



PROPOSED FY 2024/25 FEES AND CHARGES

Riverside Public Utilities

Board of Public Utilities

May 13, 2024

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BACKGROUND

1. On June 13, 2011, the Board approved Resolution 2011-01 and on June 21, 2011, the City Council adopted Resolution No. 22228 to amend Electric and Water Fees and Charges.
2. On January 13, 2020, the Board approved Resolution 2020-1, and on February 4, 2020, the City Council adopted Resolution No. 23547 to revise Water Rule A Water Fees and Charges in response to Senate Bill 998.
3. On May 4, 2021, the City engaged MGT Consulting Group, from RFP No 2072, to conduct a comprehensive user fees and charges study.
4. On March 3, 2022, RPU contracted with MGT of America Consulting, LLC, for a fee study for Electric and Water Fees and Charges for time and materials-based user fees for RPU.



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BACKGROUND

1. MGT Consulting Group collaborated with City and RPU staff to gather data based on the FY 2020/21 budget and FY 2019/2020 volume data for analysis in preparation for public outreach.
2. In March 2022, the study was placed on hold due to the impending departure of the City Manager.
3. On May 8, 2023, the Board approved Resolution 2023-1, and on June 20, 2023, the City Council adopted Resolution R-24003 for the FY 2023/24 Master Fees and Charges schedule, which included:
 - a. 0 - 7.5% CPI increase to account for inflation that was in line with the Consumer Price Index of Riverside-San Bernardino-Ontario region
 - b. CPI adjustment was to mitigate potentially significant increases to fees and charges until the formal study was updated.



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FEES & CHARGES STUDY

1. A user fee study is typically performed by local governments every 3-5 years to adjust for changing costs and circumstances.
2. Fee studies help manage the City's growth-related fiscal challenges by aligning supply and demand, setting realistic expectations for:
 - a. cost recovery,
 - b. properly funding needed programs, and
 - c. creating greater transparency within the community for citywide services.



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FY 2024/25 FEES & CHARGES STUDY

1. The City and RPU's consultant, MGT Consulting Group, has completed the FY 2024/25 Fees and Charges Study.
2. The study was directed by the Finance Department with supporting RPU subject matter experts and analysts.
3. The work included determining the costs to provide specific fee-related services, a review of potential new fees for service, and fiscal projections based on historic fee related activity.



FY 2024/25 FEES & CHARGES STUDY - METHODOLOGY

The methodology of the study includes the hourly rate of the staff performing the service and how much time the task takes to provide the service.

1. Hourly Rate:
 - a. Fully burdened hourly rate per job classification including direct and indirect costs.
 - b. Includes salaries, benefits, and overhead rates.
2. Time:
 - a. The amount of time per task provided from the staff,
 - b. Known volume of work, and
 - c. The number of productive hours per staff member.
3. The fees are charged in either of the following ways:
 - a. Flat Fees – same fee, no change for size or complexity
 - b. Actual Cost – City staff track all hours and materials for the service to recover the actual costs



FY 2024/25 FEES & CHARGES STUDY - ELECTRIC

1. The Study did not include an analysis of Electric Rates.
2. The Study reviewed the Electric services, as requested by or benefiting specific individuals or businesses, are recovering 40% of the costs to complete those services.
3. At 100% cost recovery, the additional electric revenue, based on prior service history, is estimated at \$2,711,000.
4. The current 5-year Electric service rates did not include an estimation of additional revenue for fees and charges for services. The estimated impact for FY 2024/25 for the \$2,711,000 would make a one time 0.75% on the electric rates.




FY 2024/25 FEES & CHARGES STUDY - ELECTRIC

Ord	Service Name	Fee Description	Annual Volume	Current			Recommendations	
				Current Fee	Full Cost	Current Recovery %	Recovery Level	Fee @ Policy Level
Plan Check Fees								
60	Plan Check for Building and Public Works	New Flat Fee	1,400	\$ -	\$ 519	0%	100%	\$519
61	Cancellation Fee	New Flat Fee	-	\$ -	\$ 819	0%	100%	\$819
68	CEQA Review	New Flat Fee	6	\$ -	\$ 1,650	0%	100%	\$1,650



FY 2024/25 FEES & CHARGES STUDY - ELECTRIC


Ord	Service Name	Fee Description	Annual Volume	Current			Recommendations	
				Current Fee	Full Cost	Current Recovery %	Recovery Level	Fee @ Policy Level
New Construction /Improvements								
24	Electric Service -Temporary Overhead	Flat Fee	15	\$398	\$955	42%	100%	\$955
25	Electric Service - Temporary Overhead/Additional - Transformer Required	Flat Fee	5	\$1,183	\$1,310	90%	100%	\$1,310
26	Electric Service - Temporary Underground	Flat Fee	3	\$1,011	\$1,200	84%	100%	\$1,200
27	Electric Service - Temporary Underground/Additional - Temporary Padmounted Transformer Required	Actual cost	3	\$ -	\$ -	0%	100%	\$ -
28	Electric Service -Temporary Larger than 200 amps	Actual cost	4	\$ -	\$ -	0%	100%	\$ -
29	Line Extensions for new or increased loads - deposit	Deposit - per lot	16	\$500	\$ -	0%		\$500
30	Line Extensions for new or increased loads	Actual cost	5	\$ -	\$ -	0%	100%	\$ -


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FY 2024/25 FEES & CHARGES STUDY - ELECTRIC


Ord	Service Name	Fee Description	Annual Volume	Current			Recommendations	
				Current Fee	Full Cost	Current Recovery %	Recovery Level	Fee @ Policy Level
New Construction /Improvements								
31	Design Deposit - Multi-family Residential (100 units or less)	Deposit	7	\$ 2,688	\$4,068	66%	100%	\$ 4,068
32	Design Deposit - Multi-family Residential (101 units or more)	Deposit	4	\$ 5,375	\$ 6,785	79%	100%	\$6,785
33	Design Deposit - Commercial (0-200A)	Deposit	99	\$538	\$748	72%	100%	\$748
34	Design Deposit - Commercial and Industrial (400A-800A)	Deposit	37	\$ 1,075	\$ 1,815	59%	100%	\$1,815
35	Design Deposit - Commercial and Industrial (1000A-3000A)	Deposit	22	\$ 2,688	\$ 2,687	100%	100%	\$2,687
36	Design Deposit - Commercial and Industrial (4000A and above)	Deposit	2	\$ 5,375	\$ 7,897	68%	100%	\$7,897


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FY 2024/25 FEES & CHARGES STUDY - ELECTRIC


Ord	Service Name	Fee Description	Annual Volume	Current		Recommendations		
				Current Fee	Full Cost	Current Recovery %	Recovery Level	Fee @ Policy Level
New Construction /Improvements								
41	Street Lighting - Unit of Benefit Charge - Residential Streets	Flat Fee	1	\$3,416	\$19,695	17%	100%	\$19,695
42	Street Lighting - Unit of Benefit Charge - Arterial Streets	Flat Fee	3	\$3,726	\$22,435	17%	100%	\$22,435
53	Meter Spot Disconnect/Reconnect	Flat Fee	850	\$215	\$1,133	19%	100%	\$1,133
59	Meter Spot Midspan	Flat Fee	150	\$ 484	\$1,133	43%	100%	\$1,133
59.1	Meter Spot Initial Inspection	New Flat Fee	1,000	\$ -	\$93	0%	100%	\$93


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FY 2024/25 FEES & CHARGES STUDY - ELECTRIC


Ord	Service Name	Fee Description	Annual Volume	Current		Recommendations		
				Current Fee	Full Cost	Current Recovery %	Recovery Level	Fee @ Policy Level
Permit Fees								
62	EV Meter Adapter Permit - existing 240v outlet	Flat Fee	-	\$ 108	\$ 214	50%	100%	\$214
63	EV Meter Adapter Permit - new 240v outlet	Flat Fee	15	\$ 137	\$ 214	64%	100%	\$ 214
64	EV Meter Adapter Permit	Flat Fee	15	\$726	\$ 903	80%	100%	\$903
44	Distributed Generation application and processing fee - Net Energy Metering - Initial Review - Residential	Flat Fee	600	\$ 242	\$ 260	93%	100%	\$ 260
45	Distributed Generation application and processing fee - Net Energy Metering - Initial Review - Commercial - Flat and Demand	Flat Fee	57	\$ 387	\$722	54%	100%	\$722
46	Distributed Generation application and processing fee - Net Energy Metering - Initial Review - Commercial - Time of Use (TOU)	Flat Fee	6	\$ 930	\$ 722	129%	100%	\$722
47	Distributed Generation application and processing fee - Initial Review	Flat Fee	16	\$860	\$ 722	119%	100%	\$722
48	Distributed Generation application and processing fee - Supplemental Review	Flat Fee	3	\$645	\$ 722	89%	100%	\$722
51	Distributed Generation application and processing fee - Full System Study	Actual cost	1	\$ -	\$ -	0%	100%	\$ -


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FY 2024/25 FEES & CHARGES STUDY - ELECTRIC


Ord	Service Name	Fee Description	Annual Volume	Current		Recommendations		
				Per Unit	Per Unit	Current Recovery %	Recovery Level	Fee @ Policy Level
Electric Customer Charges for a new utility account								
1	Deposit Minimum for New Electric Service/Residential	Deposit	23,666	\$100	\$ -	0%		\$ 200
2	Deposit Minimum for New Electric Service/All other customer classes	Deposit	536	\$100	\$ -	0%		\$ 200
4	Service Turn-On Charge - next day	Flat Fee	4,095	\$22	\$49	44%	100%	\$ 49
5	Service Turn-On Charge - same day	Flat Fee	13,157	\$38	\$63	60%	100%	\$63
6	Service Turn-On Charge - after hours	Flat Fee	802	\$ 54	\$77	70%	100%	\$ 77
6.1	Service Turn-On Charge for accounts with Advanced Metering Infrastructure	New Flat Fee	-	\$ -	\$6	0%	100%	\$ 6


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FY 2024/25 FEES & CHARGES STUDY - ELECTRIC


Ord	Service Name	Fee Description	Annual Volume	Current		Recommendations		
				Per Unit	Per Unit	Current Recovery %	Recovery Level	Fee @ Policy Level
Electric Customer Charges for an existing utility account								
10	Meter Test/Second Request Within One Year Period - no charge if RPU error	If error is found, fee will be refunded	10	\$108	\$364	30%	100%	\$364
11	Meter Re-Read/Second Request Within Six Months - no charge if RPU error	If error is found, fee will be refunded	10	\$27	\$ 49	55%	100%	\$ 49
37	Meter Read - Appointment based	Flat Fee	-	\$27	\$ 28	94%	100%	\$ 28
12	48-hour Field Notification (Master Metered Accounts received Multi-Unit notification)	Flat Fee	120,000	\$22	\$32	68%	100%	\$32
13	48-hour Field Notification (Master Metered Accounts received Multi-Unit notification) - each additional notice per account	Flat Fee	5	\$ 1	\$ 6	15%	100%	\$ 6
39	Temporary Turn On or Turn Off of Electric Service for Repair (normal working hours) - first aggregate hour is free	Per hour or fraction thereof	-	\$102	\$162	63%	100%	\$162
40	Temporary Turn On or Turn off Electric Service for Repair (after normal working hours) Minimum of \$130.00 for first hour	Per hour or fraction thereof	-	\$140	\$182	77%	100%	\$182
67	Temporary meter removal for main breaker repair	New Flat Fee	100	\$ -	\$177	0%	100%	\$177


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FY 2024/25 FEES & CHARGES STUDY - ELECTRIC


Ord	Service Name	Fee Description	Annual Volume	Current		Recommendations		
				Current Fee	Full Cost	Current Recovery %	Recovery Level	Fee @ Policy Level
Electric Customer Charges for an existing utility account								
8	Non-Sufficient Funds (NSF) Fee	Citywide fee	717	\$ 25	\$ -	0%	100%	\$ -
9	Subsequent Return Check Charge - in accordance with City Ordinance	Flat Fee	-	\$ 30	\$ -	0%	100%	\$ -
15	Trip charge for additional field visit (cut-off for non pay, etc)	Flat Fee	-	\$ 16	\$ 34	46%	100%	\$ 34
16	Service Reconnection Charge - next day	Flat Fee	-	\$ 43	\$ 49	88%	100%	\$ 49
17	Service Reconnection Charge - same day	Flat Fee	7,238	\$ 65	\$ 63	103%	100%	\$ 63
17.2	Service Reconnection Charge - after hours	Flat Fee	-	\$ 80	\$ 77	103%	100%	\$ 77
18	Service Reconnection for Customers with AMI	New Flat Fee	-	\$ -	\$ 6	0%	100%	\$ 6


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FY 2024/25 FEES & CHARGES STUDY - ELECTRIC

Ord	Service Name	Fee Description	Annual Volume	Current		Recommendations		
				Current Fee	Full Cost	Current Recovery %	Recovery Level	Fee @ Policy Level
Electric Customer Charges for an existing utility account								
19	Service Reconnection - additional fee if customer has self-restored	Actual cost	92	\$ -	\$ -	0%	100%	\$ -
20	Service Reconnection Charge/additional overhead service terminated by electrical crew	Flat Fee	3	\$ 323	\$ 460	70%	100%	\$ 460
21	Service Reconnection Charge/additional underground Service terminated by electrical crew	Flat Fee	5	\$ 430	\$ 902	48%	100%	\$ 902
22	Service Reconnection Charge/Additional - overhead service drop removed by electrical crew	Flat Fee	6	\$ 484	\$ 460	105%	100%	\$ 460
23	Service Reconnection Charge/Additional - underground service cable removed by electrical crew	Flat Fee	1	\$ 677	\$ 902	75%	100%	\$ 902
43	Energy Diversion Investigation - higher of \$161.25 plus material or time and material	Flat fee plus time and material	8	\$ 161	\$ 571	28%	100%	\$ 571
3	Customer Classes	Deposit	4,095	\$ 100	\$ -	0%		\$ 200


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FY 2024/25 FEES & CHARGES STUDY - ELECTRIC

Staff recommends removal of the following electric fees:

Ord	Service Name	Fee Description	Volume	Current Fee
7	Special Appointment Turn-on Charge added to applicable fee (does not apply to the normal 4-hr window)	REMOVE	-	\$11
14	Fund Verification Fee	REMOVE	-	\$5
38	Monthly rental of Remote Metering to resolve access issues	REMOVE	-	\$3




FY 2024/25 FEES & CHARGES STUDY - WATER

1. The Study did not include an analysis of Water Rates.
2. The Study reviewed the Water services, as requested by or benefiting specific individuals or businesses, are recovering 51% of the costs to complete those services.
3. At 100% cost recovery, the additional electric revenue, based on prior service history, is estimated at \$1,556,000.
4. The current 5-year Water service rates did not include an estimation of additional revenue for fees and charges for services. The estimated impact for FY 2024/25 for the \$1,556,000 would make a one time 2% impact on the Water rates.



FY 2024/25 FEES & CHARGES STUDY - WATER


Ord	Service Name	Fee Description	Annual Volume	Current			Recommendations	
				Current Fee	Full Cost	Current Recovery %	Recovery Level	Fee @ Policy Level
Plan Check Fees								
88	Plan checking for Building and Public Works	New flat fee	473	\$ -	\$46	0%	100%	\$46
Studies/Tests								
86	Water Supply Assessment	New flat fee	1	\$ -	\$ 5,670	0%	100%	\$ 5,670
87	Fire Flow Test	New flat fee	121	\$ -	\$191	0%	100%	\$191
Gage Canal								
72	Gage Canal Company (Contracts Only)	Flat Fee	-	\$ 108	\$169	64%	100%	\$ 169


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FY 2024/25 FEES & CHARGES STUDY - WATER


Ord	Service Name	Fee Description	Annual Volume	Current			Recommendations	
				Current Fee	Full Cost	Current Recovery %	Recovery Level	Fee @ Policy Level
New Construction								
22	Water Service Temporary	Actual Cost - Time & Materials	-	\$ -	\$ -	0%	100%	Actual Cost
23	Water Service Temporary -Fire Hydrant Water Meter Processing Fee	Per meter	471	\$ 43	\$ 89	48%	100%	\$89
24	Water Service Temporary -Fire Hydrant Water Meter Deposit	Deposit - per meter 80		\$ 2,000	\$ -	0%	Deposit --	--
25	Water Service Set, Move or Relocation of Temporary Fire Hydrant Water Meter	Actual Cost - Time & Materials	97	\$ -	\$ -	0%	100%	Actual Cost
26	Refusal to Allow Monthly Meter Read for Floating Hydrant Meters	Penalty	-	\$ 56	\$ -	0%	Penalty --	--
27	Annual testing of City Department Water Meter	Per meter	-	\$11	\$55	19%	100%	\$55
28	Removal of Fire Hydrant Operating Nut	Flat fee	-	\$32	\$ 55	58%	100%	\$55
33	Covenant & Agreement Charge - Preparation Charge	Flat fee	4	\$ 1,075	\$553	194%	100%	\$553


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FY 2024/25 FEES & CHARGES STUDY - WATER


Ord	Service Name	Fee Description	Annual Volume	Current		Recommendations		
				Per Unit	Per Unit	Current Recovery %	Recovery Level	Fee @ Policy Level
New Construction								
34	Inspection Fee - base fee	Base Fee	5	\$ 247	\$2,281	11%	100%	\$2,281
35	Inspection Fee - per lineal foot of pipeline	Per lineal foot	10,773	\$ 1	\$3	39%	100%	\$ 3
36	Fire Hydrant Inspection (each)	Flat Fee	23	\$86	\$76	113%	100%	\$76
37	1" service inspection (each)	Flat Fee	74	\$18	\$ 34	54%	100%	\$34
38	2" service inspection (each)	Flat Fee	12	\$54	\$ 51	106%	100%	\$51
39	4" or larger service inspection (each)	Flat Fee	7	\$495	\$407	121%	100%	\$407
40	Initial Pressure Test (for each)	Flat Fee	6	\$215	\$1,324	16%	100%	\$1,324
41	Pressure Test (for each after initial) (re-test)	Flat Fee	-	\$156	\$311	50%	100%	\$311
42	Extended Construction	Per lineal foot	-	\$ 1	\$ 3	39%	100%	\$ 3
43	Additional Inspection Visits	Per hour	-	\$72	\$102	71%	100%	\$102
44	For each wet tap witnessed by Water Utility inspectors	Flat Fee	-	\$ 215	\$407	53%	100%	\$407


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FY 2024/25 FEES & CHARGES STUDY - WATER


Ord	Service Name	Fee Description	Annual Volume	Current		Recommendations		
				Per Unit	Per Unit	Current Recovery %	Recovery Level	Fee @ Policy Level
New Construction								
45	Water Service Connections for Individual Premises of 4" or larger, Cash Refundable Bond(per Connection) to guarantee final completion by private contractor	Deposit	-	\$ 500	\$ -	0%	-	Deposit --
46	Water Meter Charges - 3/4 inch Meter	Flat Fee	22	\$ 82	\$98	84%	100%	\$ 98
47	Water Meter Charges - 1 inch Meter	Flat Fee	160	\$ 95	\$109	86%	100%	\$109
48	Water Meter Charges - 1 1/2 inch Meter	Flat Fee	6	\$ 218	\$276	79%	100%	\$276
49	Water Meter Charges - 2 inch Meter	Flat Fee	23	\$ 264	\$322	82%	100%	\$322
50	Water Meter Charges - 3 inch Meter or larger	Actual Cost - Estimated cost of installation	-	\$ -	\$ -	0%	100%	\$ -
51	Water Main Oversizing Reimbursement - 8-inch Standard - 12-inch Oversized	Per lineal foot	-	\$ (16)	\$(24)	67%	100%	\$ (24)
52	Water Main Oversizing Reimbursement - 12-inch Standard - 16-inch Oversized	Per lineal foot	-	\$ (24)	\$(193)	12%	100%	\$(193)


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FY 2024/25 FEES & CHARGES STUDY - WATER


Ord	Service Name	Fee Description	Annual Volume	Current		Recommendations		
				Per Unit	Full Cost	Current Recovery %	Recovery Level	Fee @ Policy Level
New Construction								
53	Bacteriological Testing for Water Meters 2-inch and Larger Flushing Testing Charge	Flat Fee	-	\$ 215	\$438	49%	100%	\$ 438
55	Request for larger meter upon lateral replacement - 3/4 inch to 1 inch (in addition to any other applicable charges)	Flat Fee	-	\$ 16	\$ 74	22%	100%	\$ 74
56	Request for larger meter. No lateral replacement (in addition to any other applicable charges)	Flat Fee	-	\$ 34	\$ 62	55%	100%	\$ 61.82
57	Relocation of fire hydrants	Actual Cost - Time & Materials	-	\$ -	\$ -	0%	100%	Actual Cost
58	Repair of Water Facilities	Plus time and materials	-	\$ 54	\$ 122	44%	100%	\$ 122
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FY 2024/25 FEES & CHARGES STUDY - WATER


Ord	Service Name	Fee Description	Annual Volume	Current		Recommendations		
				Per Unit	Full Cost	Current Recovery %	Recovery Level	Fee @ Policy Level
New Construction								
59	Water Service Connection Charges - 3/4 inch meter (residential 2 lane street)	Flat Fee	8	\$1,403	\$8,077	17%	100%	\$8,077
60	Water Service Connection Charges - 3/4 inch meter (non-residential/4 lane street)	New flat fee	-	\$ -	\$10,065	0%	100%	\$10,065
61	Water Service Connection Charges - 1 inch meter (residential 2 lane street)	Flat Fee	35	\$1,419	\$8,088	18%	100%	\$8,088
62	Water Service Connection Charges - 1 inch meter (non-residential/4 lane street)	New flat fee	-	\$ -	\$10,077	0%	100%	\$10,077
63	Water Service Connection Charges - 1 1/2 inch meter	Actual Cost - Estimated cost of installation	7	\$ 2,423	\$ -	0%	100%	\$ -
64	Water Service Connection Charges - 2 inch meter	Actual Cost - Estimated cost of installation	18	\$2,466	\$ -	0%	100%	\$ -
65	Water Service Connection Charges - 3 inch meter	Actual Cost - Estimated cost of installation	-	\$ -	\$ -	0%	100%	Actual Cost
66	Fire Service Connection above ground (2 inch and larger)	Actual Cost - Estimated cost of installation	-	\$ -	\$ -	0%	100%	Actual Cost
67	Test/Repair of Backflow Assembly	Penalty plus time and material	199	\$538	\$ -	0%		-- Penalty -- 24


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FY 2024/25 FEES & CHARGES STUDY - WATER


Ord	Service Name	Fee Description	Annual Volume	Current			Recommendations	
				Current Fee	Full Cost	Current Recovery %	Recovery Level	Fee @ Policy Level
Water Customer Charges for a new utility account								
1	Minimum Deposit/Residential	Deposit	10	\$40	\$ -	0%		--
2	Minimum Deposit/All other classes	\$40 min. or 2x est avg bill	10	\$40	\$ -	0%		--
3	Minimum Deposit/Reconnection/All Classes of Service	\$40 min. or 3x est avg bill	15,095	\$40	\$ -	0%		--
4	Service Turn-On Charge - next day	Flat Fee	2,102	\$22	\$49	44%	100%	\$49
5	Service Turn-On Charge - same day	Flat Fee	101	\$38	\$63	60%	100%	\$63
6	Service Turn-On Charge - after hours	Flat Fee	-	\$54	\$ 77	70%	100%	\$77
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FY 2024/25 FEES & CHARGES STUDY - WATER

Ord	Service Name	Fee Description	Annual Volume	Current			Recommendations	
				Current Fee	Full Cost	Current Recovery %	Recovery Level	Fee @ Policy Level
Water Customer Charges for an existing utility account								
8	Return Check Charge - in accordance with city ordinance	Set by City	-	\$ 7	\$ -	0%	100%	\$ -
9	Each subsequent returned check	Set by City	-	\$ 38	\$ -	0%	100%	\$ -
10	Meter Test/Second Request Within One Year Period	Flat Fee	10	\$108	\$329	33%	100%	\$329
11	Re-Read/Second Request Within Six Months	Flat Fee	10	\$ 27	\$49	55%	100%	\$ 49
12	48-hour Field Notification (Master Metered Accounts received Multi-Unit notification)	Flat Fee	-	\$22	\$32	68%	100%	\$32
13	48-hour Field Notification (Master Metered Accounts received Multi-Unit notification) - each additional notice per account	Flat Fee	95	\$ 1	\$ 6	16%	100%	\$ 6
15	Trip charge for additional field visit (cut-off for non pay, etc)	Flat Fee	4,445	\$16	\$34	47%	100%	\$34
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FY 2024/25 FEES & CHARGES STUDY - WATER

Ord	Service Name	Fee Description	Annual Volume	Current			Recommendations	
				Current Fee	Full Cost	Current Recovery %	Recovery Level	Fee @ Policy Level
Water Customer Charges for an existing utility account								
16	Service Reconnection Charge - next day	Flat Fee	-	\$43	\$49	89%	100%	\$49
17	Service Reconnection Charge - same day	Flat Fee	2	\$65	\$63	103%	100%	\$63
18	Service Reconnection Charge - same day (low income)	Flat Fee	75	\$54	\$63	86%	86%	\$54
19	Service Reconnection Charge - after hours	Flat Fee	-	\$80	\$77	103%	100%	\$77
20	Service Reconnection - additional fee if customer has self-restored	Actual Cost - Time & Materials added service reconnect fee	17	\$-	\$-	0%	100%	Actual Cost
21	Reconnection Charge/Additional - Meter Removed	Flat fee plus material cost	95	\$86	\$277	31%	100%	\$277
68	Turn-On and Turn-off Water Service for Repair by Customer - Monday through Friday: 6:00 pm to 10:00 pm	Flat Fee	62	\$48	\$67	72%	100%	\$67
69	Turn-On and Turn-off Water Service for Repair by Customer - Monday through Friday: 10:00 pm to 7:30 am	Flat Fee	18	\$91	\$128	71%	100%	\$128
70	Turn-On and Turn-off Water Service for Repair by Customer - Weekends and Holidays: 3:30 pm to 7:30 pm	Flat Fee	53	\$48	\$67	72%	100%	\$67
71	Turn-On and Turn-off Water Service for Repair by Customer - Weekends and Holidays: 7:30 pm to 7:30 am	Flat Fee	21	\$91	\$67	136%	100%	\$67
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FY 2024/25 FEES & CHARGES STUDY - WATER

Ord	Service Name	Fee Description	Annual Volume	Current			Recommendations	
				Current Fee	Full Cost	Current Recovery %	Recovery Level	Fee @ Policy Level
Water Customer Charges for an existing utility account								
73	Cost to investigate Water Diversion	Penalty plus time and material	-	\$54	\$-	0%		-- Penalty --
74	Appointment based meter reads	Flat Fee	-	\$27	\$28	94%	100%	\$28
75	Monthly rental of Remote Metering to resolve access issues	Rental	-	\$3	\$35	7%	100%	\$35
76	Fire Protection Service maintenance of below ground detector assembly - 4" - inside city	Flat fee - monthly	1,272	\$53	\$212	25%	100%	\$212
77	Fire Protection Service maintenance of below ground detector assembly - 4" - outside city	Flat fee - monthly	48	\$80	\$224	36%	100%	\$224
78	Fire Protection Service maintenance of below ground detector assembly - 6" - inside city	Flat fee - monthly	2,544	\$79	\$242	33%	100%	\$242
79	Fire Protection Service maintenance of below ground detector assembly - 6" - outside city	Flat fee - monthly	120	\$119	\$254	47%	100%	\$254
80	Fire Protection Service maintenance of below ground detector assembly - 8" - inside city	Flat fee - monthly	2,040	\$106	\$272	39%	100%	\$272
81	Fire Protection Service maintenance of below ground detector assembly - 8" - outside city	Flat fee - monthly	156	\$159	\$284	56%	100%	\$284
82	Fire Protection Service maintenance of below ground detector assembly - 10" - inside city	Flat fee - monthly	336	\$133	\$302	44%	100%	\$302
83	Fire Protection Service maintenance of below ground detector assembly - 10" - outside city	Flat fee - monthly	12	\$199	\$314	63%	100%	\$314
84	Fire Protection Service maintenance of below ground detector assembly - 12" - inside city	Flat fee - monthly	12	\$159	\$332	48%	100%	\$332
85	Fire Protection Service maintenance of below ground detector assembly - 12" - outside city	Flat fee - monthly	12	\$239	\$251	95%	100%	\$251
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FY 2024/25 FEES & CHARGES STUDY - WATER

Staff recommends removal of the following water fees:

Ord	Service Name	Fee Description	Volume	Current Fee
7	Special Appointment Turn-on Charge added to applicable fee (does not apply to the normal 4-hr window)	REMOVE	-	\$11
14	Fund Verification Fee	REMOVE	-	\$5
29	Rental of Backflow Prevention Assembly per Assembly Processing Fee	REMOVE	-	\$40
30	Rental of Backflow Prevention Assembly Deposit	REMOVE	-	\$1,000
31	Daily Rental Charge – Two-inch Backflow Preventer	REMOVE	-	\$5
32	Set or Move Backflow Prevention Assembly from location to location	REMOVE	-	\$0
54	Request for larger meter upon lateral replacement – 5/8 inch to ¾ inch (in addition to any other applicable charges)	REMOVE	-	\$22

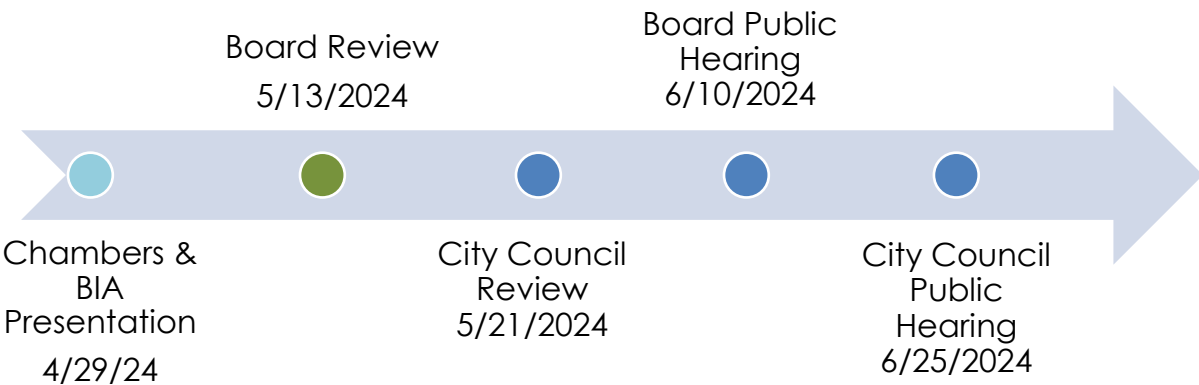


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TIMELINE



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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



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RECOMMENDATIONS

That the Board of Public Utilities:

1. Receive information on the Proposed Fiscal Year 2024/25 User Fees and Charges for Riverside Public Utilities Electric and Water; and
2. Provide feedback on the Proposed Fiscal Year 2024/25 User Fees and Charges for Riverside Public Utilities Electric and Water.



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