



RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: MARCH 13, 2023

GENERAL MANAGER'S REPORT

CUSTOMER ENGAGEMENT PROGRAM UPDATES THROUGH JANUARY 2023

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 provides and processes a robust and diverse range of assistance and rebate programming; the team also conducts significant education and outreach to support these programs, as well as energy efficiency and water conservation messaging for customers and the wider community.

CUSTOMER ENGAGEMENT JANUARY 2023 HIGHLIGHTS

Residential

- A. Sharing Households Assist Riverside's Energy (SHARE) program assisted 4,470 customers from July through January 2023 totaling \$1,393,118.
- B. Energy Savings Assistance Program (ESAP) assisted 593 customers from July through January 2023 and expended \$306,256.11.
- C. Emergency Recovery Assistance Program (ERAP) from July 2022 through January 2023, approved 458 applications and \$183,142 in assistance.
- D. Electric Vehicle (EV) Rebate Program processed from July 2022 through January 2023 a total of 37 applications with \$19,569.90 for customer benefits.

Commercial

- A. Processed a total of 37 large commercial rebates from July 2022 through January 2023 for a total of \$139,577.30 and a kWh savings of 2,380,884.14.
- B. On January 10th, 2023, City Council approved a suite of consultant administered direct installation services for energy efficiency programs.

Education

- A. Continued water cycle and electricity classes.
- B. Participated in judging the Alvord Unified School District Science Fair.
- C. Planning for STEM PULL has begun with the STEP Foundation Executive team.
- D. Reestablished the City of Riverside Educational Resources group (CORE)

Communications

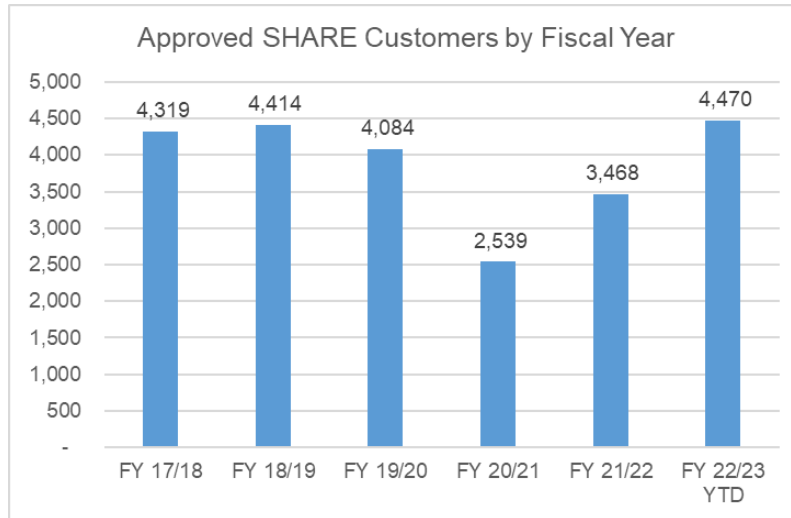
- A. Worked with RPU departments to update various items on website.
- B. Launched new water rebate programs – Tree Care, Hose Bib Timer, Water Flow Monitoring Device, and updates to Turf Replacement Program.

- C. Updated electric vehicles webpage and outreach materials with new rebate amounts.
- D. Created internal guidelines for creating color-blind friendly presentations.
- E. Email sent to residential customers on 1/13 - Ways to Save | Paperless billing | Mutual Assistance – RPU crews going to Northern CA to help | Investing in our future – water transmission main valve replacement.

RESIDENTIAL DETAIL

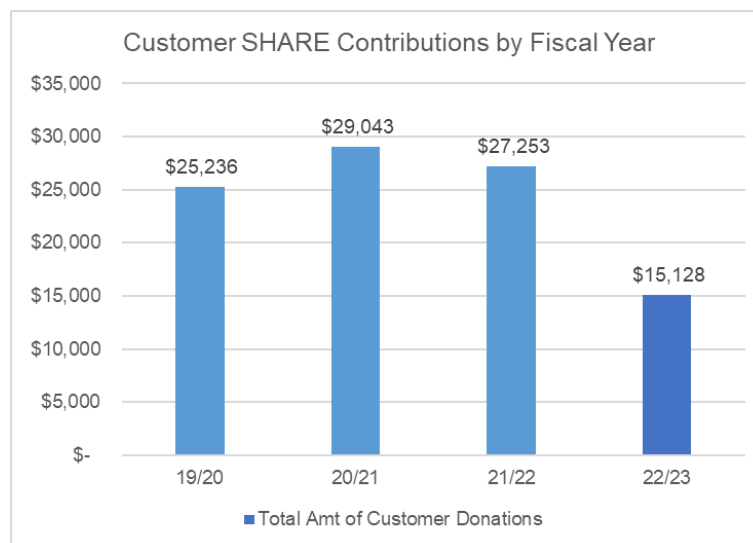
Sharing Households Assist Riverside's Energy - SHARE PROGRAM

The Sharing Households Assist Riverside's Energy (SHARE) program assisted 4,470 through January 2023.



SHARE Customer Donations

RPU customers can donate to the SHARE program that will help qualifying customers with their bills; the average customer donation is \$31 per year. Customer donations are promoted through back of utility bill, social media, and customer outreach. In January 2023, customers who donated during 2022 received a letter of recognition thanking them for contributing to the SHARE program.



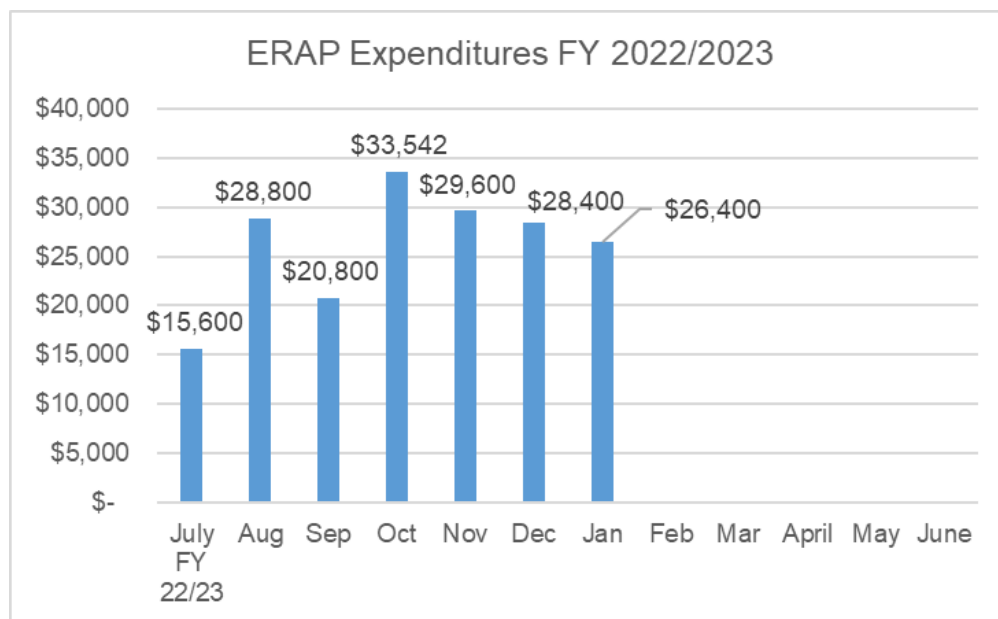
Energy Savings Assistance Program (ESAP)

ESAP was created to help low-income renters and homeowners with energy-savings home improvements at no-cost. From July 2022 through January 2023, the program has benefitted approximately 593 homes in the RPU service area, expending a total of \$306,256.11. The program continues to help our customers with efficiency measures such as A/C tune-ups, LED lightbulbs, electronically commutated motors, and HVAC motor upgrades as the most popular.

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, and will end 90 days after the City is no longer under the present Emergency declaration.

July 2022 through January 2023, 458 applications have been approved and \$183,142 has been expended on the program.



Low-Income Home Water Assistance Program (LiHWAP)

LiHWAP is a temporary emergency program that helps low-income families with assistance on past due water and sewer bills. Program enrollment was accepted with California Department of Community Services & Development (CSD) and Community Action Partnership of Riverside County (CAP), the program was implemented June 2022. Since its launch the, LiHWAP program has assisted 1,123 customers and \$695,051.35 has been paid in past due water and sewer bills.

Residential Rebates

From July 2022 through January 2023, a total of 2,032 residential energy rebates were processed, for a total rebate benefit of \$371,349.74.

Residential Devices	Participation	RPU Expenditures
Air Conditioning	349	\$207,281.54
Energy Star	771	\$62,325.00
Pool Pump	68	\$14,000.00
Tree Power	389	\$22,063.38
Weatherization	236	\$45,879.82
Recycling	219	\$19,800.00
Energy Rebate Total	2,032	\$371,349.74

From July 2022 through January 2023 the Used EV Rebate Program has approved 19 rebate applications for a total of \$12,000. The EV Charger Rebate Program has approved 18 rebates for a total of \$7,569.90.

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 weather-based irrigation controllers, high efficiency sprinkler nozzles, hose bib irrigation controllers, leak monitoring devices and turf removal projects. From July 1, 2022 to January 31, 2023, a total of 211 residential water rebates were processed with total payout of \$360,162.

Residential Devices	Participation	RPU Expenditure	MWD Expenditure
High Efficiency Clothes Washer (HECW)	82	\$0	\$6,970
Weather Based Irrigation Controllers (WBIC)	48	\$51,480	\$34,320
Rain Barrels	4	\$0	\$450
Residential Premium HET (from 1.6 gpf toilet)	28	\$0	\$1,720
Residential Turf Removal (per square foot)	35	\$94,773	\$167,954
Rotating Nozzle	13	\$2,019	\$1,346
Hose Bib Irrigation Controller	1	\$15	\$35
Water Conservation Total	211	\$147,447	\$212,795

COMMERCIAL DETAIL

From July 2022 through January 2023, a total of 37 commercial rebates were processed (three performance-based incentive, nine lighting, one weatherization, and 24 air conditioning) with a total payout of \$139,577.30 and a kWh savings of 2,380,884.14.

On January 10, 2023, City Council approved a range of consultant administered direct installation services for energy efficiency programs. The programs will assist local businesses with various efficiency measures such as outdoor lighting, refrigerated load for businesses with significant food and beverages storage, and direct installations. The Customer Engagement Team will collaborate with consultants Richard Heath Associates, and Staples to administer the program assessments and installments. Participation will be recorded and reported in the upcoming months.

EDUCATION DETAIL

In January, the education team conducted 16 electricity classes with 576 students, and 15 water cycle classes with 426 students.

The team was honored to be part of the Alvord Unified School District Science Fair in which 10 students were chosen for projects that exhibit outstanding scientific inquiry in topics related to water, electricity, and sustainability.

The team has begun meeting with the STEP foundation executives about the upcoming STEM PULL program.

In January, the City of Riverside Educational Resources group was reestablished (CORE Resources). This group involves staff across a range of city departments who provide educational outreach to the community. Group members came together to share ideas, events, and resources and collaborate to support each other's programs.

COMMUNICATIONS DETAIL

Below are the in-person events the CE Team participated in during the month of January 2023:

- 1/11 – Janet Goeske Center - monthly onsite utility assistance
- 1/24 – EDA Workforce - monthly onsite utility assistance
- 1/31 - Tyler Mall- Job Fair 2023

Key social media posts during the month of January 2023 include:

- 1/03 - Assistance programs
- 1/05 - Water conservation / drought resistant landscaping
- 1/09 - Outage tips
- 1/11 - Water conservation / water flow monitoring rebate
- 1/16 - Martin Luther King Jr. Day
- 1/18 - Electric vehicle rebates
- 1/19 - Mutual Assistance – RPU crews helping in Northern CA
- 1/20 - Rain barrel rebates
- 1/23 - Paperless billing
- 1/26 - Assistance programs
- 1/30 - Scam alert
- 1/31 - Landscape workshops

Back of Bill messaging for January included:

- Ways to Save – Energy Conservation Tips