

# Riverside Public Utilities Employee Recognition

October 20, 2015

[RiversidePublicUtilities.com](http://RiversidePublicUtilities.com)

## By the numbers

### 600+ employees

**Electric Service area of 81.5 square miles**

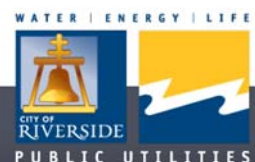
- 1327 miles of distribution lines
- 98 miles of transmission lines
- 29,000+ streetlights

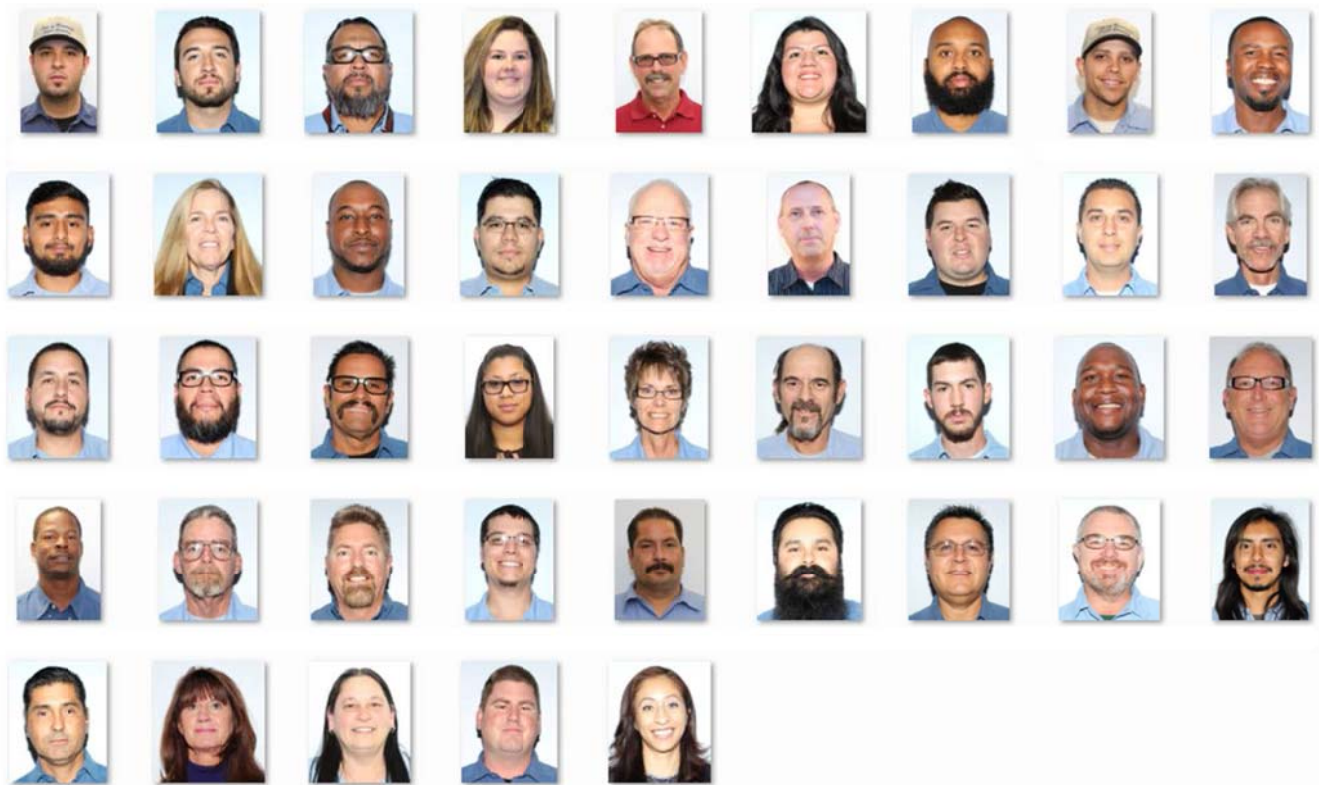
**Water Service area of 74.2 square miles**

- 1000 miles of pipeline
- 108.5 million gallons of reservoir capacity
- 6 treatment plants
- 7,754 fire hydrants

**Total annual budget for both utilities: \$412 million**

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# Field Services and Metering

**Initiates service**

**Reads electrical and water meters**

**Conducts 1.9 MM readings each year**

**Processes over 95,000 service orders**

**Delivers shut-off notices**

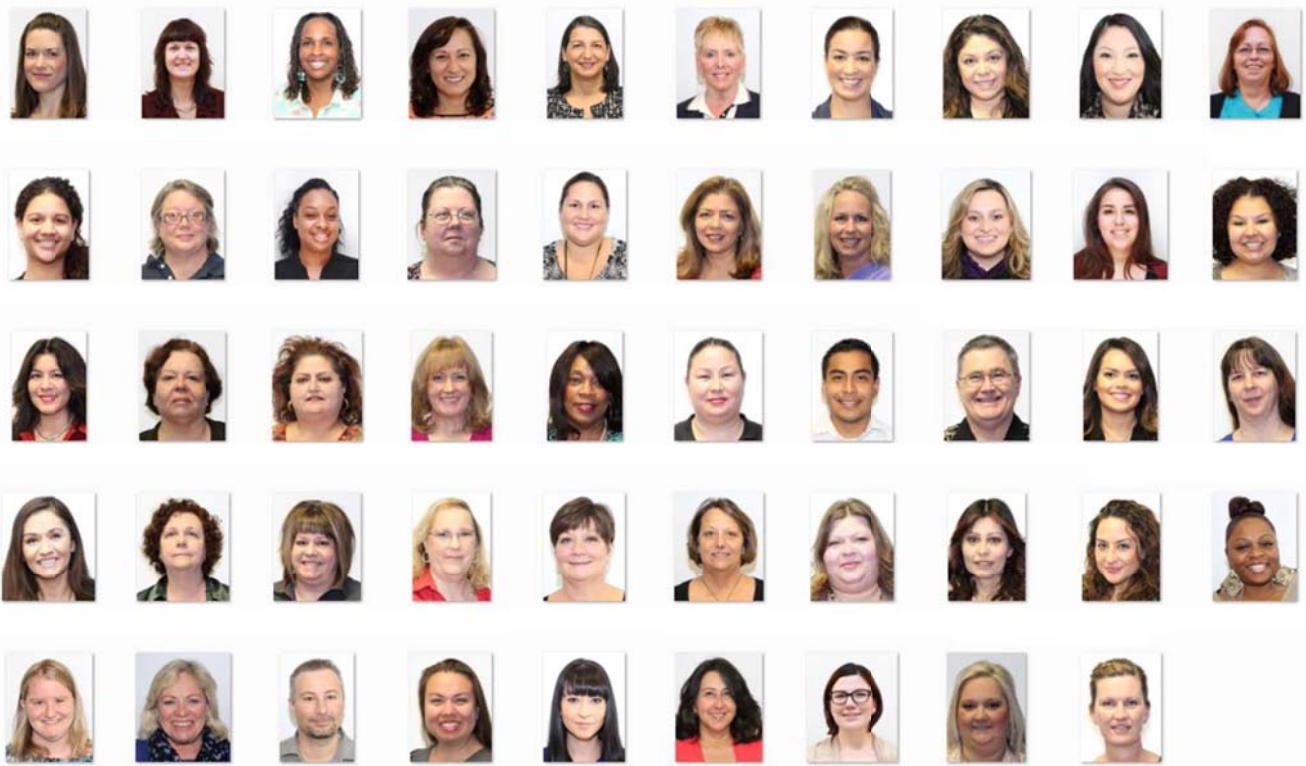
**Investigates service diversion**

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# Customer Service & 311

**Issues reporting**  
**RPU assistance programs**  
**Credit and collections, write-offs**  
**Handles requests for all city services**  
**In 2014: 347,000 calls - 224,000 walk-ins**

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# Credit & Collections

- Ensures collections compliance**
- Collects past due accounts**
- Reviews credit histories**
- Maintains customer relationships**
- Set up payment plans**



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# Finance

Rates

Budgets

RPU's financial stability



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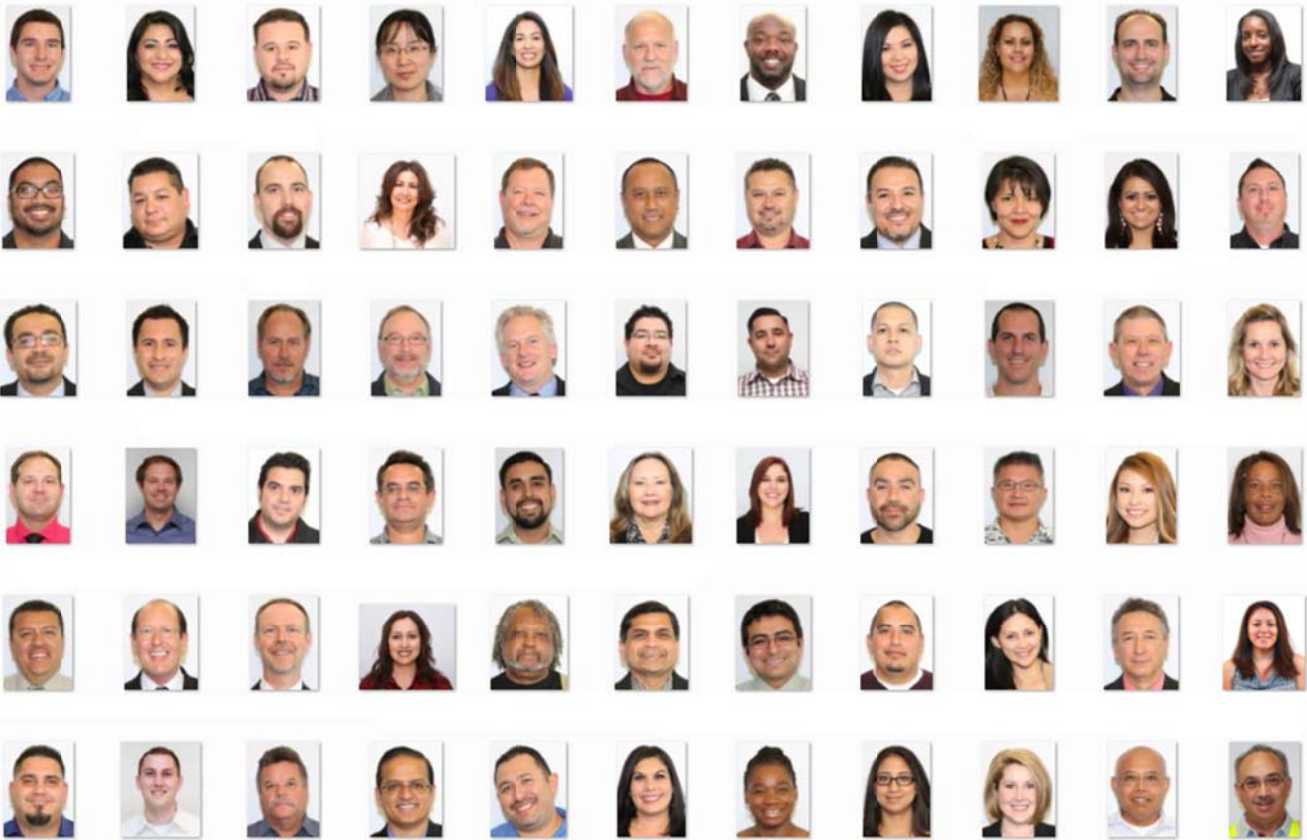
# Business Application Management

**Responsible for Billing and CIS**  
**Implements customer technology**  
**100,000+ bills monthly**  
**\$300+ million annually**

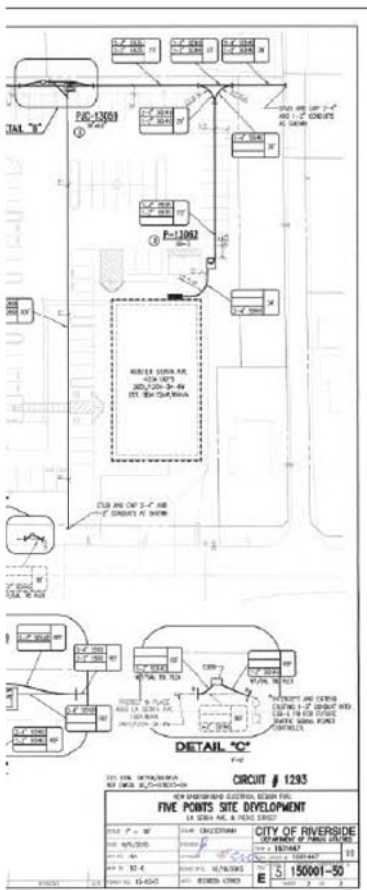


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# Energy Delivery *Engineering*

**Major projects  
Substation Design  
Transmission and Distribution  
Customer Engineering Services  
Geographic Information Services**

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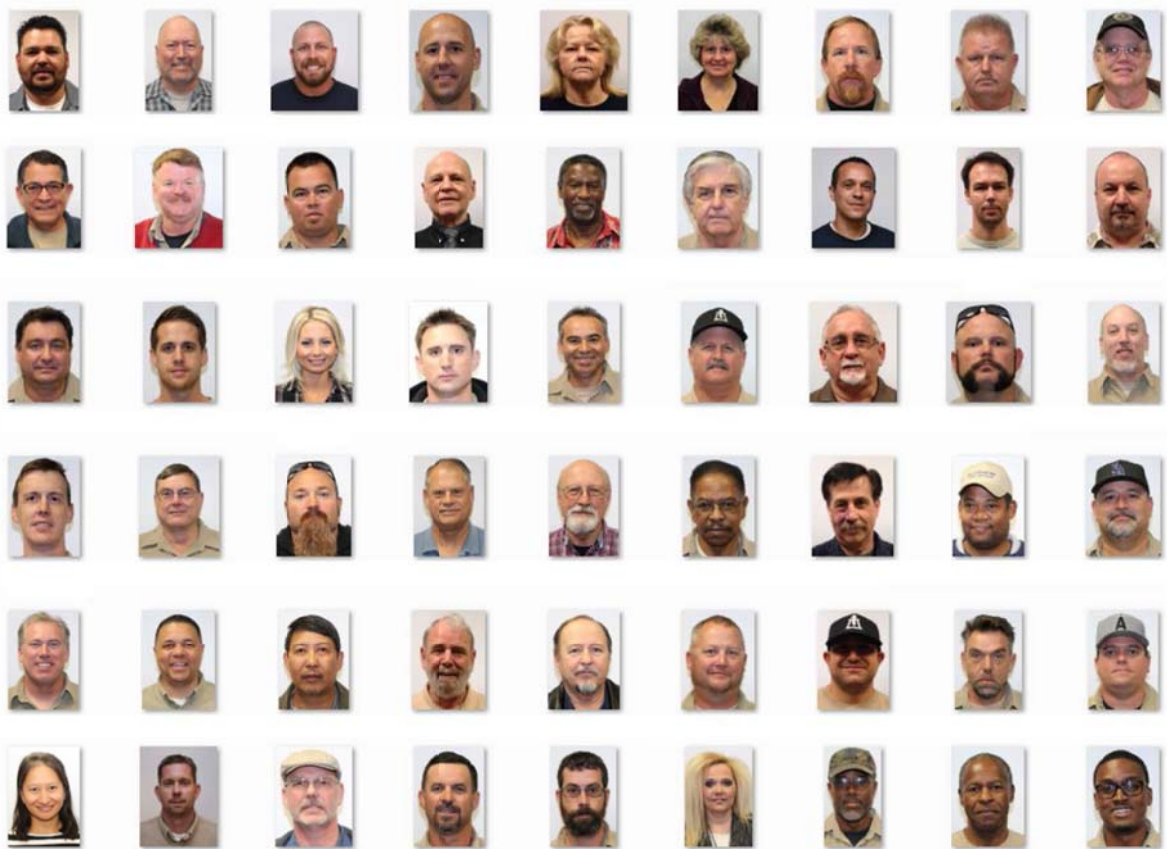
# Central Stores

**Manages materials, tools & equipment**  
**Issues materials to divisions**  
**Vital recordkeeping**



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# Energy Delivery

## *Production & Operations*

**Maintains substations**  
**Inspects equipment**  
**Tests electric meters**  
**Manages dispatch center (24/7)**



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# Energy Delivery

## *Field*

**System construction**

**Maintains overhead, underground lines**

**Provides emergency response**

**Maintains the City's street light system**

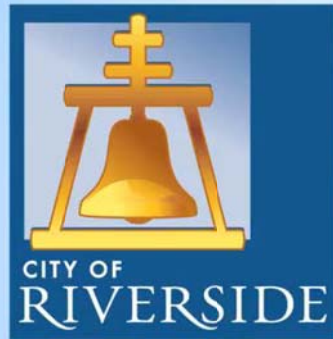


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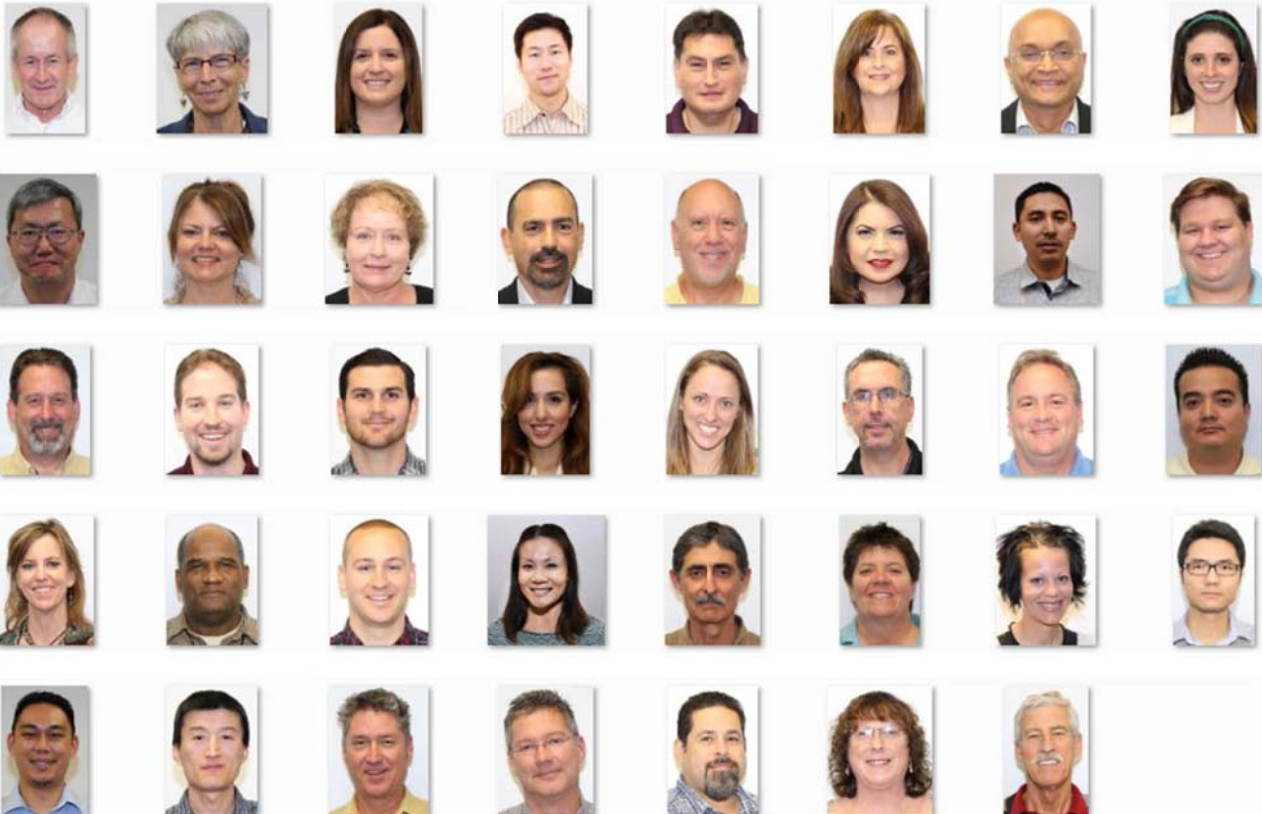


WATER | ENERGY | LIFE



PUBLIC UTILITIES  
**Why Appreciate Linemen?**

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# Resources

**Procure and manage:**  
**Power Resources**  
**Wholesale Power**  
**Renewable Power**  
**Internal Generation**

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# **Energy Delivery**

## ***Generation***

**Riverside Energy Resource Center - 192MW**  
**Springs Substation Power Plant - 40MW**  
**Clearwater Generation Station – 30MW**  
**Operation and maintenance**

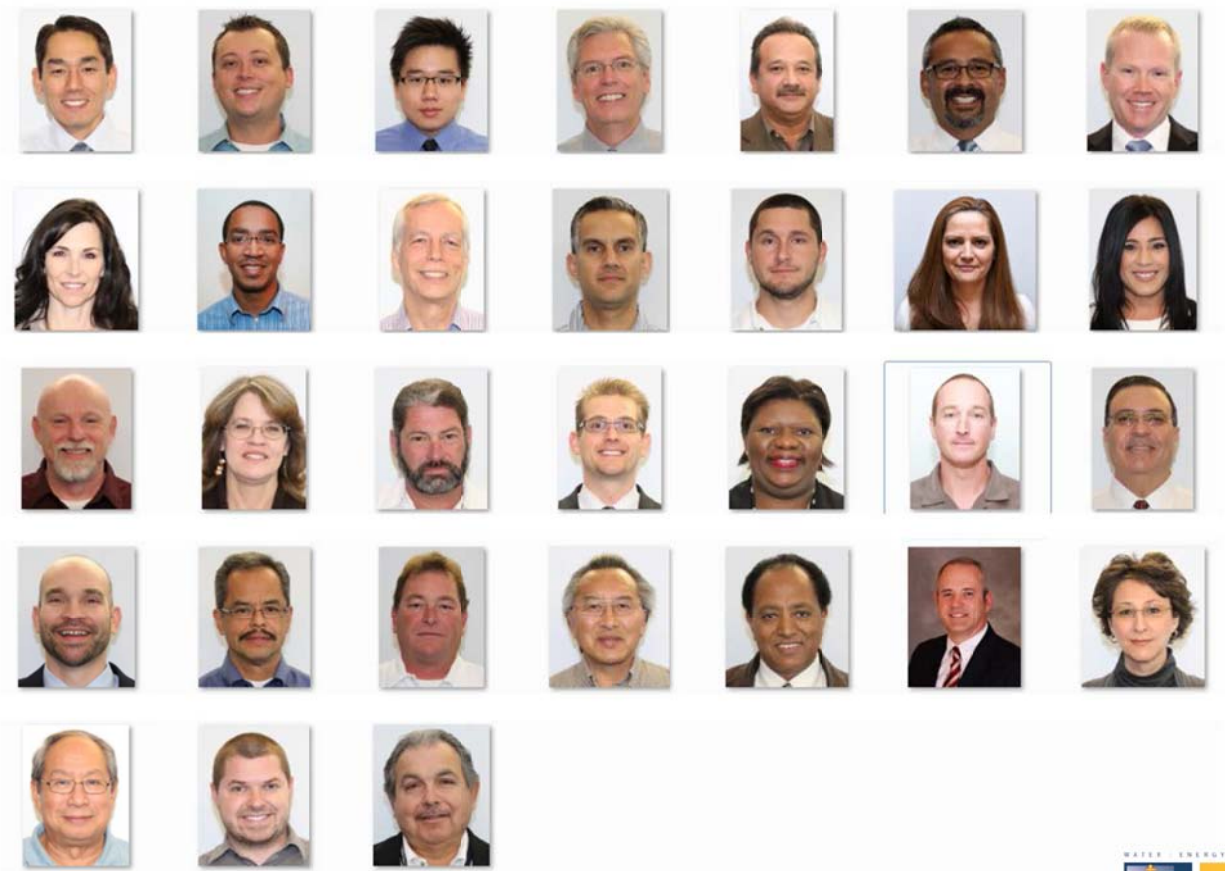


## **Major Accomplishments**

**SubTransmission Project**  
**Casablanca Substation**  
**Magnolia Plaza Reliability Project**  
**Answered over 575,000 customer calls in 2014**  
**Processed over 2 million meter readings**  
**Earned top credit ratings**  
**24% renewable energy now - 33% by 2020**  
**Completed the Tequesquite Landfill solar PPA**





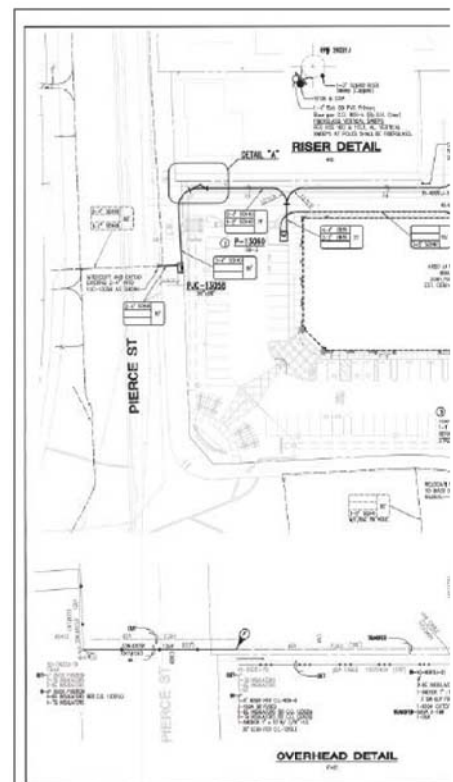


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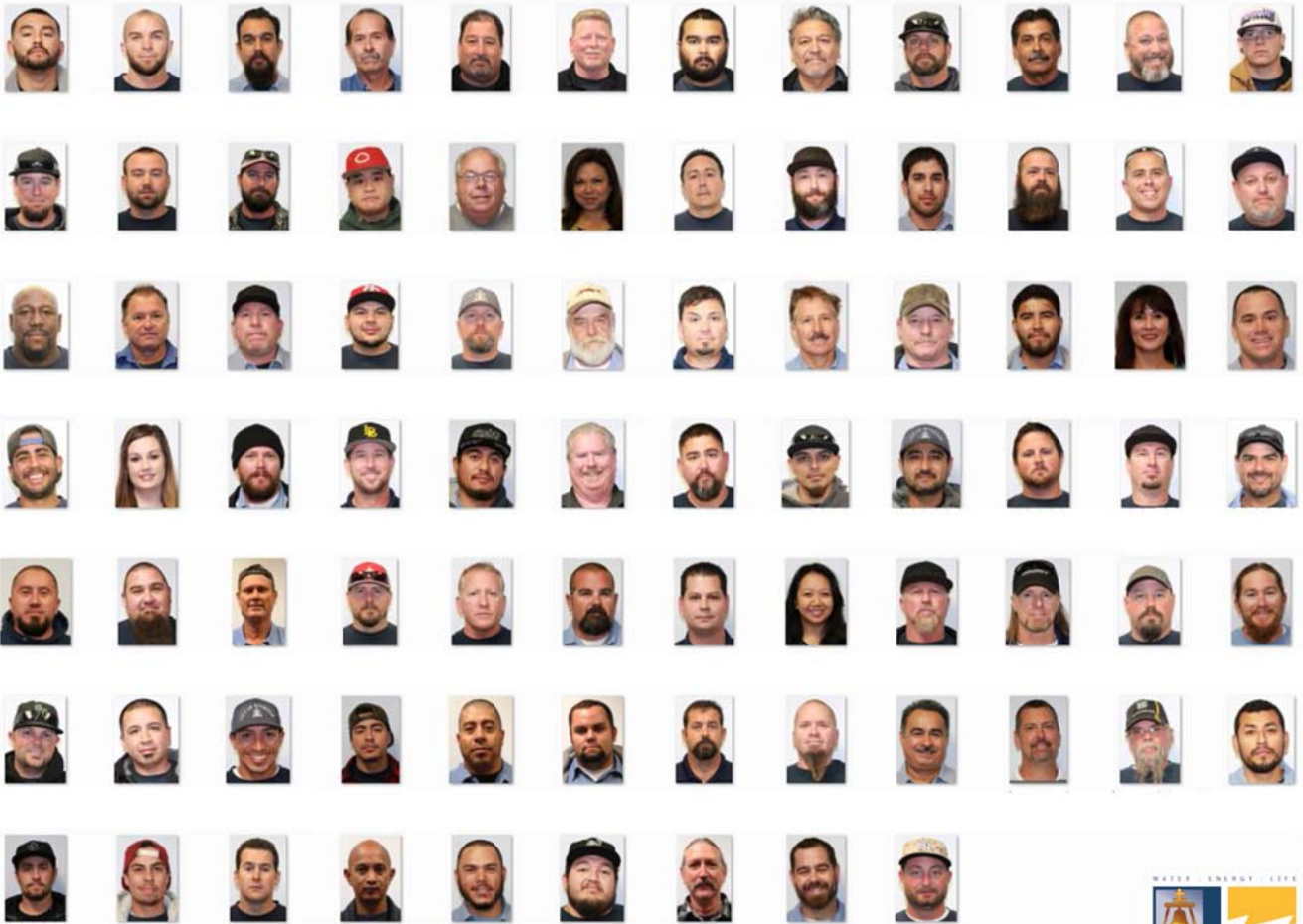
# Water Delivery *Engineering*

**Responsible for:**  
**Facility planning**  
**Budgeting**  
**Grant writing**  
**Construction projects**  
**Development-related activity**



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# Water Delivery

## *Field Operations*

### Responsible for:

- Water main replacements
- System connections
- Construction, maintenance of water systems
- Planning, supervision of construction projects
- Replaces and maintains water meters
- Fire hydrant installations
- Installation of water services



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# Water

## *Production & Operation*

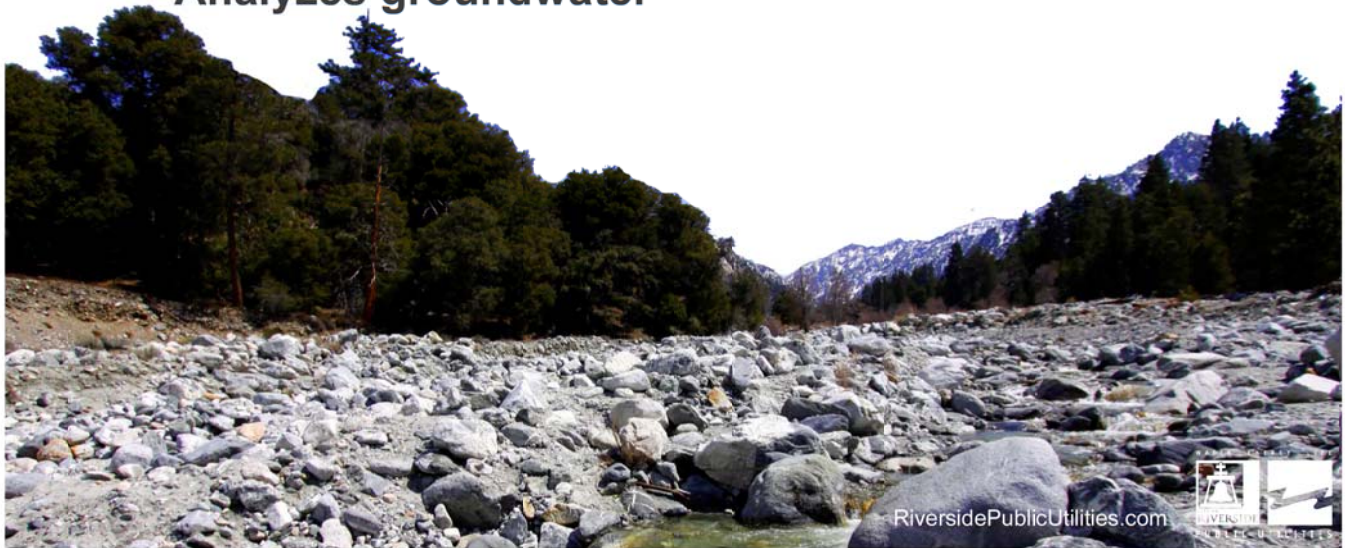
**Responsible for production, distribution**  
**Manages water supply and storage**  
**Maintains all related assets**





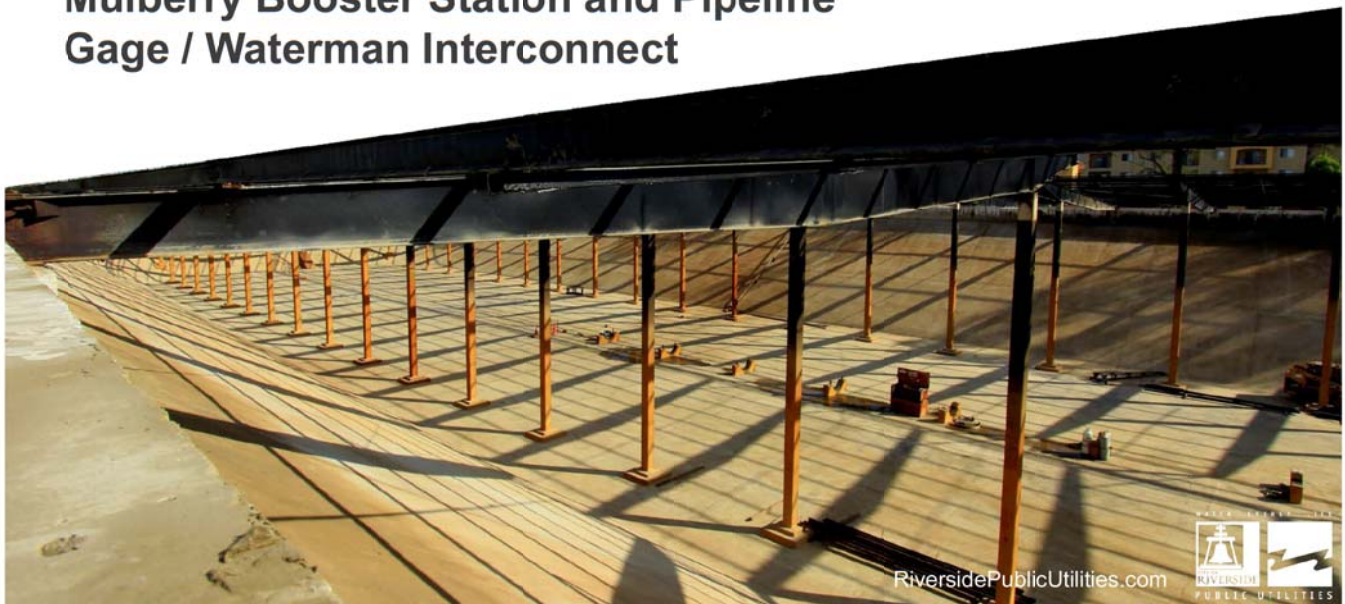
# Water Resources

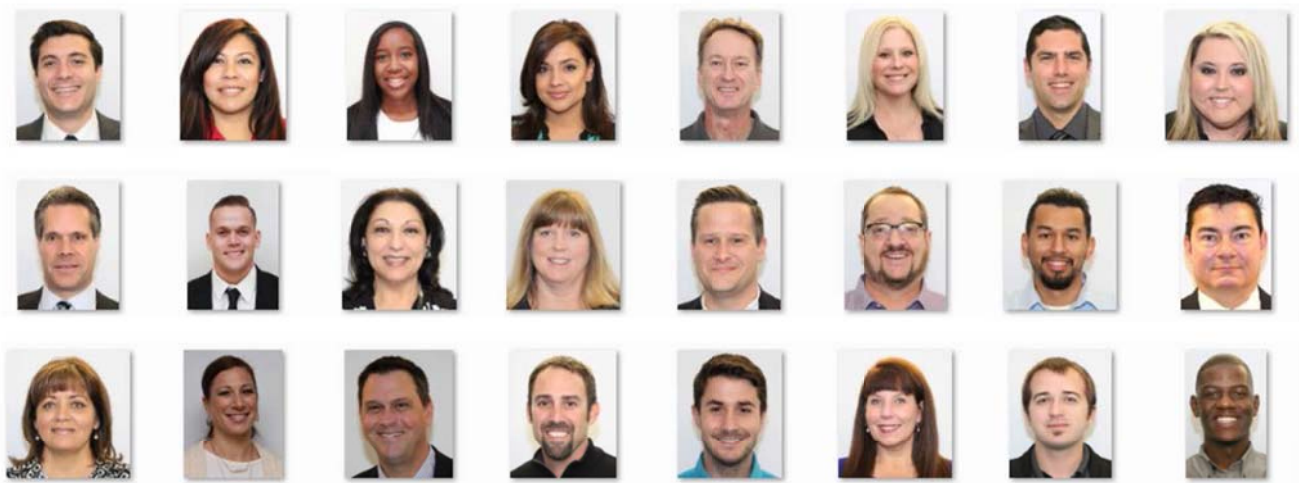
- Estimates future demand**
- Develops supply alternatives**
- Prepares environmental documents**
- Manages water quality, quantity**
- Analyzes groundwater**



## Major Accomplishments

- Linden Roof Replacement**
- Riverside Canal Repair Project**
- Mockingbird Canyon Dredging**
- Mulberry Booster Station and Pipeline**
- Gage / Waterman Interconnect**





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# Marketing/Customer Relations

Customer outreach  
Employee communication  
Conservation programs  
Customer engagement, satisfaction  
Community education



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# Major Accomplishments

## Energy conservation programs

- 21 million kWh saved this year

## Turf removal program

- 1.8 MM sq. ft. replaced – saving 78 MM gal.

## Drought campaign

- Tens of thousands reached, and then some
- Water conservation at all-time high

## Over 40 awards since last year



# Administration

Facilities management  
Human resources  
Special projects  
Legislation  
Regulation  
Safety



# E V E R Y T H I N G





# General Management

Oversee:

**Water**  
**Energy Delivery**  
**Finance**  
**Resources**  
**Customer Relations**

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# Award Winning

**APPA Diamond Reliable Public Power Provider**

**APPA E.F. Scattergood Award**

**Orange County Engineering Council Project Achievement Award**

**California Green Community, California Green Communities Challenge**

**Award for Vision, Urban Land Institute of Orange County/Inland Empire**

**Beacon Award, Institute for Local Government**

**Inland Empire Economic Partnership, Red Tape to Red Carpet Award**

**CALED Award for Economic Development Partnerships**

**Best in Show, American Advertising Federation Inland Empire Chapter**

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# Year-Round Recognition

Regular employee recognition  
Employee service awards  
Employee of the year breakfast  
Annual employee picnic  
Birthday cards

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## YOU CAN COUNT ON US

...TO BE IN YOUR  
NEIGHBORHOOD EVERY  
MONTH.  
FIELD TECHNICIANS LIKE  
ANDREW REGALADO ARE  
WORKING HARD TO  
PROVIDE ACCURATE AND  
TIMELY METER READINGS  
THAT GIVE OUR  
CUSTOMERS THE VALUED  
AND RELIABLE SERVICE  
THEY DESERVE.  
THAT'S ONE MORE  
REASON - YOU CAN  
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