

RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: FEBRUARY 23, 2026

GENERAL MANAGER'S REPORT

CUSTOMER ENGAGEMENT PROGRAM UPDATES THROUGH DECEMBER 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 DECEMBER 2025 HIGHLIGHTS

Residential

- A. Sharing Households Assist Riverside's Energy (SHARE) Program assisted 2,305 customers from July 2025 through December 2025 totaling \$576,250 in past-due assistance.
- B. Energy Savings Assistance Program (ESAP) assisted 183 customers from July 2025 through December 2025 and expended \$278,612.
- C. Mobile-Home and Multi-Family Energy Efficiency Program (MHMF) assisted 641 customers from July 2025 through December 2025 and expended \$735,065.85.

Commercial

- A. Processed a total of 53 large commercial rebates from July 2025 through December 2025 for a total of \$225,809.02 and 2,647,267 kWh saved.
- B. Small Business Direct Install and Outdoor Lighting Program - completed 30 direct installs.

Education

- A. Submitted plans and updates for education web page improvements.
- B. Created the first edition of video newsletters for teachers in our service area.
- C. Met with Career Technical Education faculty at Hillcrest High School to further develop their Energy Utilities and the Environment Career Pathway.

- D. Hosted Family STEAM Day at the Downtown Main Library.
- E. Received notification of acceptance for presenting a workshop at the National Science Teachers Association Conference in April.

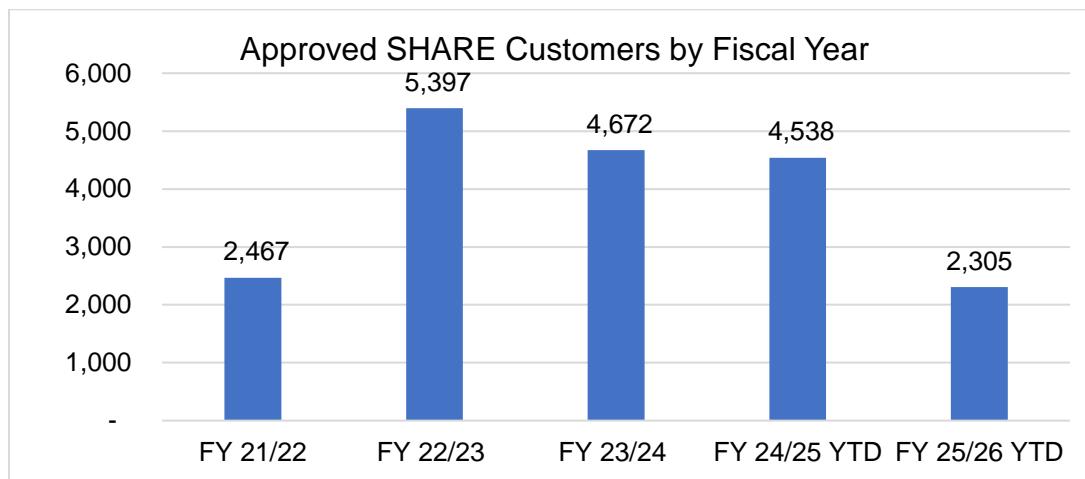
Communications

- A. Mailed out postcards to 3,300 commercial customers promoting the Turf Replacement Program.
- B. Hosted the third Public Benefits Task Force meeting on December 18, 2025.
- C. Collaborated with the Department of Marketing and Communications, to create a video celebrating accomplishments in 2025
- D. Partnered with UCR Eco Car team to develop and promote an Electric Vehicle survey.
- E. Residential Emails: 12/10
- F. Commercial Emails: 12/11

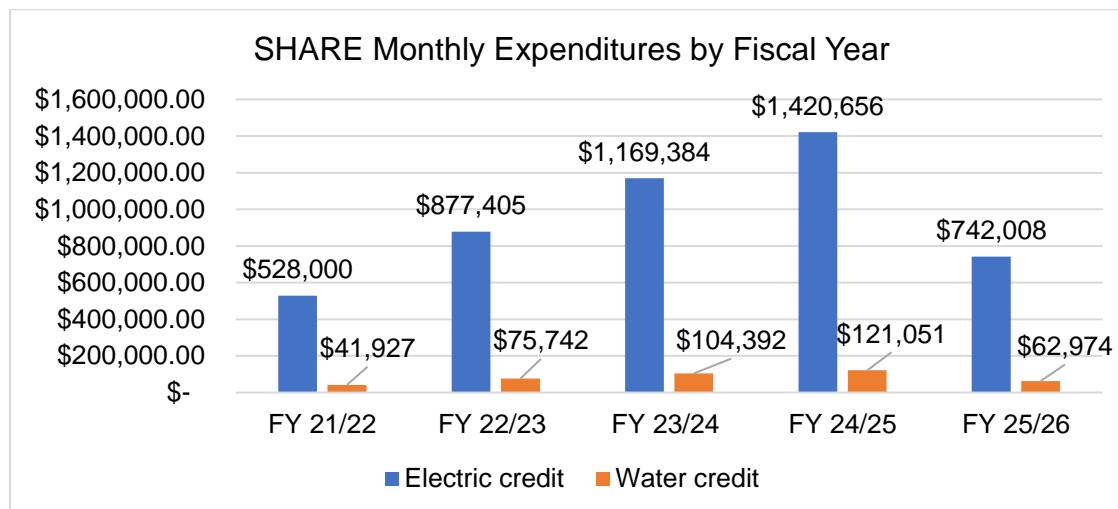
RESIDENTIAL DETAIL

Sharing Households Assist Riverside's Energy - SHARE PROGRAM

The Sharing Households Assist Riverside's Energy (SHARE) program assisted 2,305 customers from July 2025 through December 2025, which reflects the total participant amount for the \$250.00 shut-off and/or deposit assistance credit.

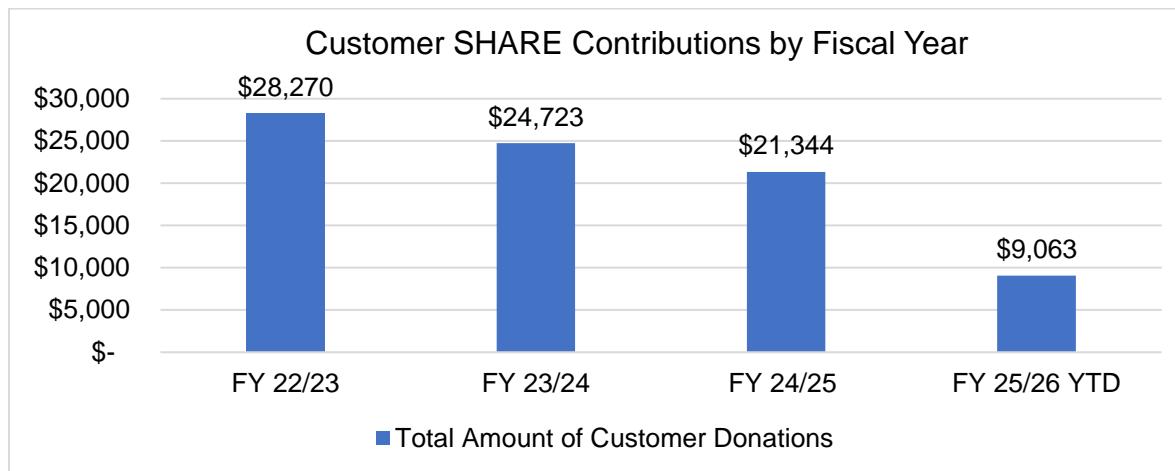


From July 2025 through December 2025, the SHARE Program has expended a total of \$742,008 on electric monthly credits, and a total of \$62,974 on water monthly credits.



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 December 2025, the program worked with 183 homes in the RPU service area, expending an estimated total of \$278,612. 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 December 2025 and served 66 mobile-homes and 575 multi-family homes in the RPU service area, expending a total of \$735,065.85. 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 December 2025 a total of 1,916 residential energy rebates were processed, for a total rebate amount of \$621,165.18.

Residential Devices	Participation	RPU Expenditures
Air Conditioning	295	\$87,674.98
Heat Pump	131	\$383,628.12
Energy Star	521	\$45,250.00
Pool Pump	44	\$9,000.00
Tree Power	153	\$15,069.70*
Weatherization	174	\$33,327.38
Recycling	213	\$18,200.00
A&G Recycling	385	\$29,015.00
Energy Rebate Total	1,916	\$621,165.18

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

From July 2025 through December 2025, the Used Electric Vehicle (EV) Rebate Program has approved 61 rebate applications for a total of \$74,000.00. The EV Charger Rebate Program has approved 22 rebates for a total of \$11,013.52.

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 December 2025 a total of 165 residential water rebates were processed with total payout (RPU/MWD) of \$231,590, representing annual water savings of 2,762,231 gallons.

Residential Devices & Turf	Participation / Devices	RPU Expenditure	MWD Expenditure
Flow Monitor/Leak Detection Device	20	\$1,350	\$1,800
High-Efficiency Clothes Washer (HECW)	42	\$8,400	\$3,570
Premium High-Efficiency Toilet (HET)	50	\$0	\$19,600*
Weather-based Irrigation Controllers (WBIC / WBICLL)	28	\$2,746	\$2,777
Turf Removal Rebate (per square foot)	19 (36,484)	\$85,155	\$104,192
Turf Rebate (new trees planted)	6 (20)	\$0	\$2000
Total	165	\$97,651	\$133,939

* 50 (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 December 2025, 230 customers participated in this program.

COMMERCIAL DETAIL

Energy Rebates

From July 2025 through December 2025, a total of 53 commercial rebates were processed (3 Lighting, 3 Weatherization, 1 Lighting – HID, 2 Performance-Based Incentives, 1 Energy Star and 43 Air Conditioning) with a total payout of \$225,809.02 and a total kWh savings of 2,647,267.

Direct Install Programs

During December 2025, the Small Business Direct Install and Outdoor Lighting Program conducted 37 audit visits at local businesses, and a total of 30 direct installs were completed, expending an estimated total of \$113,677.

Water Rebates

From July 2025 through December 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

The Team utilized the December 2025 holiday recess to complete key administrative tasks to advance RPU's Educational program. During this period, staff finalized plans for an updated education webpage to replace the current page, which is more than ten years old. The new webpage will provide interactive resources for students and educators that align with RPU's goal of serving as a learning partner in the community.

To strengthen communication and engagement with educators in RPU's service area, the team developed the first edition of a video newsletter, scheduled for release in January 2026. The newsletter will include a brief survey to gather feedback on current programs and measure educator satisfaction. Additional editions are planned for May and September 2026, with newsletters providing program updates and details about upcoming outreach events and opportunities.

On Tuesday, December 9, the education team met with Utilities Electric Superintendent Jason Rollins, Hillcrest High School teacher Aaron Gartner, and district administrators to discuss progress on their new Career Technical Education Pathway called Energy Environment and Utilities. Plans for facility visits were discussed, and Mr. Rollins is scheduled to present in person in early 2026. The district has agreed to allow these fundamental presentations and field trips to proceed without an MOU (Memorandum of Understanding).

On Tuesday, December 16, the team hosted Family STEAM Day at the Main Branch Library, where participants had the opportunity to create light up Christmas cards, make models of snowflakes using marshmallows, learn about the role of snow in our water system and participate in other holiday themed STEAM activities.

On Wednesday, December 17, the National Science Teachers Association accepted an abstract submitted by the Team for presentation at the April 2026 national conference in Anaheim California. The Team will co-present with Western Municipal Water District's educational outreach providers on the role public agencies play in supporting and expanding science education in local schools.

COMMUNICATIONS DETAIL

Email Communications

- Residential Email sent on 12/10/25. Content included Holiday Safety Reminders, Scam Alerts, SHARE Donations, 2025 Public Benefits Report, and Family STEAM Day.
 - i. 76,785 emails sent
 - ii. 56,056 emails opened by customers
- Commercial email sent on 12/11/25. Content included: Holiday Safety Reminders, Scam Alerts, SHARE Donations, and 2025 Public Benefits Report.
 - i. 5,286 emails sent

ii.3,604 emails opened by customers

In-Person Events

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

- 12/6 – Snow Day, Bordwell Park, 7:30am-12:30pm
- 12/9 – Holiday Cookies and Hot Cocoa, La Sierra Sr. Center, 3:30pm-7pm
- 12/10 – Mayor's Forum Ward 3, Janet Goeske Center, 7:30am-10:30am
- 12/13 – Breakfast with Santa, Orange Terrace Community Center, 7am-12pm
- 12/13 – Winter Wonderland, Hunt Park, 9am-3pm
- 12/13 – Breakfast with Santa, Villegas Park, 7am-12pm
- 12/13 – Breakfast with Santa, Springbrook Clubhouse, 7am-12pm
- 12/14 – Miracle on Main St., Downtown Riverside, 10am-2pm
- 12/19 – Sledding Under the Stars, Bryant Park, 3pm-8pm

Key social media posts during the month of December 2025:

- 12/1 – Utilicare
- 12/3 – Energy Star
- 12/9 – STEAM Day
- 12/11 – Residential Turf Replacement
- 12/12 – Hiring
- 12/14 – Happy Chanukah
- 12/14 – Weather-Based Irrigation Controller
- 12/19 – Throwback Thursday
- 12/20 – SHARE
- 12/23 – Energy Conservation
- 12/24 – Save Water from Rain
- 12/24 – RPU Closed for Christmas
- 12/25 – Merry Christmas
- 12/26 – Happy Kwanzaa
- 12/30 – Irrigation Controller
- 12/31 – EcoCar

UPCOMING EVENTS – March

- 3/5 – The EXPO Career Exploration Fair, Alumni Pavillion La Sierra, 9:30am-2:30pm
- 3/12 – Mayor's Senior Forum, Orange Terrace Community Center, 8:30am-11:30am
- 3/14 – Truck-a-Palooza, Downtown Riverside, 9am-3:30pm
- 3/17 – St. Patrick's Event, Bryant Park, 3:30pm-7:30pm
- 3/28 – Spring Egg Hunt, Bryant Park, 8:30am-1:30pm
- 3/28 – Annual Citrus Festival, California Citrus State Park, 9am-5:30pm

Back of Bill messaging for March

- Tree Power

RPU - COMMUNITY ENGAGEMENT EVENTS GALLERY

Snow Day, Bordwell Park, 12/6/2025



Holiday Cookies and Cocoa, La Sierra Sr. Center, 12/9/2025



Mayor's Forum Ward, Janet Goeske Center, 12/10/2025



Breakfast With Santa, Orange Terrace, 12/13/2025



Breakfast With Santa, Springbook Clubhouse, 12/13/2025



Breakfast With Santa, Villegas Center, 12/13/2025



Miracle of Main St., Downtown, 12/14/2025

