



RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: AUGUST 24, 2026

GENERAL MANAGER'S REPORT

CUSTOMER ENGAGEMENT PROGRAM UPDATES THROUGH JUNE 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 JUNE 2026 HIGHLIGHTS

Residential

- A. Sharing Households Assist Riverside's Energy (SHARE) Program assisted 4,465 customers from July 2025 through June 2026 totaling \$1,116,250 in past-due assistance.
- B. Energy Savings Assistance Program (ESAP) assisted 343 customers from July 2025 through June 2026 and expended \$603,272.
- C. Mobile-Home and Multi-Family Energy Efficiency Program (MHMF) assisted 929 customers from July 2025 through June 2026 and expended \$1,118,950.11

Commercial

- A. Processed 135 large commercial rebates from July 2025 through June 2026 for a total of \$556,511.66 and 7,780,293 kWh saved.
- B. Small Business Direct Install and Outdoor Lighting Program - completed 53 direct installs.

Education

- A. Attended the Summer Splash Day Camp at Bordwell Park on June 2, 2026, and at Hunt Park on June 9, 2026.
- B. Attended an orientation for the Summer Learning labs mentors on June 18, 2026.

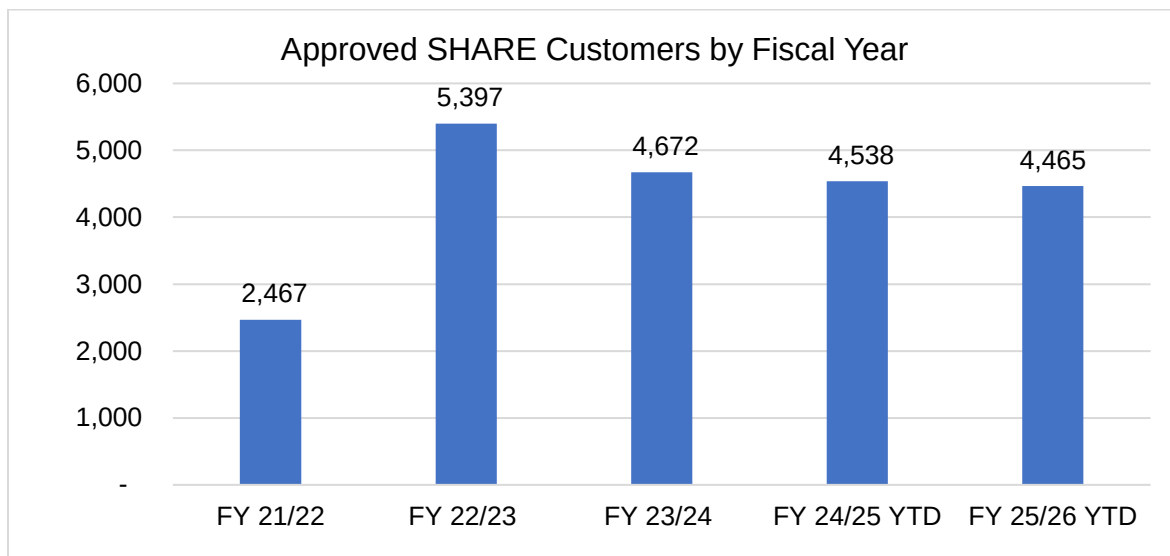
Communications

- A. Promoted the July STEM PULL program.
- B. Coordinated the donation and planting of shade trees at the Janet Goeske Senior Center.
- C. Collaborated with the Marketing and Communications Team to create a video promoting the Shade Tree Program.
- D. Received the Sue Kelly Award from the American Public Power Association in recognition of RPU's ongoing commitment to community service work.
- E. Launched the updated Education webpage on the RPU website.
- F. Residential Emails: 6/23
- G. Commercial Emails: 6/24

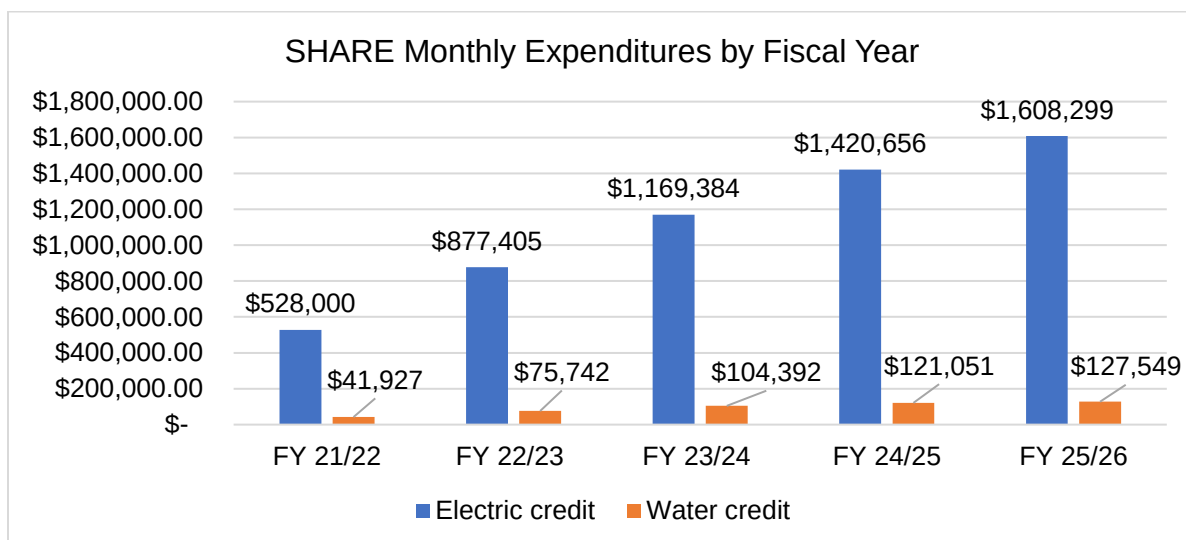
RESIDENTIAL DETAIL

Sharing Households Assist Riverside's Energy - SHARE PROGRAM

The Sharing Households Assist Riverside's Energy (SHARE) program assisted 4,465 customers from July 2025 through June 2026, which reflects the total participant amount for the \$250.00 shut-off and/or deposit assistance credit.

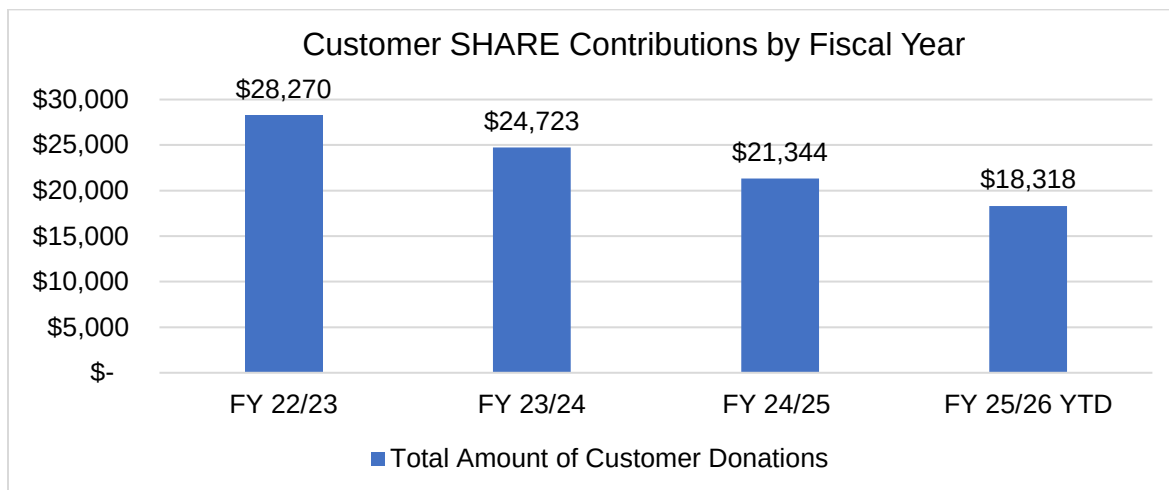


From July 2025 through June 2026, the SHARE Program has expended a total of \$1,608,299 on monthly electric credits, and a total of \$127,549 on water monthly credits.



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 June 2026, the program worked with 343 homes, expending an estimated total of \$603,272. 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 June 2026 a total of 116 mobile-homes and 813 multi-family homes participated, expending a total of \$1,118,950.11. 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 June 2026 the team processed 7,957 residential energy rebates, for a total rebate amount of \$1,661,393.98.

Residential Devices	Participation	RPU Expenditures
Air Conditioning	463	\$125,624.98
Heat Pump	267	\$1,085,695.69
Energy Star	905	\$79,950.00
Pool Pump	79	\$16,200.00
Tree Power	4873	\$211,694.29*
Weatherization	306	\$57,359.02
Recycling	363	\$31,800.00
A&G Recycling	701	\$52,990.00
Energy Rebate Total	7,957	\$1,661,313.98

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

From July 2025 through June 2026, the Used Electric Vehicle (EV) Rebate Program approved 125 rebate applications, totaling \$199,000.00. The EV Charger Rebate Program has approved 38 rebates for a total of \$37,635.66.

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 June 2026 a total of 268 residential water rebates were processed with total payout (RPU/MWD) of \$347,625 representing annual water savings of 4,433,880 gallons.

Residential Devices & Turf	Participation / Devices	RPU Expenditure	MWD Expenditure
Flow Monitor/Leak Detection Device	25	\$2,100	\$3,400
High-Efficiency Clothes Washer (HECW)	86	\$16,425	\$7,310
Premium High-Efficiency Toilet (PHET)	59	\$900	\$22,040*
Weather-based Irrigation Controllers (WBIC / WBICLL)	47	\$4,460	\$4,200
Turf Removal Rebate (per square foot)	37 (54,803)	\$134,465	\$149,250
Turf Rebate (new trees planted)	13 (25)	\$0	\$3,000
Rotating Nozzle	1 (15)	\$45	\$30
Total	268	\$158,395	\$189,230

* 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 June 2026, 4360 customers participated in this program.

COMMERCIAL DETAIL

Energy Rebates

From July 2025 through June 2026, a total of 135 commercial rebates were processed (6 Lighting, 8 Weatherization, 2 Lighting – HID, 3 Performance-Based Incentives, 5 Energy Star, 4 Energy Management Systems, 1 Shade tree, and 106 Air Conditioning) with a total payout of \$556,511.66 and a total kWh savings of 7,780,293.

Direct Install Programs

During June 2026, the Small Business Direct Install and Outdoor Lighting Program conducted 45 audit visits at local businesses, and a total of 53 direct installs were completed, expending an estimated total of \$185,675.68.

Water Rebates

From July 2025 through June 2026, 28 commercial water rebates were processed including the removal of 248,245 square feet of turf with a rebate total of \$1,488,453; these projects represent an annual water savings of 9,195,896 gallons.

EDUCATION DETAIL

On June 2nd, 2026, the Team collaborated with Riverside Parks & Recreation for their Summer Splash and Day Camp at Bordwell Park. Students built birdhouses while learning about the important role pollinators play in the environment.

On June 9th, 2026, the Team partnered with Riverside Parks & Recreation for another Summer Splash Day Camp at Hunt Park. Students participated in building birdhouses and learned the importance of pollinators.

On June 18th, 2026, the Team hosted an all-day orientation for this year's Summer Learning Labs mentors. Mentors received training on program schedules, expectations, the code of conduct, STEM PULL and STEM FUNDamentals programs, with time dedicated to questions and discussions. Following the mentor orientation, the Team, in collaboration with STEP staff conducted an online orientation meeting for more than 100 students and parents to prepare for the Summer Learning Labs.

During Fiscal Year 2025/2026 the Team conducted 136 water conservation classes reaching 3,905 participants, 120 energy conservation classes with 3,456 participants, and 22 community events with 2,570 participants.

COMMUNICATIONS DETAIL

Email Communications

- Residential Email sent on 6/23/26. Content included Water Quality Report, ESAP, Refrigerator Recycling Program, and Utilicare.
 - i. 77,024 emails sent
 - ii. 54,818 emails opened by customers
- Commercial email sent on 6/24/26. Content included: Water Quality Report, Green Business Program, and Commercial Turf Replacement.
 - i. 5,334 emails sent
 - ii. 3,878 emails opened by customers

In-Person Events

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

- 6/2 – Summer Splash and Day Camp, Bordwell Park, 11am-12pm
- 6/3 – Summer Splash and Day Camp, Ysmael Villegas Community Center, 11am-12pm
- 6/9 – Summer Splash and Day Camp, Hunt Park, 1pm-2pm
- 6/13 – Landscape Workshop, Virtual, 10am-12pm
- 6/18 – STEM Learning Labs, Bourns Tech Center, 8am-4pm
- 6/24 – Chambers Best of Business Expo, Convention Center, 4:30pm-7pm

Key social media posts during the month of June 2026:

- 6/1 – Refrigerator Recycling Program
- 6/2 – STEM PULL
- 6/4 – Turf Replacement
- 6/5 – Certified Green Business Program
- 6/6 – Goeske Tree Planting Video
- 6/9 – Water Quality Report
- 6/9 – Water-Wise Workshop
- 6/11 – Flex Alerts
- 6/12 – Graduations - Mylar balloons
- 6/15 – Tree Power Program
- 6/17 – Inland Empire Landscape Contest
- 6/18 – Outreach & Education Best Practices
- 6/19 – 2025 Water Quality Report
- 6/22 – Safety Fair
- 6/26 – Cooling Centers & Pools
- 6/29 – Press Release
- 6/30 – Flex Alerts

UPCOMING EVENTS – SEPTEMBER

- 9/19 – Deaf Awareness Event, Breezeway, 10am-4pm
- 9/26 – Arts and Music Festival, White Park, 2pm-9pm

Back of Bill messaging for September

- Preparedness

RPU - COMMUNITY ENGAGEMENT EVENTS GALLERY

6/2/2026- Summer Splash and Day Camp- Bordwell Park



6/9/2026- Summer Splash and Day Camp- Hunt Park



6/18/2026- STEM Learning Labs Mentor Orientation



Chambers Best of Business Expo, Convention Center, 6/24/2026



APPA Award, Boston, 6/30/2026

