

CASA BLANCA CUSTOMER RESOURCE CENTER RENOVATION PROJECT UPDATE

Resource Operations and Strategic Analytics
Customer Engagement

Board of Public Utilities
July 22, 2019

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BACKGROUND

- 1. June 2001: City Council approved Casa Blanca Energy Demonstration and Customer Service Center**
 - a. State-of-the-art energy efficient technology
 - b. Available products, rebates and services
 - c. Energy and water efficiency programs
- 2. Current Use of Space**
 - a. Utility Customer Service Center
 - b. City Clerk's Passport Services
 - c. Adjacent to SSgt. Salvador J. Lara Casa Blanca Library and Kathleen Gonzales Memorial Waterwise Garden



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DISCUSSION

1. "One-Stop Shop"

- a. Bill payments and customer account support
- b. Sharing Households Assist Riverside's Energy (SHARE)
- c. Utilicare
- d. Energy Savings Assistance Program (ESAP)
- e. Rebate assistance, education and application support

SHARE UTILITY ASSISTANCE PROGRAM



2. Revitalization

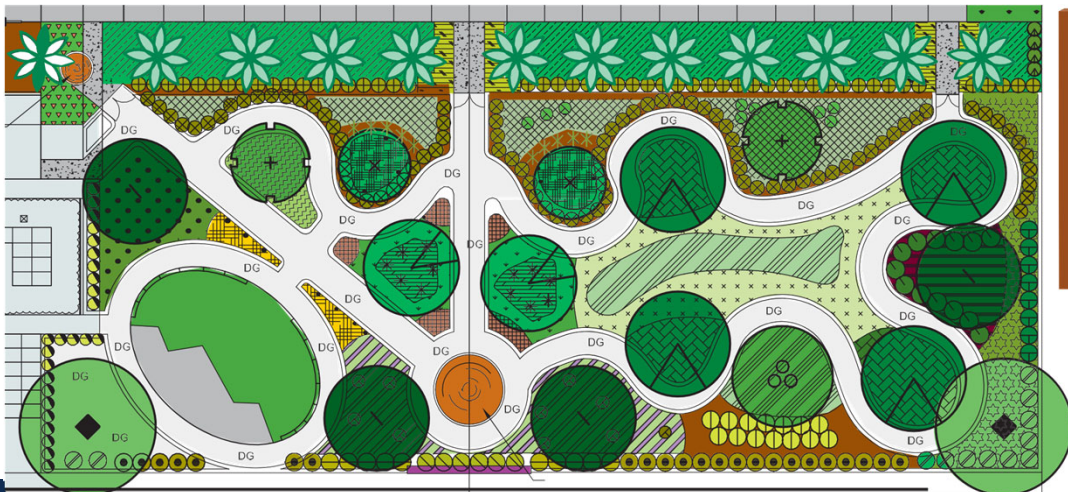
- a. Kathleen Gonzales Memorial Waterwise Garden
- b. CRC lobby atrium



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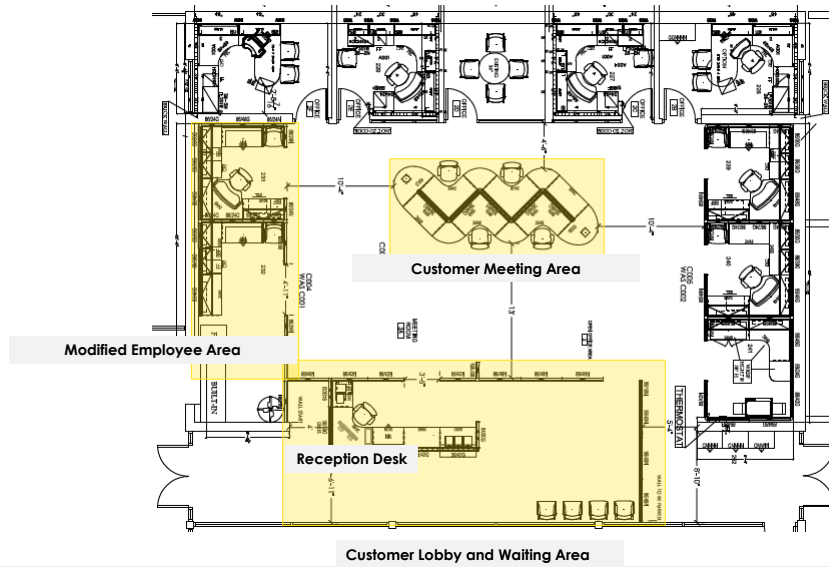
KATHLEEN GONZALES MEMORIAL WATERWISE GARDEN RENOVATION



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PHASE ONE FLOORPLAN



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PHASE ONE LOBBY

1. Lobby rendering
2. Open and translucent design



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RECOMMENDATIONS

That the Board of Public Utilities:

1. Receive and file an update on the Casa Blanca Customer Resource Center Renovation Project;
2. Conceptually approve the Kathleen Gonzales Memorial Waterwise Garden and Atrium revitalization project at the Casa Blanca Customer Resource Center; and
3. Recommend that the City Council approve partially funding the project with the carryover of unexpended Fiscal Year 2018/19 funds in the amount of \$198,742 from the Water Conservation Fund.



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