

RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: February 08, 2021

GENERAL MANAGER'S REPORT

General Manager's Report on SHARE and ERAP Program Participation July 2020 through December 2020

SHARE Program

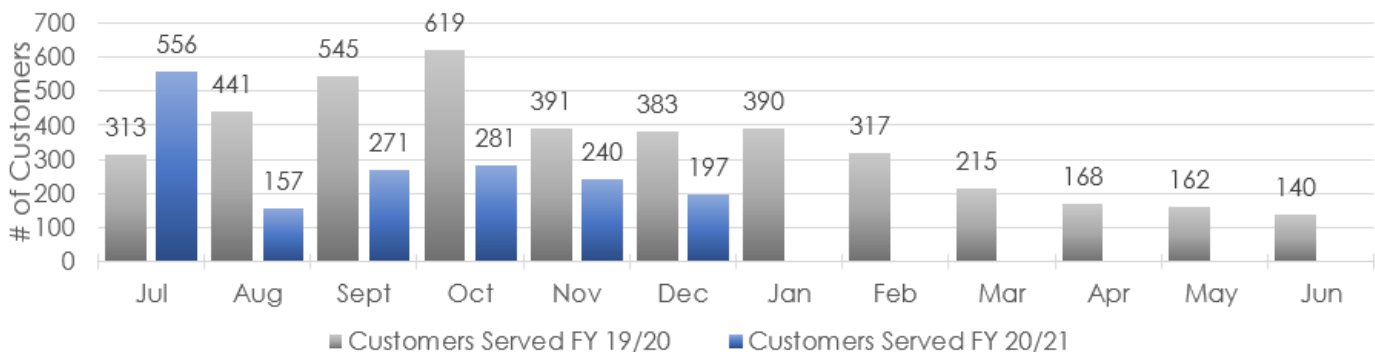
The SHARE program provided assistance to over 4,000 electric customers and over 1,300 water customers for fiscal-year 19/20.

Effective July 22, 2020, qualified customers can receive \$15.00 per month for their electric bill and \$2.75 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.

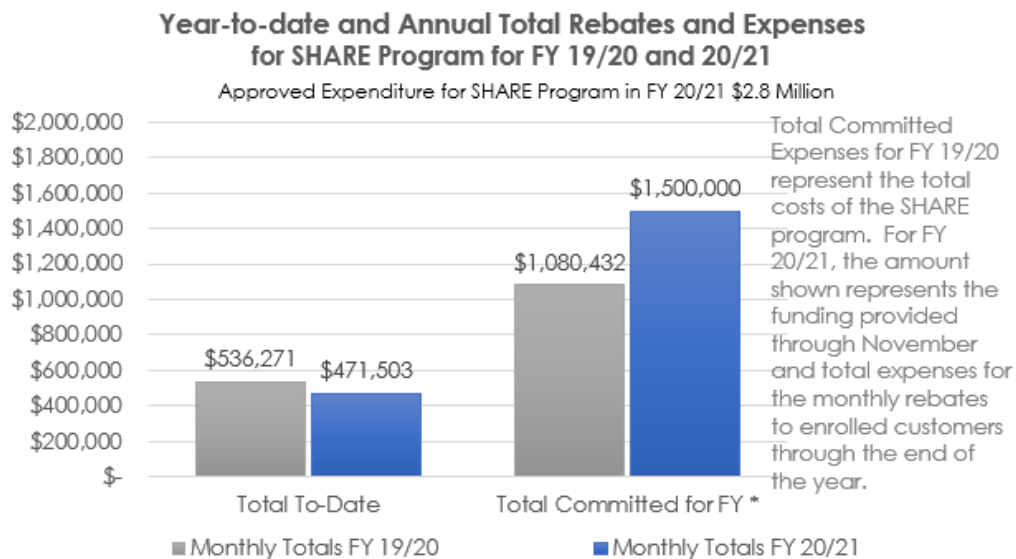
Due to the COVID-19 pandemic, the delinquency process was put on hold until further notice. Effective, July 16, 2020, the SHARE program guidelines were updated to allow an urgent notice to qualify customers for the \$150 emergency assistance. Once the COVID-19 state emergency ceases to exist, we will revert back to our current program guidelines upon management approval.

Over the second year of the enhanced program, the total number of customers approved for SHARE assistance was 4,084. This represented a year-over-year decrease of 2% when compared to 4,175 customers served between July 2018 and June 2019. Participation continues to trend similar to prior years despite increasing outreach. The number of customers served July 2020 through December 2020 is 1,702, a 37% decrease from the previous year. Staff believes that this is due to the current economic conditions caused by the COVID-19 pandemic and the halt of the delinquency process.

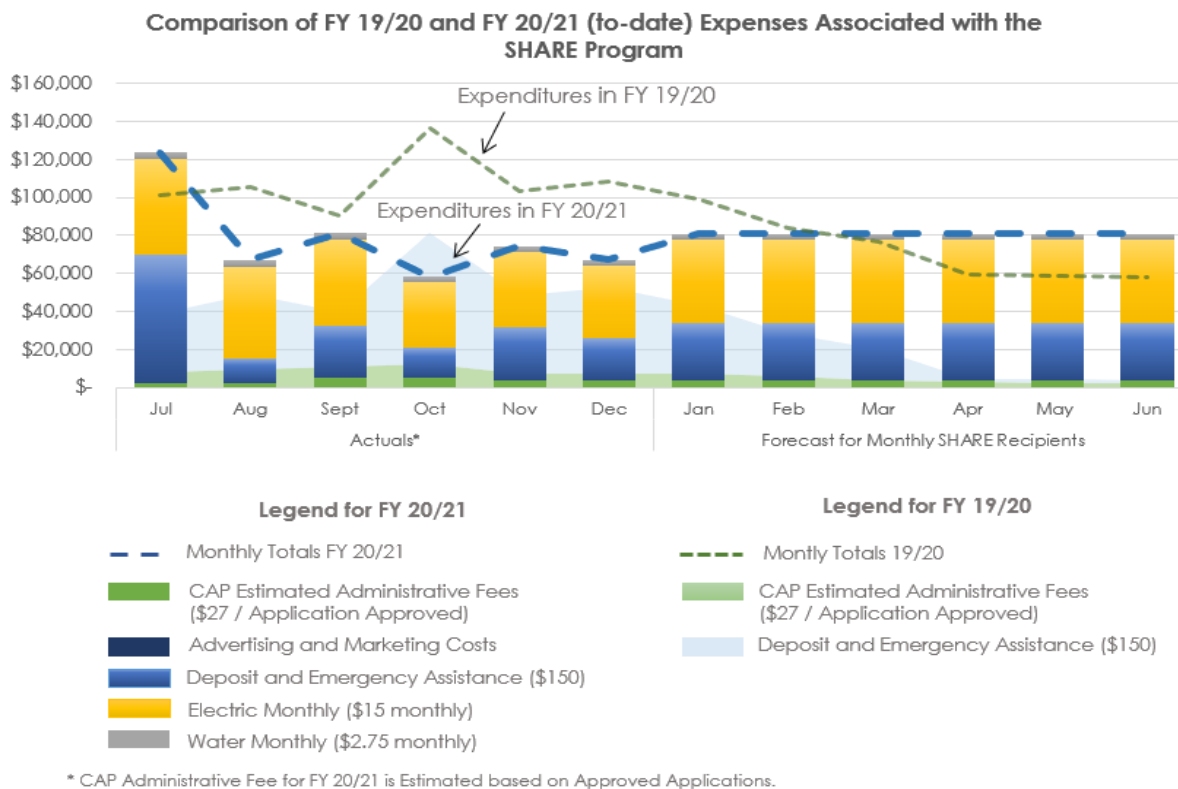
Customers Receiving SHARE Assistance by Month



In FY 19/20, 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 19/20 was \$264.55 (the amount includes monthly payments for enrolled customers through the end of the current fiscal year). Through December, the amount expended per customer is \$101.87.



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 2019/20. In December 2020, there was a 42 percent difference in costs between the monthly electric rebate and the flat emergency/deposit assistance (shown as light blue for FY 19/20 and darker blue for FY 20/21). This reflects the monthly payments (shown in yellow) increasing as participation increases throughout the year.



Casa Blanca Customer Resource Center

Re-opened to the public as of October 6, 2020. Closed to the public December 2, 2020 due to the COVID-19 pandemic.

Community Outreach

All outreach has shifted to online and mail only. We are using social media, mailings, emails, back of bill and the website to reach customers.

Energy Savings Assistance Program

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

Emergency Recovery Assistance Program

The Emergency 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. Effective October 7, 2020, the ERAP bill credit increase amount was approved by City Council and increased to a total benefit of \$400.

ERAP has been promoted monthly through social media and email to increase program awareness and participation. All program materials are provided in both English and Spanish to our residents.

For the period of May through December 2020, 120 applications have been approved and \$1,648,000 expended.

