



RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: SEPTEMBER 22, 2025

GENERAL MANAGER'S REPORT

CUSTOMER ENGAGEMENT PROGRAM UPDATES THROUGH JULY 2025

Customer Engagement electric programs are funded by a 2.85% Public Benefits charge based on electricity usage established by Assembly Bill (AB) 1890 that was adopted in 1996. The legislation requires publicly owned utilities to collect and spend public benefits charge funds in four areas: low-income assistance, energy efficiency and conservation programs, renewable energy, and research, development, and demonstration projects.

The Water Conservation Surcharge is a charge that RPU no longer collects (per the City Council decision of 4/22/24), the Surcharge was a 1.5% charge on water bills. Surcharge funds will be used to fund RPU's portion of water conservation rebates, and water efficiency and conservation education and outreach programs. These programs will be provided until the Water Conservation Surcharge fund is fully expended.

The Customer Engagement Team provides and processes a diverse range of assistance and rebate programs; the team also conducts a wide range of education and outreach to support energy efficiency and water conservation for customers and the wider community.

CUSTOMER ENGAGEMENT JULY 2025 HIGHLIGHTS – NEW FISCAL YEAR

Residential

- A. Sharing Households Assist Riverside's Energy (SHARE) program assisted 312 in July 2025, totaling \$78,000 in past-due assistance, monthly electric and water credits.
- B. Energy Savings Assistance Program (ESAP) assisted 27 customers in July 2025 and expended \$34,283.

Commercial

- A. In July 2025, there are commercial rebates in pending status and will be finalized for payout in the upcoming weeks.
- B. Small Business Direct Install and Outdoor Lighting Program - completed 55 direct installs.

Education

- A. STEM Public Utilities Learning Lab
- B. STEM FUNdamentals

Communications

- A. Hosted GRCC's Good Morning Riverside event at Mission Inn with local and community business leaders
- B. Updated SHARE application forms and website to reflect new water and solid waste credit

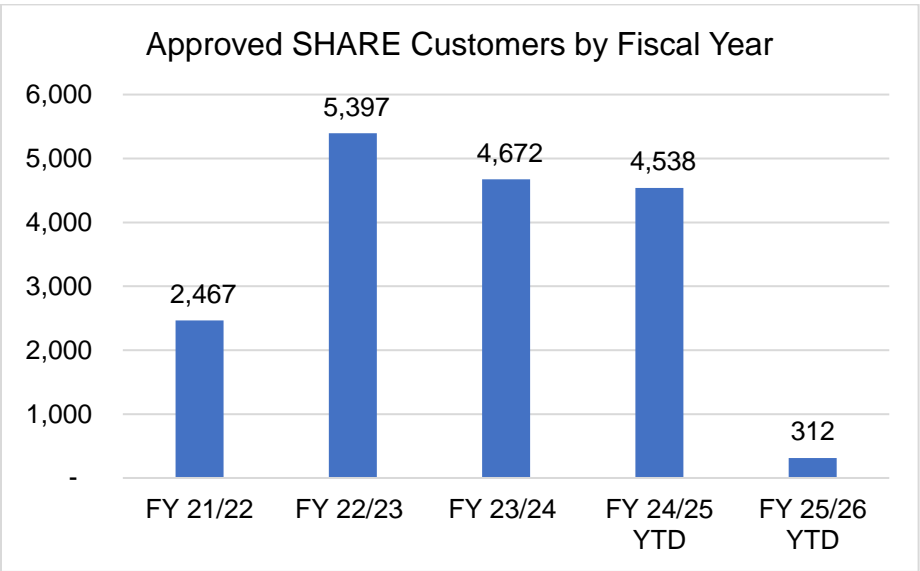
amounts

- C. Created Public Benefits Working Group page content and worked with Office of Communications to create a new webpage
- D. Created an outreach report including social media, email, and in-person events
- E. Residential Emails: 7/11 & 7/25
- F. Commercial Emails: 7/18 & 7/30

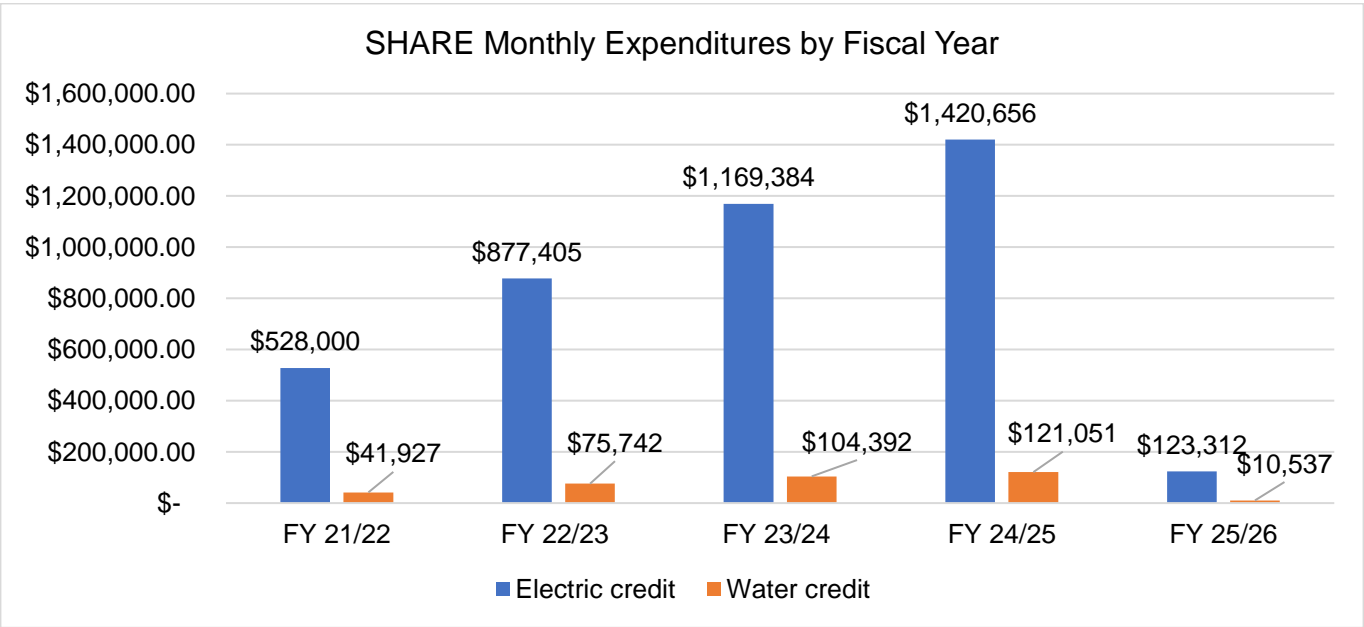
RESIDENTIAL DETAIL

Sharing Households Assist Riverside’s Energy - SHARE PROGRAM

The Sharing Households Assist Riverside’s Energy (SHARE) program assisted 312 customers in July 2025, which reflects the total participant amount for the \$250 shut-off and/or deposit assistance credit.

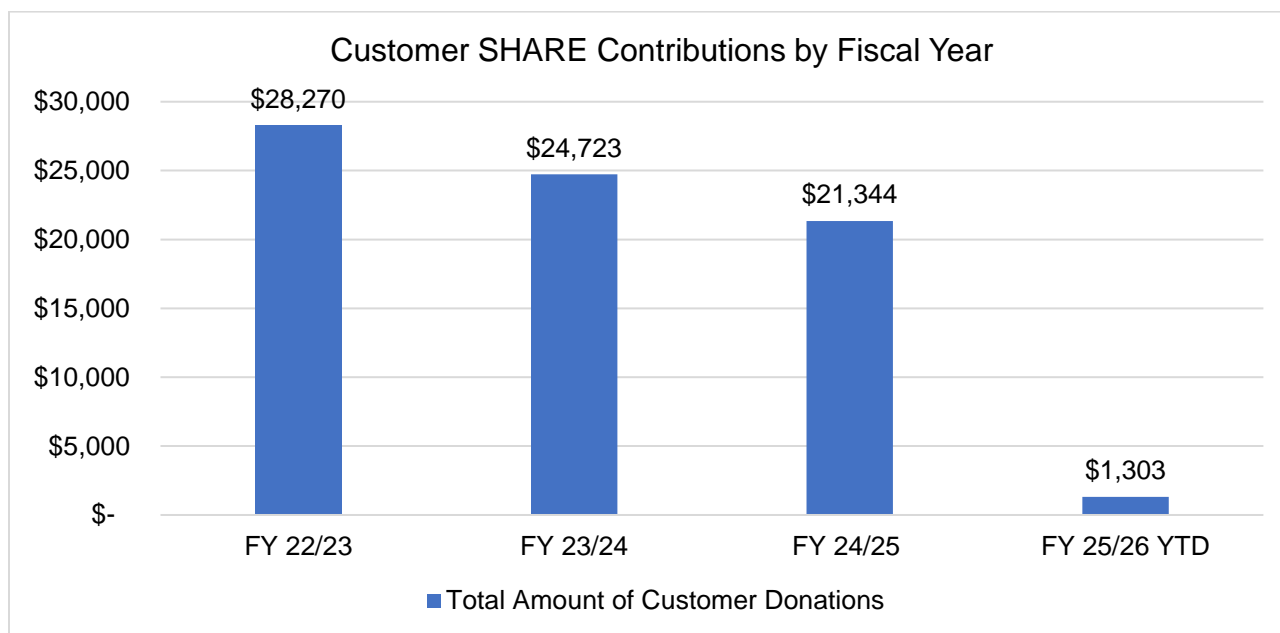


In July 2025, the SHARE Program expended a total of \$123,312 on electric monthly credits, and a total of \$10,537 on water monthly credits.



SHARE Customer Donations

RPU customers can donate to the SHARE program that will help qualifying customers with their bills; the average customer donation is \$48.00 per year. Customer donations are promoted through the back of the utility bill, social media, and customer outreach.



Energy Savings Assistance Program (ESAP)

ESAP helps low-income customers access energy-savings home improvements at no-cost. In July 2025, the program worked with 27 homes in the RPU service area, expending an estimated total of \$34,283. The program helps customers access a range of energy efficiency measures such as HVAC tune-ups, LED lightbulbs, Wi-Fi thermostats, and newly installed whole house fans.

Mobile-Home and Multi-Family Energy Efficiency Program

The MHMF program assists customers residing in a mobile-home or multi-family unit. In July 2025, the program served 13 mobile-homes and is currently working on a multi-family complex with a total of 273 units in the RPU service area, expending a total of \$7,000 on mobile-homes. The program offers a range of direct install measures including weatherization, LED lighting, lifecycle refrigerant management, installation of new Energy Star-rated refrigerators and the recycling of old refrigerators.

Residential Rebates

For July 2025 a total of 196 residential energy rebates were processed, for a total rebate amount of \$27,706.40.

Residential Devices	Participation	RPU Expenditures
Air Conditioning	12	\$1,525.00
Heat Pump	4	\$10,917.60
Energy Star	57	\$4,775.00
Pool Pump	1	\$200.00
Tree Power	42	\$3,619.92*
Weatherization	14	\$1,768.88

Recycling	18	\$1,500.00
A&G Recycling	48	\$3,400.00
Energy Rebate Total	196	\$27,706.40

*Tree Power program expenditures above account for free shade tree coupons and regular tree program rebates

Reporting for the month of July has not been updated due to close of budget for FY 2024-2025. An updated report of EV related rebates will be reported in the next report.

Water Efficiency Programs

In June 2004, RPU adopted the 10-year Water Conservation Surcharge, it was again adopted in 2014; it assessed a rate of 1.5% of water usage charges for retail sales. The funds from the surcharge are used for conservation, education, and water use efficiency programs, as well as research development and demonstration programs to advance science and technology with respect to water conservation. At its meeting on April 16, 2024, the City Council voted to cease collecting the Water Conservation Surcharge. Programs and rebates funded by the Surcharge will remain available until funds are exhausted.

RPU's water rebate programs are processed via www.SoCalWaterSmart.com, Metropolitan Water District's (MWD) rebate portal. All rebates issued to RPU water customers are paid out of the MWD budget, unless RPU elects to add additional funding to selected measures.

RPU pays an additional rebate for high-efficiency clothes washers, premium high-efficiency toilets, weather-based irrigation controllers, high efficiency sprinkler nozzles, hose bib irrigation controllers, leak monitoring devices and turf removal projects. In July 2025 a total of 16 residential water rebates were processed with total payout (RPU/MWD) of \$3,500, representing annual water savings of 279,385 gallons.

Residential Devices & Turf	Participation / Devices	RPU Expenditure	MWD Expenditure
Flow Monitor/Leak Detection Device	5	\$375	\$500
High-efficiency Clothes Washer	5	\$1,000	\$425
Weather-based Irrigation Controllers (WBIC / WBICLL)	6	\$720	\$480
Total	16	\$2,095	\$1,405

Smart Irrigation Program

Residential and business customers are helping to reduce water use and costs by installing smart irrigation controllers and high-efficiency sprinkler nozzles via the Smart Irrigation Program (SIP). The SIP provides a free irrigation assessment to evaluate water use and the corresponding efficiency opportunities and repair or replacement of up to \$300 of irrigation equipment. In July 2025, 8 customers participated in this program.

COMMERCIAL DETAIL

Energy Rebates

In July 2025, there are commercial rebates in pending status and will be finalized for payout in the upcoming weeks.

Direct Install Programs

In July 2025, the Small Business Direct Install and Outdoor Lighting Program conducted 54 audit visits at local businesses and a total of 55 direct installs were completed, expending an estimated \$229,812 for businesses.

EDUCATION DETAIL

From July 7-11, the team led Riverside Public Utilities 8th annual STEM Public Utilities Learning Lab for rising 10th - 12th grade students at California Baptist University. The program hosted 33 high school students and 11 college student mentors. Participants engaged in workshops, hands-on learning activities, facility tours of the Riverside Energy Resource Center, Utilities Operation Center, and Water Quality Control Plant, and met with city leaders in Council Chambers. Throughout the week, students explored STEM concepts and utility industry career paths. They worked in teams to develop engineering design projects focused on improving safety and conservation. On the final day, student teams presented their design ideas on stage to a panel of judges. The first-place team won \$200, second place team received \$150, and third place team received \$100.

For the second year, the team also led the STEM FUNdamentals middle school summer learning lab, at Bourns, Inc. This three-day program included 43 middle school students and 9 high school student mentors. Students explored new technologies to design improvements for the City of Riverside's Don Jones Park. Students toured the Bourns Family Water Wise Garden, and learned about outdoor permeable surfaces, landscape architecture, California natives, irrigation systems and much more. Working in teams of three, students used the turf rebate program's guidelines to remove turf and design a more water efficient yet functional park. In their final presentations, students included architectural drawings and dimensions, cost analysis, projected water savings of their design and concept drawings of their proposed project to a panel of judges. Students on the first-place team received \$75, second-place team received \$50, and third-place team received \$20.

COMMUNICATIONS DETAIL

Email Communications

- Residential Email sent on 7/11/25. Content included AC/Heat Pump Rebates, Power Outage Tips, Irrigation Rebates, and National Lineman Day.
 - i. 77,116 emails sent
 - ii. 64,372 emails opened by customers
- Residential Email sent on 7/25. Content included AC/Heat Pump Rebates, SHARE, Soaker Hose Rebate, and CRC Spotlight.
 - i. 77,1154 emails sent
 - ii. 43,880 emails opened by customers
- Commercial email sent on 7/18/25. Content included: AC Rebates, Smart Irrigation Month, and Power Outage Tips.
 - i. 5,276 emails sent
 - ii. 2,946 emails opened by customers
- Commercial email sent on 7/30/25. Content included: Soil Moisture Sensor Rebates, Weatherization Rebates, and CRC Spotlight.
 - i. 5,265 emails sent
 - ii. 2,627 emails opened by customers

In-Person Events

Below are the in-person events the CE Team participated in July 2025:

- 7/2 – Janet Goeske Independence Day BBQ, Janet Goeske Center, 11:30am-12:30pm
- 7/3 – Concert for the Heroes, Riverside National Cemetery, 3:00pm-9:30pm
- 7/7 – STEM PULL, CBU, 9:00am-4:00pm
- 7/9 – Concert in the Park, Fairmount Park, 4:30pm-9:00pm
- 7/10 – Good Morning Riverside, Mission Inn, 6:30am-9:00am
- 7/16 – Concert in the Park, Fairmount Park, 4:30pm-9:00pm
- 7/19 – Miracles and Dreams Back to School Kick Off, Main Library, 7:00am-12:00pm
- 7/20 – Inland Empire Abilities Faire, 7:00am-3:00pm
- 7/22 – STEM Fundamentals, Bourns, Inc., 9:00am-4:00pm
- 7/23 – Concert in the Park, Fairmount Park, 4:30pm-9:00pm
- 7/24 - SCPPA Tour, Kathleen Gonzalez Waterwise Garden, 3:00pm-4:00pm

Social Media Outreach

Key social media posts during the month of July 2025:

- 7/3 – Flex Alert Notifications
- 7/4 – Independence Day Office Closures
- 7/4 – Happy Independence Day
- 7/7 – Cooling Centers
- 7/8 – STEM PULL
- 7/8 – Heat Advisory
- 7/10 – Thank you Line Workers
- 7/10 – Good Morning Riverside
- 7/11 – SHARE
- 7/15 – Outage Map
- 7/17 – Hiring
- 7/19 – STEM
- 7/20 – Mobile Home and Multi-Family Rebates
- 7/21– 311 Call Center
- 7/23 – Concerts in the Park
- 7/23 – Customer Resource Center
- 7/24 – Flex Alerts
- 7/27 – Customer Service Center Temporarily Closed
- 7/29 – Heat Pump Rebate
- 7/30 – Utilicare Program
- 7/31 – Flow Monitoring Device

UPCOMING EVENTS – October

- 10/9 – STEP CON 2025, 1200 Columbia Ave, 7:30am-4:00pm
- 10/18 – CURE Event Public Works, 8:00am-12:00pm

- 10/23 – Family STEAM Day, 6927 Magnolia Ave, 2:00pm – 5:00pm

Back of Bill messaging for October

- Energy Conservation Tips

RPU - COMMUNITY ENGAGEMENT EVENTS GALLERY

Janet Goeske Independence Day BBQ, Janet Goeske Center, 7/2/25



Concert for Heroes, Riverside National Cemetery, 7/3/25



STEM PULL, 7/7/25 and 7/8/25



Concert in the Park, Fairmont Park, 7/10/25



Good Morning Riverside, Mission Inn, 7/10/25



Concert in the Park, Fairmont Park, 7/16/25



Miracles and Dreams Back to School Kick Off, Main Library, 7/19/25



Inland Empire Abilities Fair, La Sierra University, 7/20/25



STEM Fundamentals, Bourns Inc., 7/22/2025



SCPPA Tour, Kathleen Gonzalez Waterwise Garden, 7/24/25

