

## Proposed Electric and Water Utility Rate Increase

# Low-Income Outreach & Program Development

RPU Mission Square  
October 20, 2017

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## Why We Are Here

- Proposed Water Rate Increase
- Outreach and Programs to Address Impact on Low-Income Community
- Review of What You Told Us on 9/22
- Possible Low-Income Strategy Framework
- Further Input and Future Steps

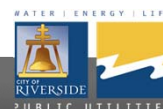
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## Average Annual Rate Increase

	Years 1-5 (2018-2022)	Years 6-10 (2023-2027)
Electric	4.8% (5-Year Average)	Annual Cost-Based Price Adjustment
Water	8.6% (5-Year Average)	Annual Cost-Based Price Adjustment

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## Average Monthly Bill Increases – Years 1-5

	Low-Use 355 kWh 12 CCF	Typical-Use 592 kWh 19 CCF	High-Use 1400 kWh 29 CCF
Electric	\$3.11 (5%)	\$5.18 (5%)	\$11.56 (4%)
Water	\$4.05 (12%)	\$4.56 (10%)	\$6.48 (8%)

Includes Public Benefits Charge and Water Conservation Surcharge  
 kWh = kilowatt hour  
 CCF = one hundred cubic feet

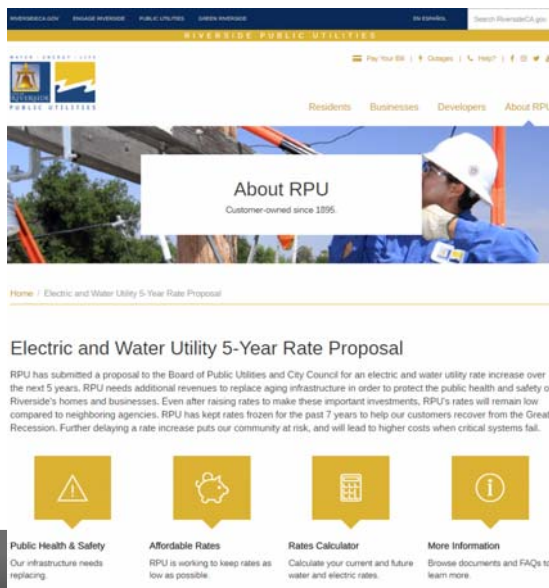
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# Resources

1. **Website** – Rate calculator, FAQs, Rate Plan Documents, Ways to Save
2. **Flyers** – Fact Sheet, FAQs
3. **Customer Service** – Dial “311”
4. **Bill Inserts**
5. **EngageRiverside.com**
6. **Upcoming Community Meetings**



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# Community Meetings

**WARD 1**  
**Wednesday, November 8, 2017**  
**6 pm**  
 Riverside City Hall  
 Mayor's Ceremonial Room  
 3900 Main Street  
 Riverside, CA 92522

**WARD 2**  
**Wednesday, October 11, 2017**  
**5:30 pm**  
 Natifuentes Centro de Ninos  
 2010 Martin Luther King Blvd.  
 Riverside, CA 92507

**WARD 3**  
**Wednesday, November 1, 2017**  
**6 pm**  
 Janet Goeske Senior Center  
 5257 Sierra Street  
 Riverside, CA 92504

**WARD 4**  
**Wednesday, October 18, 2017**  
**6 pm**  
 Taft Elementary  
 959 Mission Grove Parkway N  
 Riverside, CA 92506

**WARD 5**  
**Monday, November 6, 2017**  
**6 pm**  
 Hunt Park  
 4015 Jackson Street  
 Riverside, CA 92504

**WARD 6 & WARD 7**  
**Thursday, November 9, 2017**  
**6 pm**  
 La Sierra High School Library  
 4145 La Sierra Avenue  
 Riverside, CA 92505

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## What We Heard From You

- Challenges facing low-income population
- Solutions
  - Partnerships
  - Communications
  - Programmatic enhancements
- Following up, benchmarking and metrics
- Additional outreach opportunities

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## Challenges Faced by Low-Income Customers

- High-stress environment
- Energy/water efficiency measures are not going to be their first go to solution
- Trust is going to be key
- Different challenges in different situations
  - Single and multi-family housing | Owner or renter
  - Customer age
  - Number of people and families in a household

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## Key Takeaways

- **Programs must be simple**
  - Easy to access
  - Qualifications and partnerships
- **Appropriate communications will be necessary**
  - Take it to the customer
  - Spanish, English and other languages as needed
- **Need to address more than energy/water efficiency**
- **Benchmarking will be necessary to ensure success**
  - Need more information to better understand this customer segment

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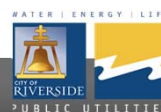
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## Proposed Strategy for Moving Forward



- **Coordination**
  - ✓ Community Partners
  - ✓ Internally in the Department and City
  - ✓ Customers
- **Programs**
  - ✓ Bill Assistance
  - ✓ Energy/Water Efficiency
- **Outreach and Communications**
  - ✓ Technology
  - ✓ Training – Partners and Internal
  - ✓ Education
- **Benchmarking and Metrics**
  - ✓ Factors to Measure
  - ✓ Define Success
  - ✓ Inform the Future

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## Underlying Themes

- **Align Eligibility Requirements**
  - Base eligibility on 200% of Federal Poverty Level
  - Allow customers to be referred based on eligibility in other programs (e.g. HUD eligibility)
- **Portfolio of Programs**
  - Allow enrollment in all programs at one time
- **Take it to the Customer**
  - Develop ability to enroll customers in their neighborhood
- **Ongoing Communications with Partners and Community**



## 10-Year Plan

### Immediate (With Rate Plan)

- Enhance the SHARE bill assistance program
- Align program eligibility with partner agencies
- Develop new communications and coordinate with partners

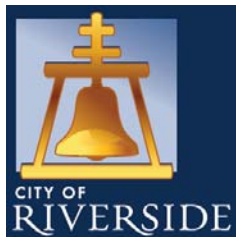
### Short-Term (1 Year)

- Prepare a needs assessment to guide program development
- Enhance energy & water efficiency programs
- Develop community & City partnership program(s)

### Long-Term (Ongoing)

- Explore and develop new programs (e.g. on-bill financing)
- Utilize benchmarking and metrics to inform program adjustments and changes



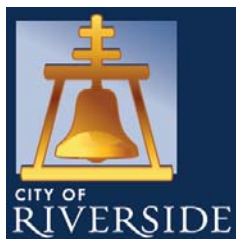


# Interactive Session

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# Meeting Review

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