

# **Riverside Public Utilities Board Policy Guide Table of Contents**

## **A. UTILITY BUSINESS POLICIES**

1. Standing Rules
2. Mission Statement
3. Annual Goal Setting Process
4. Performance Measure Evaluation
5. Property Ownership
6. Energy Delivery System
7. Water Delivery System
8. Electric Resources: Maintain Obligation to Serve Customers
9. Water Resources: Rights, Protection & Development
10. Customer Care

## **B. BOARD SPECIFIC POLICIES**

1. Role of the Chair for Public Meetings
2. Board Committee Structure
3. Communication and Support of Board
4. Board Training/Education Policy

## **C. CUSTOMER RELATIONS/FINANCE**

1. Board Interaction with the General Manager and Staff
2. Pricing of Products and Services



# RIVERSIDE PUBLIC UTILITIES

## Board Policy

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Title: **Standing Rules**

Date Last Approved: **June 2014**

Category: **Utility Business Policies**

Date of Next Review: **June 2016**

Review Committee: Customer Relations/Finance

Policy No: **A-1**

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Riverside Public Utilities (RPU) exists to build value for its citizen owners by providing electric and water services in a safe, reliable and competitive manner. In pursuit of this purpose, RPU will work to build a reputation for operational effectiveness, customer loyalty, and competitive RPU products and services by:

1. Operating all functions efficiently, cost-effectively, and reliably;
2. Ensuring the financial strength to meet diverse customer needs and maximize owner value;
3. Attracting, retaining and developing a diverse, quality workforce with the skills necessary to succeed in a competitive marketplace;
4. Ensuring the continued best value for citizen owners through effective succession planning;
5. Enhancing customer loyalty by identifying and exceeding customer expectations during customer contact; providing competitive pricing for products and services; providing value added products and services that attract and retain customers; incorporating community input and values in decision making; fulfilling our role as a good corporate citizen; and communicating the value of RPU to its owners and customers; and
6. Exercising the highest practical degree of care in meeting applicable public and employee environmental, health and safety standards.
7. Contributing positively to the local community with participation in special events through sponsorships, and memberships in local community groups.
8. Maintaining sustainable practices and environmental stewardship in compliance with state law.

The Board of Riverside Public Utilities adopts and follows a set of Standing Rules in accordance with the City Charter. A copy of those rules is attached.

Attachment: Standing Rules

## STANDING RULES OF THE BOARD OF PUBLIC UTILITIES OF THE CITY OF RIVERSIDE

Pursuant to Section 804 of the Riverside City Charter (Charter), the Board of Public Utilities (RPU Board) hereby prescribes its standing rules, copies of which shall be kept on file in the office of the City Clerk where they shall be available for public inspection and on the City's website.

### 1. POWERS, DUTIES AND FUNCTIONS (Charter sections 1200 through 1205)

There shall be a RPU Board which shall have the power and duty to:

- A. Consider the annual budget for the Riverside Public Utilities (RPU) during the process of its preparation and make recommendations with respect thereto to the City Council and the City Manager. (Charter Section 1202(a).)
- B. Authorize, and let public works contracts in compliance with Charter Section 1109, within the limits of the budget of RPU, any purchase of equipment, materials, supplies, goods or services, or any acquisition, construction, improvement, extension, enlargement, diminution, or curtailment of all or any part of any public utility system when the amount exceeds \$50,000, and authorize the City Manager, or his designee, to execute contracts or issue purchase orders for the same. This amount may be increased in \$1,000 increments by ordinance to account for inflation whenever the cumulative increase in the consumer price index exceeds \$2,000 from the last increase. No such purchase, or acquisition, construction, improvement, extension, enlargement, diminution or curtailment shall be made without such prior authorization.

Notwithstanding the above, such a purchase, or acquisition, construction, extension, enlargement, diminution or curtailment may be made without prior approval (1) for work done at the request of and at the expense of a customer, pursuant to rules established by the RPU Board and approved by the City Council, or (2) if there is an urgent necessity to preserve life, health or property (i) as determined by the RPU General Manager or, (ii) if the amount exceeds \$100,000 by the RPU General Manager and the City Manager. As soon as practicable thereafter, the RPU General Manager shall take the matter under Charter section 1202(b)(2) to the RPU Board for ratification. (Charter Section 1202(b).)

- C. Within the limits of the budget of the RPU, make appropriations from the contingency reserve fund for capital expenditures directly related to the appropriate utility function. (Charter Section 1202(c).)

- D. Require of the City Manager monthly reports of receipts and expenditures of RPU, segregated as to each separate utility and monthly statements of the general condition of the department and its facilities. (Charter Section 1202(d).) This information may be conveyed by RPU in any manner as directed by the Board, including (i) periodic summaries and (ii) a mid-year and annual comprehensive financial review.
- E. Establish rates for all utility operations as provided under Charter section 1200 including but not limited to water and electrical revenue producing utilities owned, controlled or operated by the City, but subject to the approval of the City Council. (Charter Section 1202(e).)
- F. Authorize the RPU General Manager to negotiate and execute contracts with individual retail customers for water, electric and any other utility service as provided under Charter section 1200, consistent with rates for such individualized service established pursuant to Charter section 1202(e). (Charter Section 202(f).)
- G. Approve or disapprove the appointment of the RPU General Manager, who shall be the department head. (Charter Section 1202(g).)
- H. Designate its own secretary. (Charter Section 1202(h).)
- I. Make such reports and recommendations in writing to the City Council regarding RPU as the City Council shall deem advisable. (Charter Section 1202(i).)
- J. Exercise such other powers and perform such other duties as may be prescribed by ordinance not inconsistent with any of the provisions of this Charter. (Charter Section 12020.)

2. MEMBERS (RMC section 2.10.010)

- A. The RPU Board shall be comprised of nine members appointed by the Mayor and City Council. (RMC section 2.10.010.)
- B. Appointments to fill unexpired terms on the board shall be filled in the same manner as original appointments. (Charter section 805.)
- C. Each member must be a qualified elector of the City at the time of the appointment and throughout his/her service on the RPU Board. (Charter section 802.)
- D. Members who fail to maintain qualified elector status must resign from the RPU Board or be removed in accordance with Charter section 802. (Charter section 802.)

- E. The RPU Board shall have at least one member from each Council ward. (Charter section 802.)

3. TERM OF OFFICE (Charter Section 802)

- A. The term of office shall be four (4) years. No member shall serve more than two consecutive full terms. (Charter section 803.) Service of less than one year of an unexpired term shall not be counted as service of one term. (City Council policy.)
- B. In the event that a successor has not been appointed when the term of office of an incumbent member expires, the incumbent member may continue to serve until a successor is appointed. (Charter section 802.)
- C. Members shall be subject to removal by the Mayor and City Council by a motion adopted by five affirmative votes with the mayor entitled to vote. (Charter section 802.)
- D. Members shall be subject to all codes of ethics adopted by City Council resolution and all applicable local, state and federal laws.
- E. Any member may resign from the RPU Board by submitting their written resignation to the Mayor and City Council, as well as to the RPU Board Chair.

4. COMPENSATION; VACANCIES (Charter Section 805)

- A. Members shall serve without compensation for their services on the RPU Board but may receive reimbursement for necessary traveling and other expenses incurred on official duty when such expenditures have received authorization by the City Council. (Charter section 805.)
- B. The City's Code of Ethics sets forth a set of core values that constitute the guiding principles for the establishment of the code. These core values are expressed in a series of aspirations, one of which is to ensure that members of appointed boards, commissions, and committees make a diligent effort to attend all regularly scheduled meetings of their board, commission, or committee. (City Code of Ethics, Section II.C.9.) The RPU Board Chair is responsible to intervene and provide appropriate guidance to members and, if need be, communicate concerns to the City Council. (City Code of Ethics, Section III.A.5.)

- C. Any vacancies, from whatever cause arising, shall be filled by the Mayor and City Council with the Mayor entitled to vote on any such appointment. Upon vacancy occurring leaving an unexpired portion of a term, any appointment to fill such a vacancy shall be for the unexpired portion of such term. If a position on the RPU Board has remained vacant for sixty (60) days, the Mayor shall appoint a person to fill the vacancy in accordance with Charter section 803. (Charter section 803.)
- D. As approved by the City Council on May 6, 2014, board members shall make every effort to notify the Chairperson or his/her designee no later than 24 hours prior to any regular meeting of his/her intent not to attend said meeting. A member's inability to provide 24 hours advance notice shall not preclude the Board from exercising its discretion to excuse said absence as outlined in Section 805 of the City Charter.

The term of any member of the Board shall expire and the position vacated subject to either of the following conditions:

1. He/she is absent unexcused from three consecutive regular meetings of the board, or
2. He/she is absent, whether excused or unexcused, from more than one-third of the regularly scheduled meetings in any calendar year.

## 5. OFFICERS (Charter Section 804)

- A. The RPU Board shall have at least two officers, Chair (Charter section 804) and Vice-Chair, and such other officers as it deems necessary.
- B. The Chair shall preside over all meetings of the RPU Board and shall have the same rights as other members (Charter section 805), including the right to make or second a motion. The Chair shall have the right to vote on all matters. The Chair shall sign all documents on behalf of the RPU Board after such documents have been approved by the RPU Board, shall appoint the membership of each committee and the committee chair, shall enforce these standing rules, shall serve on or appoint a member to serve on any ad hoc committees as requested by the City Council, shall consult with Board members that are absent at standing committee meetings and shall perform other such duties and delegated responsibilities as may be imposed upon the Chair by the RPU Board. The Chair may also be chosen, on a random basis, to serve as a member of an adjudicating body considering a complaint from members of the public regarding elected or appointed officials that the City's Code of Ethics has been violated. The Chair shall submit a request to the City Manager that a Board member participate in the search process and sit on any interview panel when hiring a new RPU General Manager. The Chair or a Board designee may represent the Board on an issue before the City Council.

- C. In the absence of the Chair, the Vice-Chair shall assume all the duties and powers of the Chair. In the absence of the Chair, all actions taken by the Vice-Chair shall have the same force and effect as if taken by the Chair.
- D. The election of officers shall be conducted annually at the first meeting in March. (Charter section 804.)
- E. All officers shall be elected by the members for a term of one year. A member may serve no more than two successive years in the same office.
- F. Election of officers shall be conducted in the following manner:
  - 1. The outgoing chair shall call for nominations. Any member may make a nomination for officers, and such nomination does not need to be seconded by another member.
  - 2. Nominations will be closed only by motion of a member, and seconded by another member.
  - 3. The Board shall then vote for the officer by a hand vote.
  - 4. In the event of a tie, the two members that received the most votes shall have a run-off election, conducted in the same manner.
  - 5. In the event of another tie, the officer shall be selected by a coin toss.
- G. In the event of the resignation or removal of the Chair during the year, the Vice-Chair shall become the Chair and a new election shall be held for Vice-Chair. In the event of the resignation or removal of any other officer, a new election shall be held to fill the vacant office.
- H. If the Chair and Vice-Chair are both absent at any meeting of the RPU Board, the RPU Board shall elect a Chair Pro Tern which shall perform all duties of the Chair.

## 6. MEETINGS

- A. Regular meetings of the RPU Board shall be held on the second and fourth Monday of each month at 6:30 p.m., in the Art Pick Council Chamber. Committee meeting times will be annually determined by the committee members, at a mutually convenient time.
- B. A special meeting may be called by the Chair or any five members of the RPU Board. Members shall be given at least twenty-four hours notice before any special meeting. The notice and agenda for any special meeting will be distributed in accordance with the Brown Act, Section 54950 *et seq.* of the California Government Code.



- C. All meetings of the RPU Board and its standing Committees shall be open to the public. (Charter section 804.) Notice shall be given to the public prior to convening any meeting in accordance with the Brown Act.
- D. A majority of all members of the RPU Board shall constitute a quorum for the transaction of business. A motion shall carry upon the affirmative vote of the majority of the members present at the meeting.
- E. The RPU Board meeting may be cancelled, continued or adjourned by the Chair, or the Public Utilities General Manager or his designee, due to a lack of a quorum or lack of sufficient agenda items.
- F. The RPU Board has designated the Public Utilities General Manager to act as secretary for the recording of minutes of the RPU Board and for any other duties as delegated by the RPU Board. The minutes shall be kept on file in the Public Utilities Department, City Hall, and shall be available for public inspection.
- G. The RPU Board may promulgate such rules, regulations, policies and procedures for its conduct, as it deems necessary.

All adopted rules, regulations, policies, and procedures shall be promptly filed with the City Clerk (Charter section 804), and shall bear the signature of the Chair and the date they were adopted.

## 7. CONDUCT OF MEETINGS

### A. Order of Discussion

The order of discussion after introduction of an item by the presiding Officer will be as follows:

- 1. Generally
  - Staff presentation, information and reports
  - Public comments
  - RPU Board members, including questions, discussion, motion and action
- 2. Public Hearings
  - Opening of public hearing
  - Staff presentation, information and reports
  - Public comments
  - Closure of public hearing
  - RPU Board members, including questions, discussion, motion and action

### 3. Appeals

- Staff presentation, information and reports
- Appellant presentation, comments and information
- Public comments
- Closing statements by appellant
- Closure of public testimony
- RPU Board members, including questions, discussion, motion and action

Once the agenda item is placed before the RPU Board for questions, discussion, motion and action, no member of the public shall be allowed to address the RPU Board without the consent of the RPU Board

#### B. Oral Communications from the Audience

A portion of each agenda of a regular meeting of the RPU Board shall provide an opportunity to members of the public to address the RPU Board on any issue concerning Riverside Public Utilities business, including consent calendar items, or item of interest that is within the subject matter jurisdiction of the RPU Board ("Citizens Participation").

The RPU General Manager and members of the Board of Public Utilities may:

1. Briefly respond to statements made or questions posed by members of the public.
2. Ask questions for clarification.
3. Provide a reference to staff or other resources for factual information.
4. Request staff to report back to the Board at a subsequent meeting on any matter.
5. Take action to direct staff to place a matter of business on a future agenda.

Each person desiring to address the RPU Board during Citizens Participation, Board Discussion Items, Workshops, or Public Hearings shall fill out and file a form provided by the RPU Board Secretary. Requests to be heard must be submitted to the RPU Board Secretary any time prior to the conclusion of public comment on the agenda item. Each person speaking shall limit his/her remarks to three (3) minutes. For each and every public speaker, the RPU Board Secretary shall be required to utilize the timing system which provides the speakers with notice of their remaining time to complete their presentations.

The RPU Board retains the right, by majority vote, to alter the time allotted for public remarks.

C. Time Limitation for Public Testimony at Public Hearings and Public Discussion

The RPU Board reserves the right to determine the total amount of time for testimony on any particular hearing matter and/or for each individual speaker.

For each and every public speaker, the RPU Board Secretary shall be required to utilize the timing system which provides the public with notice of their remaining time to complete their presentations. In the further interest of time, speakers may be asked to limit their comments to new materials and not repeat what a prior speaker said. Organized groups may choose a single spokesperson who may speak for the group. Speakers may not concede any part of their time to another speaker.

D. Decorum and Enforcement of Decorum

The RPU Board hereby incorporates by reference the sections related to decorum and enforcement of decorum as set forth in the City Council Rules of Procedure and Order, as amended from time to time.

8. COMMITTEES

- A. The RPU Board has established the following three standing committees: Customer Relations/Finance, Electric, and Water. Appointments to the committees shall be made annually by the Board Chair, upon consultation with the individual members, concurrent with the election of officers by the first meeting in April. The exception is the Customer Relations/Finance Committee, which shall be composed of at least the Board Chair, the Vice-Chair and the chairs of the remaining two committees.
- B. Each committee shall consist of four members, with a Chair appointed by the Board Chair, except for the Customer Relations/Finance Committee, whose chair shall be the Board Chair. Three members of each committee shall constitute a quorum for the transaction of business. Normally, each committee will meet on a monthly basis.
- C. The RPU Board or the Board Chair may appoint an ad hoc committee as needed. Each ad hoc committee shall consist of an appointed Chairperson and at least two other RPU Board members. Ad hoc committees serve a limited or single purpose, are not perpetual, and are dissolved once their specific task is completed.

9. APPOINTMENT TO COMMITTEES OF OUTSIDE ORGANIZATIONS

When openings arise on committees for outside organizations (including but not limited to trade organizations, governmental associations and other outside organizations), the RPU General Manager will agendaize the item on the next scheduled board meeting. Prior to the meeting, the RPU Board will be provided an outline of the duties and responsibilities of the position and be requested to indicate their interest in serving on the committee. At the scheduled board meeting, the RPU Board will request that the City Council nominate a member.

10. REPORT TO THE CITY

The RPU Board shall present an annual report of its activities for the past year to the Mayor and City Council, at the direction of the Mayor and City Council.

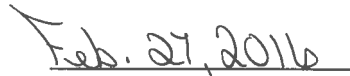
11. AMENDMENT OF STANDING RULES

The standing rules may be amended at any regular meeting of the RPU Board by majority vote of the RPU Board, provided that notice of such amendment was provided in accordance the Brown Act.

Respectfully Submitted,



Board Chair



Date Approved



# RIVERSIDE PUBLIC UTILITIES

## Board Policy

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Title: **Mission Statement**

Date Last Approved: **June 2014**

Category: **Utility Business Policies**

Date of Next Review: **June 2016**

Review Committee: Customer Relations/Finance Policy No: **A-2**

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Riverside Public Utilities Mission Statement

***Riverside Public Utilities is committed to the highest quality water and electric services at the lowest possible rates to benefit the community.***

Mission, Vision, Core Values, and Goals are established through a strategic planning process. A summary of a recent session including these items is attached.

Attachment: Mission, Vision, Core Values, and Goals



# RIVERSIDE PUBLIC UTILITIES

## Board Policy

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Title: **Annual Goal Setting Process**

Date Last Approved: **June 2014**

Category: **Utility Business Policies**

Date of Next Review: **June 2016**

Review Committee: Customer Relations/Finance Policy No: **A-3**

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At least annually, the RPU Board shall formally evaluate efforts towards meeting goals and objectives for the upcoming year as conducted through a formal goal setting process by staff and /or board members. Goals and objectives may be multi-year in nature. Goals and objectives shall be set forth for specific sections and divisions of the utility and for the utility as a whole. Quantifiable measurements shall be designated to measure the attainment of the goals and objectives adopted. Goal setting will normally be performed as part of a strategic planning process and may utilize the services of a facilitator.

The incorporation of goals and objectives shall be included in the annual budgeting process as appropriate.

The General Manager shall be responsible for providing updates to the Board. Goals and objectives shall be open for review and adjustment by the General Manager as needed, but any changes after initial adoption by the Board shall be described and discussed at a Board meeting.



# RIVERSIDE PUBLIC UTILITIES

## Board Policy

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Title: **Performance Measure Evaluation**

Date Last Approved: **June 2014**

Category: **Utility Business Policies**

Date of Next Review: **June 2016**

Review Committee: Customer Relations/Finance Policy No: **A-4**

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It is important that customers are able to measure the success and quality of service by easy to understand performance measures. Riverside Public Utilities (RPU) shall set forth performance measures, also known as "benchmarks," wherever possible to evaluate comparison with other utilities and the achievement of goals and objectives. These performance measures shall be selected based upon available industry data. Where benchmarks do not already exist, staff will work to create performance measures by providing an evaluative process to the Board for its approval. This process shall also include participation rates and measured savings of public benefits and conservation related programs offered by RPU. Where possible, benchmarks will not require duplicate efforts. Reports that are prepared for local, state and federal reporting requirements shall be utilized by RPU as appropriate benchmarks wherever possible.

It is considered reasonable to purchase, through participation in industry surveys, etc., performance measure or benchmark information. Performance measures may be obtained annually, biannually, or on some other frequency as the Board deems necessary. Selected benchmarks shall be published in various publications as appropriate for customer communication and education.



# RIVERSIDE PUBLIC UTILITIES

## Board Policy

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Title: **Property Ownership**

Date Last Approved: **June 2014**

Category: **Utility Business Policies**

Date of Next Review: **June 2016**

Review Committee: Customer Relations/Finance Policy No: **A-5**

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Riverside Public Utilities (RPU) owns a significant amount of property primarily through the acquisition of numerous private water companies over the past century. Property has also been acquired for operational purposes of RPU.

The electric and water utilities may be required to purchase and maintain property in the course of operations. It is intended that only property required to provide service to current or future customers shall be retained or purchased by RPU. Property may be kept for extended periods of time if there is any anticipation that the property may be required for operational purposes at any time in the future. Furthermore, if property owned by RPU is in an area where future property will be required, but its exact location not yet determined, it is appropriate to retain the existing property until such time as the sales proceeds can be utilized to purchase replacement property for operational needs.

Property shall periodically be reviewed by RPU and any property deemed surplus shall be sold when economically and practically feasible with the advice of the Board and approval of the City Council. Market conditions and number of parcels may require property disposition to occur over an extended period of time as approved by an ad hoc committee established by the Board.





# RIVERSIDE PUBLIC UTILITIES

## Board Policy

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Title: **Energy Delivery System**

Date Last Approved: **June 2014**

Category: **Utility Business Policies**

Date of Next Review: **June 2016**

Review Committee: Electric

Policy No: **A-6**

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Riverside Public Utilities (RPU) shall be responsible for the overall reliability of the energy delivery system. RPU will ensure that system additions, operations, maintenance, and replacement of assets follow the appropriate best practices, system planning criteria, and design standards for prudent utility practice.

Accordingly, RPU shall:

1. See that the energy delivery system is operated safely at all times within industry standards.
2. Ensure that the energy delivery system planning accounts for the growing demand for the City of Riverside.
3. See that repairs to the electric distribution system are made in a timely manner.
4. Oversee maintenance of the electric distribution system to minimize service interruptions.
5. Provide service to new customers that comply with RPU rules and rates.
6. Ensure RPU complies with the appropriate National Electric Regulatory Corporation (NERC) standards.
7. Ensure safe operational procedures are applied and followed when working in or around electrically energized parts or equipment.
8. Incorporate advancements in technology into the design, maintenance, and operation of energy delivery system to improve system reliability and performance.



# RIVERSIDE PUBLIC UTILITIES

## Board Policy

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Title: **Water Delivery System**

Date Last Approved: **June 2014**

Category: **Utility Business Policies**

Date of Next Review: **June 2016**

Review Committee: Water

Policy No: **A-7**

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Riverside Public Utilities (RPU) shall be responsible for the overall reliability of the water system. RPU will ensure that system additions, operations, maintenance, and replacement of assets follow the appropriate best practices, system planning criteria, and design standards for prudent utility practice.

Accordingly, RPU shall;

1. See that the water system is operated safely at all times within industry standards.
2. Ensure that water delivered to customers meets or surpasses all applicable local, state, and federal water quality standards and is suitable for its intended use.
3. Ensure that water system planning accounts for the growing demand for the water system service area while incorporating appropriate water use efficiency practices.
4. See that repairs to the water system are made in a timely manner.
5. Oversee maintenance of the water system to minimize service interruptions.
6. Provide service to new customers that comply with RPU rules and rates.
7. Ensure compliance with the appropriate industry standards.
8. Ensure safe operational procedures are applied and followed when working in or around electrically energized parts or equipment.
9. Incorporate advancements in technology into the design, maintenance, and operation of water system to improve system reliability and performance.



# RIVERSIDE PUBLIC UTILITIES

## Board Policy

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Title: **Electric Resources:** Date Last Approved: **June 2014**  
**Maintain Obligation to Serve Customers**

Category: **Utility Business Policies** Date of Next Review: **June 2016**

Review Committee: Electric Policy No: **A-8**

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Riverside Public Utilities (RPU) shall protect existing and seek to develop new electric (generation and transmission) resources in accordance with sound utility practice and policies adopted in RPU's Energy Risk Management Policy. These resources shall meet the guidelines of the City Council, and applicable state and federal regulations, as recommended by the RPU Board.

Accordingly, RPU shall;

1. Continue to preserve rights to local control through aggressive monitoring of legislative and regulatory activities, including timely requests for action by the City Council when needed.
2. Utilize regional, state, and national organizations to further the goals of the utility and the city.
3. Proactively participate in wholesale market initiatives to advocate positions most beneficial or least impactful to RPU ratepayers.
4. Monitor Use of Greenhouse Gas Allowance Proceeds for compliance with CARB's regulation and California Health and Safety Code Section 38500.
5. Ensure compliance with RPU's Internal Compliance Program applicable resources.
6. Obtain adequate renewable resources to meet the Renewable Portfolio Standard and adequate resources to meet the requirements to reduce Greenhouse Gas Emissions.
7. Prepare required regulatory agency reports.
8. Prepare a comprehensive Integrated Resource Plan every five years.
9. Insure adequate tools and technology exist to adequately participate in wholesale markets.
10. Monitor RPU's TRR for optimal timing of a new filing at the Federal Energy Regulatory Commission.



# RIVERSIDE PUBLIC UTILITIES

## Board Policy

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Title: **Water Resources:  
Rights, Protection, & Development**

Date Last Approved: **June 2014**

Category: **Utility Business Policies**

Date of Next Review: **June 2016**

Review Committee: Water

Policy No: **A-9**

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Access to water enabled Riverside to develop and grow to the city it is today. Access to adequate local water supplies is one of the utmost goals of the RPU Board. Riverside Public Utilities' (RPU) shall protect its existing water rights and aggressively seek to develop new water rights as needed to meet projected future demands.

Accordingly, RPU shall:

1. Not use or permit the use of water outside the RPU existing service area without prior approval by the Board and Council.
2. Aggressively pursue the utilization of recycled water supplies and infrastructure to create new supplies in a cost effective manner in order to decrease or eliminate reliance on imported water.
3. In partnership with other local agencies, continue to preserve local control of our groundwater basins through implementation of adopted groundwater management plans, monitoring of legislative and regulatory activities, and where appropriate advocating our position at local, regional, state and federal levels.
4. Determine the timeline for evaluation of water supply benefit studies due to the permanent need for increased water in the city.
5. Increase awareness among RPU customers of the significant value regarding their water resources.
6. Promote, and where appropriate, incentivize conservation, reclamation, and demand management to maximize the beneficial use of the City's publicly owned water supply.
7. Prepare a comprehensive 25-year Urban Water Management Plan in years ending with "0" and "5".



# RIVERSIDE PUBLIC UTILITIES

## Board Policy

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Title: **Customer Care**

Date Last Approved: **June 2014**

Category: **Utility Business Policies**

Date of Next Review: **June 2016**

Review Committee: Customer Relations/Finance Policy No: **A-10**

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Riverside Public Utilities (RPU) is owned by the people it serves. With respect to interactions with consumers or those applying to be customers, RPU shall ensure conditions, procedures, or decisions are safe, dignified, lawful, non-intrusive, and provide appropriate confidentiality or privacy.

Accordingly, RPU shall:

1. Comply with all state and federal regulations that protect the confidentiality of the customer. All customer data is confidential and may not be utilized except as related to customer account management; improving services to customers; educating customers regarding utility services; and other lawful purposes related to providing utility and other City services.
2. Protect any customer information or data unless legally required to disclose such information to do so under the Public Records Act, in compliance with City policy. Individual customer account information is generally exempt from disclosure.
3. Prohibit the release of customer information and data for mailing lists, political promotion, surveys, mailers or publications. Bill inserts unrelated to Utility services may be included with utility service statements where space permits as approved by the General Manager.
4. Prohibit the release of individual identifying customer information to vendors or other service providers. This includes information gathered through automated meter reading devices. Information may be aggregated or identified with non-customer specific information if it can assist in providing data that may reduce or refine customer bills. Individual data may be shared if the customer signs a release if rebates, products or services are provided by a third party.
5. Only elicit information that is necessary on required application forms.
6. Use methods of collecting, reviewing, transmitting, or storing client information that protect against improper access to such information.
7. Not cause or allow any actions in violation of the Riverside Public Utilities Rules and Rates regarding treatment of customers.
8. Maintain Riverside Public Utilities facilities that provide a reasonable level of customer privacy, both visual and aural.

9. Establish with customers a clear understanding of what may be expected and what may not be expected from service offered.
10. Provide adequate time for customers to resolve issues where rates, charges or procedures are in question. Customer accounts must be paid in the interim where resolution may be beyond the due date of the customer's outstanding balance.



# RIVERSIDE PUBLIC UTILITIES

## Board Policy

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Title: **Role of the Chair for Public Meetings** Date Last Approved: June 2014

Category: **Board Specific Policies** Date of Next Review: June 2016

Review Committee: Customer Relations/Finance Policy No: **B-1**

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Standing Rule 5 B (attached to Policy A-1) outlines the role of the Chair of the Riverside Public Utilities Board. This board policy provides additional detail.

The Chair assures the integrity of the Board's public meeting process.

Accordingly, the Chair shall perform his or her role such that:

1. The Board conducts business consistent with its own rules and those legitimately imposed upon it from outside the organization. The Chair will recognize absences by Board members for inclusion in the minutes and initiate discussions when Board absences impact the ability of the Board to hear adequate opinions and conduct business.
2. The content of the Board meeting discussions is limited to those issues on the agenda which are within the Board's subject matter jurisdiction.
3. Board meeting deliberations will be fair, open, and thorough, but also timely, orderly, and kept to the point. Public comment should be kept on track and within appropriate time constraints.
4. Each board member has a right to voice his or her opinion about each issue. The Chair has an obligation to call for closure to each topic when adequate time to address concerns has been provided.



# RIVERSIDE PUBLIC UTILITIES

## Board Policy

Title: **Board Committee Structure**

Date Last Approved: **June 2014**

Category: **Board Specific Policies**

Date of Next Review: **June 2016**

Review Committee: Customer Relations/Finance

Policy No: **B-2**

Standing Rule 8 (attached to Policy A-1) outlines the establishment and composition of Committees of the RPU Board. This board policy provides additional detail.

Board committees, when used, will be assigned so as to reinforce the wholeness of the Board's job and so as never to interfere with delegation from the Board to the General Manager. All standing committee activities shall be subject to requirements of the Ralph M. Brown Act of the State of California. Committees usually meet monthly at a time and place determined by the members.

Accordingly:

1. Board committees are to help the Board do its job. Committees ordinarily will assist the Board by preparing policy alternatives, implications, and direction for Board deliberation.
2. Board committees only meet when there are topics or issues that need further deliberation by the committee to benefit the Board as a whole. It is normal for scheduled committee meetings to be cancelled when it is determined further discussion on individual items will not benefit the Board in their advisory or decision making policy.
3. The only Board committees are those which are set forth in the Standing Rules.

a. Customer Relations/ Finance Committee

The Customer Relations/Finance Committee will review financial results, rates, financings and strategies related to both the electric and water utilities. The Customer Relations/ Finance Committee is composed of the Board members as discussed in the Standing Rules.

b. Electric Committee

The Electric Committee will review financial results, rules, rates and strategies related exclusively to the electric utility. The chair of this committee serves on the Customer Relations/Finance Committee.

c. Water Committee



The Water Committee will review financial results, rules, rates and strategies related exclusively to the water utility. The chair of this committee serves on the Customer Relations/Finance Committee.

4. The Board Chair may appoint other ad hoc committees, on an as needed, temporary basis.
5. This policy applies to any ad hoc committee which is formed by Board action.



# RIVERSIDE PUBLIC UTILITIES

## Board Policy

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Title: **Communications and Support of Board**

Date Last Approved: **June 2014**

Category: **Board Specific Policies**

Date of Next Review: **June 2016**

Review Committee: Customer Relations/ Finance

Policy No: **B-3**

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In order to make fully informed decisions, the RPU Board should be informed and supported in its work.

Accordingly, the Board may request that the General Manager:

1. Submit monitoring data required by the Board in a timely, accurate, and understandable fashion, directly addressing provisions of Board policies.
2. Apprise the Board of major and unusual land acquisition, contracts, unusual or exceptional purchases, relevant trends, significant public reaction, material external and internal changes, particularly changes in the assumptions upon which any Board policy has previously been established.
3. Advise the Board if, in the General Manager's opinion, the Board is not in compliance with its own policies, particularly in the case of Board behavior that is detrimental to the relationship between the Board and General Manager.
4. Marshal for the Board as many staff and external points of view, issues and options as needed for fully informed Board choices.
5. Present information in a form that effectively communicates and is not unnecessarily complex or lengthy.
6. Provide a mechanism for official Board, officer, or committee communications.
7. Interact with the Board as a whole through both the committee structure and board meetings.
8. Report in a timely manner an actual or anticipated noncompliance with any policy of the Board.
9. Agendize for Board review and/or approval any issue within the Board's subject matter jurisdiction subject to the discretion of the General Manager.



# RIVERSIDE PUBLIC UTILITIES

## Board Policy

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Title: **Board Training/Education Policy** Date Last Approved: June 2014

Category: **Board Specific Policies** Date of Next Review: June 2016

Review Committee: Customer Relations/ Finance Policy No: **B-4**

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It is expected that RPU Board members shall need to travel to various conferences, seminars and training sessions. The Board shall annually establish the total amount budgeted for training and education for all Board members, and include in the overall annual Utility budget for council consideration. New board members shall be encouraged to attend training seminars offered by electric and water associations specifically aimed at recently appointed board members. No limit will be placed upon the number of board members attending conferences in state. It is expected that no more than four board members will attend the same conference, seminar or training event out of state. In the event that more than four members would like to attend, the Board Chair shall provide specific approval for expanded attendance.

Some of the organizations that offer training that might be beneficial to board members are:

American Public Power Association  
California Municipal Utilities Association  
Association of Metropolitan Water Agencies  
Association of California Water Agencies

Board members must follow the state law (Gov. Code Section 53232.2) and report back to the full board a summary of their attendance. Board travel is encouraged so that board members can share increased knowledge of utility related issues with fellow board members.

Tours of facilities are available and recommended for all board members. These can be scheduled through the General Manager.

Reimbursement for travel costs follows normal City policy. No expenditures for spouses or partners who attend meetings with board members is reimbursable.



# RIVERSIDE PUBLIC UTILITIES

## Board Policy

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### Board Interaction with

Title: **the General Manager and Staff**

Date Last Approved: June 2014

Category: **General Manager Related Policies** Date of Next Review: June 2016

Review Committee: Customer Relations/Finance Policy No: **C-1**

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The Public Utilities General Manager is the RPU Board's only link to operational achievement and conduct, so that all authority and accountability of staff, as far as the Board is concerned, is considered the authority and accountability of the General Manager.

Accordingly:

1. The Board as a body and individual Board members will never give instructions to persons who report directly or indirectly to the General Manager.
2. Board members may contact other members of the executive management staff to ask questions or to provide information where appropriate.
3. The Board as a body and individual Board members will refrain from evaluating, either formally or informally, the overall job performance of any staff.



# RIVERSIDE PUBLIC UTILITIES

## Board Policy

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Title: **Pricing of Products and Services** Date Last Approved: **June 2014**

Category: **General Manager Related Policies** Date of Next Review: **June 2016**

Review Committee: Customer Relations/Finance Policy No: **C-2**

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Riverside Public Utilities (RPU) shall not adopt pricing practices or rate setting that are inconsistent with the established Electric and Water Rules and Rates, bond covenants, and the law.

Accordingly RPU shall:

1. Ensure pricing practices that result in revenues that are sufficient to provide safe, reliable utility services to its customers/owners.
2. Ensure pricing practices that result in the use of resources in a manner consistent with sound business and economic practices.
3. Ensure pricing practices that maximize long-term the value for our customer-owners, recognizing that this will generally occur by enhancing our operational effectiveness and customer loyalty.
4. Ensure pricing practices maintain the separate financial integrity and viability of the individual services provided by Riverside Public Utilities.
5. Ensure accounting and cost or service records demonstrate the financial viability of each of the individual services provided by Riverside Public Utilities.
6. Work to maintain and improve bond ratings including necessary rating agency related presentations on an annual basis or as needed.