

# RIVERSIDE PUBLIC UTILITIES

## Board Memorandum

**BOARD OF PUBLIC UTILITIES**

**DATE: NOVEMBER 8, 2021**

### **GENERAL MANAGER'S REPORT**

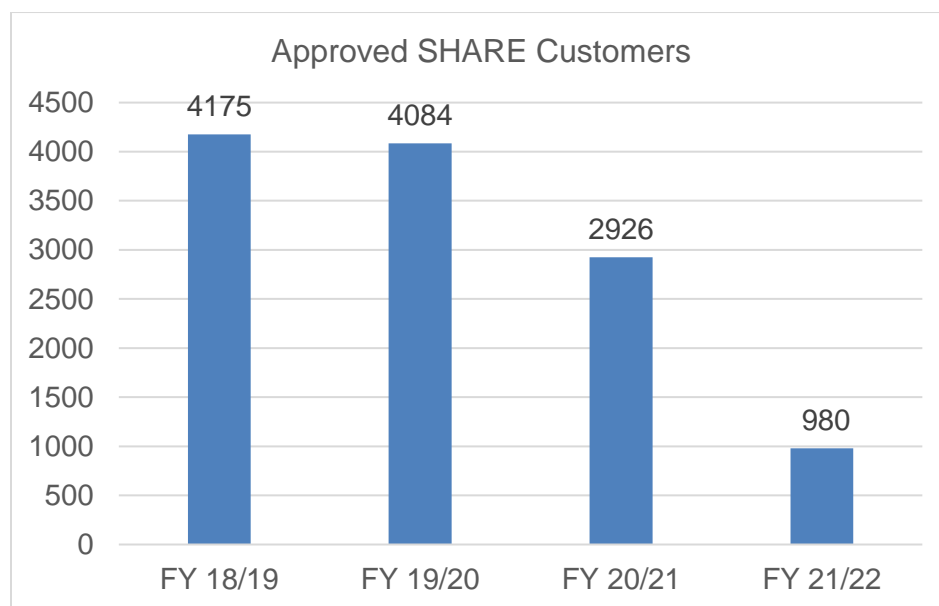
#### **SHARE and ERAP Program Participation through September 2021**

##### SHARE Program Enhancements and Participation

The Sharing Households Assist Riverside's Energy (SHARE) program provided assistance to 980 customers through September 2021.

Due to the COVID-19 pandemic, the delinquency process was put on hold. On July 16, 2020, the SHARE program guidelines were updated to allow an urgent notice to qualify customers for the emergency assistance.

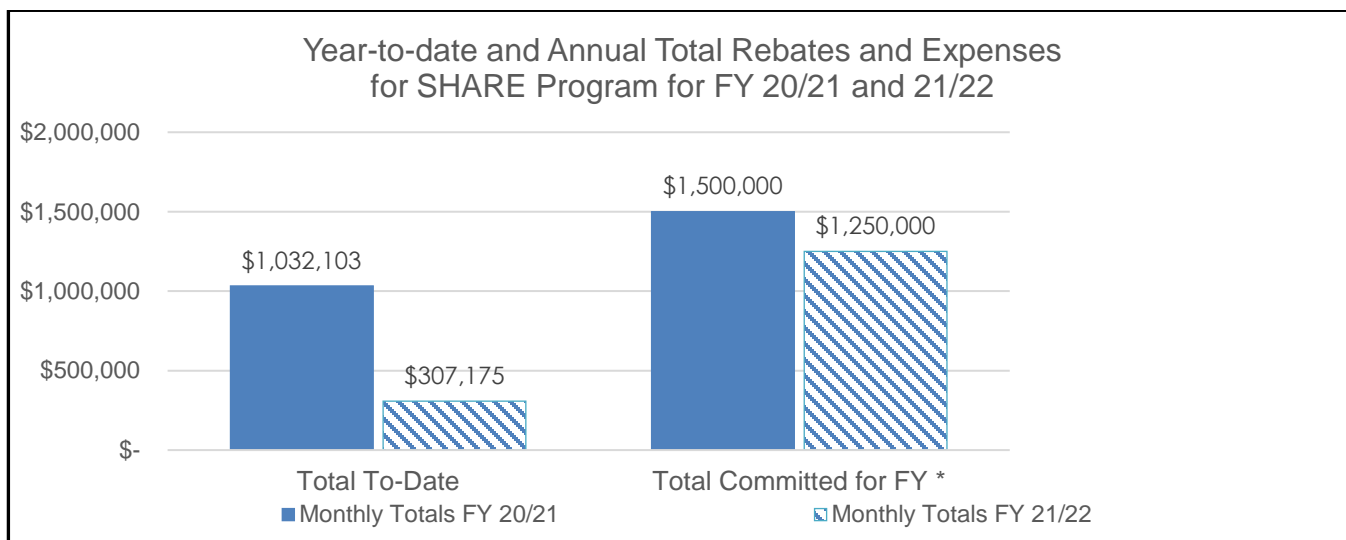
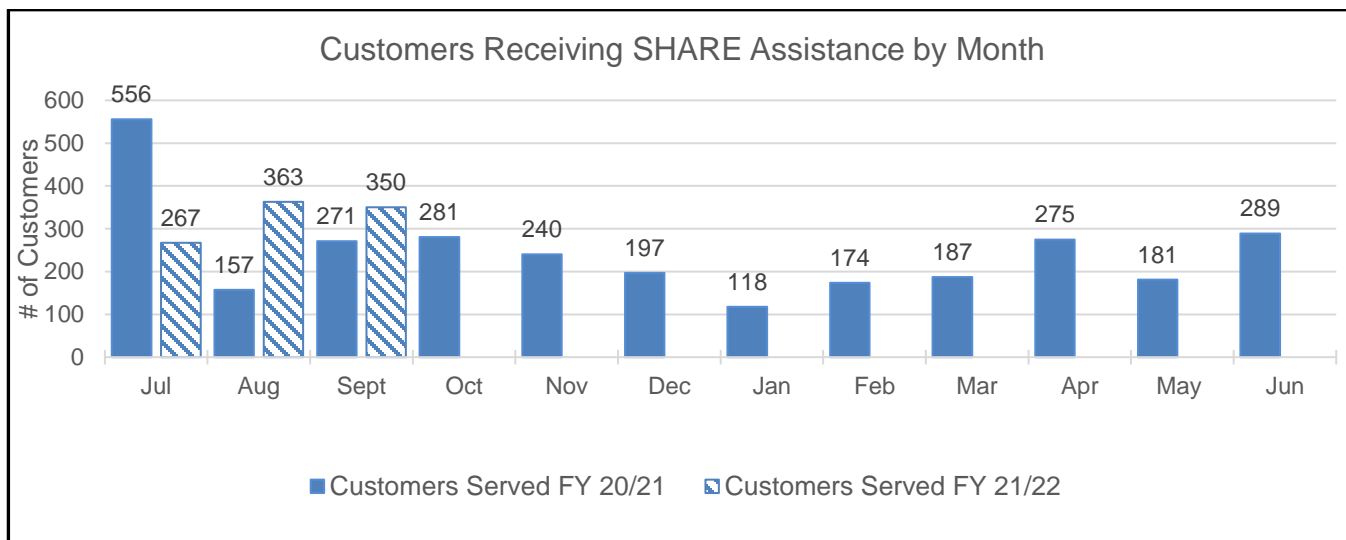
On March 23, 2021, the City Council approved an increase to the emergency/deposit assistance from \$150 to \$250. Approximately 1,548 customers that received the \$150 from March 1, 2020 to March 31, 2021 retroactively received the additional \$100 credit. On August 3, 2021 the City Council approved the third SHARE monthly electric increase from \$15.00 to \$15.50 and the monthly water increase from \$2.75 to \$3.00



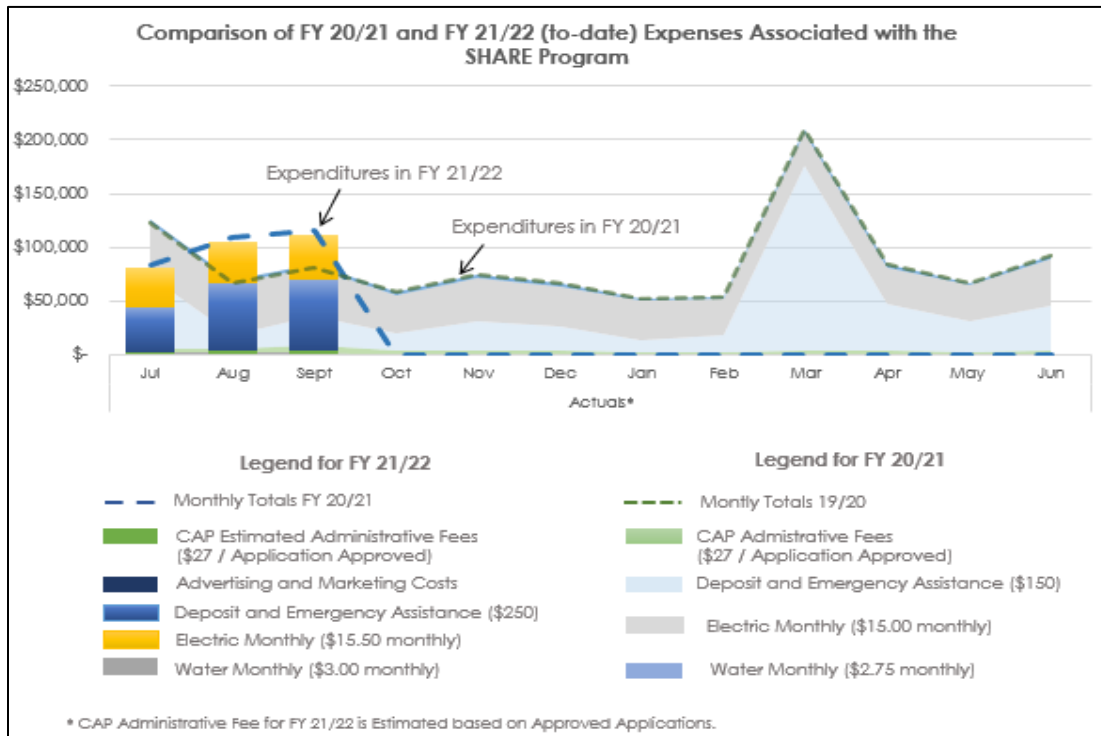
The total number of customers approved for SHARE assistance in the month of September was 350. This represented a year-over-year increase of 23% when compared to same month in 2020.

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 20/21 was \$166.84 (the amount includes monthly payments for enrolled customers through the end of the current fiscal year). Through September 2021, the amount expended per customer is \$174.13.



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. The Community Action Partnership of Riverside County (CAP) administrative expenses are shown in green with the lighter color representing FY 20/21. In September 2021, there was a 37% difference in costs between the monthly electric rebate and the flat emergency/deposit assistance (shown as light blue for FY 20/21 and darker blue for FY 21/22). This reflects the monthly payments (shown in yellow) increasing as participation increases throughout the year.



## SHARE Customer Donations

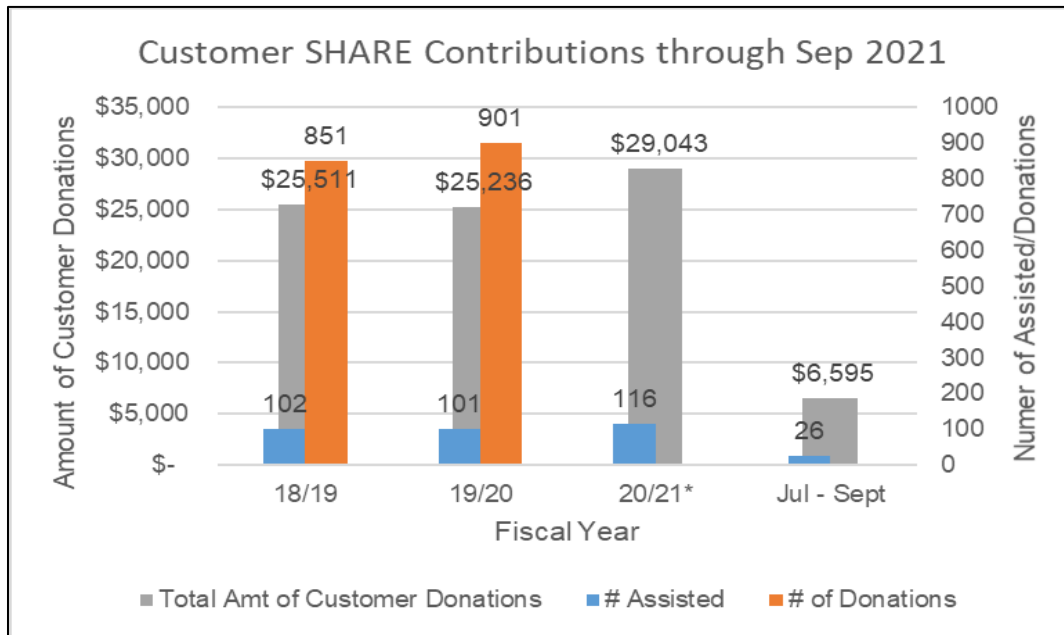
RPU customers can donate to the SHARE program through one of three options:

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

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

From July 1, 2021 through September 30, 2021 customers have donated a total of \$6,525 and have provided emergency/deposit assistance to 26 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).



### Casa Blanca Customer Resource Center

In September, SHARE applications processed at the Casa Blanca Resource Center increased by 60% from September in the previous year.

### Community Outreach

During September, Customer Engagement staff participated in the annual Arlington Business Partnership Chili Cook-off, Coffee with Councilwoman Plascencia, and Riverside Ready Public Safety Preparedness Expo events to promote utility assistance programs. Since we resumed participation in outreach events, we have seen a significant participation in the SHARE program.

### Energy Savings Assistance Program

The agreement for the Energy Savings Assistance Program (ESAP) in partnership with the Southern California Gas Company is currently under review and pending Board and City Council approval. The proposed agreement includes additional efficiency measures such as: ECM HVAC motors, computer smart power strips and smart programmable thermostats.

### 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 launched on May 20, 2020

May 2020 through September 2021, over 5,100 applications have been approved over \$2 million has been expended.

The number of participants decreased 64% compared to last year, this is likely due to the reopening of businesses and the decrease in unemployment.

