



RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: FEBRUARY 9, 2026

SUBJECT: BOARD STANDING RULES AND POLICY GUIDE – UPDATES

ISSUE:

Consider updating the Board of Public Utilities' Standing Rules and Board Policy Guide.

RECOMMENDATIONS:

That the Board of Public Utilities:

1. Review and discuss to the Board of Public Utilities (Board) Standing Rules and Policy Guide;
2. Recommend amendments to the Board Standing Rules and Policy Guide; and
3. Request staff return to the Board with a red line 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.

BACKGROUND:

The Board of Public Utilities Annual 2025 Work Plan Action Item 1 includes the Board's review of the Standing Rules (Rules) and Board Policy Guide (Policy Guide) over the next year. These are two policy documents adopted by the Board that provide guidance related to the activities of the Board. These documents are attached to the staff report for reference (note that associated and referenced RPU policies are not attached to this report).

The City Charter, Article VIII, Section 804. – Organization; meetings; subpoena power state: "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." For the Board, its Standing Rules represent these rules and regulations. The Board Standing Rules outline the roles and duties of the Board as well as provide guidance on how the Board conducts meetings, advocates, and holds elections (detailed in the discussion). The Board Policy Guide is a much broader and comprehensive document that provides policies related to RPU's business and operations, board conduct, and provides guidance related to customer relations and finance.

Both the Guide and Rules are to be reviewed and updated by the Board every two years, though

they can be amended at any time. The Board Policy Guide was first developed in 2000 and, like the Rules, has been amended over the years with the last full review and update having been approved by the Board in 2017. The Guide also incorporates the Rules as part of its first policy, Policy A-1. While the Rules were last amended on March 10, 2025, the Board has not undertaken a full review since 2016/2017 when the Guide was last reviewed and amended.

Both policies are due for a full Board review and the Board Work Plan identified the review of these documents as a priority for this next year.

On April 14, 2025, the Board received a presentation providing an overview of both documents. After discussion, the Board unanimously took the following actions:

1. Received and ordered filed a presentation on the Board of Public Utilities Standing Rules and Policy Guide;
2. Requested staff to survey the Board of Public Utilities Members to prioritize the top 3 items from the Board Standing Rules, the top 5 items from the Board Policy Guide, and include any additional policy they would like to discuss; and
3. Requested staff present the priorities at a future Board of Public Utilities meeting.

On June 9, 2025, the Board received a presentation providing the results of the priority times for the review of the Standing Rules and the Board Policy Guide. After discussion, the Board decided to review both policy documents at future meetings of the full Board. The Board's priorities are listed below:

Board Standing Rules

The Board Standing Rules are comprised of twelve sections that address the operational rules of the Board and its members. Board members prioritized their top **three** items to be evaluated and updated, as needed. The following table provides the list with the number of members who voted for each. Top priority sections are highlighted.

Table 2: Survey Results for Top Priority Standing Rule Sections

Count	Section #	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
1	10	Report to the City
0	2	Members
0	3	Term of Office
0	4	Compensation; Vacancies
0	5	Officers
0	6	Meetings

Board Policy Guide

The Board Policy Guide is comprised of three sections and a total of seventeen policies. Additionally, several RPU policy documents (e.g. RPU Fiscal Policy) are attached by reference to individual policies. Some of the policies are similar to the Rules or provide additional guidance to the Rules. Additionally, the Board Policy Guide is divided into three topical sections. Sections A

through C are:

- A. Utility Business Policies
- B. Board Specific Policies
- C. Customer Relations/Finance

Board members prioritized their top **five** items to be evaluated and updated, as needed. The following table provides the list with the number of members who voted for each. Top priority sections are highlighted.

Table 1: Survey Results for Top Priority Board Policies

Count	Section & Policy #	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
3	B-4	Board Training/Education Policy
2	B-2	Board Committee Structure
2	B-3	Communication and Support of Board
2	A-10	Customer Care
1	A-1	Standing Rules (Standing Rules)
1	A-2	Mission Statement (Mission, Vision, Core Values, and 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 Management Policy)
0	A-7	Water Delivery System
0	A-8	Electric Resources: Maintain Obligation to Serve Customers

On November 17, 2025, the Board reviewed and provided their feedback for priority items from the Board Standing Rules, Section 1, Powers, Duties and Functions and Section 7, Conduct of meetings. From the Board Policy Guide, policies B-1: Role of the Chair for Public Meetings, A-3: Annual Goal Setting process and amendments recommended by a Board member during the survey process.

On December 8, 2025, the Board concurred with the red-lines representing approved amendments to the Standing Rules and Policy Guide from the November 17, 2025, meeting. The Board also reviewed and provided their feedback for priority items from the Board Standing Rules, Section 9, Appointment to Committees of Outside Organizations and Section 12, Advocacy. Also, the Board also reviewed the Board Policies C-2, Pricing of Products and Services, A-4, Performance Measure Evaluation, and A-11, Fiscal Policies. No amendments were recommended though the Board did request more information on the Performance Measures and the outside organizations that the Board members may opt to participate in.

On January 12, 2026, the Board reviewed and provided feedback from the Board Standing Rules, Section 11: Amendment of Standing Rules and Section 8: Committees. From the Board Policy Guide, policies B-2: Board Committee Structure, B-3: Communication and Support of Board and B-4: Board Training/Education Policy. Their recommendations and redlines will be included in the omnibus review of the Board Standing Rules and Policies in March.

DISCUSSION:

This report and presentation will provide information to facilitate a discussion and recommendation for any amendments to the Board Standing Rules and Policy Guide related to the priorities identified by the Board pursuant to the survey.

From the Board Standing Rules, the priorities for this report are Section 10: Report to the City. From the Board Policy Guide, policies A-1: Standing Rules, A-2: Mission Statement, A-6: Energy Delivery System, A-9: Water Resources: Rights, Protection, & Development (Water Portfolio Management System) and A-10: Customer Care.

Board Standing Rules, Section 10: Report to the City

This policy simply specifies that the Board may provide an annual report to the City of past activities to the City. At the direction of the City Manager in 2024, the Board worked with staff to develop a Board Work Plan. The Annual Workplan ensures the work of boards and commissions aligns with the City Charter. The Board's work plan should focus on items they will undertake during the year. While this may include standard topics and items that staff presents each year, the Work Plan can also focus on specific activities or topics that the Board would like to engage in with staff and the community. The City Manager's Office recommends that the Board ensure that the number of items are manageable and represent priorities for the Board members. The Board will have an opportunity in early February 2026 to begin working on the work plan for the coming year.

With this current process in place, staff does not recommend any changes to Section 10 of the Standing Rules.

Board Standing Rules, Section 10: Report to the City

BOARD STANDING RULES: SECTION 10. REPORT TO THE CITY

The RPU Board shall present an annual report of its activities for the past year to the Mayor and City Council, at the direction of the Mayor and City Council.

Board Policy Guide: Policy A-10: Customer Care (Utility Business Policies)

Board Policy A-10 establishes the Board's policy for Customer Care. Riverside Public Utilities (RPU) is committed to protecting the privacy, confidentiality, and dignity of the customers it serves. As a publicly owned utility, RPU recognizes its responsibility to ensure that all customer interactions, policies, and procedures are conducted in a safe, lawful, and respectful manner. This policy establishes clear expectations for the collection, use, protection, and disclosure of customer information, while ensuring compliance with applicable state and federal regulations. Through these standards, RPU seeks to maintain public trust, safeguard customer data, and provide transparent, equitable, and reliable utility services.

Staff has reviewed this section of the Policy Guide and believes that the policy is consistent with

current practice and City policy. No amendments are recommended by staff.

Board Policy Guide, Policy A-10

BOARD POLICY GUIDE: POLICY A-10. CUSTOMER CARE

Riverside Public Utilities (RPU) is owned by the people it serves. With respect to interactions with consumers or those applying to be customers, RPU shall ensure conditions, procedures, or decisions are safe, dignified, lawful, non-intrusive, and provide appropriate confidentiality or privacy.

Accordingly, RPU shall:

1. Comply with all state and federal regulations that protect the confidentiality of the customer. All customer data is confidential and may not be utilized except as related to customer account management; improving services to customers; educating customers regarding utility services; and other lawful purposes related to providing utility and other City services.
2. Protect any customer information or data unless legally required to disclose such information to do so under the Public Records Act, in compliance with City policy. Individual customer account information is generally exempt from disclosure.
3. Prohibit the release of customer information and data for mailing lists, political promotion, surveys, mailers or publications. Bill inserts unrelated to Utility services may be included with utility service statements where space permits as approved by the General Manager.
4. Prohibit the release of individual identifying customer information to vendors or other service providers. This includes information gathered through automated meter reading devices. Information may be aggregated or identified with non-customer specific information if it can assist in providing data that may reduce or refine customer bills. Individual data may be shared if the customer signs a release if rebates, products or services are provided by a third party.
5. Only elicit information that is necessary on required application forms.
6. Use methods of collecting, reviewing, transmitting, or storing client information that protect against improper access to such information.
7. Not cause or allow any actions in violation of the Riverside Public Utilities Rules and Rates regarding treatment of customers.
8. Maintain Riverside Public Utilities facilities that provide a reasonable level of customer privacy, both visual and aural.
9. Establish with customers a clear understanding of what may be expected and what may not be expected from service offered.
10. Provide adequate time for customers to resolve issues where rates, charges or procedures are in question. Customer accounts must be paid in the interim where resolution may be beyond the due date of the customer's outstanding balance.

Board Policy Guide: Policy A-1. Standing Rules (Utility Business Policies)

Board Policy A-1 defines the purpose and guiding principles of Riverside Public Utilities (RPU) and establishes the Board's expectations for safe, reliable, and cost-effective delivery of electric and water services. The policy emphasizes operational efficiency, financial sustainability, workforce and leadership continuity, customer service excellence, environmental stewardship, and community engagement to ensure long-term value for RPU's citizen owners. Overall, the policy provides a framework for Board governance and staff operations, ensuring that RPU's decisions and activities align with its mission, legal obligations, and commitment to serving the public interest. All policies and processes identified in this policy are followed and staff is only recommending that the Standing Rules not be attached but instead reference the official copy maintained by the City Clerk's Office. This change is recommended to allow the Standing Rules to be updated by action of the Board without having to concurrently update the Policy Guide.

Board Policy Guide, Policy A-1

BOARD POLICY GUIDE: POLICY A-1. STANDING RULES

Riverside Public Utilities (RPU) exists to build value for its citizen owners by providing electric and water services in a safe, reliable and competitive manner. In pursuit of this purpose, RPU will work to build a reputation for operational effectiveness, customer loyalty, and competitive RPU products and services by:

1. Operating all functions efficiently, cost-effectively, and reliably;
2. Ensuring the financial strength to meet diverse customer needs and maximize owner value;
3. Attracting, retaining and developing a diverse, quality workforce with the skills necessary to succeed in a competitive marketplace;
4. Ensuring the continued best value for citizen owners through effective succession planning;
5. Enhancing customer loyalty by identifying and exceeding customer expectations during customer contact; providing competitive pricing for products and services; providing value added products and services that attract and retain customers; incorporating community input and values in decision making; fulfilling our role as a good corporate citizen; and communicating the value of RPU to its owners and customers; and
6. Exercising the highest practical degree of care in meeting applicable public and employee environmental, health and safety standards.
7. Contributing positively to the local community with participation in special events through sponsorships, and memberships in local community groups.
8. Maintaining sustainable practices and environmental stewardship in compliance with state law.

The Board of Riverside Public Utilities adopts and follows a set of Standing Rules in

Board Policy Guide, Policy A-1

accordance with the City Charter. A copy of ~~these rules is attached~~ the Board's Standing Rules is maintained by the City Clerk and is available for review on the websites of both Riverside Public Utilities and the City of Riverside City Clerk.

Attachment: Standing Rules

Board Policy Guide, Policy A-2: Mission Statement

Board Policy A-2 provides the framework for RPU's decision-making, resource allocation, and performance measurement. It guides operational priorities, financial planning, workforce development, customer service initiatives, and sustainability efforts. By aligning daily operations with the Mission, RPU ensures consistent delivery of high-quality water and electric services while maintaining cost-effectiveness and responsiveness to community needs.

When the Board Policy Guide was last updated in 2017, the document attached RPU's then adopted strategic plan, Utility 2.0. While RPU staff followed the strategic plan through 2019, while most projects identified as part of Utility 2.0 have been completed, many projects were delayed, modified, or not undertaken due to lack of funding after the rates were adopted in 2018. RPU has not undertaken a department specific strategic planning process since that time and instead pivoted to follow the City's Envision Riverside Strategic Plan 2025 which was adopted by the City Council in 2020. Adopted as a five-year roadmap, the Envision Riverside Strategic Plan reached the end of its planned horizon in 2025.

With the completion of both the Envision Riverside Strategic Plan 2025 and the 2025 Board Work Plan, staff recommends that reference to an RPU strategic plan be deleted. The Board may want to consider adding the vision and core values established during prior strategic planning efforts to Policy A-2. Staff have included these as an option for consideration in the redlines below. Alternatively, the Board, may want to consider initiating a review of Riverside Public Utilities' current Mission Statement and collaborating with staff to develop a dedicated Strategic Plan for the Utility.

Board Policy Guide, Policy A-2

BOARD POLICY GUIDE: POLICY A-2. MISSION STATEMENT, VISION, AND CORE VALUES

Riverside Public Utilities Mission Statement, **Vision, and Core Values:**

Mission Statement

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

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 |

Board Policy Guide, Policy A-2

Environmental Stewardship

~~Mission, Vision, Core Values, and Goals are established through a strategic planning process. A copy of the current Board adopted Strategic Plan is attached.~~

~~Attachment: Mission, Vision, Core Values, and Strategic Plan~~

Board Standing Rules, Section A-6: Energy Delivery System

Policy A-6 addresses policy for prudent utility practices for maintaining and providing electric distribution services. All policies in this section remain relevant and current.

Staff has reviewed this section of the Policy Guide and believes that the policy is consistent with current practice and City policy. No amendments are recommended by staff.

Board Policy Guide, Policy A-6

BOARD POLICY GUIDE, POLICY A-6. ENERGY DELIVERY SYSTEM

Riverside Public Utilities (RPU) shall be responsible for the overall reliability of the energy delivery system. 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.

Accordingly, RPU shall:

1. See that the energy delivery system is operated safely at all times within industry standards.
2. Ensure that the energy delivery system planning accounts for the growing demand for the City of Riverside.
3. See that repairs to the electric distribution system are made in a timely manner.
4. Oversee maintenance of the electric distribution system to minimize service interruptions.
5. Provide service to new customers that comply with RPU rules and rates.
6. Ensure RPU complies with the appropriate National Electric Regulatory Corporation (NERC) standards.
7. Ensure safe operational procedures are applied and followed when working in or around electrically energized parts or equipment.
8. Incorporate advancements in technology into the design, maintenance, and operation of energy delivery system to improve system reliability and performance.

Board Standing Rules, Section A-9: Water Resources: Rights, Protection, and Development

Policy A-9 addresses policy for the provision, management, and usage of the water resources that provide water to RPU's customers.

Staff has reviewed this section of the Policy Guide and believes that the policy is consistent with current practice and City policy. To reduce the need to amend this policy, however, staff

recommend that the attachment be deleted and simply refer to the document available on the RPU website.

Board Policy Guide, Policy A-9

BOARD POLICY GUIDE, POLICY A-9. WATER RESOURCES: RIGHTS, PROTECTION, AND DEVELOPMENT

Access to water enabled Riverside to develop and grow to the city it is today. Access to adequate local water supplies is one of the utmost goals of the RPU Board. Riverside Public Utilities' (RPU) shall protect its existing water rights and aggressively seek to develop new water rights as needed to meet projected future demands.

Accordingly, RPU shall:

1. Not use or permit the use of water outside the RPU existing service area without prior approval by the Board and Council.
2. Aggressively pursue the utilization of recycled water supplies and infrastructure to create new supplies in a cost effective manner in order to decrease or eliminate reliance on imported water.
3. In partnership with other local agencies, continue to preserve local control of our groundwater basins through implementation of adopted groundwater management plans, monitoring of legislative and regulatory activities, and where appropriate advocating our position at local, regional, state and federal levels.
4. Determine the timeline for evaluation of water supply benefit studies due to the permanent need for increased water in the city.
5. Increase awareness among RPU customers of the significant value regarding their water resources.
6. Promote, and where appropriate, incentivize conservation, reclamation, and demand management to maximize the beneficial use of the City's publicly owned water supply.
7. Prepare a comprehensive 25-year Urban Water Management Plan in years ending with "0" and "5".

The Board adopted Water Portfolio Management Policy is ~~attached~~ available on RPU's website.

~~Attachment: Water Portfolio Management Policy~~

Next Steps

The following is the anticipated schedule for the Board's review and adoption of the prioritized Standing Rules and Board Policy items:

March 2026	Adoption/Approval of all revisions to the Board Standing Rules and Board Policy Guide
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Review of the Standing Rules and Board Policy items not prioritized will be reviewed, if requested, at future Board meetings in 2026.

FISCAL IMPACT:

There is no fiscal impact from this item.

Prepared by: Tracy Sato, Utilities Assistant General Manager/Strategic Initiatives
Approved by: David A. Garcia, Utilities General Manager
Certified as to availability of funds: Julie Nemes, Interim Finance Director
Approved by: Gilbert Hernandez, Interim Assistant City Manager
Approved as to form: Rebecca McKee-Reimbold, Interim City Attorney

Attachments:

1. Board Standing Rules, Amended March 10, 2025
2. Board Policy Guide, Amended May 22, 2017
3. Red-line Board Standing Rules, January 12, 2026
4. Red-line Policy Guide, January 12, 2026
5. Presentation