



City of Riverside Public Utilities



Programs ~ Services ~ Benefits

2003



Doing more...

1998 – 2003
5 Years of

Public Benefits Programs



For generations, Riverside families and businesses have depended upon the City of Riverside Public Utilities Department for two of their most vital resources – water and electricity.

For more than a hundred years, the Utility has provided the people of Riverside with the highest quality water and reliable electric service at the lowest possible rates.

Although maintaining a consistently high level of service is commendable, Riverside Public Utilities always strives to raise the standard higher.

That is why 2003 marks a special milestone for Riverside Public Utilities – The 5-Year Anniversary of our Public Benefits Programs.



Through all our Public Benefits Programs, we have been able to extend our level of service, increase our contributions to the City of

Riverside, and branch out to support the community in a variety of ways beyond supplying water and delivering power.

\$26.2 Million

Amount of Public Benefits funds expended over the past five years

than ever before

More... Public Benefits Programs

Riverside Public Utilities has offered incentives to customers to conserve energy and to protect our environment for over 20 years.

...ING CITY SERVICES	
PERIOD	TRASH SEWER ELEC PBC SUR UTIL USER TAX
TOTAL CHARGES FOR WATER, ELECTRICITY, AND	
R BILL FOR INFORMATION ON RIVERSIDE'S POWER	

The state-required Public Benefits Program surcharge is collected from all customers and is used to benefit the community.

Five years ago, the City of Riverside looked to the future and created significantly more social and environmental energy benefits programs. Thanks to their foresight, Riverside Public Utilities was able to significantly expand its efforts over the past five years to improve both our water and energy Public Benefits Programs and improve the quality of community life.

Presently, there are over 30 Public Benefits Programs that offer rebates for energy and/or water efficient products (examples: high-efficiency clothes washers, central air conditioners, ultra low-flush toilets), assist low-income and special needs customers, construct Green

Power renewable energy projects, educate school children about energy conservation and safety, and secure financial assistance for scholarships, grants, research and development.

More... rebates for energy efficiency programs

When it comes to energy efficiency, the phrase "Less is more" is true. The less energy efficient we are, the more we need to buy expensive power.

Riverside Public Utilities has taken this advice to heart. We offer dozens of rebates and incentives to residential and business customers to encourage them to conserve energy.

The success of these programs has resulted in peak use energy savings by many of our customers. These programs are successful, because they benefit the Utility, the environment and, ultimately, our customers .

\$5 Million

Paid to our customers in 2003 as incentives and rewards for saving energy and conserving water

More... ENERGY STAR rebates



CHANGE FOR THE
BETTER WITH
ENERGY STAR

New energy-saving ENERGY STAR rated appliances, lighting and electronics are rising in popularity with Riverside residents and businesses.

Who wouldn't like to get a \$75-\$100 rebate for buying a new, energy-saving refrigerator? Our Cool Returns program will even give our customers an additional \$25 for turning in their old, energy-wasting refrigerator (as long as it still runs) and we will haul it away and dispose it in an environmentally approved way for free.



Riverside Public Utilities helped skyrocket public awareness and acceptance of Energy Star products by giving out more than \$4.5 million in rebates to 16,000 customers to date who purchased them.

1981

Riverside Public Utilities initiates conservation programs to preserve natural resources

1998

The City of Riverside creates social and environmental energy benefits programs



\$19.3 Million

In rebates paid to Riverside customers over the past 5 years from energy efficiency programs

14.2 Million

Kilowatt hours saved this year through energy efficiency Programs



Utilities Operations Center Employee Carport,
Lincoln/Adams St.

Autumn Ridge Apartments, Inc.



More...

More... renewable energy from the sun, wind, water, waste & geothermal

Riverside is proud of our commitment to utilize an increasing share of renewable "Green Power" sources of energy – wind, water, waste, geothermal and solar.

Riverside now relies on renewable Green Power sources for 12 percent of our energy portfolio. That is 33 percent more than the average for all of California.

Two solar energy projects completed this year helped achieve that level. The first was the photovoltaic carport at the La Sierra Metrolink station. The carport shades more than 200 cars and generates enough electricity to power about 100 homes. This joins the existing solar carport at the Utilities Operations Center, completed in 2001.



Indiana Ave.

La Sierra Metrolink Station, La Sierra/91 Fwy.

The second solar energy project to come online this year was the 27 units at the Autumn Ridge Apartments on Indiana Avenue. The roof-mounted solar grid, constructed entirely with public benefits funds from the Utility, generates clean power for the apartments and common areas.

The Autumn Ridge Apartments are now a revitalized place and a showcase for the community, thanks to the successful

partnership of the non-profit Riverside Housing Development Corporation, Riverside Redevelopment Agency, and Riverside Public Utilities.

There are nine additional solar facilities planned to come online in the near future to help us reach the renewable power goal. To help reach that goal even sooner, our rebates for solar energy are now expanded to include photovoltaic systems for single-family homes.

\$3.4 Million

Amount expended on local solar projects

Green Power projects

More... assistance for low-income and special needs customers

Riverside has a long tradition of helping neighbors in need. Riverside Public Utilities continues that tradition through several programs that extend a helping hand to our customers.

SHARE - Our customers have voluntarily donated to the Sharing Households Assist Riverside's Energy (SHARE) Fund Program since 1989 to help qualified, low-income residents pay their utility bills and deposits. Their contributions are supplemented with public benefits funds.

UTILICARE - Hundreds of your Riverside neighbors depend on life support equipment powered by electricity. We offer a special reduced electric rate through our Utilicare Program to help our customers with special needs.

WE CARE - For senior, disabled or low-income neighbors, the WE CARE Program offers a free home energy survey, free weatherization and conservation devices, and free installation.



\$2.7 Million

Paid by the SHARE Program to help customers over the past 5 years

2,106 Customers

Seniors, disabled or low income customers assisted by the WE CARE Home Weatherization Program over the past 5 years

16,280 Customers

SHARE Program has helped pay their utility bills

More... support for energy education programs for schools

The world our children inherit will require difficult decisions about how best to use dwindling reserves of natural resources. Our greatest hope is to teach new generations of energy users to value the importance of conservation and energy efficiency and to use energy safely and responsibly.

Each year, our Energy Education Program offers a growing variety of instructional materials for teachers and children. Interactive displays and fun handouts used in our in-school program have to date taught some 7,700 Riverside children how to be energy safe and energy efficient.



More... support for research and development

Riverside Public Utilities' Energy Innovation Grant Program aims at advancing science and technology in the electric field. Through this program, cutting-edge research, development, and demonstration projects are funded.

Working with researchers at the University of California, Riverside, we are accelerating new technology that could benefit Riverside and the rest of the world.

\$715,000 Energy Innovation Grants

Total grants made to support Research and Development of Advanced Energy Efficiency Technology at Riverside colleges and universities

7,700

Elementary school students who have participated in our Energy Conservation and Safety Education Program



More...



More... trees for Riverside: Tree City USA

The people of Riverside love trees. Riverside was officially designated a Tree City USA in 1987 by the National Arbor Day Foundation. To date, our Tree Power Program has helped plant over 20,000 free shade trees in Riverside.

Riverside Public Utilities wants to give our customers even more free trees, because their shade helps reduce the load on air conditioning units for homes and businesses.

Fully grown, these trees will save an estimated 1.5 million kilowatt-hours per year of power, help clean our air, and beautify Riverside.

Thanks for participating in our annual spring campaign. Look for your FREE Tree coupon on the back of your March 2004 bill.



1.5 Million Kilowatt-Hours

Of energy saved each year by 20,000 mature shade trees

20,000 Free Shade Trees

Distributed through our Tree Power Program

community programs

More... support and sponsorship for community groups and events

The Board of Public Utilities and the employees are involved in the community beyond assisting over 150 groups and events this year. Many not only work in Riverside, they live, shop and send their children to schools here.

Some serve on committees and boards, or participate in church, school, or sporting activities. We all try to think of ourselves as good neighbors and trusted friends to our customers.



YWCA Men Who Cook

Orange Blossom Festival Parade

Riverside Public Utilities Booth

We understand that the real wellsprings and sources of energy that sustain a community do not come from a faucet or an electrical outlet. They come from the people who decide to join together to make a better community and a better life for themselves, their children and their neighbors. Riverside Public Utilities is committed to supporting such people.

More... than \$18.5 million from our Utility helps sustain a high quality of life for Riverside

Each year, Riverside Public Utilities transfers a percentage of utility revenues directly to the City of Riverside's General Fund to be used for essential city services.

This past year, it amounted to \$18.5 million, which represents 13 percent of the City's General Fund that is used to maintain police, fire, library, parks and recreation and other vital services.

Because Riverside Public Utilities is a municipal utility, owned by you and our other customers, we are able to deliver high quality water and reliable electricity service at much lower rates than the large, investor-owned utilities in Southern California.

More... customer incentive programs



Residential

Cool Cash - Offers customers rebates for replacing older inefficient central air conditioners or for installing new energy efficient units.

Cool Returns - Provides a rebate of \$25 for recycling older operating refrigerators.

Electric Vehicle Purchase Incentive - Provides a rebate of 5% of vehicle cost with a maximum of \$5,000 for up to two vehicles annually.

Energy Education - Supplies energy education and conservation information to local schools.

Energy Star - Offers rebates up to \$100 for purchasing a variety of energy efficient appliances and electronics with an Energy Star electricity rating.

Pool Saver - Provides pool owners with a billing credit of \$5 per month for operating their pool pump during off-peak hours.

SHARE - Assists qualifying low-income households with electric deposits and bills. Call 955-6478 for information.

Tree Power - Supplies rebates of \$25 per tree for customers who plant selected shade trees around their home.

U-Rate - Reduces rates for customers who use more than 9,000 kilowatt-hours annually and will shift usage to off-peak hours.

Ultra Low-Flush Toilet Conservation Incentive - Provides rebates of up to \$55 per toilet for the installation of Ultra Low-Flush Toilets (ULFT).

Utilicare - Provides a reduced electric rate for the operation of specific types of life support equipment.

WE CARE - Free home energy survey and free installation of energy-saving devices for senior, disabled, and low-income customers.

Weatherization Incentive Rebate - Offers significant rebates for weatherization measures.



Business

Air Conditioning Incentive - Rebates for replacing or installing new energy efficient units.

CI - Commercial, Industrial and Institutional Water Conservation program - Financial incentive to commercial, industrial, and Institutional (CI) retail water customers.

Cooling Equipment & Variable Speed Frequency Motor Drives Incentives - Rebates on new energy-efficient chiller and refrigeration equipment and variable speed and/or variable frequency drives.

Electrical Equipment & Machinery Incentive - Reduce electric consumption by purchasing energy efficient electrical equipment.

Energy Efficient Construction Incentive - Incentives for new or expansion construction projects that incorporate energy efficient electric heating, cooling, and building envelope systems.

Energy Efficient Lighting Incentive - Rebates for replacing older inefficient lighting with new high efficiency lighting.

Energy Efficient Motor Incentives - Incentives for replacing older, inefficient motors with premium efficiency motors.

Energy Efficiency Technology Grants - Funding to promote the development and demonstration of energy efficiency and conservation.

Energy Management Systems Assistance - Rebates for technology purchases that can provide energy savings and promote energy efficiency and conservation.

Energy Star - Offers rebates up to \$200 for purchasing a variety of energy efficient appliances and electronics with an Energy Star electricity rating.

Indoor Electric Vehicle Rebate - Rebates up to 25% on the purchase of qualified indoor electric vehicles, forklifts, and lifting machines.

Refrigerator Purchase and Recycling - Rebates to recycle older refrigerators, and incentives up to \$100 per unit for the purchase of new energy efficient refrigerators.

Technical Assistance - Technical expertise for on-site analysis of energy use, power quality, and rate impacts.

Thermal Energy Storage Incentives - Encourages industrial customers on time-of-use rates to utilize this rebate program to help fund the installation of an off-peak cooling system that reduces operating and capital costs.

Tree Power - Rebates of \$50 per tree for customers who plant selected shade trees around their business.

For more program information visit us at:
riversidepublicutilities.com or call (909) 826-5485.



Utilities Plaza, 3460 Orange St.

City Hall 3

More... goals accomplished together

The seven volunteer members of the Board of Public Utilities and more than 400 employees of Riverside Public Utilities are dedicated to serving our customers. We are proud of the many contributions we have been able to make over the past five years to benefit our community.

In the years ahead, we are committed to providing you with more programs and more services to help you save money and earn cash rebates by maintaining energy and water efficient homes and businesses.



1900 Main St., 4th floor

Utilities Operations Center, 2911 Adams St.

We are all part of the process of achieving our future success. We will continue to work hard to help enrich the community of Riverside and prepare to meet its future needs.

Your comments and suggestions are welcome by phone, letter, fax, e-mail or in person. Our Board of Public Utilities meetings are held at Riverside City Hall on the first and third Fridays of each month at 8:15 a.m. Your comments and suggestions are always welcome.

For more information about our programs and services, you may visit us online at riversidepublicutilities.com or call:

Programs and Services - (909) 826-5485
Customer Service - (909) 782-0330
TDD for Hearing Impaired - (909) 826-2516



More...

than ever before



3900 Main Street
Riverside, CA 92522

STANDARD MAIL
U.S. POSTAGE
PAID
Permit No. 3191
Riverside, CA