

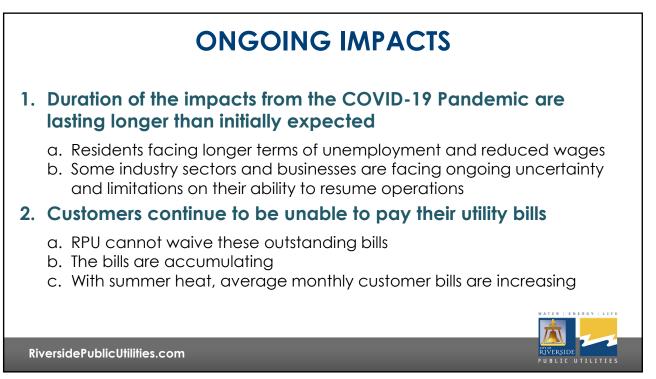
INCREASE THE EMERGENCY RESPONSE ASSISTANCE PROGRAM CUSTOMER CREDIT FROM \$250 TO \$400 & APPROVE THE RESTART UTILITY BILL REPAYMENT PROGRAM

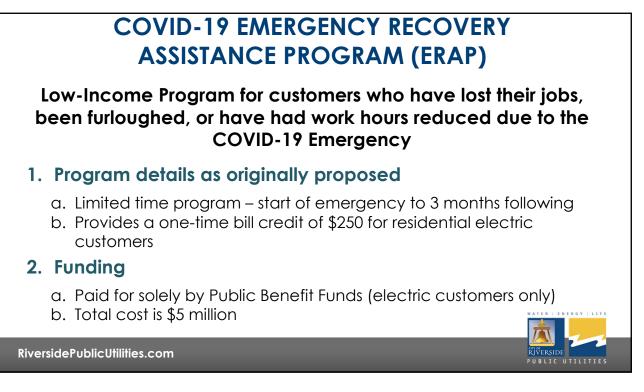
### Riverside Public Utilities Finance and Resource Operations & Strategic Analytics

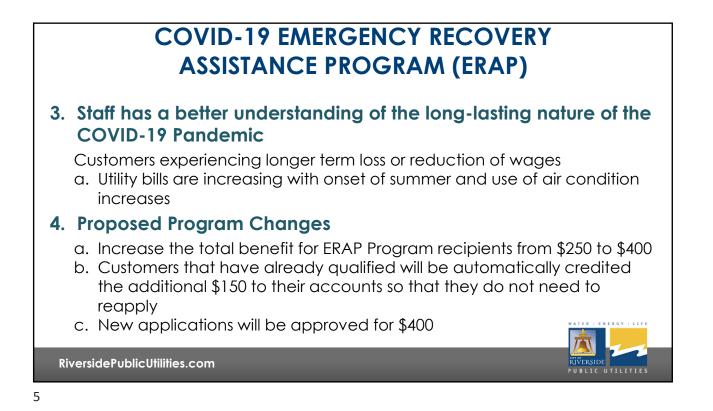
Board of Public Utilities August 24, 2020

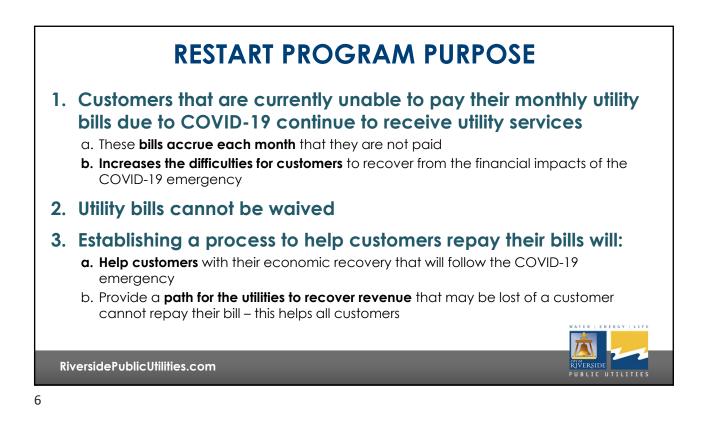
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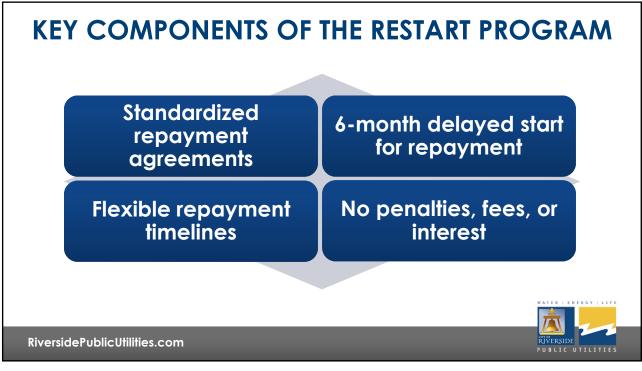
### BACKGROUND 1. COVID-19 Emergency Declared a. City Declared an Emergency on March 17, 2020 **b.** Suspended utility shutoffs for all customers from the start of the statewide emergency (effectively, March 1, 2020) Applied to Residential and Commercial customers i. 2. City Council on May 5, 2020 a. Approved the Emergency Response Assistance Program (ERAP) for residential customers that have lost jobs or had wages reduced Program launched on May 12, 2020 i. b. Approved the concept of the ReStart Program i. Assistance for customers that have been unable to pay their RPU utility bill(s) due the COVID-19 emergency RiversidePublicUtilities.com RIVERSIDE PUBLIC UTILITIES 2











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## RECOMMENDATIONS

That the Board of Public Utilities recommend that the City Council:

- 1. Authorize the City Manager, or designee, to increase the COVID-19 Emergency Recovery Assistance Program customer credit from \$250 to \$400 for residential electric customers that have been adversely financially impacted by the COVID-19 pandemic, as outlined in this report;
- 2. Approve the Restart Utility Bill Repayment Program and standard form Business Restart Payment Agreement for commercial customers and standard form Restart Agreement Letter for residential of Riverside Public Utilities Department;

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# **RECOMMENDATIONS (CONT.)**

- 3. Authorize the City Manager, or designee, to implement the Restart Utility Bill Repayment Program for all customers that have been adversely impacted by the COVID-19 pandemic; and
- 4. Authorize the City Manager, or designee, to execute the standard form Business Restart Payment Agreement for commercial customers and standard form Restart Agreement Letter for residential customers.

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