

RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: DECEMBER 10, 2018

GENERAL MANAGER'S REPORT

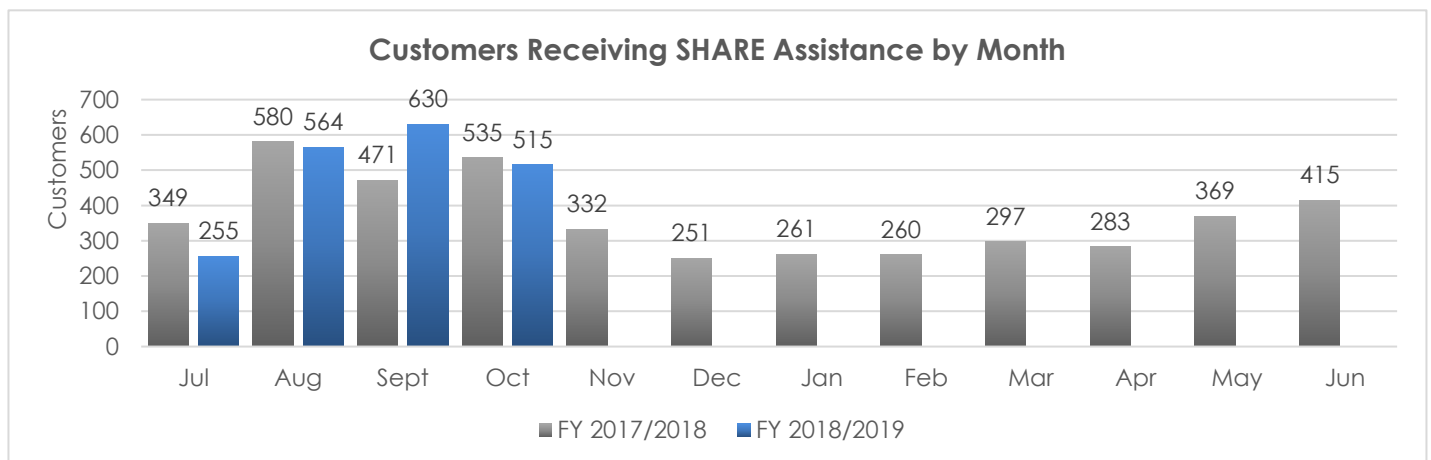
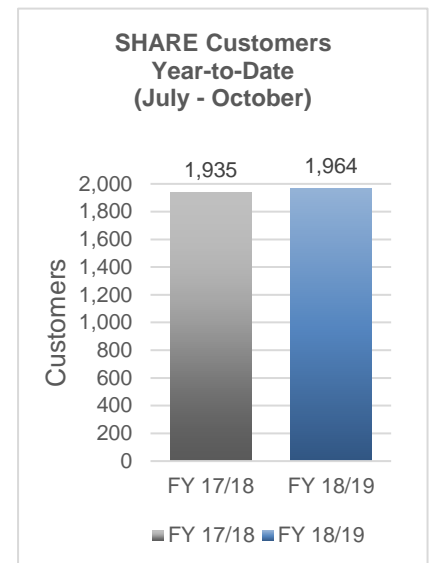
ITEM NO:

General Manager's report on SHARE program participation July through October 2018

The enhanced SHARE Program was "soft-launched" in July 2018 to allow time for staff both within the City and at the County's Community Action Partnership to learn the program to ensure accurate program information was conveyed to customers. The soft launch of the program has not changed the number of customers who are seeking assistance compared to the prior year. The total number of customers that have received a SHARE rebate on their utility bill through October 2018 is 1,964 as compared to 1,935 for the same period in 2017). This represents a year-over-year increase of 1%.

As outreach to customers ramped up in August, the number of customers participating increased (as shown in the table below). Staff anticipates further increases in the number of customers in the SHARE program as outreach efforts continue. Recent and future efforts include:

- 1) Dedication of the August 2019 back-of-bill artwork to SHARE.
- 2) A SHARE billboard that was up September and October of 2019.
- 3) A new SHARE brochure, offered in both English and Spanish, has been distributed to customer locations including Orange Square, the CRC, and the One Stop Shop. The next printing will be delivered to community centers.
- 4) RPU website enhancements provide more details about the program and include a downloadable application.
- 5) A Low-Income Stakeholder Group meeting was held in October to provide an update on activities and gather feedback.



Note: The customer counts by month and for year-to-date reflect the number of customers that received assistance on their bill for the month shown. The counts do not include customer who have been approved but have not yet received the SHARE credit on their account.