



RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: JULY 27, 2026

GENERAL MANAGER'S REPORT

CUSTOMER ENGAGEMENT PROGRAM UPDATES THROUGH MAY 2026

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 4/16/24), 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 2026 HIGHLIGHTS

Residential

- A. Sharing Households Assist Riverside's Energy (SHARE) Program assisted 4,086 customers from July 2025 through May 2026 totaling \$1,021,500 in past-due assistance.
- B. Energy Savings Assistance Program (ESAP) assisted 285 customers from July 2025 through May 2026 and expended \$447,880.
- C. Mobile-Home and Multi-Family Energy Efficiency Program (MHMF) assisted 810 customers from July 2025 through May 2026 and expended \$982,394.28

Commercial

- A. Processed 115 large commercial rebates from July 2025 through May 2026 for a total of \$512,591.61 and 7,158,062 kWh saved.
- B. Small Business Direct Install and Outdoor Lighting Program - completed 30 direct installs.

Education

- A. Attended Western Municipal Water District's Krieger Grant Teacher Awards Night.
- B. Family STEAM Day at the SSgt. Salvadore J. Lara Casa Blanca Library.
- C. Ribbon cutting ceremony for the new waterwise garden at the March Air Force Base Field Museum.
- D. Attended Riverside Works Job Fair at Tyler Galleria mall.

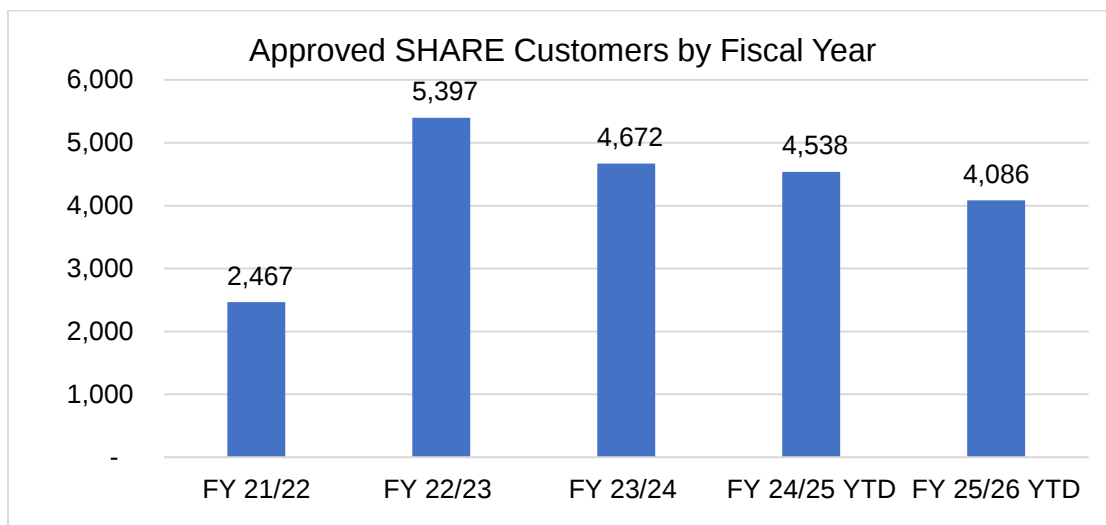
Communications

- A. Developed new pull-up banners aimed at raising awareness about utility scams.
- B. Worked with Tyler Mall to promote water conservation tips, facts and rebates opportunities.
- C. Residential Emails: 5/8
- D. Commercial Emails: 5/8

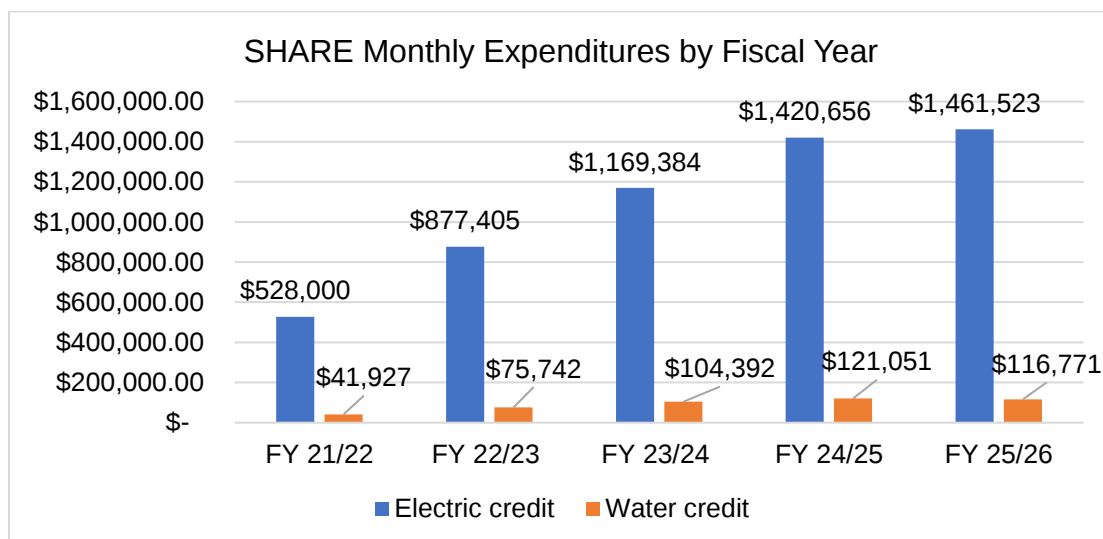
RESIDENTIAL DETAIL

Sharing Households Assist Riverside's Energy - SHARE PROGRAM

The Sharing Households Assist Riverside's Energy (SHARE) program assisted 4,086 customers from July 2025 through May 2026, which reflects the total participant amount for the \$250.00 shut-off and/or deposit assistance credit.

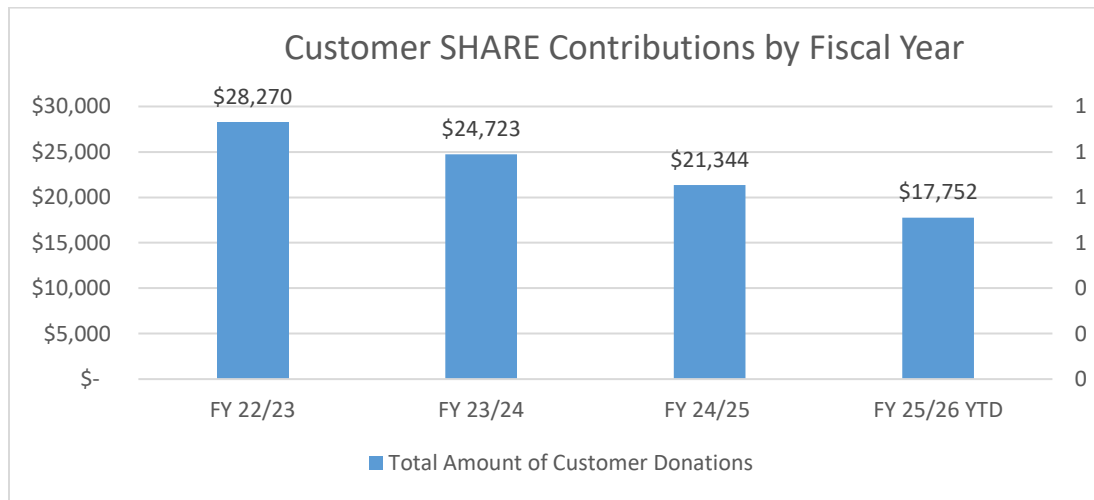


From July 2025 through May 2026, the SHARE Program has expended a total of \$1,461,523 on monthly electric credits, and a total of \$116,771 on water monthly credits.



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 May 2026, the program worked with 285 homes, expending an estimated total of \$447,880. 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 May 2026 a total of 98 mobile-homes and 712 multi-family homes participated, expending a total of \$982,394.28. 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 May 2026 the team processed 6,699 residential energy rebates, for a total rebate amount of \$1,417,669.10.

Residential Devices	Participation	RPU Expenditures
Air Conditioning	420	\$115,199.98
Heat Pump	233	\$913,664.27
Energy Star	843	\$74,825.00
Pool Pump	74	\$15,200.00
Tree Power	3899	\$170,504.35*
Weatherization	272	\$51,665.50
Recycling	337	\$29,600.00
A&G Recycling	621	\$47,010.00
Energy Rebate Total	6,699	\$1,417,669.10

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

From July 2025 through May 2026, the Used Electric Vehicle (EV) Rebate Program approved 107 rebate applications, totaling \$172,000.00. The EV Charger Rebate Program has approved 35 rebates for a total of \$33,135.66.

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. In April 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 May 2026 a total of 245 residential water rebates were processed with total payout (RPU/MWD) of \$344,187, representing annual water savings of 4,063,400 gallons.

Residential Devices & Turf	Participation / Devices	RPU Expenditure	MWD Expenditure
Flow Monitor/Leak Detection Device	23	\$1,950	\$3,200
High-Efficiency Clothes Washer (HECW)	80	\$15,225	\$6,800
Premium High-Efficiency Toilet (PHET)	59	\$900	\$22,040*
Weather-based Irrigation Controllers (WBIC / WBICLL)	40	\$3,620	\$3,737
Turf Removal Rebate (per square foot)	30 (50,638)	\$134,465	\$149,250
Turf Rebate (new trees planted)	13 (25)	\$0	\$3,000
Total	245	\$156,160	\$188,027

* 53 (PHET) 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). 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 May 2026, 411 customers participated in this program.

Waterwise Landscape Workshops

In partnership with the Riverside-Corona Resource Conservation District (RCRCD), RPU offers free Waterwise Landscape Workshops to help customers improve water efficiency and create sustainable landscapes.

On Saturday, May 16, 2026, a *Pollinator Paradise: Gardening for Bees, Butterflies & Birds* workshop was held at the Casa Blanca Library. Presented by the UC Master Gardeners, participants learned how to attract and support pollinators through proper plant selection, bloom timing, habitat creation, and pesticide-free gardening practices.



COMMERCIAL DETAIL

Energy Rebates

From July 2025 through May 2026, a total of 115 commercial rebates were processed (6 Lighting, 7 Weatherization, 2 Lighting – HID, 3 Performance-Based Incentives, 4 Energy Star, 3 Energy Management Systems, 1 Shade tree, and 89 Air Conditioning) with a total payout of \$512,591.61 and a total kWh savings of 7,158,062.

Direct Install Programs

During May 2026, the Small Business Direct Install and Outdoor Lighting Program conducted 38 audit visits at local businesses, and a total of 30 direct installs were completed, expending an estimated total of \$104,048.88.

Water Rebates

From July 2025 through May 2026, 27 commercial water rebates were processed including the removal of 198,245 square feet of turf with a rebate total of \$1,213,453; these projects represent an annual water savings of 7,866,689 gallons.

Commercial Program Update

California Energy Commission (CEC) Demand Side Grid Support (DSGS) Program's 5th Edition DSGS Guidelines were adopted at the April 27, 2026, CEC Business meeting, which suspended Option 1 for the 2026 program year due to budget constraints. This was the only option under the statewide program that was approved for participation by the City Council on June 11, 2024. Under the suspension, no new customers may sign up nor will the existing customers currently enrolled in this program be called upon to participate by the CEC. In addition, the 2026 program year is the last year of the state funded approved program.

EDUCATION DETAIL

On May 13th the Team attended Western Municipal Water District's awards night, which recognized and celebrated teachers in our service area who received the Krieger Grant to support in-depth water education activities in their classrooms. The event also honored students within the service area who won Metropolitan Water District's "Water is Life" art contest, as well as

college students receiving scholarships to pursue careers in the water industry.

A Family STEAM Day event was held on May 19th at the SSgt. Salvadore J. Lara Casa Blanca Library. In recognition of National Bee Day and with access to the library's waterwise garden, activities focused on pollinators, and the importance of incorporating pollinator-friendly features into waterwise landscapes. The event achieved the highest participation rate at this library location in the past three years, with 30 participants enjoying the STEAM activities.

On May 20th, the Team represented RPU at the March Field Air Museum during the ribbon-cutting ceremony for their new water-wise landscaping project. During the event, the team had the opportunity to collaborate with education representatives from Eastern Municipal Water District and learn more about their high school Career Technical Education (CTE) focused on careers in the water industry.

In collaboration with the Riverside Chamber of Commerce, the team attended the Riverside Works Job Fair held at Tyler Galleria on Thursday, May 28. Representatives were able to share information regarding the hiring process for jobs at RPU. Students were given information on certification pathways for certain careers in water and energy and several teachers learned about educator positions they might find in education and outreach in the utility industry.

COMMUNICATIONS DETAIL

Email Communications

- Residential Email sent on 5/8/26. Content included Drinking Water Week, Waterwise Workshops, STEM-PULL Registration, and Family STEAM Day.
 - i. 76,780 emails sent
 - ii. 54,122 emails opened by customers
- Commercial email sent on 5/8/26. Content included: Drinking Water Week, Waterwise Workshops, STEM-PULL Registration, and Family STEAM Day.
 - i. 5,313 emails sent
 - ii. 3,358 emails opened by customers

In-Person Events

Below are the in-person events the CE Team participated in April 2026:

- 5/2 – Show N Go, Downtown Riverside, 7am-5:30pm
- 5/6 – Senior Conference and Resource Fair, The Janet Goeske Center, 8am-1:30pm
- 5/9 – Cinco de Mayo, Villegas Park, 8am-8:30pm
- 5/16 – Landscape Workshop - Lawn to Lush: Turf Removal & Irrigations Solutions, CRC, 10am-12pm
- 5/19 – Family STEAM Day, Casa Blanca Library, 2pm-5pm
- 5/23 – Chili Cook Off, Magnolia Ave & Van Buren, 10am-6:30pm
- 5/25 – Westcoast Thunder, Downtown Riverside, 5:30am-4:30pm
- 5/28 – Riverside Works Job Fair, Tyler Mall, 3:30pm-8:30pm
- 5/30 – First Annual Student Climate Convergence, Riverside Community College, 11:30am-2:30pm

Key social media posts during the month of May 2026:

- 5/1 – Pollinator Paradise Workshop
- 5/2 – Family STEAM Day
- 5/4 – Drinking Water Week

- 5/5 – Business Outdoor Lighting Program
- 5/7 – Drinking Water Week
- 5/8 – Pollinator Paradise Video
- 5/11 – HVAC rebates
- 5/12 – Job Openings
- 5/13 – Assistance Programs
- 5/15 – Waterwise Workshop
- 5/18 – Family STEAM Day
- 5/20 – Inland Empire Landscape Contest
- 5/21 – EV Rebates
- 5/22 – Energy Star Rebates
- 5/25 – Memorial Day
- 5/26 – Mylar Balloons/Power Line awareness
- 5/27 – RPU's Groundwater
- 5/29 – Last Call: IE Landscape Contest

UPCOMING EVENTS – AUGUST

- 8/18 – Family STEAM Day, 3900 Mission Inn Ave, 2pm-5pm

Back of Bill messaging for August

- Spotlight on Customer Resource Center

RPU - COMMUNITY ENGAGEMENT EVENTS GALLERY

Sr. Conference and Resource Fair, Janet Goeske, 5/6/2026



Cinco de Mayo, Villegas Park, 5/9/2026



Water Workshop, Customer Resource Center, 5/16/2026



Chili Cook Off, Van Buren and Jackson St., 5/23/26



Westcoast Thunder, Downtown Riverside, 5/25/26



Riverside Works Job Fair, Tyler Mall, 5/28/26



First Annual Student Climate Convergence, RCC, 5/30/26

