

RIVERSIDE PUBLIC UTILITIES RESOURCES FOR SENIORS

Riverside Public Utilities

Commission on Aging
January 29, 2026

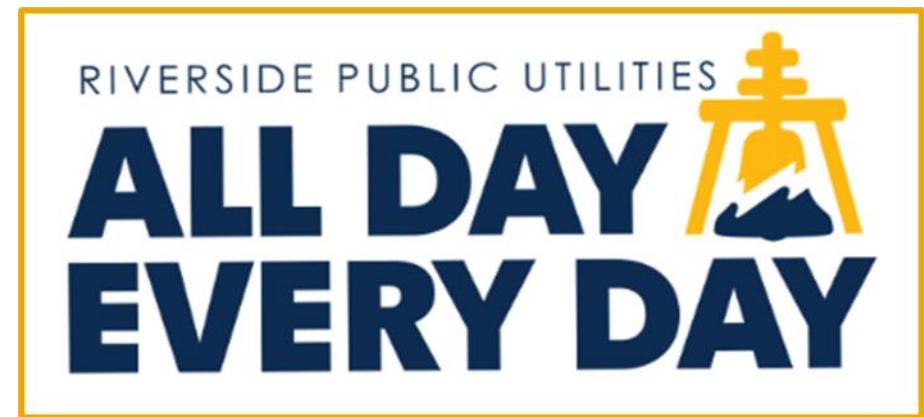
RPU – SUPPORTING THE COMMUNITY

Mission Statement

To provide the highest quality water and electric service at the lowest possible rates to benefit the community.

Supporting our community:

1. Safe and reliable water and electric services
2. Lowest possible rates
3. Quality customer care and services
4. Sustainability, operational excellence, strong workforce



LOW-INCOME SUPPORT

**RPU providing low-income assistance programs
since the late 1980's**

- 1. Sharing Households Assist Riverside's Energy (SHARE) program**
established in 1989
 - a. Initially only provided emergency assistance
 - b. Currently provides a monthly on-bill credit and deposit and emergency bill assistance
- 2. Energy Savings Assistance Program (ESAP)** established in 2012
 - a. Provides direct installation of energy efficient devices and appliances to increase efficiency and help lower bills



CURRENT INCOME QUALIFICATIONS

1. SHARE and ESAP apply the same income qualification criteria
2. Customers who qualify for one program will qualify for the other
3. Currently at 250% or below federal poverty guidelines

Number in Household	Total Annual Income Does Not Exceed	Total Monthly Income Does Not Exceed
1	\$39,125	\$3,260
2	\$52,875	\$4,406
3	\$66,625	\$5,552
4	\$80,375	\$6,697
5	\$94,125	\$7,843
6	\$107,875	\$8,989
7	\$121,625	\$10,135
8	\$135,375	\$11,281

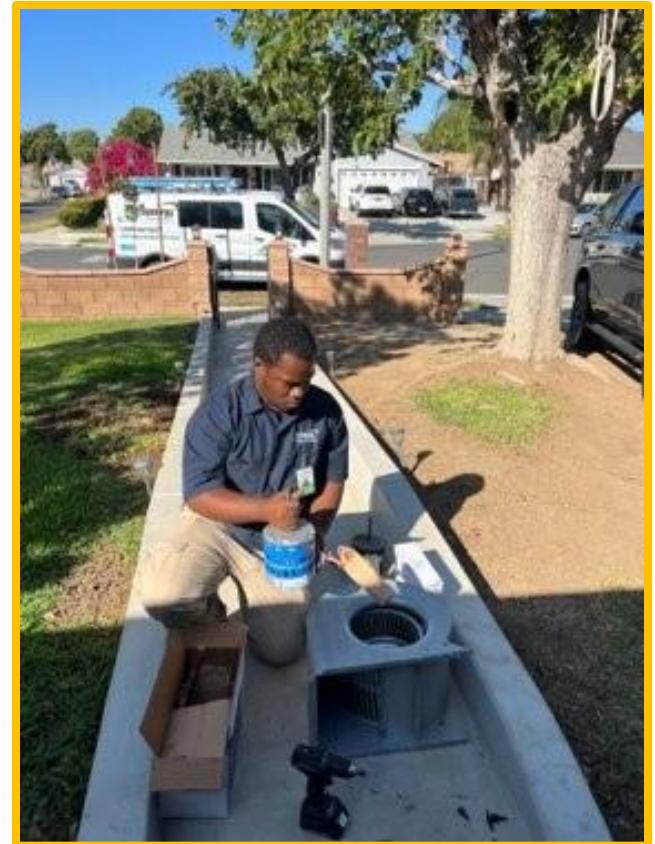
SHARE PROGRAM

1. Serves an average of 5,900 customers each month
2. Current monthly benefit increases through 2028
3. The maximum benefit a customer may receive over a year is the \$250 emergency/deposit assistance plus a total of \$288 in monthly credits – or a total of \$538

Year	Monthly Electric Credit	Monthly Water Credit
As of January 1, 2023	\$16	\$3.25
January 1, 2024	\$20	\$4.25
January 1, 2025	\$24	\$4.75
January 1, 2026	\$28	\$5.25
January 1, 2027	\$29	\$5.75
January 1, 2028	\$30	\$6.25

ESAP PROGRAM

1. Partnership with SoCal Gas – Vendor is Synergy
 - a. Requires customer to qualify as low-income as well as meet attic ventilation requirements
2. RPU Measures
 - a. New refrigerator replacement (up to 18 cubic feet) and recycling of old (from 2009 or earlier) unit
 - b. New energy-efficient LED lighting (indoor and outdoor)
 - c. Air-conditioning tune-ups
 - d. Electrically commuted motor (ECM) HVAC motors
 - e. Smart programmable thermostat
 - f. Insulation, weather-stripping and caulking to lower heating and cooling costs
 - g. Duct seal and test
 - h. Occupancy sensors
 - i. Whole house fan



MOBILE HOME AND MULTIFAMILY PROGRAM

1. Partnership with SoCal Gas – Vendor is Synergy

- a. No income requirement, qualification base on housing unit structure – mobile home or multi-family (apartment, townhome) unit

2. RPU Measures

- a. New refrigerator replacement (up to 18 cubic feet) and recycling of old (from 2009 or earlier) unit
- b. Smart programmable thermostat
- c. New energy-efficient LED lighting
- d. Life cycle refrigerant management
- e. Electrically commuted motor (ECM) HVAC motors
- f. Crossover duct replacement *Mobile-homes only



OTHER ASSISTANCE

Utility Users Tax - UUT

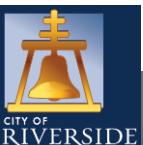
- City tax on **all** utilities
- Provides an annual refund of all UUT to qualified residents
 - Property must be the claimant's primary residence
 - Their name must appear on the utility bills
 - Total gross household income of less than \$23,475 for the previous Federal income tax year (2024/25 information)

Reliability Waiver

- RPU reliability charge Program waives the charge customers that qualify for the UUT refund
 - - AND -
 - Are a senior aged 55+

•Utilicare

- Medical support program
- Provides adjusted rates to Riverside Public Utilities customers who are (or have) a full-time resident in their home who regularly uses certain medical device(s).



ENERGY AND WATER REBATE PROGRAMS

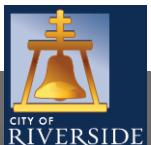
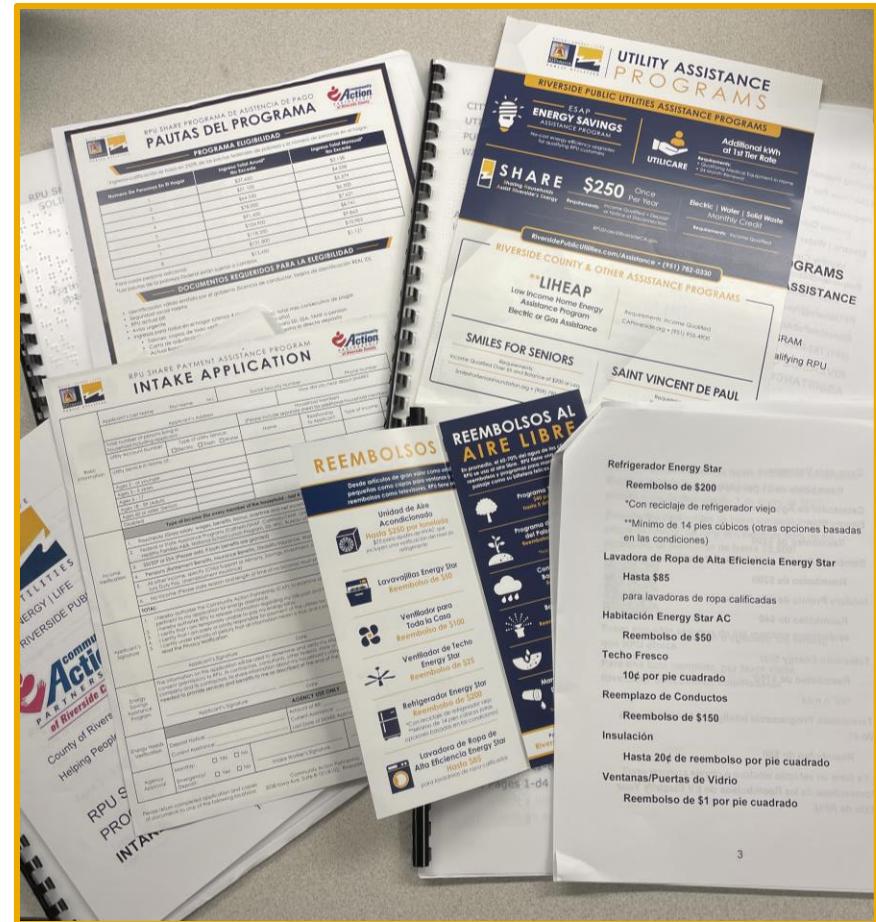
RPU offers a wide range of energy and water efficiency programs to help customers lower their utility bills:

1. Energy Star appliance rebates
2. Shade Trees
3. Weatherization
4. Turf replacement
5. Washer and toilet replacement



ACCESSIBILITY FOR OUR CUSTOMERS

1. RPU program information is available in large print and braille formats
2. All program information and outreach materials are in Spanish and English
3. RPU webpages are available in other languages and have read-aloud capability



BE AWARE OF SCAMMERS

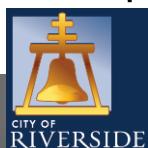


One of the most common utilities' scams, a caller may:

1. Pretend to be from your utility
 - Your caller ID may even display your utility's name
2. Threaten to turnoff power, water or natural gas service within an hour
3. Demand immediate payment, often by prepaid debit card

RPU will NEVER:

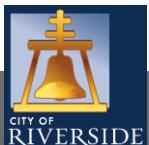
1. Call and ask for personal payment details
2. Request payment in person at your home or business
3. Demand immediate payment
4. Disconnect you on short notice
5. Request access to the inside of your home



If in doubt, call our Customer Service Team at:
(951) 782-0330

BEING PRESENT AND AVAILABLE TO CUSTOMERS

1. Monthly visits to several senior centers across the City:
 - a. Janet Goeske Senior Center (every 2nd Wednesday)
 - b. Victoria Springs Apartments (every 3rd Tuesday)
 - c. Cambridge Gardens Senior Housing (every 3rd Wednesday)
 - d. Silvercrest Salvation Army Senior Housing (quarterly and visit during events & special key dates)
2. Presentations on RPU programs at the Mayor's Senior Forums throughout the year.
3. Available to provide presentations to community groups
4. Printed information maintained at the Arlanza, Springbrook Clubhouse, Orange Terrace, and Renck Community Centers, as well as Dales and La Sierra Senior Centers.



PROVIDING IN-PERSON SUPPORT

Walk-in Resources

1. Speak directly with staff
2. Receive assistance in completing forms and obtaining information on RPU programs

1.RPU - Orange Square Customer Service

- Location: 3901 Orange Street, Riverside, CA 92501
- **Customer Service Main Number: (951) 782-0330**

1.RPU - Casa Blanca Resource Center

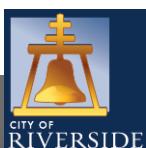
- Location: 3025 Madison Street, Riverside 92504
- Phone: 951-826-5485

RPU - Home visits

- For senior and disabled customers who have difficulty coming into the office. Contact either number above.

Riverside County - Community Action Partnership (CAP)

- Location: 2038 Iowa Avenue (Suite B-102), Riverside 92507
- Phone: (951) 955-4900



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RiversideCA.



DISCUSSION AND QUESTIONS

Open discussion and questions

