



RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: JUNE 22, 2026

GENERAL MANAGER'S REPORT

CUSTOMER ENGAGEMENT PROGRAM UPDATES THROUGH APRIL 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 APRIL 2026 HIGHLIGHTS

Residential

- A. Sharing Households Assist Riverside's Energy (SHARE) Program assisted 3,683 customers from July 2025 through April 2026 totaling \$920,750 in past-due assistance.
- B. Energy Savings Assistance Program (ESAP) assisted 267 customers from July 2025 through April 2026 and expended \$417,137.
- C. Mobile-Home and Multi-Family Energy Efficiency Program (MHMF) assisted 801 customers from July 2025 through April 2026 and expended \$973,521.70.

Commercial

- A. Processed a total of 78 large commercial rebates from July 2025 through April 2026 for a total of \$365,941.30 and 4,157,533 kWh saved.
- B. Small Business Direct Install and Outdoor Lighting Program - completed 24 direct installs.

Education

- A. Presented at the National Science Teaching Conference at the Anaheim Convention Center.
- B. Presented to the Water Education Coordinators Workgroup.
- C. Toured the John W. North Water Treatment Plant with homeschooled students.
- D. Attended the Spring Festival at the Education Options Center.

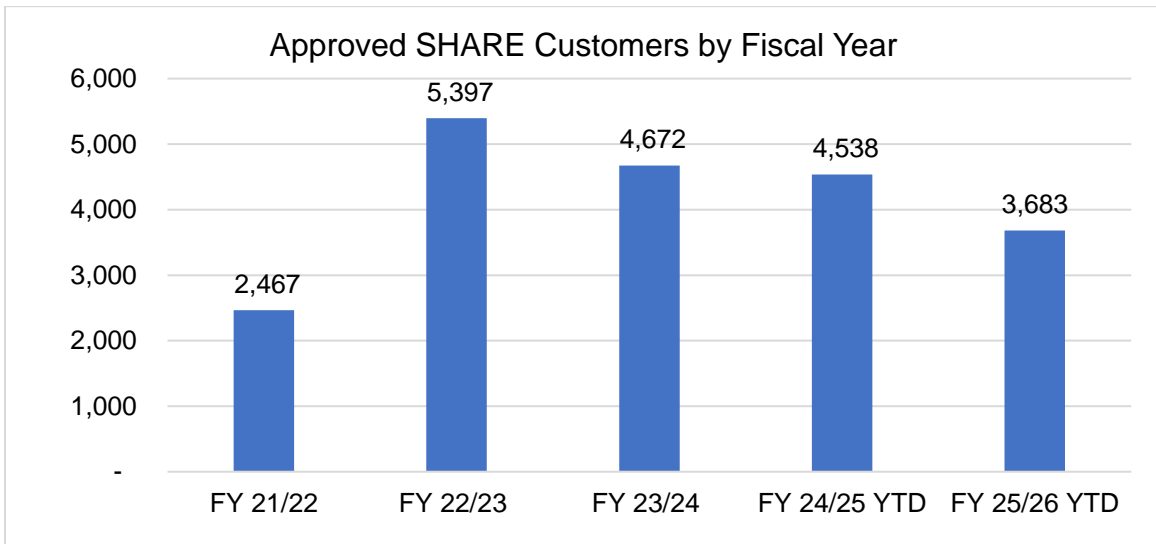
Communications

- A. Promotion of the Tree Power program
- B. Hosted Key Accounts breakfast with 27 attendees
- C. Reviewed latest batch of sponsorship requests with 14 RPU booths approved
- D. Celebrated Earth Day at the Riverside Insect Fair with an RPU booth and the Wyland Foundation Mobile Learning Science Lab
- E. Residential Emails: 4/9 & 4/27
- F. Commercial Emails: 4/10

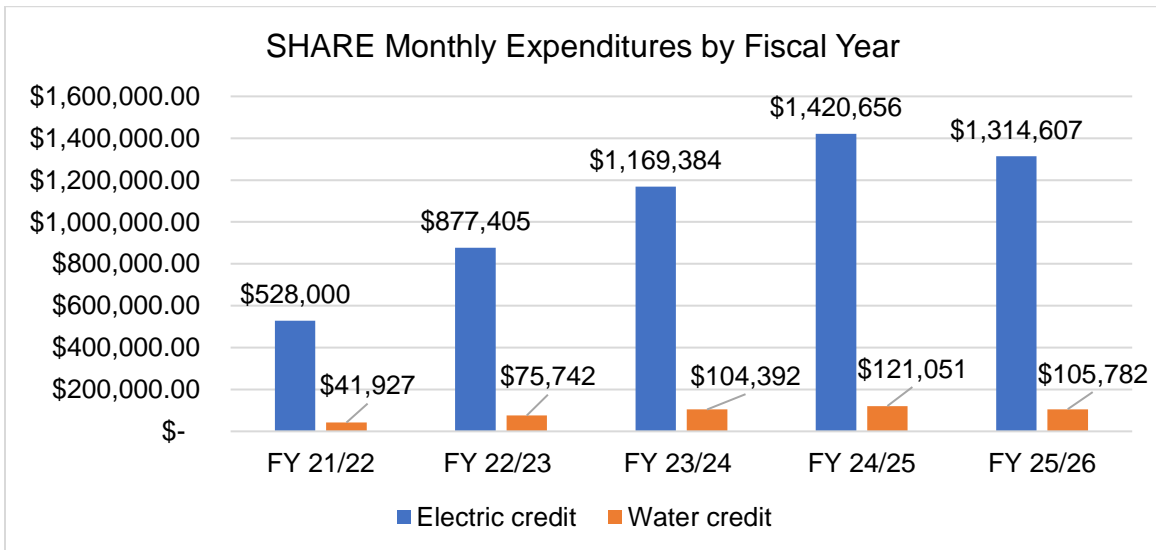
RESIDENTIAL DETAIL

Sharing Households Assist Riverside’s Energy - SHARE PROGRAM

The Sharing Households Assist Riverside’s Energy (SHARE) program assisted 3,683 customers from July 2025 through April 2026, which reflects the total participant amount for the \$250.00 shut-off and/or deposit assistance credit.

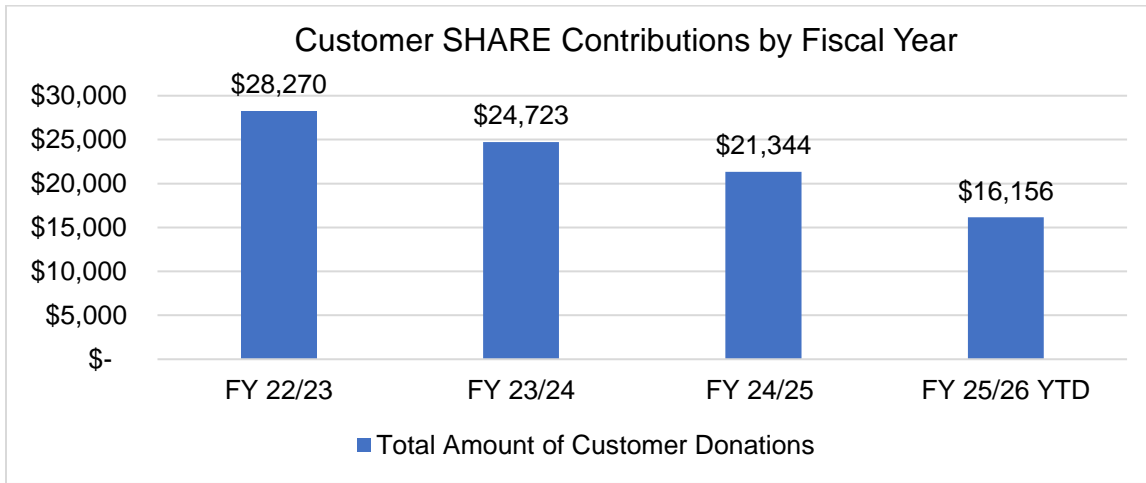


From July 2025 through April 2026, the SHARE Program has expended a total of \$1,314,607 on electric monthly credits, and a total of \$105,782 on water monthly credits.



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 April 2026, the program worked with 267 homes in the RPU service area, expending an estimated total of \$417,137. 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 April 2026 and served 89 mobile-homes and 712 multi-family homes in the RPU service area, expending a total of \$973,521.70. 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 April 2026 a total of 3,691 residential energy rebates were processed, for a total rebate amount of \$966,112.30.

Residential Devices	Participation	RPU Expenditures
Air Conditioning	364	\$99,949.98
Heat Pump	181	\$608,573.37
Energy Star	779	\$68,625.00
Pool Pump	71	\$14,600.00
Tree Power	1164	\$58,625.41*
Weatherization	240	\$44,613.54
Recycling	308	\$26,950.00
A&G Recycling	584	\$44,175.00
Energy Rebate Total	3,691	\$966,112.30

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

From July 2025 through April 2026, the Used Electric Vehicle (EV) Rebate Program has approved 78 rebate applications for a total of \$128,000.00. The EV Charger Rebate Program has approved 24 rebates for a total of \$19,143.82.

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 April 2026 a total of 225 residential water rebates were processed with total payout (RPU/MWD) of \$318,481, representing annual water savings of 3,794,530 gallons.

Residential Devices & Turf	Participation / Devices	RPU Expenditure	MWD Expenditure
Flow Monitor/Leak Detection Device	22	\$1,875	\$3,100
High-Efficiency Clothes Washer (HECW)	72	\$13,625	\$6,120
Premium High-Efficiency Toilet (PHET)	56	\$300	\$21,040*
Weather-based Irrigation Controllers (WBIC / WBICLL)	35	\$3,175	\$3,337
Turf Removal Rebate (per square foot)	27 (47,235)	\$120,465	\$142,444
Turf Rebate (new trees planted)	13 (25)	\$0	\$3,000
Total	225	\$139,440	\$179,041

* 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 April 2026, 379 customers participated in this program.

Waterwise Landscape Workshops

In partnership with the Riverside-Corona Resource Conservation District (RCRCD), RPU is offering a series of free Waterwise Landscape Workshops designed to help customers improve water efficiency and adopt sustainable landscaping practices.

On Saturday, April 11th, 2026 a Lawn to Lush: Turf Removal & Irrigation Solutions Waterwise

Landscaping Workshop was held at the Goeske Senior Center. Participants learned how to transform their landscape from a thirsty turf to a vibrant, water-efficient landscape. Additionally, we covered practical irrigation tips for fixing leaks, upgrading systems and optimizing water to keep landscapes thriving while conserving water. We had approximately 16 participants who attended the class.



COMMERCIAL DETAIL

Energy Rebates

From July 2025 through April 2026, a total of 97 commercial rebates were processed (4 Lighting, 6 Weatherization, 2 Lighting – HID, 2 Performance-Based Incentives, 2 Energy Star, 3 Energy Management Systems, and 78 Air Conditioning) with a total payout of \$365,941.30 and a total kWh savings of 4,157,533.

Direct Install Programs

During April 2026, the Small Business Direct Install and Outdoor Lighting Program conducted 27 audit visits at local businesses, and a total of 24 direct installs were completed, expending an estimated total of \$122,435.46.

Water Rebates

From July 2025 through April 2026, 22 commercial accounts removed 194,222 square feet of turf with a rebate total of \$1,173,186; these projects represent an annual water savings of 7,019,674 gallons.

EDUCATION DETAIL

In April, the team held 4 electricity classes with 100 students and 9 water classes with 255 students. The team also hosted one “Riverside’s Water: Source to Tap” class for 15 homeschool students.

From April 15th - 17th, the team attended the National Science Teaching Association Conference in Anaheim, California. On April 17th, alongside Western Municipal Water District staff, the team presented a 2-hour workshop titled The Elementary Educator’s Secret Weapon for Teaching Three-dimensional STEM: Non-Formal Educators in Local Industries and Public Agencies. Participants learned how to partner with local utility agencies and other municipal departments, to provide lessons or field trips that teach required STEM curriculum while introducing public servants into their science classrooms as subject matter experts. The team provided lesson plans, hands-on activities to use with their students, field trip opportunities and assisted them in cultivating resources from their own regions.

On April 23rd, the team presented a recap of our National Science Teaching Association (NSTA)

workshop to the Water Educators Coordinator Working group at Western Municipal Water District.

On April 28th, 15 homeschool participants toured the John W. North Water Treatment plant, where they learned about the drinking water treatment process.

On April 29th, the team attended the Spring Festival at the Educational Options Center, where students created recycled flowers out of plastic water bottles as a craft.

COMMUNICATIONS DETAIL

Email Communications

- Residential Email sent on 4/9/26. Content included Waterwise Workshop, ESAP (Energy Savings Assistance Program), Waterwise Workshops, Earth Day-Insect Fair event, Inland Empire Landscape Contest, and Customer Service hours update.
 - i. 73,817 emails sent
 - ii. 52,107 emails opened by customers
- Residential Email sent on 4/27/26. Content included Tree Power Coupon, Electric Vehicle Rebates, Inland Empire Landscape Contest, MHMF (Mobile Home Multi-Family) Assistance Program, and UCR EcoCar Survey.
 - i. 76,821 emails sent
 - ii. 36,931 emails opened by customers
- Commercial email sent on 4/10/26. Content included: Customer Service hours update, Waterwise Workshops, EV Rebates, and Earth Day-Insect Fair event.
 - i. 5,129 emails sent
 - ii. 3,365 emails opened by customers

In-Person Events

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

- 4/2 – Mission Village Park Event, Mission Village, 4pm-6pm
- 4/4 – Community Resource Fair, Casa Blanca Library, 9:30am-1:30pm
- 4/7 – Key Accounts Breakfast, Mission Square MP Room, 7am-10am
- 4/11 – Waterwise Workshop, Goeske Center, 10am-12pm
- 4/18 – Tamale Festival, White Park, 10am-7pm
- 4/25 – Earth Day, Main Library, 10am-4pm
- 4/25 – Health and Wellness Fair, Alvord School, 7:30am-1pm
- 4/28 – Riverside Downtown Partnership - Lunch and Learn, Game Lab, 12pm-1pm
- 4/28 – JW North Treatment Plant Tour, 10am-12pm
- 4/29 – Spring Festival at Educational Options Center, 10am-12pm

Key social media posts during the month of April 2026:

- 4/1 – Insect Fair-Earth Day event
- 4/6 – Lawn to Lush Workshop
- 4/8 – Customer Support
- 4/9 – Inland Empire Landscape Contest
- 4/10 – Energy Savings Assistance Program (ESAP)
- 4/11 – Insect Fair-Earth Day event
- 4/13 – Riverside Tamale Fest
- 4/14 – HVAC Tune Up

- 4/16 – Claim Your Shade Tree
- 4/17 – Insect Fair-Earth Day event
- 4/20 – STEM Public Utilities Learning Lab
- 4/21 – Inland Empire Landscape Contest
- 4/22 – Insect Fair-Earth Day event
- 4/24 – Arbor Day/Claim Your Shade Tree
- 4/27 – Electric Vehicles
- 4/28 – Electrical Infrastructure Upgrades
- 4/29 – Free Soaker Hose
- 4/30 – Family STEAM Day

UPCOMING EVENTS – July

- 7/19 – Back to School Backpack Event, Norte Vista High School, 9am-2pm
- 7/26 – Empire Disabilities Expo, La Sierra University, 10am-2pm

Back of Bill messaging for July

- Assistance Programs

RPU - COMMUNITY ENGAGEMENT EVENTS GALLERY

Mission Village Park Event, Mission Village, 4/2/2026



Community Resource Fair, Casa Blanca Library, 4/4/2026



Key Account Breakfast, Mission Square, 4/7/2026



Waterwise Workshop, Goeske Center, 4/11/2026



National Science Teaching Association Conference and Workshop, 4/17/2026



Tamale Festival, White Park, 4/18/2026



Earth Day and Insect Fair, Main Library, 4/25/2026



Health and Wellness Fair, Alvord School, 4/25/2026



Riverside Downtown Partnership - Lunch and Learn, 4/28/2026



J.W. North Treatment Plant Tour with Homeschool Group 4/28/2026



Spring Festival at RUSD's Educational Option Center 4/29/2026

