



RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: OCTOBER 27, 2025

GENERAL MANAGER'S REPORT

CUSTOMER ENGAGEMENT PROGRAM UPDATES THROUGH AUGUST 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 AUGUST 2025 HIGHLIGHTS

Residential

- A. Sharing Households Assist Riverside's Energy (SHARE) program assisted 639 customers from July 2025 through August 2025 totaling \$159,750 in past-due assistance.
- B. Energy Savings Assistance Program (ESAP) assisted 51 customers from July 2025 through August 2025 and expended \$79,170.
- C. Electric Vehicle (EV) Residential Charger Rebate Program processed 2 applications.

Commercial

- A. Processed a total of 111 large commercial rebates from July 2025 through August 2025 for a total of \$19,586.49 and 299,603 kWh saved.
- B. Small Business Direct Install and Outdoor Lighting Program - completed 34 direct installs.

Education

- A. Conducted site visits at elementary schools to support classroom learning
- B. Initiated the Garden Tile Project as part of celebrating 30 years in education
- C. Hosted Family STEAM Day at the Library
- D. Attended Project WET (Water Education for Teachers), facilitator training
- E. Provided water cycle classes

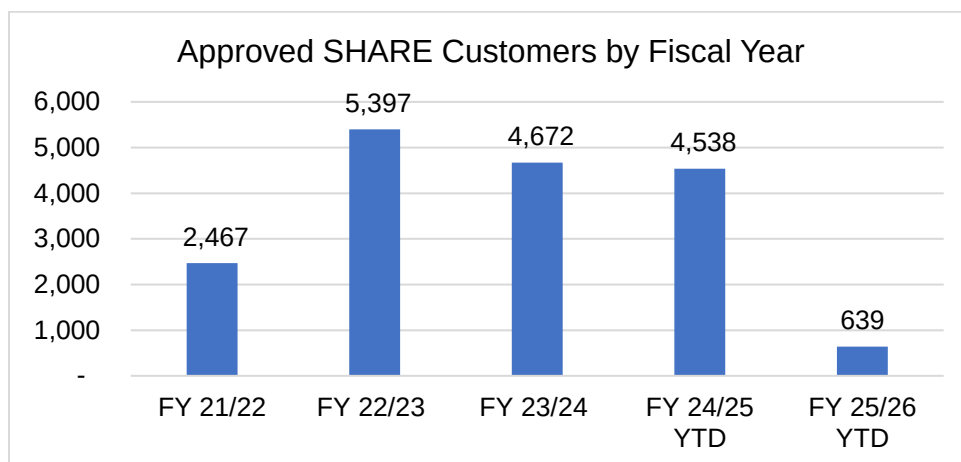
Communications

- A. Worked with the Office of Communications and IT to update the employee disclosure fields for our rebate and assistance program applications.
- B. Worked with the Office of Communications to develop a bill insert featuring tips for September Preparedness month.
- C. Submitted “30 Years of RPU Education” for entry to APPA for the Public Power Communications award.
- D. Residential Emails: 8/13 & 8/27
- E. Commercial Emails: 8/15 & 8/29

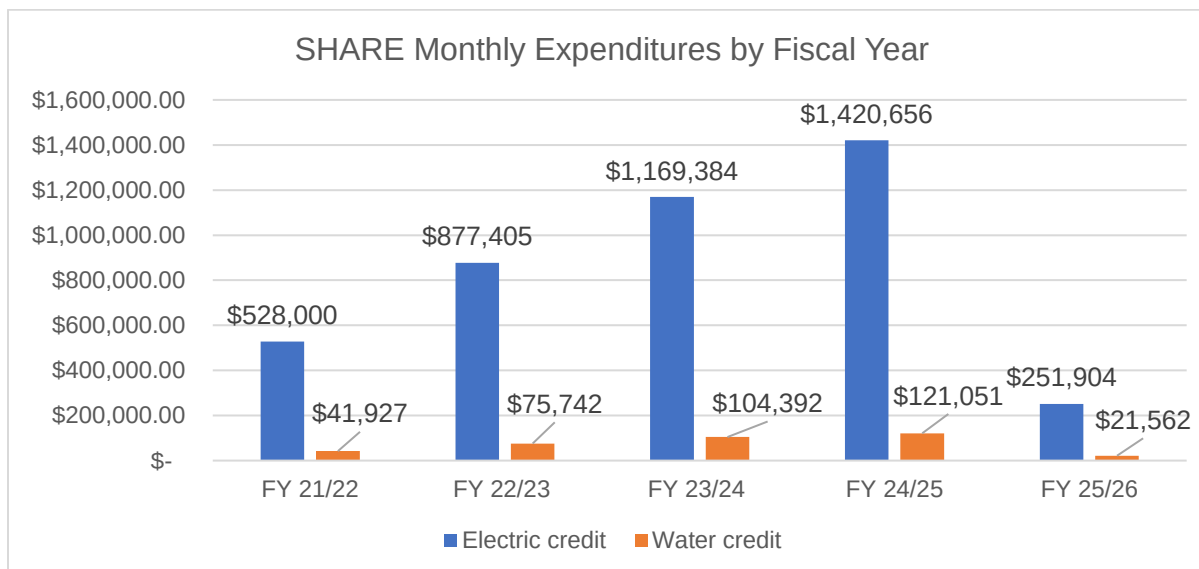
RESIDENTIAL DETAIL

Sharing Households Assist Riverside’s Energy - SHARE PROGRAM

The Sharing Households Assist Riverside’s Energy (SHARE) program assisted 639 customers from July 2025 through August 2025, which reflects the total participant amount for the \$250.00 shut-off and/or deposit assistance credit.

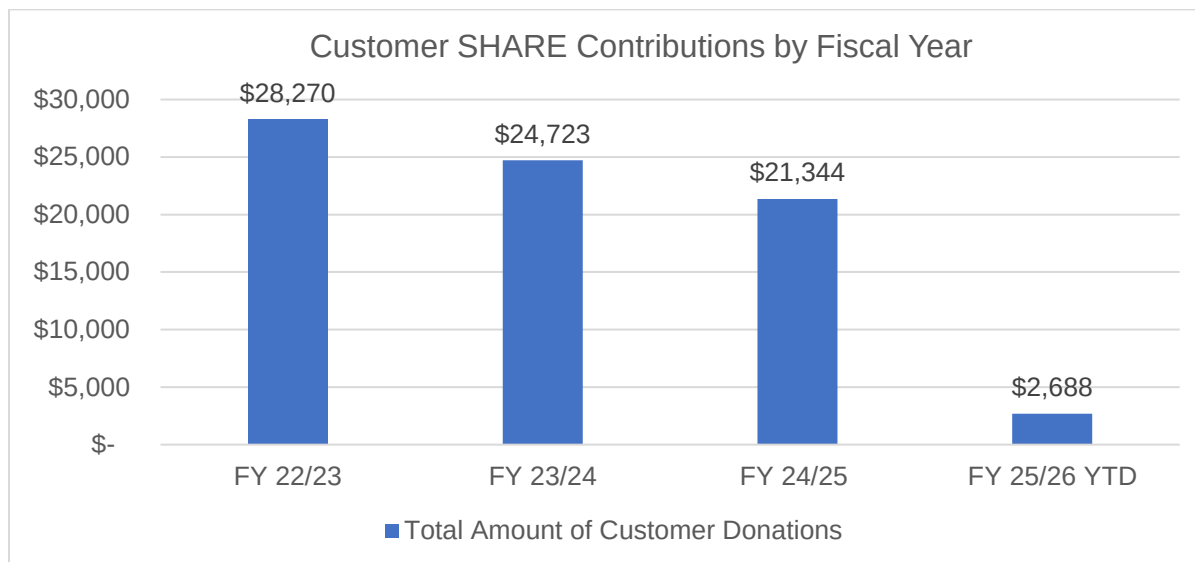


From July 2025 through August 2025, the SHARE Program has expended a total of \$251,904 on electric monthly credits, and a total of \$21,562 on water monthly credits.



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 August 2025, the program worked with 51 homes in the RPU service area, expending an estimated total of \$79,170. 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 August 2025, the program served 28 mobile-homes and 462 multi-family homes in the RPU service area, expending an estimated total of \$414,152. 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 August 2025 a total of 691 residential energy rebates were processed, for a total rebate amount of \$165,037.82.

Residential Devices	Participation	RPU Expenditures
Air Conditioning	88	\$24,799.98
Heat Pump	27	\$82,105.67
Energy Star	187	\$15,800.00
Pool Pump	20	\$4,000.00
Tree Power	110	\$9,598.79*
Weatherization	79	\$14,373.38

Recycling	64	\$5,600.00
A&G Recycling	116	\$8,760.00
Energy Rebate Total	691	\$165,037.82

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

From July 2025 through August 2025, the Used Electric Vehicle (EV) Rebate Program has approved 7 rebate applications for a total of \$8,500.00. The EV Charger Rebate Program has approved 2 rebates for a total of \$869.00. The Commercial EV Charger Program has not received applications this fiscal year.

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, 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 August 2025 a total of 40 residential water rebates were processed with total payout (RPU/MWD) of \$63,978, representing annual water savings of 893,511 gallons.

Residential Devices & Turf	Participation / Devices	RPU Expenditure	MWD Expenditure
Flow Monitor/Leak Detection Device	8	\$600	\$800
High-efficiency Clothes Washer	13	\$2,600	\$1,105
Weather-based Irrigation Controllers (WBIC / WBICLL)	13	\$1,560	\$1,040
Turf Removal (per square foot)	6 (10,596)	\$24,485	\$31,788
Total	40	\$29,245	\$34,733

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 August 2025, 66 customers have participated in this program.

COMMERCIAL DETAIL

Energy Rebates

From July 2025 through August 2025, a total of 17 commercial rebates were processed (1 weatherization, and 16 air conditioning) with a total payout of \$19,586.49 and a total kWh savings of 299,603.

Direct Install Programs

During August 2025, the Small Business Direct Install and Outdoor Lighting Program conducted 31 audit visits at local businesses, and a total of 34 direct installs were completed, expending \$212,759.

Water Rebates

From July 2025 through August 2025, 4 commercial accounts removed 27,571 square feet of turf with a rebate total of \$182,418; these projects represent annual water savings of 1,167,926 gallons.

EDUCATION DETAIL

Throughout August, the team focused on preparing for the 2025/2026 school year. The team conducted in-person visits to 24 elementary school sites in the Riverside Unified and Alvord Unified School Districts, as well as one private school, to promote education programs, deliver promotional materials, and meet with school personnel. A total of 87 teachers received “30 Years of Education” bags containing promotional items that support science programming. In addition, the team prepared more than 600 student science kits for electricity classes that are scheduled for September and October.

Student participation has begun for the Garden Tile Project. Thus far, the team has distributed tiles to 22 teachers at five schools. Students received a mini lesson alongside a project to deepen their understanding of waterwise gardening and the services they receive from Riverside Public Utilities.

On August 19, the team hosted the Family STEAM Day event, which was held at the Main Library. The event was well attended, with over 40 parents and students engaging in life science activities connected to the Riverside Public Utilities Tree Power Program.

On August 21, the team participated in Project WET (Water Education for Teachers) Facilitator Training hosted by Western Municipal Water District. This full day of training certified the team to train teachers and others in Project WET science and conservation, develop curriculum, and service training.

In August, the Education Team taught 4 water cycle classes, reaching a total of 111 students.

COMMUNICATIONS DETAIL

Email Communications

- Residential Email sent on 8/13/25. Content included Cool Center Information, Family STEAM Day, RiversideAlert, and Riverside Clean Air Carshare.
 - i. 77,219 emails sent
 - ii. 6,308 emails opened by customers
- Residential Email sent on 8/27. The content included Power Outage Map, Refrigerator Recycling Program, and Residential Turf Replacement Program.
 - i. 77,183 emails sent

- ii.60,512 emails opened by customers
- Commercial email sent on 8/15/25. Content included: Outdoor Lighting Program, RiversideAlert, Family STEAM Day, and Cool Center Information.
 - i.5,274 emails sent
 - ii.3,657 emails opened by customers
- Commercial email sent on 8/29/25. Content included: Energy Star Rebates, Power Outage Map, Water Savings Incentives Program, and Community & Economic Development RISE Program.
 - i.5,284 emails sent
 - ii.2,492 emails opened by customers

In-Person Events

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

- 8/08 – Move in the Park at Orange Terrace Comm. Center's Meadow, 5:30pm – 8pm
- 8/09 – UDW (United Domestic Workers of America) Membership Workshop, 12pm – 3pm
- 8/16 – Assisting PW with volunteers for their CURE event at the Corp. Yard, 8am – 12pm
- 8/27 – 2025 Inland ZEV Network Forum (Booth & Event attendance) at the Convention Center, 7am – 3pm

Social Media Outreach

Key social media posts during the month of August 2025:

- 8/1 – Water Flow Monitoring Device
- 8/2 – Utilicare Program
- 8/2 – STEAM Day
- 8/4 – 311 High Call Volume
- 8/5 – Conserve Energy on Hot Days
- 8/7 – Movies in the Park
- 8/8 – Turf Replacement
- 8/9 – SHARE
- 8/12 – Refrigerator Disposal Rebate
- 8/13 – Bulky Item Drop-Off
- 8/15 – AC Filter Change
- 8/16 – Use Fans Not AC
- 8/19 – Weatherization Rebate
- 8/21 – Mulch
- 8/25 – Flex Alerts
- 8/22 – Energy Savings Assistance Program
- 8/25 – Shade Tree Watering
- 8/26 – Mobile-Home Multi-Family Energy Efficiency Program
- 8/27 – All Day Every Day
- 8/28 – Car Washes
- 8/29 – Paperless Billing

UPCOMING EVENTS – November

- 11/8 – The Living Museum of California First Peoples and Cultural Wichiitam Chaatu Sovereign Nations Festival, TBD, 8am-12pm
- 11/15 – Martin Luther King Band and Color Guard MLK Band Review, Cole between Van Buren, 5am-2:30pm
- 11/19 – Family STEAM Day, La Sierra Library, 2pm-5pm

Back of Bill messaging for November

- Electric and Water Rebates

RPU - COMMUNITY ENGAGEMENT EVENTS GALLERY

Mayor Senior Forum, La Sierra Center, 8/7/25



Movie at the Park, Orange Terrace, 8/8/25



United Domestic Workers of America, 1445 Spruce St., 8/9/25



Family STEAM Day, Main Library, 8/19/25



Senior Expo, Villegas Park, 8/20/25



2025 Inland ZEV Network Forum, Convention Center, 8/27/25

