

RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: AUGUST 9, 2021

GENERAL MANAGER'S REPORT

SHARE AND ERAP PROGRAM PARTICIPATION FISCAL YEAR 2020/2021

SHARE Program

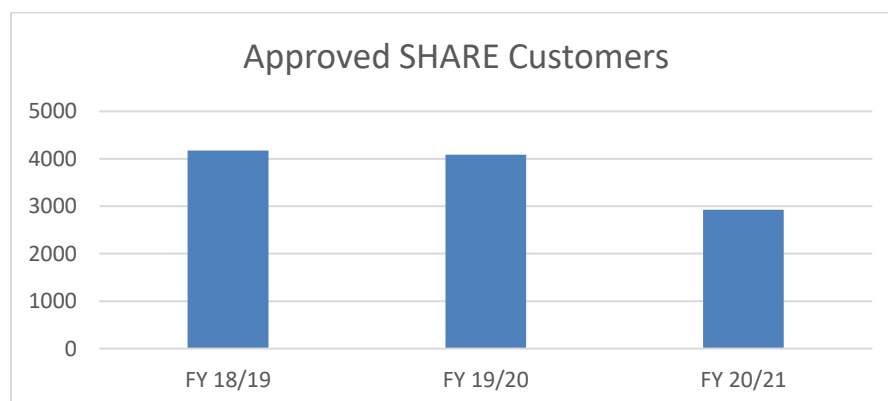
The SHARE program provided assistance to over 2,900 electric customers and over 1,000 water customers for fiscal-year 2020/21.

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, RPU will revert back to our current program guidelines upon management approval.

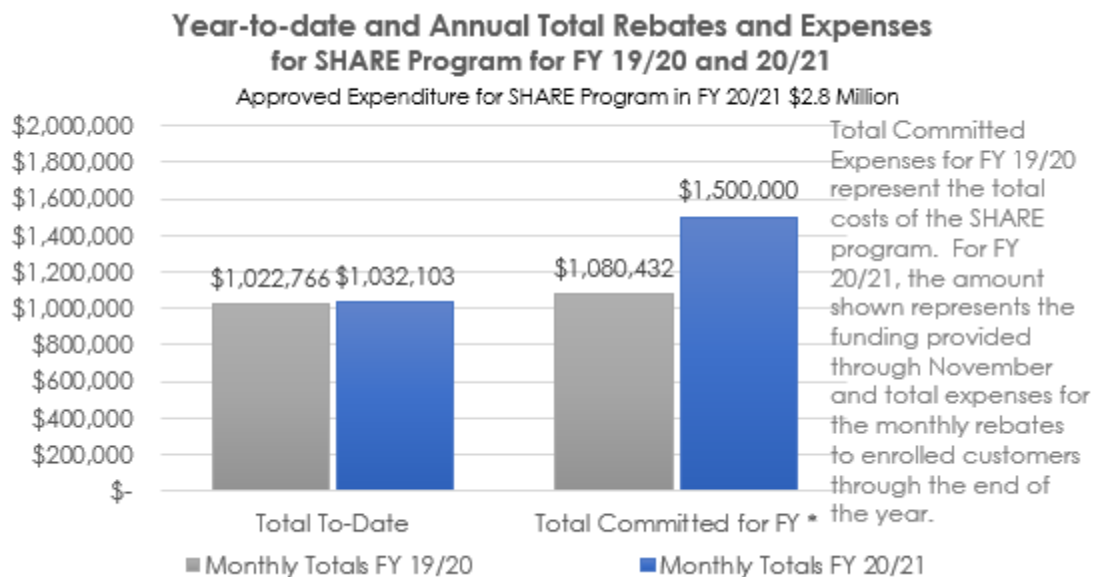
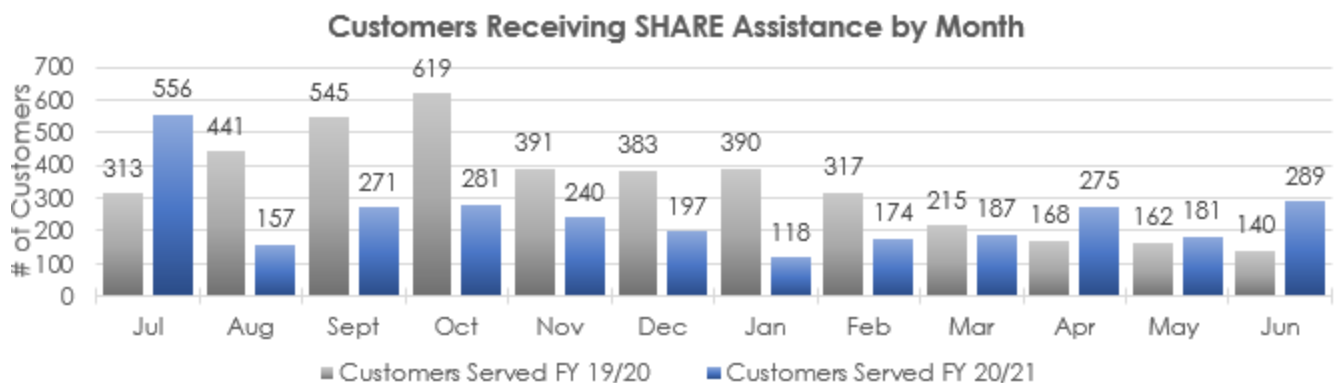
On March 23, 2021, the City Council approved an increase to the emergency/deposit assistance from \$150 to \$250. Approximately 1,548 customers that received the \$150 from March 1, 2020 to March 31, 2021 retroactively received the additional \$100 credit.

On August 3, 2021, a request to increase the monthly electric and water credit will be presented to the City Council.

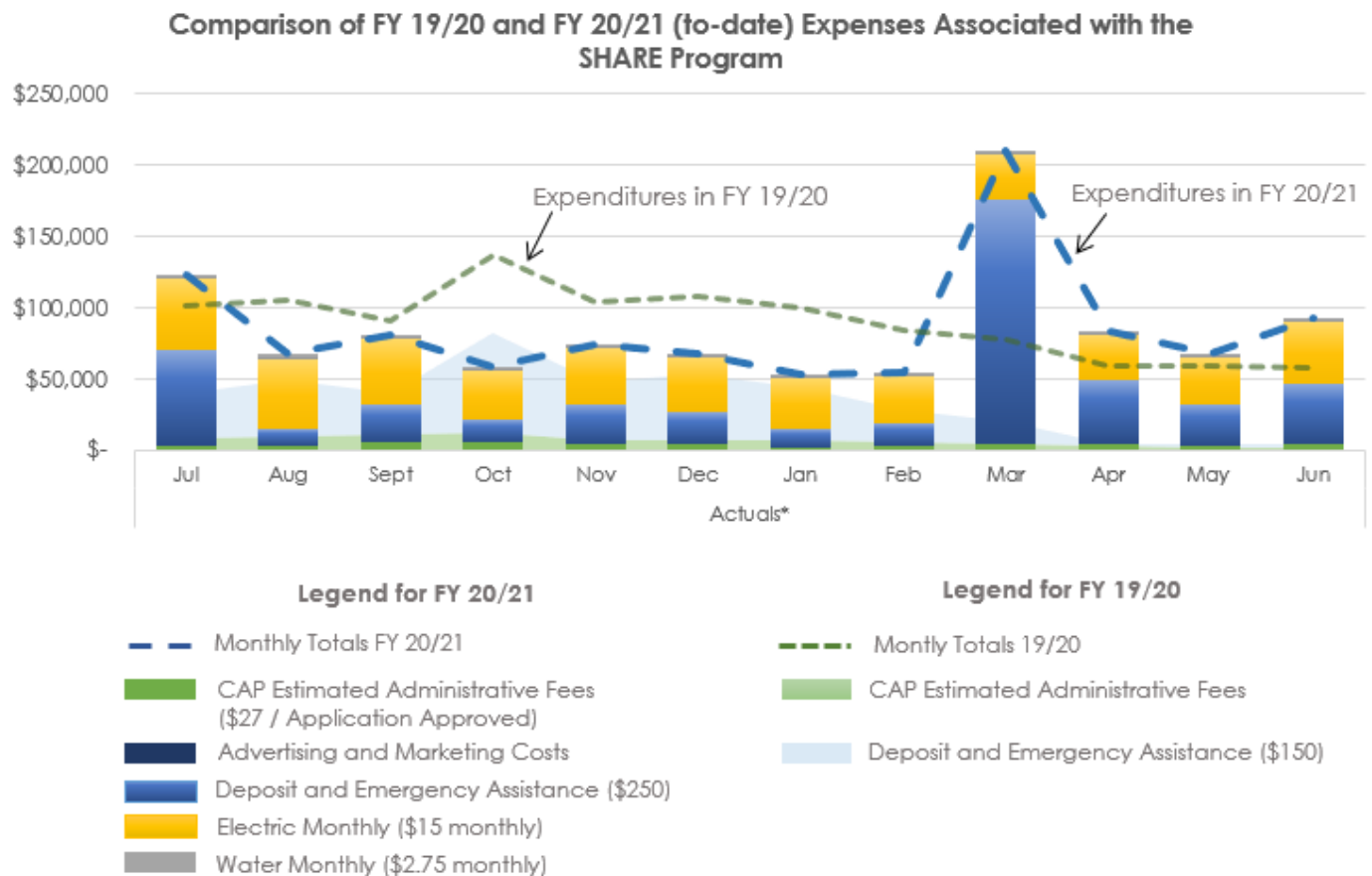


Over the third year of the enhanced program, the total number of customers approved for SHARE assistance was 2,926. This represented a year-over-year decrease of 29% when compared to 4,084 customers served between July 2019 and June 2020. Staff understands that this is due to the current economic conditions caused by the COVID-19 pandemic and the halt of the delinquency process.

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 2019/20 was \$264.55 (the amount includes monthly payments for enrolled customers through the end of the current fiscal year). Through June, the amount expended per customer is \$166.84.



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 June 2021, there was a 14 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.



* CAP Administrative Fee for FY 20/21 is Estimated based on Approved Applications.

The Casa Blanca Customer Resource Center re-opened to the public as of April 15, 2021. In June, approved SHARE applications increased by 46% from June in the previous year.

Community Outreach: On June 26, 2021, the Customer Engagement team participated in the grand opening of the Riverside Main Library. RPU is using social media, mailings, emails, back of bill and the website to reach customers.

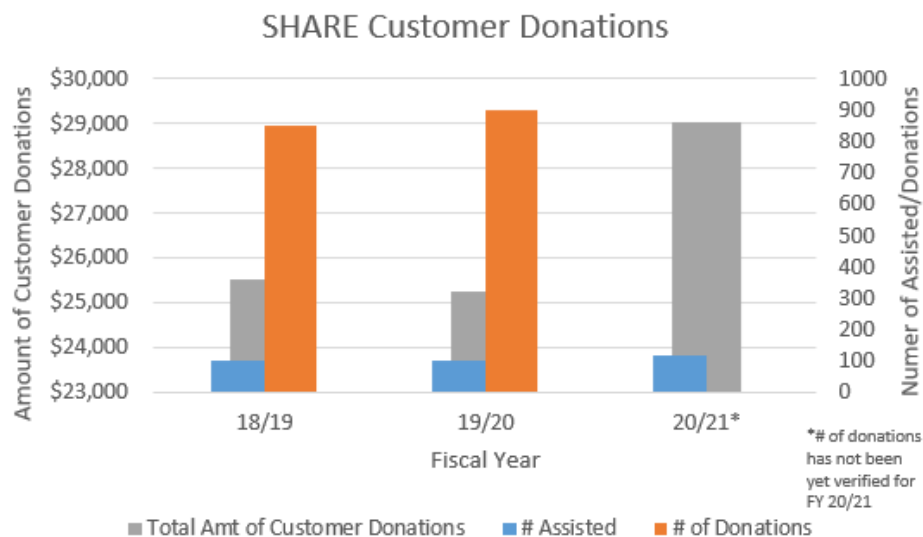
SHARE Customer Donations

RPU customers can donate to the SHARE program through one of three options:

1. One-time donation with bill payment
2. Recurring monthly donation with bill payment
3. Round up the cents of the balance due monthly and automatically donate the difference to the SHARE fund

Since July 1, 2020 through June 30, 2021 customers have donated a total of \$29,043 and have provided emergency/deposit assistance to 109 customers.

The chart below references 3-year data of the total dollar amount of customer donations (gray), the number of customers that have received assistance from customer donations (blue) and the number of customers that have donated (orange).



Fiscal Year 2020/21 is from July 1, 2020 through June 30, 2021.

The average customer donation is \$28.00 per year. Customer donations are promoted through back of utility bill, social media and customer outreach.

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. 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 \$400. The ERAP program is scheduled to expire 90 days after the local emergency is no longer in effect.

ERAP has been promoted monthly through social media and email to increase program awareness and participation. May 2020 through June 2021, over 4,800 applications have been approved over \$1.9 million has been expended. The number of participants has continued to decrease due to the reopening of businesses and the decrease in unemployment.

