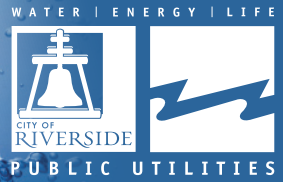


UTILITY UPDATE

RIVERSIDE PUBLIC UTILITIES



RIVERSIDE PUBLIC UTILITIES RATE PLAN

On May 22, 2018, the Riverside City Council approved a five-year rate plan for Riverside Public Utilities.



New water rates go into effect on **July 1, 2018** and are reflected in this current bill.



New electric rates go into effect on **January 1, 2019**.

The decision made by the City Council came after years of planning and public meetings and began with the adoption of the Utility 2.0 Strategic Plan in 2015.

Why is RPU Changing Rates?



30% of **distribution mains** are **OVER 60 years old**



10 **substation transformers** are **OVER 60 years old**



39% of **utility poles** are **OVER 60 years old**

These are just a few of many infrastructure changes needed.



For more information, please visit RiversidePublicUtilities.com/RatePlan

DID YOU KNOW? YOUR BILL HAS SOME UPDATES!

RIVERSIDE PUBLIC UTILITIES STATEMENT OF SERVICES

KEEP THIS PORTION FOR YOUR RECORDS

FOR SERVICE ENDING: BILLING DATE: ACCOUNT NUMBER: SERVICE ADDRESS:

Hablamos Español (851) 782-0330 Hablamos Español

THE TOTAL CHARGES FOR WATER AND ELECTRIC SERVICES INCLUDE AN 11.5% GENERAL FUND TRANSFER

WATER

Usage Comparison This Year: Days, Period Usage, Daily Average

Usage Comparison Last Year: Days, Period Usage, Daily Average

General Fund Transfer proceeds are used to maintain local general purposes such as 9-1-1 response, police patrols/fire protection, children's after-school and senior/disabled services and other critical community services.

ELECTRIC

Usage Comparison This Year: Days, Period Usage, Daily Average

Usage Comparison Last Year: Days, Period Usage, Daily Average

Find a description of your charges in the enclosed insert.

4 Great Ways to Pay!

By Mail | In Person | Online | 311 App

Or Sign Up for Paperless Billing!

Learn more at RiversidePublicUtilities.com

PAYMENT CARD

Pay by MAIL (envelope provided) or IN PERSON using this Payment Card

CUSTOMER SERVICE / PAYMENT CENTERS

SHARE FUND (LOW INCOME UTILITY ASSISTANCE)

Help low-income residents with their bills by donating to the SHARE program here. For more information about the program, go to RiversidePublicUtilities.com/Rebates.