



## BOARD STANDING RULES AND POLICY GUIDE TOP PRIORITIES REVIEW

### Strategic Initiatives

**Board of Public Utilities**  
February 9, 2026

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## BACKGROUND

City Charter, Article VIII, Section 804 states: **“Each board or commission may prescribe its own rules and regulations which shall be consistent with the Charter and copies of which shall be kept on file in the Office of the City Clerk where they shall be available for public inspection.”**

### Standing Rules

Establishes the “rules” that the Board will follow – including its roles and responsibilities, meeting conduct, elections and advocacy

1. Last updated on March 10, 2025

### Board Policy Guide

Establishes “policies” related to the Board’s interaction with the business functions of RPU, goals, communications, education and more.

1. Last updated in July 2017
2. Incorporates the Standing Rules
3. Should be updated every 2 years

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## BACKGROUND

1. At the April 14, 2025, meeting, the Board of Public Utilities received a presentation providing an overview of the Board's Standing Rules and Policy Guide. Additionally, the Board requested a survey of the members to identify top priorities and on June 9, 2025, directed staff to return at future meetings to discuss the priority items.
2. The first presentation was on November 14, 2025 resulting in modifications to Standing Rules Sections 1 and 7 and Board Policy B-1. No changes were made to B-3.
3. On December 8, 2025, the Board :
  - a. Ratified that red-line amendments resulting from the discussion at the November 14, 2025 meeting; and,
  - b. Reviewed Standing Rules Sections 9 and 12, and Board Policies C-2, A-4, and A-11 with no recommended amendments
4. On January 12, 2026, the Board reviewed Standing Rules Section 11 and Board Policies B-2, B-3 and B-4 with **no recommended amendments.**



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## BOARD STANDING RULES – TOP PRIORITIES

| Count    | Sect #    | Section Title                                      |
|----------|-----------|--|
| 4        | 1         | Powers, Duties and Functions                       |
| 4        | 7         | Conduct of Meetings                                |
| 3        | 9         | Appointment to Committees of Outside Organizations |
| 3        | 12        | Advocacy   |
| 2        | 11        | Amendment of Standing Rules                        |
| 1        | 8         | Committees   |
| <b>1</b> | <b>10</b> | <b>Report to the City</b>                          |
| <b>0</b> | 2         | Members  |
| <b>0</b> | 3         | Term of Office                                     |
| <b>0</b> | 4         | Compensation; Vacancies                            |
| <b>0</b> | 5         | Officers   |
| <b>0</b> | 6         | Meetings   |

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## BOARD POLICY GUIDE – TOP PRIORITIES

Comprised of three policy sections and 17 policies

A: Utility Business Policies | B: Board Specific Policies | C: Customer Relations / Finance

| Count | Sect./# | Policy Title                          |
|-------|---------|---------------------------------------|
| 4     | B-1     | Role of the Chair for Public Meetings |
| 4     | A-3     | Annual Goal Setting Process           |
| 3     | C-2     | Pricing of Products and Services      |
| 3     | A-4     | Performance Measure Evaluation        |
| 3     | A-11    | Fiscal Policies (Fiscal Policies)     |
| 3     | B-4     | Board Training/Education Policy       |
| 2     | B-2     | Board Committee Structure             |
| 2     | B-2     | Communication and Support of Board    |



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## BOARD POLICY GUIDE

| Count | Sect./# | Policy Title  |
|-------|---------|---|
| 2     | A-10    | Customer Care   |
| 1     | A-1     | Standing Rules (Standing Rules)   |
| 1     | A-2     | Mission Statement (Mission, Vision, Core Values, & Strategic Plan)                    |
| 1     | A-6     | Energy Delivery System  |
| 1     | A-9     | Water Resources: Rights, Protection & Development (Water Portfolio Management Policy) |
| 0     | C-2     | Board Interaction with the General Manager and Staff                                  |
| 0     | A-5     | Property Ownership (Real Property Financial Mngmt. Policy)                            |
| 0     | A-7     | Water Delivery System   |
| 0     | A-8     | Electric Resources: Maintain Obligation to Serve Customers                            |



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## SECTION 10: REPORT TO THE CITY

1. Board policy allows submission of an annual report to the City summarizing past activities, at the direction of the Mayor and Council
2. Annually, the Board works with staff to develop a formal Board Work Plan aligned with the City Charter
  - a. Identifies items the Board will undertake during the year
  - b. Presented to the Mobility and Infrastructure Committee of the City Council
3. The City Manager's Office recommends that the Work Plan remain manageable and reflect Board member priorities. The Board will begin development of the next Work Plan in early February 2026
  - a. Staff Recommendation: Policy is consistent with current practice and City policy; no amendments recommended



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## POLICY A-10. CUSTOMER CARE

1. Establishes the Board's policy for Customer Care at Riverside Public Utilities
  - a. Commits to protecting customer privacy, confidentiality, and dignity
  - b. Ensures all customer interactions, policies, and procedures are safe, lawful and respectful
  - c. Sets clear expectations for collection, use, protection, and disclosure of customer information
  - d. Ensures compliance with state and federal regulations
  - e. Supports public trust, data security, and transparent, equitable utility services
2. Staff Recommendation: Policy is consistent with current practice and City policy; no amendments recommended



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## POLICY A-1. STANDING RULES

1. Defines RPU's purpose and guiding principles as well as establishes that the Standing Rules are part of the Policy Guide
2. Establishes Board expectations for safe, reliable, and cost-effective water and electric services
  - a. Focus areas include: Operational efficiency, Financial sustainability, Workforce and leadership continuity, Customer service excellence, Environmental stewardship, Community engagement
  - b. Provides a framework for Board governance and staff operations
  - c. Ensures alignment with RPU mission, legal obligations, and public interest
3. Staff Recommendation: Remove attachment and reference the Standing rules maintained on file with the City Clerk and available on the website



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## POLICY A-2. MISSION STATEMENT

1. Defines RPU's decision-making, resource allocation, and performance mission for the City of Riverside and RPU's customers
2. The mission statement policy also encompassed prior strategic planning efforts by both the utilities and the City
  - a. Utility 2.0
  - b. Envision Riverside 2025
  - c. Both strategic plans have sunset
3. The vision and core values included in Utility 2.0 have consistently been part of RPU's documents
4. Staff recommends that the Board consider adding the vision and core values from Utility 2.0 to Policy A-2



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## POLICY A-2. MISSION STATEMENT

### **Mission Statement**

Riverside Public Utilities is committed to the highest quality water and electric services at the lowest possible rates to benefit the community.

### ***Consider Adding:***

### **Vision Statement**

Riverside Public Utilities' vision is to be recognized as a unique community asset with a global reputation for innovation, sustainability, and enhanced quality of life.

### **Core Values**

Riverside Public Utilities' core values define its approach to its work: Safety | Honesty and Integrity | Teamwork | Professionalism | Quality Service | Creativity and Innovation | Inclusiveness and Mutual Respect | Community Involvement | Environmental Stewardship



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## POLICY A-6. ENERGY DELIVERY SYSTEM

1. States that RPU shall be responsible for the overall reliability of the energy delivery system
2. RPU will ensure that system additions, operations, maintenance, and replacement of assets follow the appropriate best practices, system planning criteria, and design standards for prudent utility practice
  - a. Provides specific policy statements addressing the operation and provision of electric service, including the distribution system.
3. Staff does not have any recommended amendments. Policy is consistent with current practice and standards.



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## POLICY A-9. WATER RESOURCES

1. Establishes a policy that access to adequate local water supplies is a priority goal for RPU and the Board
2. States that RPU shall protect its existing water rights and aggressively seek to develop new water rights as needed to meet projected future demands
3. Policies address
  - a. Usage of water resources, including their sale
  - b. Direction to pursue recycled water in a cost-effective manner
  - c. Partnering with local agencies to preserve local control over groundwater
  - d. Direction to provide education on the value of RPU's water resources and the prudent use of water, including conservation
  - e. Addresses studies and the timing of the Urban Water Management Plan
4. Policies are consistent with current practice. Staff recommend one change to remove the Water Portfolio Management Policy as an attachment and simply reference the document to the RPU website.

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## NEXT STEPS

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**March, 2026**      Adoption/Approval of all revisions to the Board Standing Rules and Board Policy Guide

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## RECOMMENDATIONS

That the Board of Public Utilities:

1. Review and discuss to the Board of Public Utilities Standing Rules and Policy Guide;
2. Recommend amendments to the Board Standing Rules and Policy Guide;
3. Request staff return to the Board with a redline of recommended changes from this meeting for consideration after priority sections and policies of the Board of Public Utilities Standing Rules and Policy Guide have been reviewed.



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