

RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: July 13, 2020

GENERAL MANAGER'S REPORT

ITEM NO: 8

SHARE Program Participation and Customer Resource Center (CRC) Utility Assistance Programs July 2019 through May 2020

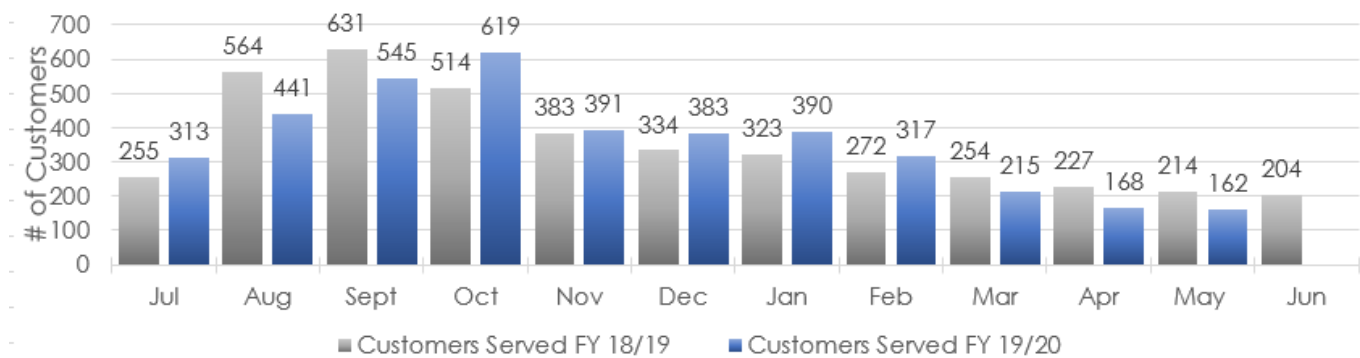
SHARE Program

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

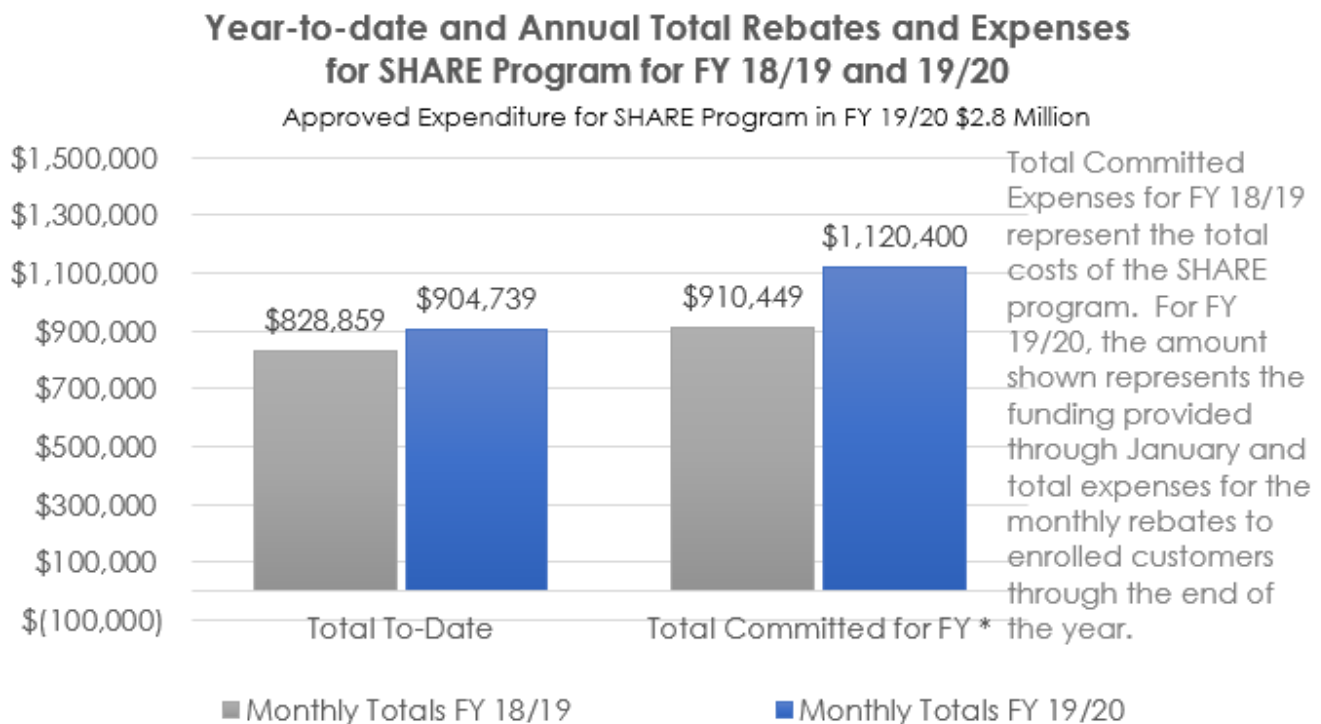
Enhancements for fiscal-year 19/20 include allowing customers that participate in other Federally funded programs such as: Cal-Fresh, SNAP, CalWorks/TANF, LI-HEAP, MediCal/Medicaid, Healthy Families A&B, National School Lunch Program, SSI, WIC or the Bureau of Indian Affairs General Assistance to bring their current year award letter to easily qualify for SHARE. Additionally, the monthly assistance increase was approved by Board June 10, 2019 and by Council July 2, 2019. 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 enhanced program, the total number of customers approved for SHARE assistance was 4,414. This represented a year-over-year increase of 2% when compared to 4,319 customers served between July 2017 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 number of customers served July 2019 through May 2020 is 3,944, a 1% decrease from the previous year.

Customers Receiving SHARE Assistance by Month

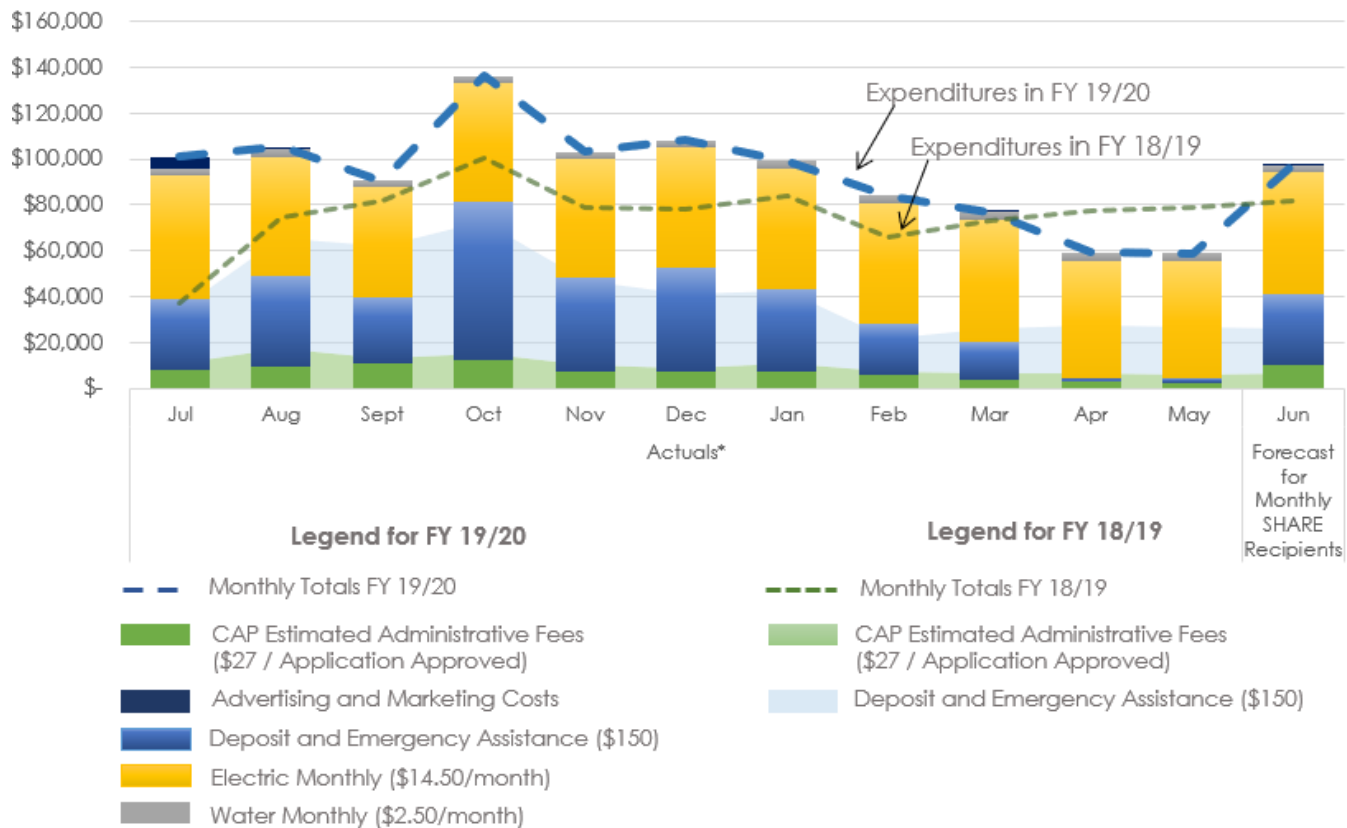


In FY 18/19, the SHARE program cost varied month to month, the monthly average per customer increased as more customers enrolled in the monthly rebate programs. Expenses associated with the rebates per customer are spread throughout the year as customer receive their monthly rebates. The amount expended 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 May, the amount expended per customer is \$259.32.



The chart on the next 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 May 2020, there was a 96 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



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

Casa Blanca Customer Resource Center

Closed to the public as of March 20, 2020 due to the COVID-19 pandemic.

Community Outreach

All outreach has ceased until further notice due to the COVID-19 pandemic.

Energy Savings Assistance Program

The Energy Savings Assistance Program (ESAP) is administered in partnership with the Southern California Gas Company has ceased operations until further notice due the COVID-19 pandemic.

Energy Recovery Assistance Program

The Energy Recovery Assistance Program (ERAP) was created to assist electric residential customers who have been unemployed, furloughed or experienced a reduction in work hours due to COVID-19. ERAP soft launched on May 20, 2020 and to date has provided assistance to over 220 customers. Applications are processed and the \$250 bill credit is posted to the customer's account in less than 48 hours from the date the application was received.

The online ERAP application portal soft launched on June 9, 2020 and 25 applications have been processed as of the writing of this report.