

Riverside Public Utilities

Community

Programs-Services-Benefits

Energy Efficiency Programs

Community

special needs

research

&

development

renewable energy

2001-2002 Annual Report

A Utility For Public Benefits

THE PEOPLE PROGRAMS

More than 260,000 people depend on Riverside Public Utilities, a department of the City of Riverside, for services every day.



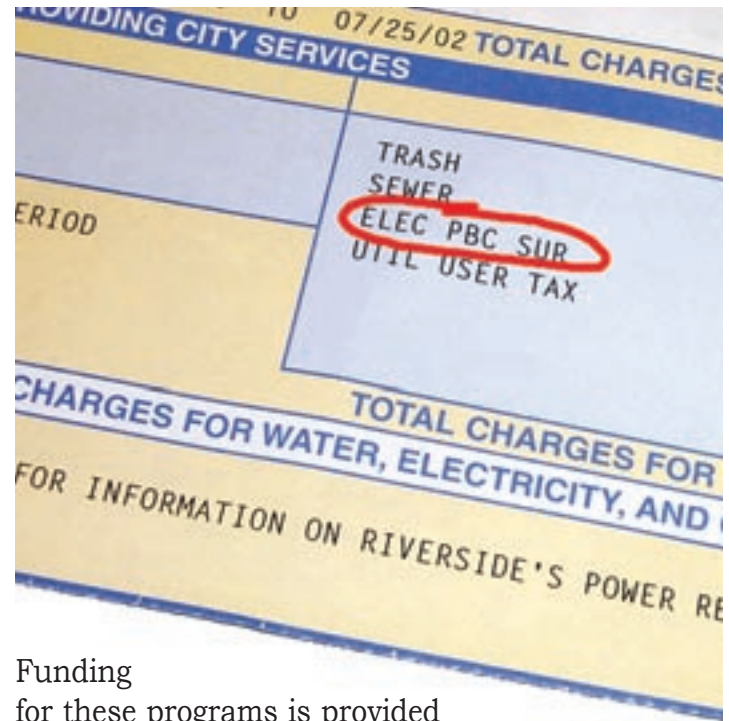
It has always been our goal to serve the community and our customer-owners. So, when state law required that all utilities create social and environmental energy benefits programs in 1998, it was a natural progression for us.

Today, we offer more than 25 Public Benefits Programs that provide rebates for energy efficiency, assist low-income and special needs customers, and provide financial support for research and development, grants, and renewable energy projects.



That is why we are committed to providing the highest quality water and electric services at the lowest possible rates to benefit the community.

We are also dedicated to providing valuable support to the city of Riverside, and are proud to offer programs and services that provide benefits to our customers while helping to ensure that Riverside's energy and water needs are met today and tomorrow.



Funding for these programs is provided through a state-mandated public benefits charge on electric revenues, which appears on your Utility bill as "ELEC PBC SUR."

fact...

Riverside Public Utilities has been providing conservation programs for over 20 years.

Energy Efficiency

PROGRAMS

Over 68,000 customers have taken advantage of our energy efficiency programs to date, resulting in annual energy savings of over 21.4 million kilowatt hours. That's enough electricity to run more than 2,500 homes for one year!

Our **Tree Power Program** offers customers free trees and rebates for trees that provide shade and increase energy efficiency.

T R E E
P O W E R



More than 10,500 trees have been planted through the program, providing energy savings of up to 1.5 million kilowatt hours each year.

The **ENERGY STAR® Rebate Program** provides rebates for purchasing energy efficient ENERGY STAR appliances and electronics. Last year, nearly 10,500 customers participated in the program. The Utility returned over \$3.3 million in rebates and generated more than \$9.5 million in local retail sales.



Money Isn't All You're Saving

Residential customers can save even more energy and money by taking advantage of programs like Cool Cash and Weatherization. **Cool Cash** provides average rebates of \$200 to install new or replacement high energy efficient central air conditioners.

Weatherization offers various rebates for energy efficiency projects such as installing whole house fans and insulation.



The Utility also has programs that assist our small and large business customers. One of the most popular programs is the **Energy Efficient Lighting Incentive**, which offers valuable rebates to install energy efficient lighting fixtures and bulbs.



Our **Energy Education Program** provides Riverside schools with a variety of instructional materials each year. This helps us raise an educated

community of energy users who practice electrical safety and value the importance of conservation and energy efficiency.

Last year, our new in-school program used interactive displays and handouts to teach over 800 fourth grade students about energy safety and efficiency.

fact...

You can receive a \$50 rebate for purchasing an ENERGY STAR rated room air conditioner!

Special Needs PROGRAMS

Sometimes people need a little help. That extra help can come through our assistance programs for low-income and special needs customers.

People helping people

Since 1989, our customers have helped Riverside's qualified low-income residents pay their utility bills and deposits by donating to the Sharing Households Assist Riverside's Energy Fund (SHARE) Program through their utility bills. These voluntary SHARE contributions are then supplemented with public benefits funds to allow us to serve even more customers. Last year over 2,100 low-income customers received assistance to pay their utility bills.

Special needs for special customers

More than 400 customers in Riverside depend upon electricity to run essential life supporting equipment. Our **Utilicare Program** helps these special need customers by offering them a reduced electric rate.



Additional special services include our **WE CARE Program**, which provides a free home energy survey and free installation of energy saving devices for our senior, disabled, and low-income customers.

Renewable ENERGY

Green Power, power produced by renewable resources such as wind, sun, and water, will play an important role in our future.



Already, projects like our 113 kilowatt photovoltaic carport (left) are adding Green Power generation to

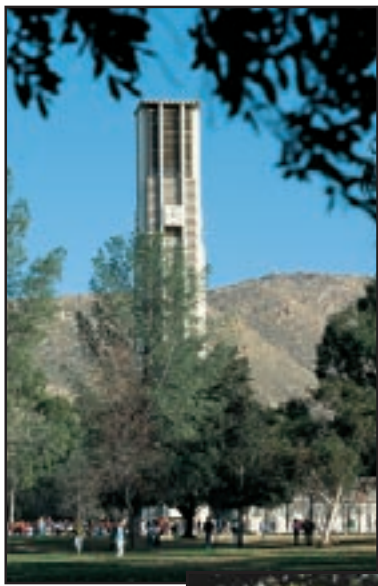
Riverside. Located at our Utilities Operations Center on the corner of Lincoln and Adams Streets, the carport covers 152 parking spaces and produces enough environmentally friendly electricity to power over 100 homes.



Our Green Power mix continues to grow each year as we increase the amount of electricity purchased from environmentally friendly power suppliers. This continued support of renewable energy technologies and the construction of Green Power projects in Riverside helps to further enhance the overall stability of our energy resources.



Research & Development PROGRAMS



Imagine turning urban waste into clean, automated electric power for heating and cooling your home. That's what one research group is working on at the University of California, Riverside thanks to our **Energy Innovations Grant Program.**



Another group is working to develop a window film that

gets darker as the temperature outside increases. This technology would help make homes and businesses more energy efficient.

Already, over half a million dollars has been awarded through this grant program to advance science and technology in electric-related fields.

Open to all of Riverside's public and private colleges, this program may fund that one project that shapes the way we create and use electric power in the future.

Electric & Water SERVICES



Power today Power tomorrow

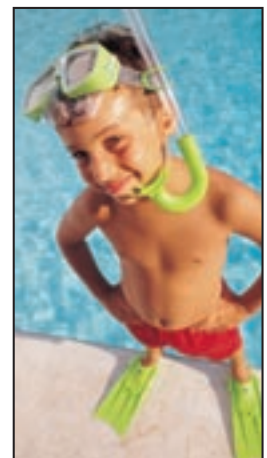
For over 107 years, we've managed an energy delivery system that has met the growing needs of the community. With an operating budget of nearly \$200 million, we continue to take steps to ensure our

customers' future energy needs will be met.

Our long-term power needs are forecasted decades into the future. And, new generation facilities (like our 40 megawatt power generation station in east Riverside, above) help provide peak energy and emergency power for our city when it is needed. These reliable electric services are provided to you with rates that are significantly lower than those of Southern California Edison.

Quality water services

Providing quality water services has been our goal for nearly 90 years. Last year, we expended over \$19 million to maintain this goal and safeguard the supply and quality of Riverside's water resources for the next 100 years and beyond.



Our Water Quality Annual Report is mailed each spring and can be viewed online at riversidepublicutilities.com.

fact...

We've provided more than \$100,000 in rebates on over 800 computer systems used to help low-income families develop essential computer skills.

Working TOGETHER

Community SUPPORT

Riverside's Board of Public Utilities is a group of seven volunteer citizens. In addition to advising the City Council on important Utility decisions, the Board sets direction on specific goals the utility must achieve in order to best serve our customer-owners.



These goals are accomplished through the efforts of more than 400 employees who work to provide you with the best water and electric services.



We encourage your comments and welcome you to attend our Board of Public Utilities meetings, held at Riverside City Hall the first and third Fridays of each month at 8:15 a.m.

Each year, our service commitments extend beyond providing quality water, electricity, and energy efficiency programs to the City of Riverside. Last year, the Utility provided over \$15.3 million to Riverside's General Fund, which helped to support a variety of city programs and fire, police, library, and park and recreation services.



We also provided valuable community support and sponsorships to more than 150

community groups, and were proud to have participated in some of Riverside's premier events such as the Orange Blossom Festival, Riverside Wednesday Night, Riverside Black History Parade, Fiesta de la Familia, Concerts at the Courthouse, and the Festival of Lights Switch-On Ceremony. At each of these events, our Utility staff was on hand to answer customer questions and distribute information on all of our public benefits programs.

For more information on our programs & services, please call:
Programs & Services: (909) 826-5485
Customer Service: (909) 782-0330
TDD for Hearing Impaired: (909) 826-2516
Or, visit us online at riversidepublicutilities.com.

fact...

Our Level Pay Plan can even out your payment to one flat rate every month.

Public Benefits

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 Program - 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 \$50 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 Program - Offers significant rebates for weatherization measures.

Business

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

CII - Commercial, Industrial and Institutional Water Conservation program - Financial incentive to commercial, industrial, and institutional (CII) 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 - Incentives for purchasing energy-efficient electrical equipment to reduce electric consumption.

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.

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.