



RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: FEBRUARY 9, 2026

GENERAL MANAGER'S REPORT

CUSTOMER ENGAGEMENT PROGRAM UPDATES THROUGH NOVEMBER 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 NOVEMBER 2025 HIGHLIGHTS

Residential

- A. Sharing Households Assist Riverside's Energy (SHARE) program assisted 2,094 customers from July 2025 through November 2025 totaling \$523,500 in past-due assistance.
- B. Energy Savings Assistance Program (ESAP) assisted 111 customers from July 2025 through November 2025 and expended \$159,497.

Commercial

- A. Processed a total of 28 large commercial rebates from July 2025 through November 2025 for a total of \$183,202.48 and 2,200,9586 kWh saved.
- B. Small Business Direct Install and Outdoor Lighting Program - completed 25 direct installs.

Education

- A. Attended the Hawthorne Elementary Career Fair.
- B. Conducted water and electricity educational classes for students.
- C. Hosted Family STEAM Day at La Sierra Library.
- D. Presented at the STEP Thank You Breakfast at Bourns, Inc.

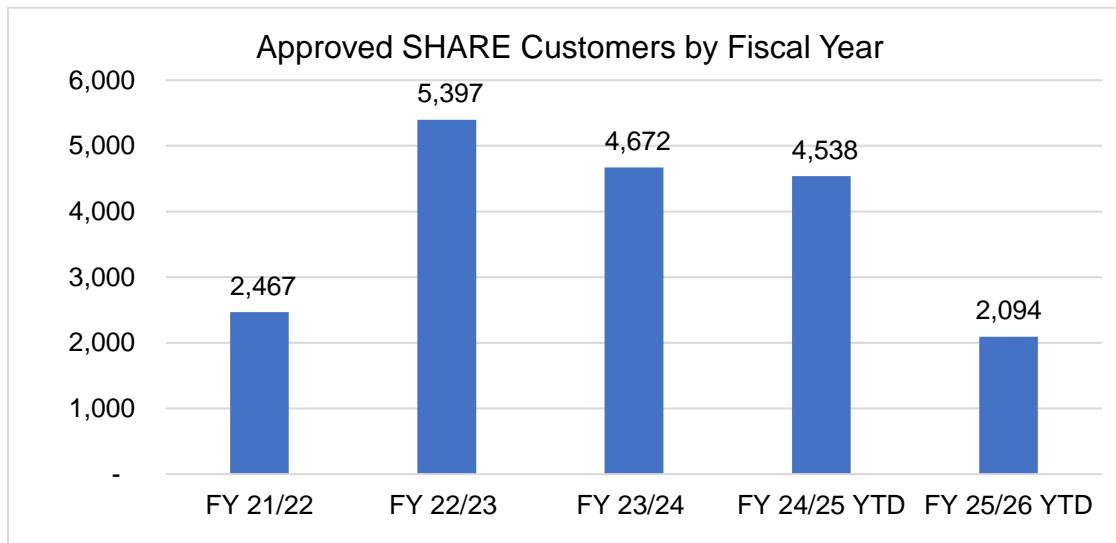
Communications

- A. Launched an advertisement sign at the Tyler Mall promoting RPU's assistance programs.
- B. Placed an advertisement sign at the downtown skating rink promoting RPU
- C. Participated in the GIS Day event on November 19
- D. Included a bill insert in November's billing statements promoting our assistance programs
- E. Residential Emails: 11/13 & 11/25
- F. Commercial Emails: 11/14 & 11/25

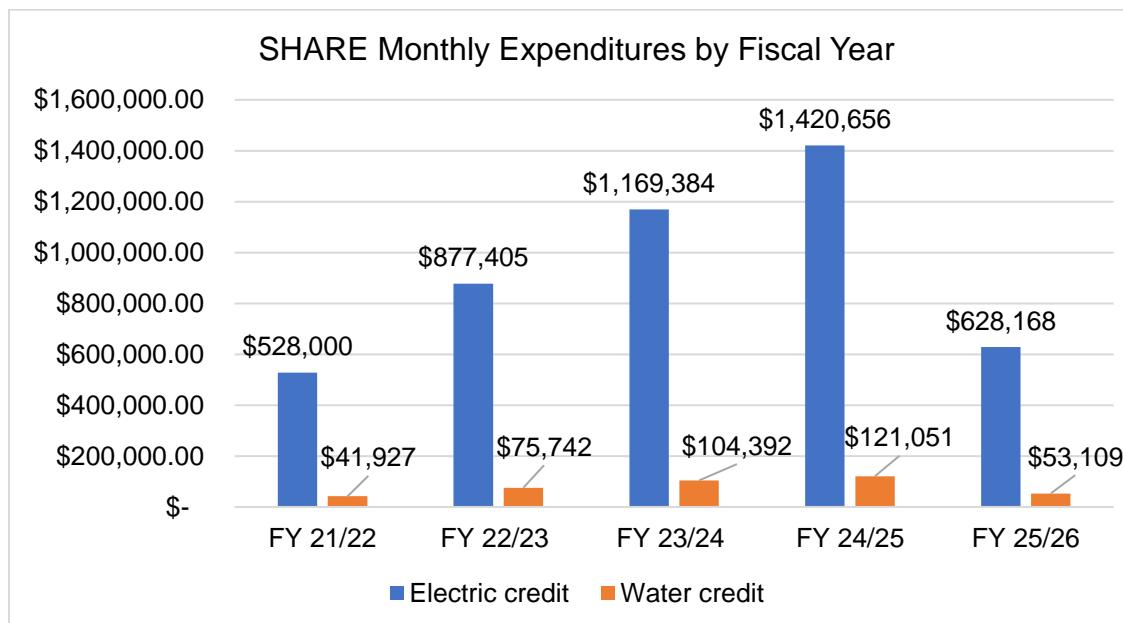
RESIDENTIAL DETAIL

Sharing Households Assist Riverside's Energy - SHARE PROGRAM

The Sharing Households Assist Riverside's Energy (SHARE) program assisted 2,094 customers from July 2025 through November 2025, which reflects the total participant amount for the \$250.00 shut-off and/or deposit assistance credit.

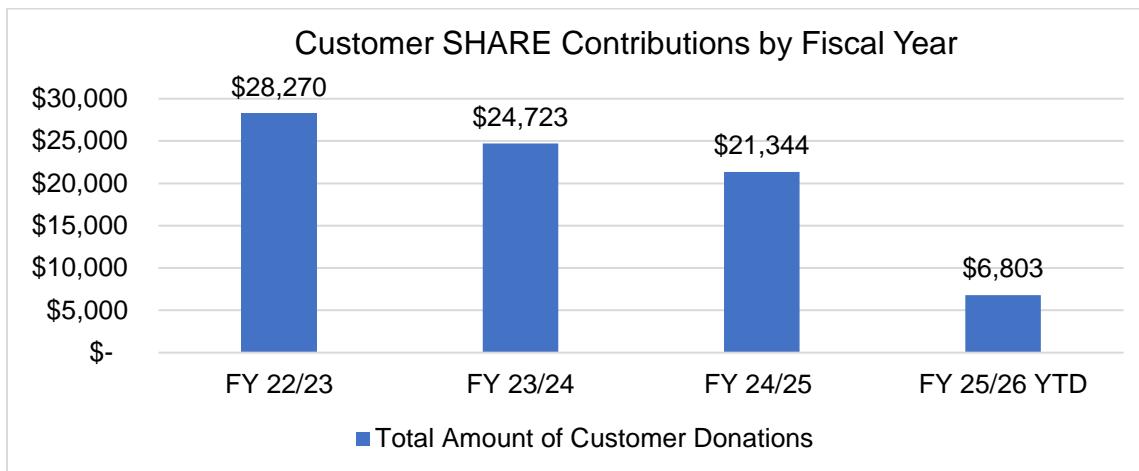


From July 2025 through November 2025, the SHARE Program has expended a total of \$628,168 on electric monthly credits, and a total of \$53,109 on water monthly credits.



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. From July 2025 through November 2025, the program worked with 111 homes in the RPU service area, expending an estimated total of \$159,497. 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. From July 2025 through November 2025 and served 43 mobile-homes and 510 multi-family homes in the RPU service area, expending a total of \$618,711.76. 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

From July 2025 through November 2025 a total of 1,480 residential energy rebates were processed, for a total rebate amount of \$422,724.01.

Residential Devices	Participation	RPU Expenditures
Air Conditioning	205	\$60,824.98
Heat Pump	83	\$244,353.17
Energy Star	397	\$34,250.00
Pool Pump	34	\$7,000.00
Tree Power	139	\$13,718.77*
Weatherization	140	\$24,842.09
Recycling	155	\$13,150.00
A&G Recycling	327	\$24,585.00
Energy Rebate Total	1,480	\$422,724.01

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

From July 2025 through November 2025, the Used Electric Vehicle (EV) Rebate Program has approved 24 rebate applications for a total of \$30,000.00. The EV Charger Rebate Program has approved 10 rebates for a total of \$4,368.52. The Commercial EV Charger Program has not received applications this fiscal year.

Water Efficiency Programs

In June 2004, RPU adopted a 10-year Water Conservation Surcharge, which was renewed in 2014. This surcharge added 1.5% to retail water-use charges and funded a variety of efforts, including conservation programs, customer education, water-use efficiency initiatives, and research and demonstration projects to advance water-saving technologies. On April 16, 2024, the City Council voted to discontinue the surcharge. All programs and rebates supported by these funds will remain available until the remaining surcharge revenue is fully 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. From July 2025 through November 2025 a total of 133 residential water rebates were processed with total payout (RPU/MWD) of \$154,842, representing annual water savings of 1,879,801 gallons.

Residential Devices & Turf	Participation / Devices	RPU Expenditure	MWD Expenditure
Flow Monitor/Leak Detection Device	18	\$1,350	\$1,600
High-Efficiency Clothes Washer (HECW)	33	\$6,600	\$2,805
Premium High-Efficiency Toilet (HET)	37	\$0	\$13,880*
Weather-based Irrigation Controllers (WBIC / WBICLL)	26	\$2,640	\$2,617
Turf Removal Rebate (per square foot)	14 (19,957)	\$62,385	\$59,165
Turf Rebate (new trees planted)	5 (18)	\$0	\$1800
Total	133	\$72,975	\$81,867

* 37 (HET) toilets were provided by SoCal Gas, with funding from MWD.

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. From July 2025 through November 2025, 195 customers have participated in this program.

Landscape Workshops

In partnership with the Riverside-Corona Resource Conservation District (RCRCD), RPU offered a free Waterwise Landscape Workshop to help customers improve water efficiency and adopt sustainable landscaping practices. The event was held on November 15, 2025, at the Arlington Library, the workshop covered landscape design basics and was led by RCRCD along with guest

speaker and landscape designer Gabe Ponce. The class highlighted native and drought-tolerant plants, strategies to reduce water bills, smart design principles, and cost-saving techniques. Staff also discussed available RPU water-saving and energy-saving rebates. A total of 16 participants attended.



COMMERCIAL DETAIL

Energy Rebates

From July 2025 through November 2025, a total of 28 commercial rebates were processed (1 lighting, 1 weatherization, 1 Lighting – HID, 2 performance-based incentive and 23 air conditioning) with a total payout of \$41,690.48 and a total kWh savings of 543,966.

Direct Install Programs

During November 2025, the Small Business Direct Install and Outdoor Lighting Program conducted 31 audit visits at local businesses, and a total of 25 direct installs were completed, expending an estimated total of \$112,222.

Water Rebates

From July 2025 through November 2025, 10 commercial accounts removed 140,177 square feet of turf with a rebate total of \$644,896; these projects represent annual water savings of 5,937,994 gallons.

EDUCATION DETAIL

On November 19, the team presented to approximately 600 Tk – 6th grade students at Hawthorne Elementary School during the school's College and Career Fair. Students participated in hands on electricity generation activities, learned about energy conservation, and explored potential careers in the energy industry. Teachers received information about classroom resources focused on the science of water and energy. A lineman crew was also onsite to provide additional learning opportunities.

In October, there were 20 electricity classes with 640 participants and 12 water cycle classes with 333 participants.

On November 19, the team hosted Family STEAM Day at the La Sierra Branch Library, where participants had the opportunity to create light up turkey decorations with LED lights, built working electric circuits, created their own lanterns, and participated in Fall themed mathematics activities.

On November 21, 2025, the team attended the STEP Foundation Thank You Breakfast hosted at Bourns Inc. where they presented on the success of our STEM PULL and STEM FUNDamentals 2025 summer programs.

COMMUNICATIONS DETAIL

Email Communications

- Residential Email sent on 11/13/25. Content included assistance programs, Family STEAM Day, GIS Day Event, Waterwise Turf Workshops, and Native American heritage month.
 - i. 76,558 emails sent
 - ii. 60,009 emails opened by customers
- Residential Email sent on 11/13/25. Content included Festival of Lights, rain barrel and cistern rebates, Mobile-Home and Multi-Family Energy Efficiency Program, electric heat pump rebates, and holiday hours.
 - i. 76,820 emails sent
 - ii. 55,455 emails opened by customers
- Commercial email sent on 11/14/25. Content included: GIS Day, waterwise turf workshops, Family STEAM Day, and Native American heritage month.
 - i. 5,269 emails sent
 - ii. 3,737 emails opened by customers
- Commercial email sent on 11/25/25. Content included: Festival of Lights, Energy Efficiency Lighting Program, soil moisture sensor rebate, and holiday hours.
 - i. 5,288 emails sent
 - ii. 3,219 emails opened by customers

In-Person Events

Below are the in-person events the CE Team participated in during the month of November 2025:

- 11/1 – Day of the Dead, White Park, 10am-9pm
- 11/8 – The Living Museum of California First Peoples & Cultural Wichiitam Chaatu Sovereign Nations Festival, Downtown Riverside, 8am-12pm
- 11/8 – 17th Annual Veterans Parade, Downtown Riverside, 10am-3pm
- 11/15 – Martin Luther King Band and Color Guard MLK Band Review, On Cole between Van Buren & Krameria, 5am-2:30pm
- 11/15 – Waterwise Workshop, Arlington Library, 10am-12pm
- 11/19 – GIS Event, City Hall Breezeway, 10am-3pm
- 11/19 – Hawthorne Elementary Career Day, 11am-2pm
- 11/19 – Family STEAM Day, La Sierra Library, 2pm-5pm

Key social media posts during the month of November 2025:

- 11/1 – Assistance
- 11/3 – Scam Alert
- 11/4 – Business Energy Incentives
- 11/6 – Waterwise Workshop
- 11/7 – City of Riverside Employment opportunities
- 11/8 – SHARE program
- 11/10 – Veterans Day Closure
- 11/11 – Veterans Day
- 11/14 – Heat Pump and AC
- 11/15 – Waterwise Workshop

- 11/17 – Mobile-Home and Multi-Family program
- 11/18 – GIS Event
- 11/19 – Holiday Scams
- 11/23 – Energy Star rebates
- 11/24 – Thanksgiving
- 11/27 – Happy Thanksgiving
- 11/30 – Utilicare program

UPCOMING EVENTS – February

- 2/12 – Mayor's Senior Forum, Renck Community Center, 9am-11am

Back of Bill messaging for February

- Electric Vehicle Rebates

RPU - COMMUNITY ENGAGEMENT EVENTS GALLERY

Day of the Dead, White Park, 11/1/25



17th Annual Veterans Parade, Downtown Riverside, 11/8/25



Waterwise Workshop, Arlington Library, 11/15/25



Career Day, Hawthorne Elementary, 11/19/25

