

# RIVERSIDE PUBLIC UTILITIES

## Board Memorandum

**BOARD OF PUBLIC UTILITIES**

**DATE:** FEBRUARY 11, 2019

**GENERAL MANAGER'S REPORT**

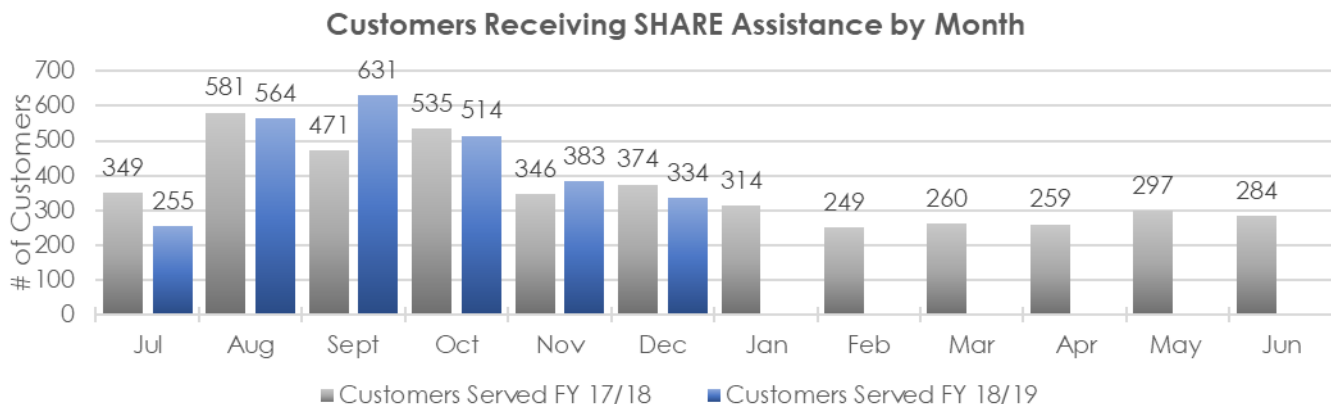
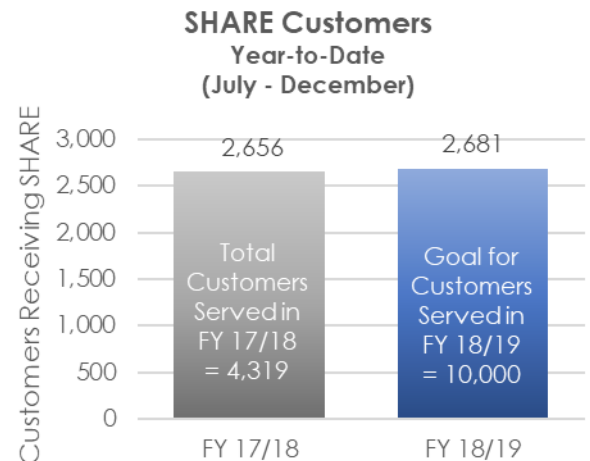
**ITEM NO:**

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

Concurrent with the adoption of the rate plan earlier this year, the City also approved enhancements to the SHARE program as well as increasing the amount budgeted for the program from about \$1.7 million per year in FY 17/18 to \$2.8 million for FY 18/19. The SHARE program provides financial assistance to qualified low-income customers.

Enhancements for this fiscal-year included changing the income eligibility for customers from 150% of the Federal Poverty Level to 200% of the Federal Poverty Level, which will allow more customers to qualify. Additionally, the SHARE program also now offers two monthly on-bill rebates for customers. Qualified customers can receive \$14 per month from their electric bill and \$2.25 from their water bill. The SHARE program maintained the once-annual \$150 assistance to customers but has limited it to either deposit assistance or emergency assistance for customers that have received a disconnection notice but are unable to pay. In prior years, customers did not need to demonstrate an emergency to receive the once-annual assistance.

Over the first six months, through December 2018, the total number of customers that have received SHARE assistance on their utility bill is 2,681. This represents a year-over-year increase of 1% when compared to 2,656 customers served between July and December 2017. Participation continues to trend similar to prior years.

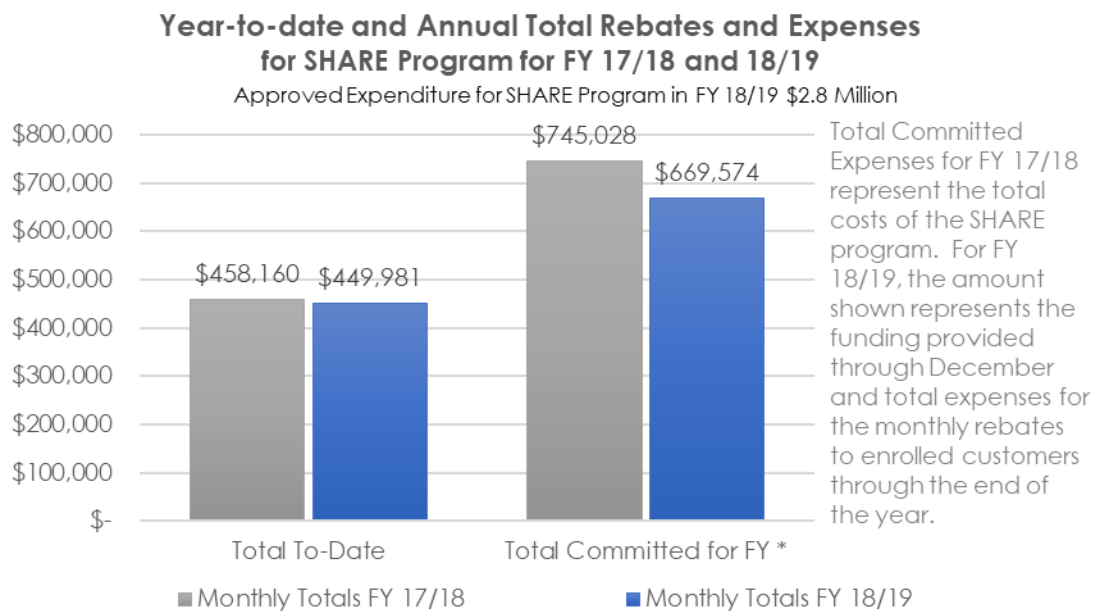


Note: The number of customers served in FY 17/18 in February through June were updated to actual data.

As the upcoming electric rate increase takes effect January 1, 2019, and with additional outreach efforts, staff anticipates further increases in customer participation in the SHARE program beginning in February as customers receive their January bills.

Outreach efforts have continued. The Winter Wonderland event was held Saturday, December 1, 2018. RPU had a booth to present information on the SHARE program as well as other assistance programs and rebates. A representative from CAP was present to provide information on the application process for the SHARE program and other programs that CAP has to offer.

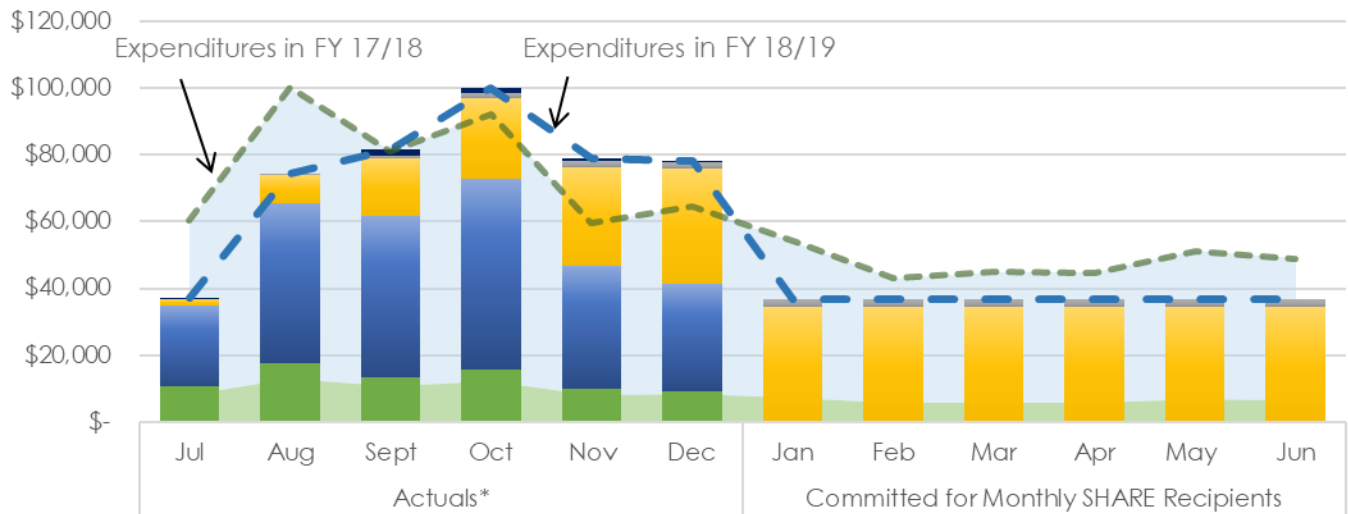
In regards to the funding for the program, the SHARE program continued expenses in FY 18/19 is trending similar to FY 17/18 for costs for the same period. As noted last month, this was anticipated by staff as the program soft launched and the rebate provided to customers transitioned to fewer receiving the once-annual lump-sum \$150 emergency or deposit assistance and all customers receiving monthly assistance. As customers enroll in the program for the monthly assistance, the costs will increase throughout the year.



This is shown with the average per customer costs for the program. In FY 17/18, the SHARE program cost was \$172.50 per customer, which included the customer rebate of \$150 and the administration cost of \$22.50 for the application processing services provided by the County's, CAP. Program costs in FY 18/19 will vary month to month, particularly in this first year of the enhanced program. Until the enhanced SHARE program has been running for a full 12 months, the monthly average per customer will increase as more customers enroll in the monthly rebate programs. Expenses associated with the rebates per customer are spread throughout the year as customer receive their monthly rebates. The amount expended per customer as of the end of December 2018 was \$167.84. The cost per customer for end of the fiscal year is expected to be \$249.75 (the amount includes monthly payments for enrolled customers through the end of the current fiscal year). Additionally, for FY 18/19, costs include the increased CAP administration cost of \$27 per approved application and marketing expenses.

The chart on the following page provides detail on the history and current progress of the SHARE program participants, expenditures, overhead costs and program goals. CAP administrative expenses are shown in green with the lighter color representing FY 17/18. In the month of December 2018, the largest expense for the program transitioned to the monthly electric rebate instead of the \$150 emergency and deposit assistance (shown as light blue for FY 17/18 and darker blue for FY 18/19). This reflects the monthly payments (shown in yellow) increasing as participation increases throughout the year.

## Comparison of FY 17/18 and FY 18/19 (to-date) Expenses Associated with the SHARE Program



### Legend for FY 18/19

- — Monthly Totals FY 18/19
- CAP Estimated Administrative Fees (\$27 / Application Approved)
- Advertising and Marketing Costs
- Deposit and Emergency Assistance (\$150)
- Electric Monthly (\$14/month)
- Water Monthly (\$2.25/month)

### Legend for FY 17/18

- - - Monthly Totals FY 17/18
- CAP Administrative Fees (\$22.50 / Application Approved)
- Deposit and Emergency Assistance (\$150)

\* CAP Administrative Fee for FY 18/19 is Estimated based on Approved Applications.