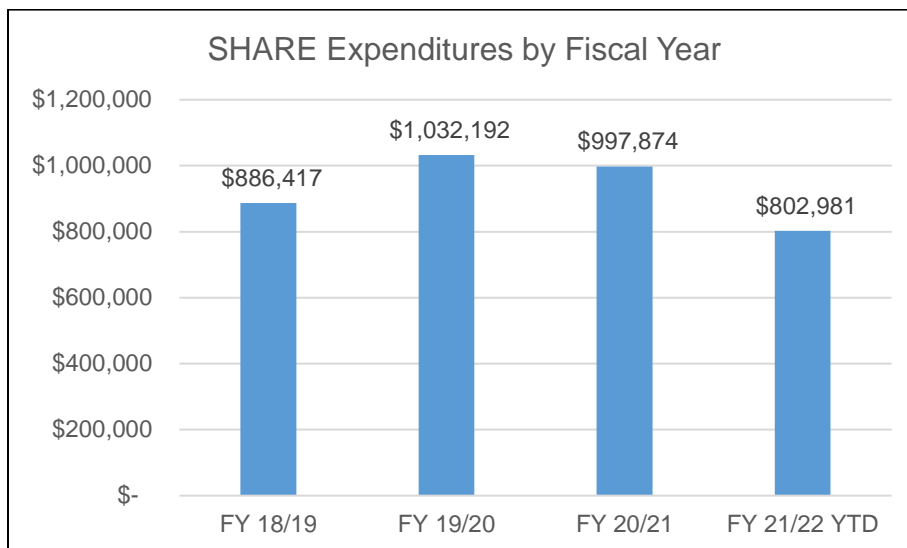
RESIDENTIAL

Sharing Households Assist Riverside's Energy - SHARE PROGRAM

The Sharing Households Assist Riverside's Energy (SHARE) program assisted 2,646 customers through March 2022.

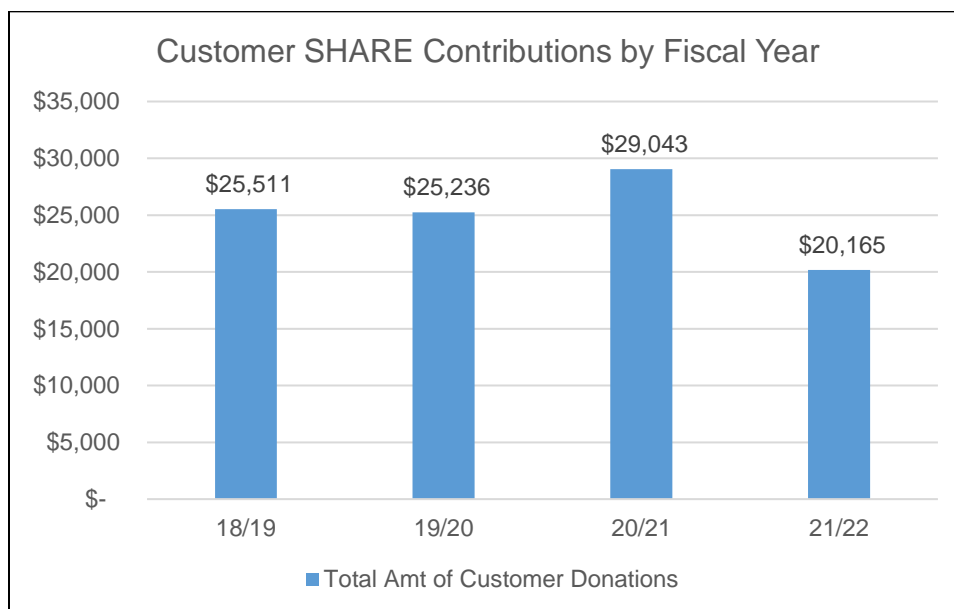


On March 8, 2021, the Board approved an increase to the emergency/deposit assistance from \$150 to \$250. Approximately 1,548 customers that received the \$150 from March 1, 2020, to March 31, 2021, received a retroactive \$100 credit. On August 3, 2021, the City Council approved the third SHARE monthly electric increase from \$15.00 to \$15.50 and the monthly water increase from \$2.75 to \$3.00. Each monthly increase is aligned with yearly electric and water rate increases.



SHARE Customer Donations

RPU customers can donate to the SHARE program and the average customer donation is \$28.00 per year. Customer donations are promoted through back of utility bill, social media, and customer outreach. From July 1, 2021, through March 31, 2022, customers have donated a total of \$20,165 and have provided emergency/deposit assistance to 81 customers.



Energy Savings Assistance Program (ESAP)

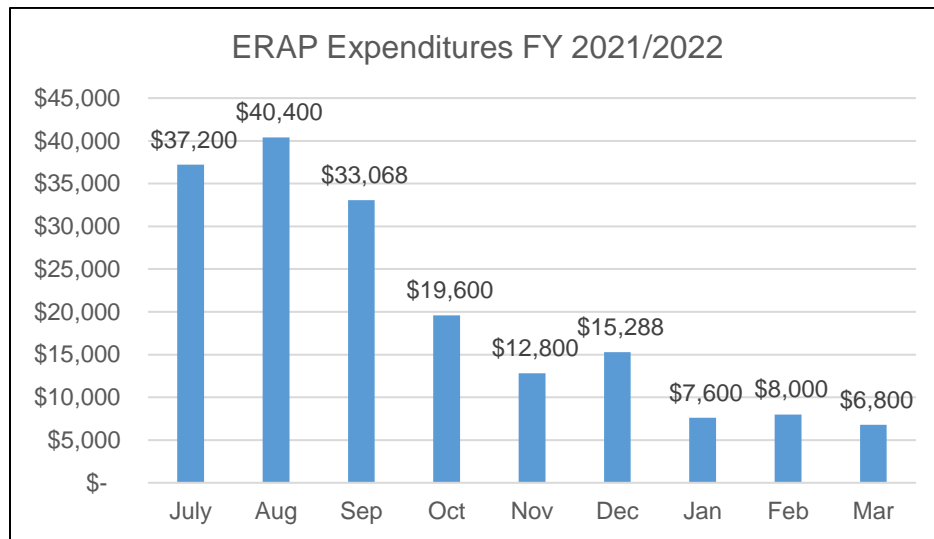
ESAP was created in partnership with Southern California Gas Company (SoCal Gas) to help low-income renters and homeowners with energy-savings home improvements at no-cost. The program was put on hold due to the COVID-19 pandemic. The ESAP amended and restated agreement with SoCal Gas was approved by Board January 24, 2022, and by City Council

February 8, 2022. The program resumed February 28, 2022. Complete data will be available from April 2022.

Emergency Recovery Assistance Program (ERAP)

ERAP was created to assist residential electric customers who have been unemployed, furloughed or experienced a reduction in work hours due to COVID-19. ERAP launched on May 20, 2020

July 2021 through March 2022, 435 applications have been approved and \$180,756 has been expended on the program. Since its launch in May 2020, a total of 5,285 customers have received ERAP assistance.



Residential Rebates

July 2021 through March 2022 a total of 2,397 residential energy rebates were processed for a total rebate benefit of \$433,537.62

Residential Devices	Participation	RPU Expenditures
Air Conditioning	353	\$227,000.00
Energy Star	1,182	\$97,975.00
Pool Pump	81	\$16,200.00
Tree Power	176	\$14,875.34
Weatherization	265	\$45,312.28
Recycling	340	\$32,200.00
Energy Rebate Total	2,397	\$433,537.62

The Electric Vehicle Rebate Program was approved by the Board of Public Utilities on August 9, 2021, and by the City Council October 12, 2021. To date, 38 used EV rebates have been processed and approximately \$13,500 has been paid out, this also includes two low-income rebates.

A total of 14 EV Charger applications have been processed with a total payout of \$5,000. There have been 3 EV adapter applications processed with a total payout of \$1,600.74

RPU's water rebate programs are processed through 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 certain water conservation measures.

RPU pays an additional rebate for weather-based irrigation controllers, high efficiency sprinkler nozzles and turf removal projects. From the beginning of the fiscal year to March 31, 2022, a total of 279 residential water rebates were processed with total payout of \$169,005.

Residential Devices	Participation	RPU Expenditure	MWD Expenditure
High Efficiency Clothes Washer (HECW)	149	\$0.00	\$12,665.00
Residential Cistern Large	2	\$0.00	\$600.00
Residential Cistern Medium	1	\$0.00	\$300.00
Residential Premium HET (from 1.6 gpf toilet)	3	\$0.00	\$120.00
Residential Turf Removal (per square foot)	15	\$23,170.00	\$46,340.00
Rotating Nozzle	10	\$1,542.00	\$1,028.00
Weather Based Irrigation Controller (WBIC) (each < acre)	99	\$11,880.00	\$71,360.00
Water Conservation Total	279	\$36,592.00	\$132,413.00

COMMERCIAL

July 2021 through March 2022, a total of 42 commercial energy rebates (1 weatherization, 23 HVAC, 10 energy star, 1 new construction, 7 lighting) were processed for a total rebate payout of \$462,077.48 and an energy savings of 4,960,229 kWh.

The team has completed work with the General Services Department on New Construction Rebates for the Cheech Marin Center for Chicano Art, Culture & Industry at the old Main Library. Incentives for the new construction and renovation were in the amount of \$70,550.00.

EDUCATION

March Highlights:

- STEM PULL Registration update - as of March 31st, there are 19 students registered.
- 9 Virtual Water Cycle Classes were conducted in March with a total of 98 students.
- 15 Virtual Electricity Circuits Classes were conducted in March with a total of 495 students.
- 400 Soil Activity Kits were distributed across four community centers throughout the city, in readiness for Earth Month this April. Kits include – a soil journal, ceramic flowerpot, seeds, magnifying glass, crayons and acrylic paint. The following number of students have already registered for pick up at these locations within one day of promoting on social media: Orange Terrace Park- 99 students Bordwell Park- 30 students Hunt Park-75 students and Villegas Park- 25 students
- RPU participated in this year's Truck a Palooza on March 12, 2022. Lineman came to speak to students about their job, parked their bucket trucks and had a great time speaking

to students and their families. About 400 Lineman stickers and paper bucket trucks were distributed to the students.

- Virtual workshop for local teachers. Collaborating with the Department of Water Resources and Project WET on March 31st and April 2nd, 2022 was a success we even had two teachers log onto the workshop from LA county.

COMMUNICATIONS

Below are the in-person events the CE Team participated in during the month of March 2022:

- 3/9 - Janet Goeske Center- Monthly utility assistance program outreach
- 3/12- Truck A Palooza

Key social media posts during the month of March 2022 include (bilingual):

- 3/01 - Tree Power Kickoff
- 3/08 - Women of RPU
- 3/9 - Water Quality Report
- 3/10 & 3/23 - Employee Spotlight
- 3/11 - 311 Day Spotlight
- 3/18 - Fix A Leak Week
- 3/21 - Customer Survey
- 3/26 - Public Power Lineworker's Rodeo

Back of Bill messaging for March included:

- Tree Power (bilingual)

Bill Insert for March:

- Utility Users Tax Refund (bilingual)

Riversider Magazine RPU ad messaging for February/March

- Tips to save on energy bills (bilingual)

In March, the CE team launched a customer survey to help gain an understanding of the current level of awareness of our rebate and assistance programs, overall customer satisfaction, and customer communication preferences. The results from this survey will be used to inform future communication efforts.

We also celebrated Women's History month with emails and social media posts highlighting employees.

NEW AND EMERGING PROGRAMS

Request for Proposals

The RFPs have been scored and are awaiting notification from purchasing and Board/Council approval:

- RFP 2136 - Consultant Administered Multi-Family Mobile Home Direct Install Program
- RFP 2137 - Consultant Administered Direct Installation Services for Outdoor Lighting Program
- RFP 2138 - Consultant Administered Refrigerated Load Program
- RFP 2139 - Small Business Direct Installation Program

Low-Income Home Water Assistance Program (LiHWAP)

The new LiHWAP program is federal funding that provides water and wastewater payment assistance. RPU is currently working with the California Department of Community Services & Development (CSD) and Community Action Partnership of Riverside County (CAP) for program implementation for May/June 2022.

Water Consumption Devices for Residential Customers

Currently developing a program for residential water customers whereby they can purchase a device to monitor their water consumption via real-time data. This program is aimed at helping water customers gain an understanding of when, where and how they use water.

UUT Refund Program

CRC team is working with city Treasury to include Casa Blanca Customer Resource Center as a processing site for the UUT refund applications.