

RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: OCTOBER 28, 2019

GENERAL MANAGER'S REPORT

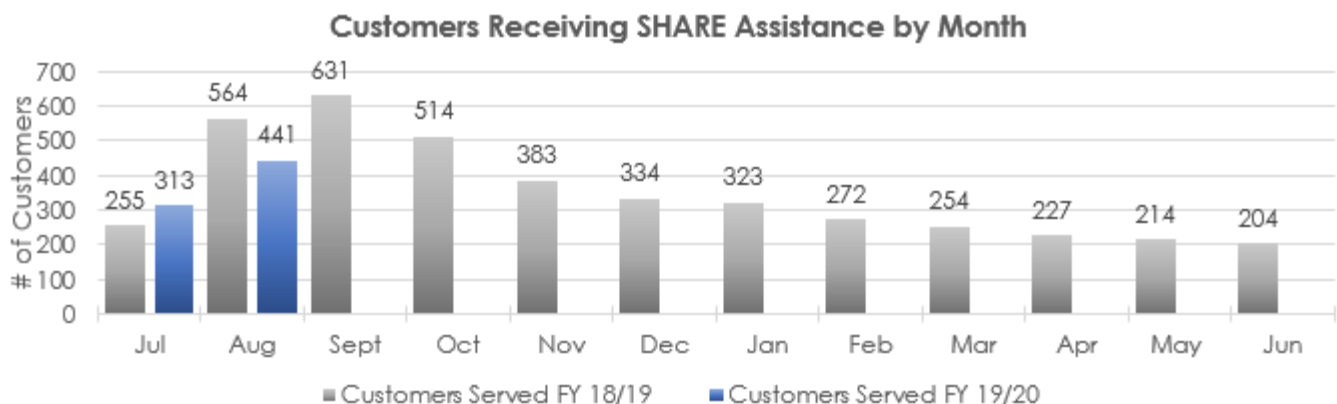
ITEM NO:14

General Manager's Report on SHARE Program Participation and Customer Resource Center (CRC) Utility Assistance Programs July through August 2019

The SHARE program provided assistance to over 4,400 electric customers and over 1,300 water customers for fiscal-year 18/19.

Enhancements for fiscal-year 19/20 include allowing customers that participate in other Federally funded programs such as: Cal-Fresh, SNAP, CalWorks/TANF, LI-HEAP, MediCal/Medicaid, Healthy Families A&B, National School Lunch Program, SSI, WIC or the Bureau of Indian Affairs General Assistance to bring their current year award letter to easily qualify for SHARE. Additionally, the monthly assistance increase was approved by Board June 10 and by Council 7/2. Effective July 3, 2019, qualified customers can receive \$14.50 per month for their electric bill and \$2.50 for 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 receive a disconnection notice but are unable to pay.

Over the first year of the program, enhancement, the total number of customers approved for SHARE assistance is 4,414. This represents a year-over-year increase of 2% when compared to 4,319 customers served between July and June 2018. Participation continues to trend similar to prior years despite increasing outreach. Staff believes that this is due to the current economic conditions.



The Customer Engagement division opened a location at the Casa Blanca Customer Resource Center to process SHARE, rebate and utilicare applications. Since the soft opening date on July 15, 2019, we have seen a 58% increase in customer traffic for the month of August. The table below is the break down of customer visits:

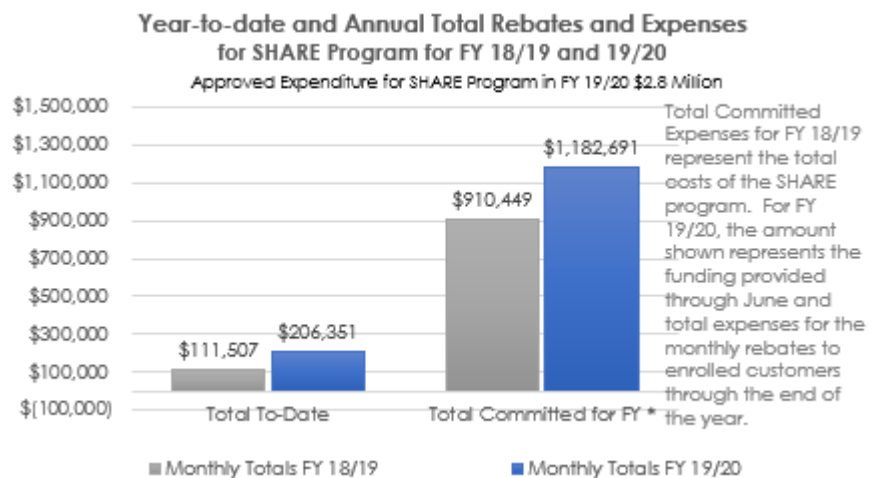
| Total Customers | SHARE Application | SHARE Inquiry | Rebate Application | Utilicare | Other |
|-----------------|-------------------|---------------|--------------------|-----------|-------|
| 187 | 85 | 43 | 43 | 13 | 3 |

Customers have the ability to apply for SHARE, rebate programs and utilicare on-site and have any questions or concerns immediately answered.

Customer Engagement has partnered with Customer Service to assist in increasing SHARE and rebate applications at the CRC. Customers that enter the payment center seeking utility payment assistance are directed to the processing center to receive assistance.

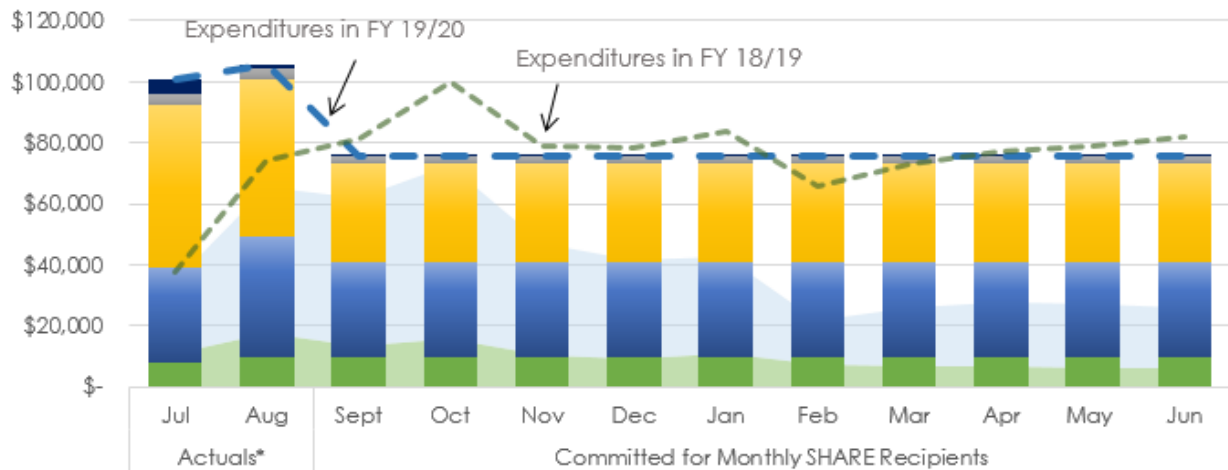
Since March 2019, staff has participated in over 20 community and neighborhood outreach events and made contact with upwards to over 1,500 customers. All Customer Engagement staff will participate in the upcoming events in each ward to provide information on utility assistance, rebate programs, energy efficiency and water conservation.

In FY 18/19, the SHARE program cost varied month to month, the monthly average per customer increased as more customers enrolled 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 FY 18/19 was \$225.64 (the amount includes monthly payments for enrolled customers through the end of the current fiscal year). Through August, the amount expended per customer is \$273.68.



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 19/20. In August 2019, there was a 25 percent difference in costs between the monthly electric rebate and the flat emergency/deposit assistance (shown as light blue for FY 18/19 and darker blue for FY 19/20). This reflects the monthly payments (shown in yellow) increasing as participation increases throughout the year.

Comparison of FY 18/19 and FY 19/20 (to-date) Expenses Associated with the SHARE Program



Legend for FY 19/20

- Monthly Totals FY 19/20
- 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 18/19

- Monthly Totals FY 18/19
- CAP Estimated Administrative Fees (\$27 / Application Approved)
- Deposit and Emergency Assistance (\$150)

* CAP Administrative Fee for FY 19/20 is Estimated based on Approved Applications.

The Energy Savings Assistance Program (ESAP) has increased participation by 32% from the previous month and has served approximately 561 customers and saved 968,416 kWh during Fiscal Year 2019/20 to date.