



# RIVERSIDE PUBLIC UTILITIES

## Board Memorandum

**BOARD OF PUBLIC UTILITIES**

**DATE: JULY 28, 2025**

### **GENERAL MANAGER'S REPORT**

#### **CUSTOMER ENGAGEMENT PROGRAM UPDATES THROUGH MAY 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 MAY 2025 HIGHLIGHTS**

##### ***Residential***

- A. Sharing Households Assist Riverside's Energy (SHARE) program assisted 4,265 customers from July 2024 through May 2025 totaling \$1,066,250.00.
- B. Energy Savings Assistance Program (ESAP) assisted 376 customers from July 2024 through May 2025 and expended \$568,882.00.
- C. Electric Vehicle (EV) Residential Charger Rebate Program processed 5 applications.

##### ***Commercial***

- A. Processed a total of 97 large commercial rebates from July 2024 through May 2025 for a total of \$272,666.16 and 4,156,854 kWh saved.
- B. Small Business Direct Install and Outdoor Lighting Program - completed 66 direct installs.

##### ***Education***

- A. Field trip with 5<sup>th</sup> & 6<sup>th</sup> grade students at Kathleen Gonzales Waterwise Garden
- B. Family STEAM Day at the Library
- C. STEM Public Utilities Learning Lab Presentations and recruiting
- D. STEM Fundamentals and STEM Public Utilities Learning Labs planning.

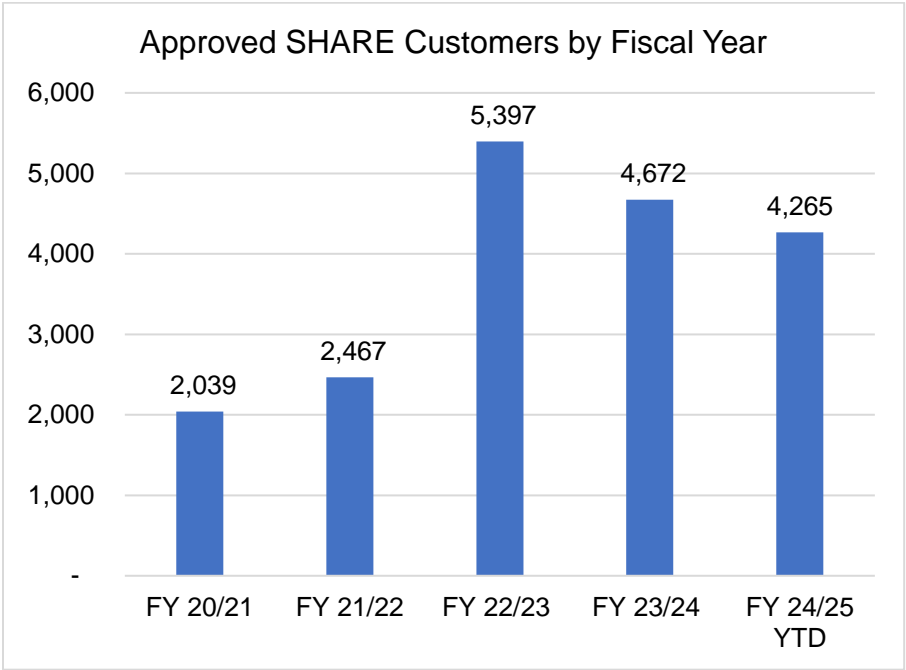
##### ***Communications***

- A. Worked with Communications and Education teams to develop messaging for Education Month
- B. Continued promotion of Waterwise Workshops
- C. Worked with Communications team to create a water rates comparison flyer
- D. Worked with Communications team to create an EV Rate Meter flyer
- E. Re-launched the Mobile Home Multi-Family Rebate program after City Council approval of the MHMF Amendment
- F. Worked with vendor to wrap CE vehicles with RPU branding and rebates and programs messaging
- G. Residential Emails: 5/2 & 5/27
- H. Commercial Emails: 5/6 & 5/29

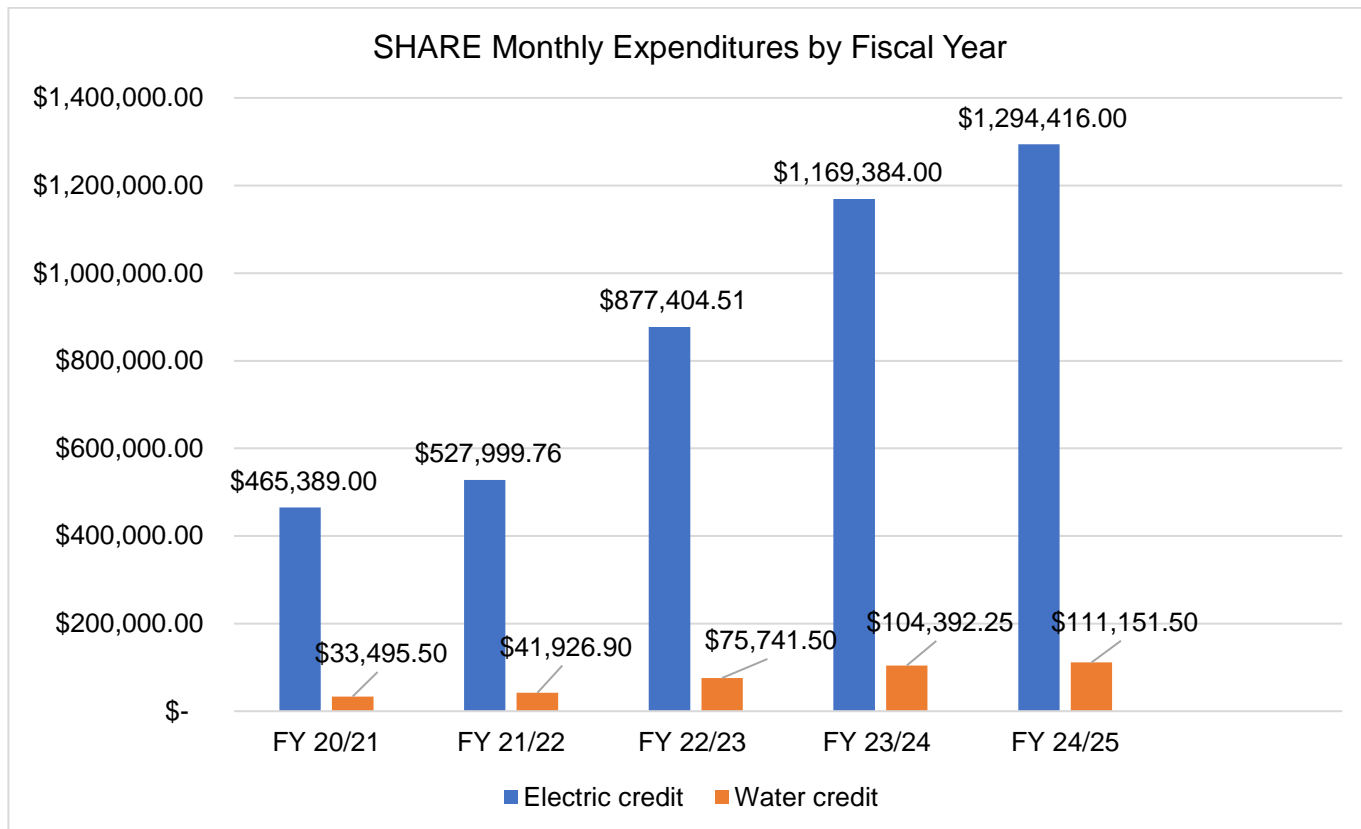
RESIDENTIAL DETAIL

Sharing Households Assist Riverside’s Energy - SHARE PROGRAM

The Sharing Households Assist Riverside’s Energy (SHARE) program assisted 4,265 customers from July 2024 through May 2025, which reflects the total participant amount for the \$250.00 shut-off and/or deposit assistance credit.

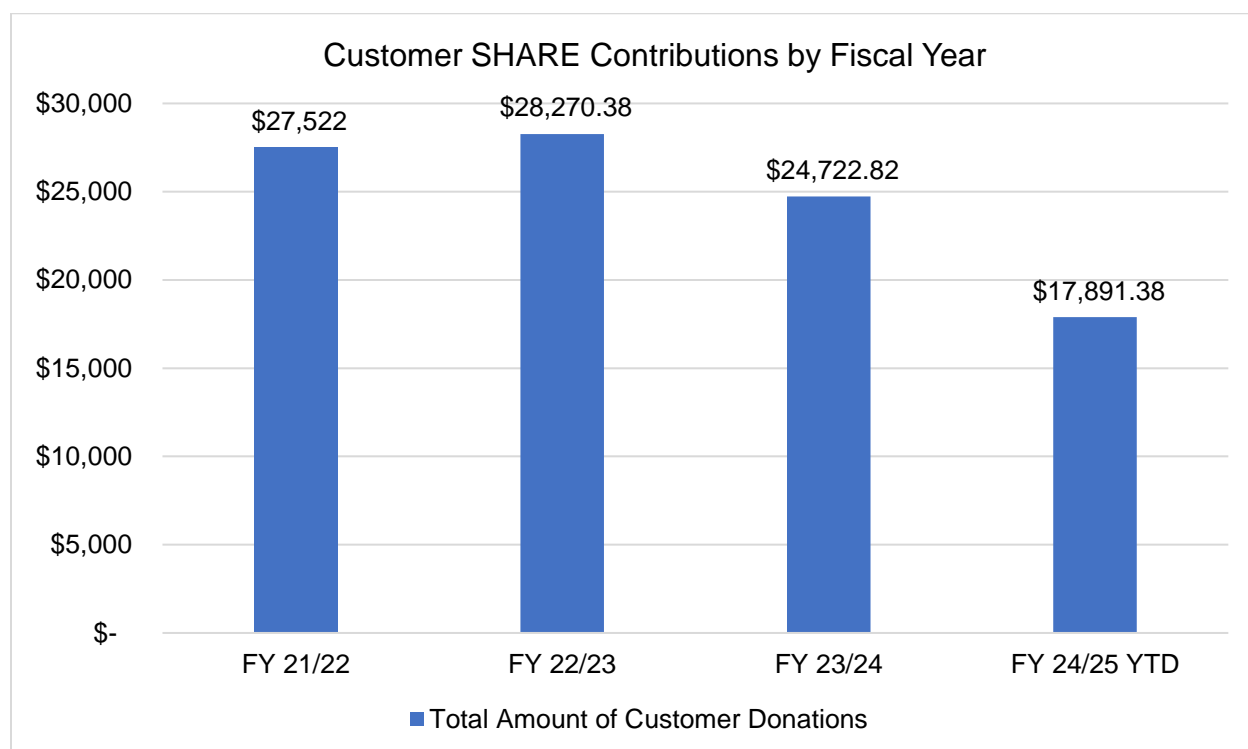


From July 2024 through May 2025, the SHARE Program has expended a total of \$1,294,416.00 on electric monthly credits, and a total of \$111,151.50 on water monthly credits.



### *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 2024 through May 2025, the program worked with 376 homes in the RPU service area, expending an estimated total of \$568,882. 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 (MHMF)**

On May 20, 2025, City Council approved the first Amendment to the MHMF Energy Efficiency Program, as a result the program is now active, and future updates will be included. The MHMF program assists customers residing in a mobile-home or multi-family unit. From August 2024 through May 2025, the program served 128 mobile-homes and 317 multi-family homes in the RPU service area, expending a total of \$540,904.29. 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 2024 through May 2025 a total of 8,359 residential energy rebates were processed, for a total rebate amount of \$1,403,423.87.

<b>Residential Devices</b>	<b>Participation</b>	<b>RPU Expenditures</b>
Air Conditioning	377	\$124,825.00
Heat Pump	184	\$811,898.56
Energy Star	910	\$80,575.00
Pool Pump	61	\$12,600.00
Tree Power	5,414	\$231,349.93*
Weatherization	312	\$53,210.38
Recycling	329	\$29,400.00
A&G Recycling	772	\$59,565.00
<b>Energy Rebate Total</b>	<b>8,359</b>	<b>\$1,403,423.87</b>

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

From July 2024 through May 2025, the Used Electric Vehicle (EV) Rebate Program has approved 73 rebate applications for a total of \$90,500.00. The EV Charger Rebate Program has approved 40 rebates for a total of \$18,459.15. The Commercial EV Charger Program has approved 1 rebate for \$20,000.

## **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](http://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 through May 2025 a total of 248 residential water rebates were processed with total payout (RPU/MWD) of \$303,267, representing annual water savings of 5,136,100 gallons.

Residential Devices & Turf	Participation / Devices	RPU Expenditure	MWD Expenditure
Flow Monitor/Leak Detection Device	27	\$2,100.00	\$2,800.00
High-efficiency Clothes Washer	116	\$17,000.00	\$9,860.00
Hose Bib Irrigation Controller	1	\$15.00	\$35.00
Premium HET (from 1.6 GPF toilet)	5	\$300.00	\$200.00
Rotating Nozzles	3 (124)	\$372.00	\$248.00
Turf Removal (per square foot)	38 (62,886)	\$128,643.00	\$131,096.00
Weather-based Irrigation Controllers (WBIC / WBICLL)	58	\$6,513.00	\$4,085.00
<b>Total</b>	<b>248</b>	<b>\$154,943.00</b>	<b>\$148,324.00</b>

### ***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 2024 through May 2025, 186 customers have been assisted.

### **COMMERCIAL DETAIL**

#### ***Energy Rebates***

From July 2024 through May 2025, a total of 97 commercial rebates were processed (18 lighting, 5 energy star, 1 weatherization, 3 performance-based incentive, and 70 air conditioning) with a total payout of \$272,666.16 and a total kWh saving of 4,156,854.

#### ***Direct Install Programs***

During May 2025, the Small Business Direct Install and Outdoor Lighting Program conducted 43 audit visits at local businesses and a total of 66 direct installs were completed, expending an estimated \$310,511 for businesses.

#### ***Water Rebates***

From July 2024 through May 2025, 8 commercial accounts and 1 public agency removed 85,454 square feet of turf with a rebate total of \$223,692; these projects represent annual water savings of 3,499,077 gallons. One commercial account replaced 238 Premium High Efficiency Toilets (PHET) representing 935,116 gallons of water saved annually.

### **EDUCATION DETAIL**

On May 6 the team collaborated with Western Municipal Water District to host a field trip for 25 students and their parent chaperones from St. Francis Elementary School. Participants visited

WMWD's Arlington Desalter Plant to learn about aquifers, ground water, wells, and water treatment. Students, parents and teachers then visited the Kathleen Gonzales Waterwise Garden to learn the importance of water conservation through drought tolerant landscaping and the how to increase water infiltration on a property by planning more permeable surfaces.

The latest Family STEAM Day at the Library was held at the Salvadore J. Lara Library in Casa Blanca for approximately 20 participants, where they built light up circuit bugs, and learned the importance of pollinators in the environment.

The team was invited to speak, with Gordon Bourns, to high school students and their parents on May 7 and 8 at Martin Luther King and Woodcrest Christian High School respectively. Approximately 30 parents and students received information and sign up for STEM Public Utilities Learning Lab and STEM FUNDamentals.

Planning for the 2025 STEM in Public Utilities Learning Labs and STEM FUNDamentals is ongoing. To date we have scheduled facilities tours with the Riverside Energy Resources Center (RERC), Utility Operations Center (UOC), Water Quality Control Plant, and the Traffic Management Center.

## **COMMUNICATIONS DETAIL**

### *Email Communications*

- Residential Email sent on 5/2/25. Content included Drinking Water Week, Family STEAM Day, and STEM PULL Registration.
  - i. 73,993 emails sent
  - ii. 54,168 emails opened by customers
- Residential Email sent on 5/27. Content included Heat Pump and Air Conditioning Rebates, Weather-Based Irrigation Controller Rebates, and RPU and RFD Electrical Safety Training.
  - i. 77,402 emails sent
  - ii. 54,473 emails opened by customers
- Commercial email sent on 5/6/25. Content included: Drinking Water Week, Family STEAM Day, and STEM PULL Registration.
  - i. 4,919 emails sent
  - ii. 3,492 emails opened by customers
- Commercial email sent on 5/29/25. Content included: Heat Pump and Air Conditioning Rebates, Smart Irrigation Program, and RPU and RFD Electrical Safety Training.
  - i. 5,243 emails sent
  - ii. 3,436 emails opened by customers

### *In-Person Events*

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

- 5/2 – Show N' Go, Downtown Riverside
- 5/3 – Mission Village Senior Resource Fair, 3700 Buchana St.
- 5/8 – La Sierra University Career Fair, La Sierra University
- 5/8 – Eco Car Event, UCR
- 5/15 – Family STEAM Day, Casa Blanca Library
- 5/17 – Blue Zones Project Kick Off, Riverside Airport
- 5/24 – Annual Riverside Chili Cook-Off, Magnolia Ave and Van Buren
- 5/26 – Westcoast Thunder, Downtown Riverside
- 5/28 – Business Expo and Mixer, Riverside Marriott

### *Social Media Outreach*

Key social media posts during the month of May 2025:

- 5/1 – Asian American Native Hawaiian Pacific Islander Heritage Month
- 5/1 – Throwback Photo
- 5/5 – Drinking Water Week
- 5/5 – Electric Vehicle Workshop
- 5/6 – SHARE
- 5/9 – Riverside Insect Fair Throwback
- 5/9 – RPU Bill Pay Down
- 5/12 – STEAM Day
- 5/13 – Linemen Rodeo
- 5/15 – Premium High Efficiency Toilets
- 5/20 – Chili Cook-Off Event
- 5/21 – Climate-Appropriate Landscaping
- 5/22 – Free Soaker Hose
- 5/24 – Assistance Programs
- 5/25 – Milar Balloon Safety
- 5/26 – Memorial Day Honor
- 5/30 – Heat Pump Rebate
- 5/30 – Virtual Waterwise Landscape Workshop

### **UPCOMING EVENTS – August**

- 8/19 – Family STEAM Day, Main Library, 2:00pm-5:00pm

Back of Bill messaging for August

- Turf Replacement Rebate



## RPU - COMMUNITY ENGAGEMENT EVENTS GALLERY

Show N' Go, Downtown Riverside, 5/2/25



Mission Village Senior Resource Fair, 5/3/25



Western and RPU Field Trip with St. Francis Catholic School 5/6/2025





Eco Car Event, UCR, 5/10/25



Family STEAM Day, Casa Blanca Library 5/15/2025



Blue Zones Project Kick Off, Riverside Airport, 5/17/25



Annual Riverside Chili Cook-Off, Magnolia Ave and Van Buren, 5/24/25



Westcoast Thunder, Downtown Riverside, 5/26/25



Business Expo and Mixer, Riverside Marriott, 5/28/25

