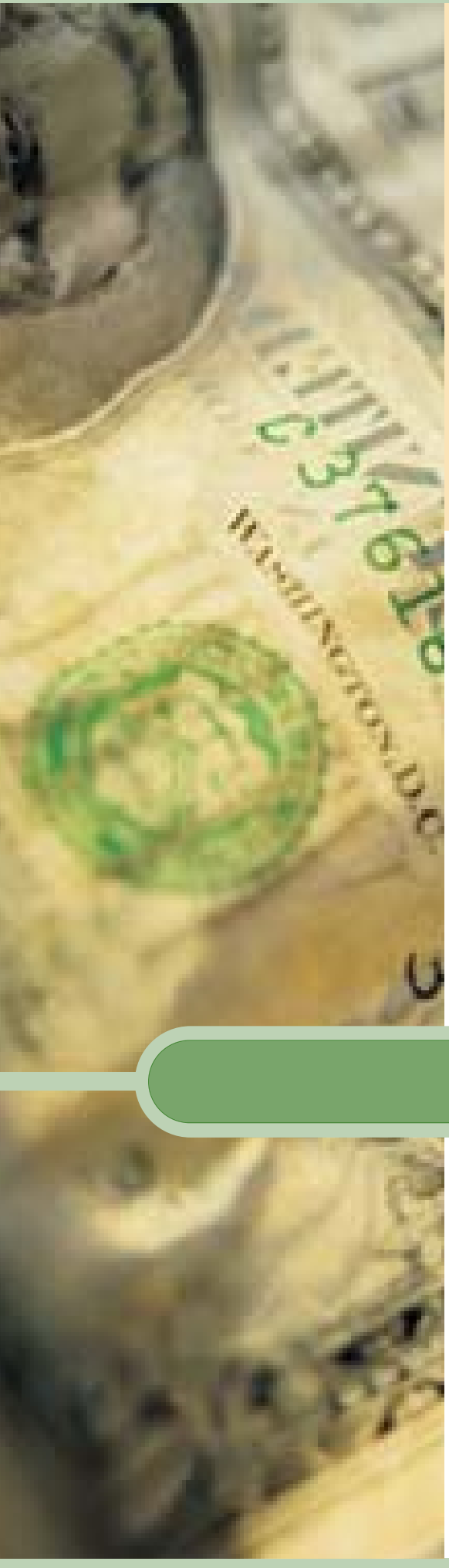
CITY OF RIVERSIDE PUBLIC UTILITIES

COMMUNITY BENEFITS 2004 ANNUAL REPORT



Are you interested in...

MILLIONS of dollars in rebates?

CONSERVING energy and water?

SAVING money on your utility bills?

Then all you need to do is...

READ this annual report to find out about our Public Benefits programs and rebates.

PARTICIPATE in our programs. Visit the City of Riverside Public Utilities Web site for information to apply online at www.riversidepublicutilities.com.

CALL a Programs and Services Representative at 826-5485 for information about rebate programs.

A wealth of information for our customers

The Community Benefits 2004 Annual Report contains a wealth of information about Riverside's Public Benefits Programs, energy and water conservation, and how our customers can save money on their utilities and cash in on valuable rebates.

Join the thousands of City of Riverside Public Utilities residential and business customers who have participated in conserving energy and water through our Public Benefits Programs, and shared over **$23 MILLION** in rebates over the past six years!

FEATURED HIGHLIGHTS INCLUDE:

- Riverside's low electric and water rates
- Be Powerwise and Be Waterwise Programs to conserve energy and water and reduce your utility bills
- How Riverside is soaking up rays to power our community and is using a higher percentage of renewable GREEN POWER energy than the State of California
- Touching The Future – Teaching Riverside students energy safety and conservation plus funding advanced research
- Splash Into Cash – providing bottled water to help high schools and middle schools raise funds
- Millions in ENERGY-STAR® rebates to 21,000 customers and rising
- COOL CASH rebates by the ton for new or replacement central air conditioners or heat pumps
- If your old refrigerator operates, free removal and a COOL RETURNS $25 rebate awaits
- Get up to six Tree Power shade trees each year – a $150 value – at no cost
- Replace that pre-1994 water-wasting toilet and get a $55 rebate
- Weatherizing your home earns rebates and lowers your cost of living for years

Riverside Public Utilities rebate programs are for you

Riverside Public Utilities rebate programs are funded through a Public Benefits Charge (PBC) collected from customers.

Public Benefits Funds are used to:

- assist low-income and special needs customers
- construct renewable Green Power energy projects
- educate school children about energy conservation and safety
- offer information to customers to assist with conserving energy and water
- secure financial assistance for scholarships and grants for energy research and development

Public Benefits Programs provide valuable rebates and incentives to residential and business customers to encourage energy and water efficiency and conservation.

The rebate programs help you, our customer, save money that you can put to good use elsewhere.

In six years, $23 million dollars in energy efficiency rebates have been provided to customers.

This year alone, over $4 million in rebates were earned by Public Utilities customers through dozens of programs.

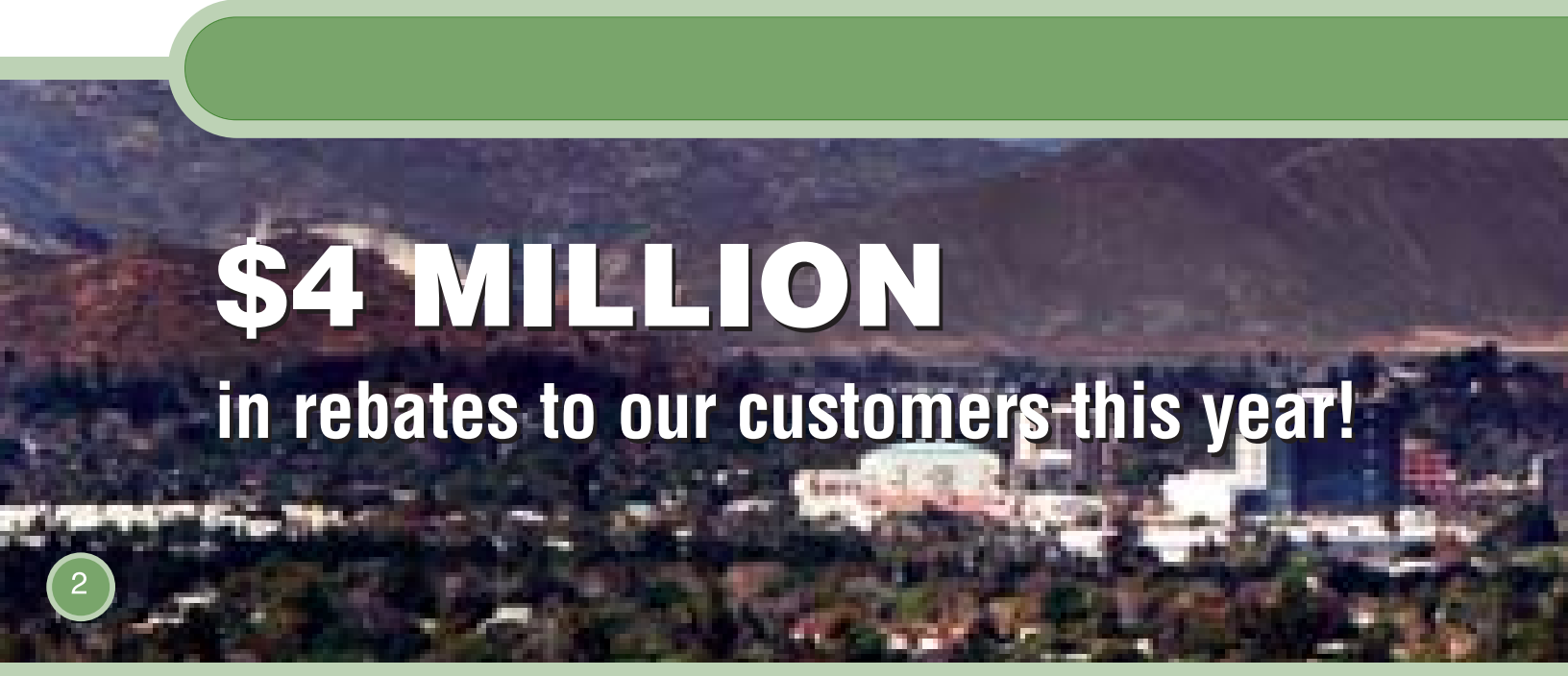
Thanks to one very successful program - ENERGY STAR® - you will find energy-saving refrigerators, room air conditioners, dishwashers, ceiling fans with lights, clothes washers, and indoor and outdoor lighting in the homes of 5,000 happy utility customers, who also put $525,000 of ENERGY STAR® rebates in their pockets this year.

Rebates provide savings in three ways:

1. You save on your purchase
2. You save on your monthly utility bill
3. You save by conserving - which helps keep rates low

Program participation is easy!

If you qualify, you will receive either a CASH REBATE or a CREDIT REBATE on your next utility bill, depending upon the individual program guidelines.



Resources for a growing Riverside

In today's world, there are far more challenges to providing water and power than there were in the past.

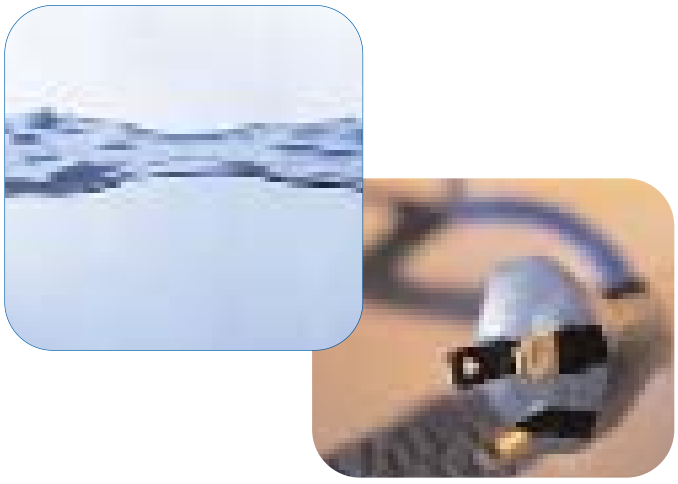
Because Southern California is in the sixth year of drought, and California's energy supplies and transmission systems are stretched to their limits, Riverside must conserve both water and energy.

By conserving water and using local supplies, we can avoid purchasing expensive State Water Project resources from hundreds of miles away.

By conserving energy, we can avoid buying expensive power during peak loads while we are building our own local power plants to secure Riverside's energy future.

Regardless of the challenges, the City of Riverside Public Utilities Department has consistently provided Riverside residents with the highest quality water and reliable electric service at the lowest possible rates.

With increasing demand for both water and electricity, the City Council and Board of Public Utilities are proactively initiating measures to conserve and secure our present resources and developing new ones to meet our customers' needs now and in the future.



Cash-in on Conservation

Our goals are to help our customers to be more energy efficient and conserve more water. And, at the same time, help them save money. Through the Public Benefits Programs, we have been able to increase our contributions to the City of Riverside, and support the community in numerous ways beyond supplying water and delivering power.

Riverside residents and businesses pay the LOWEST RATES around for water and electricity

Other utilities charge:

- 16% to 79% MORE for residential water than Riverside.
- 7% to 73% MORE for commercial water than Riverside.

Other utilities charge:

- 8% to 16% MORE for residential electric power than Riverside.
- 17% to 22% MORE for commercial electric power than Riverside.

Rate comparisons as of July 16, 2004. Prices based on weighted average.

Average residential monthly usage of 27 CCF. One CCF is equal to 748 gallons of water or 100 cubic feet (CCF) of water.
Monthly commercial usage of 7600 CCF.

Monthly usage of 600 kilowatt-hours per month. Small businesses with monthly usage of 4000 kWh; large businesses with 378 kW, 108 MWh; and Industrial, Time-of-use customers, 1.6 MW. Individual prices may vary due to customer's load profile, voltage and incentives offered.

Your water and electricity bills are MUCH LESS than other utilities charge

Riverside SHARE s

.... with neighbors needing assistance

SHARE Program

Over the past six years, customers have voluntarily donated to the Sharing Households Assist Riverside's Energy (SHARE) Fund Program to help qualified, low-income residents pay their utility bills and deposits. The utility supplements those contributions with Public Benefits funds.

Over $3.3 million has helped 20,469 Riverside residents in need.

....with special needs neighbors

UTILICARE special rate

To help our customers with special medical needs, we offer a reduced electric rate.

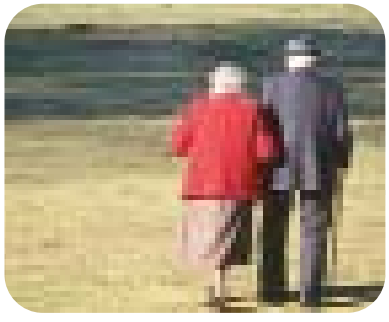
Our Utilicare Program assists hundreds of your Riverside neighbors who depend on life support equipment powered by electricity. Permanently installed electric space heating or air conditioning, or other essential medical devices may qualify with physician authorization.

....with elderly or disabled neighbors

WE CARE Program

For senior, disabled, or low-income neighbors, the WE CARE Program is available.

The program offers a free home energy survey, free weatherization and conservation devices. That includes weather-stripping up to two entry doors and four exterior windows, door sweeps for up to two entry doors, and up to two water-saving showerheads.



You can help SHARE with someone in need

Simply donate to SHARE on your monthly utility bill.
Visit www.riversidepublicutilities.com for more information about the SHARE, UTILICARE and WE CARE programs, or call 826-5485.

For water conservation tips visit www.riversidepublicutilities.com/bewaterwise

Visit waterwise gardens and local nurseries for ideas

City of Riverside Municipal Museum
3580 Mission Inn Avenue, (951) 826-5273
www.riversideca.gov/museum/
NEW Waterwise Garden
Pick up your FREE Waterwise Plant Guide

Landscapes Southern California Style℠
Western Municipal Water District
450 Alessandro Blvd., (951) 789-5000
www.wmwd.com/landscape.htm

Botanic Gardens - University of California Riverside (UCR), (951) 784-6962
www.gardens.ucr.edu/contact.html

Sam and Alfreda Maloof California Discovery Garden
5131 Carnelian Street, Rancho Cucamonga
(909) 980-0412
www.malooffoundation.org/tours.cfm

Rancho Santa Ana Botanic Garden
1500 North College Avenue, Claremont
(909) 625-8767 www.rsabg.org/

Home Depot
3323 Madison St.
(951) 358-1370

Parkview Nursery
4377 Chicago Ave.
(951) 784-6777

A&M Nursery
10333 Arlington Ave.
(951) 689-9763

Parkview Nursery
3841 Jackson St.
(951) 351-6900

Louie's Nursery
16310 Porter Ave (at Van Buren)
(951) 780-7841

Lowe's
12400 Day St.
(951) 656-1859

Lowe's
9851 Magnolia Ave.
(951) 509-5500

It's important and easy to Be Waterwise...

Riverside is located in a semi-arid region with limited water resources, where it is always wise to conserve water. Now, in the sixth year of a drought, conserving water is not an option – it is an obligation.

DID YOU KNOW...

- Most Southern Californians water their landscape with double the amount of water needed to keep plants healthy. That means most people could easily use much less water and save money by not overwatering!
- It makes a big difference if you adjust your watering schedule and your sprinkler system to the season and the weather.

Will Save says...

- HALF the water used by single family homes is for outdoor watering.

An easy solution

Long term, the best thing to do is reduce the area of thirsty lawns by planting native or California Friendly plants, and installing drip systems in landscape areas.

It's worth the investment! Visit local Riverside gardens and nurseries for advice and drought resistant plants.

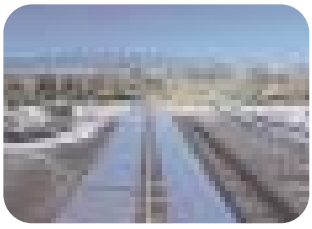
Rebate programs

Riverside Public Utilities offers residential customers up to two $55 rebates towards the purchase of new, 1.6 gallon Ultra Low-Flush Toilets to replace two pre-1994 toilets that can use three or four times more water per flush.

The utility also offered rebates from $75-$175 this past year to customers who purchased new High Efficiency Clothes Washers that use 40 percent less water and 55 percent less energy per load than standard top-loading machines.

Beautiful California Friendly, drought tolerant plants

Green Power – Renewable energy for a better tomorrow



Riverside uses an increasing share of diversified, renewable "Green Power" sources of energy – wind, water, landfill gas, geothermal and solar.

Using renewable energy from nearby, domestic sources increases Riverside's independence and improves the environment.

Riverside's Sources of Renewable GREEN ENERGY

Water	30 MW	Hoover Dam, AZ/NV
Geothermal	20 MW	Coachella Valley, CA
Landfill Gas	6 MW	Ontario, CA
Wind	5 MW	Palm Springs, CA
Solar	410 kW	Riverside, CA

Public Benefits expenditures for Renewable Resources FY 2003/2004

Solar	$761,152	46 Kilowatts

Riverside has steadily increased its use of renewable Green Power sources of energy to **12 percent** of our energy portfolio….which is a higher percentage than the State of California uses.

See our power mix online.

Limitless Geothermal power beneath California's deserts

Geothermal literally means "Earth heat."

It is an abundant, underused heat and power resource beneath our feet.

Geothermal power emits little or no greenhouse gases. It is available to 95 percent of our country, and is plentiful in Southern California, making us less dependent on foreign oil.

The City of Riverside Public Utilities contracts with Cal Energy to deliver 20 megawatts (MW) of geothermal power from its power plant near the Salton Sea.

GREEN POWER

Good For Riverside, Good For the World!

Sun Power rises in Riverside

In April, another 46 kilowatts (kW) of photovoltaic power (PV) was added to Riverside's inventory of local solar generated energy. The new system was paid from Public Benefits funds and installed as part of the 51-unit low-income Oak Tree Apartments renovation by the non-profit Riverside Housing Development Corp.

Oak Tree Apartments

Combined with the existing photovoltaic generation systems at the low-income Autumn Ridge Apartment complex (81 kW), La Sierra Metrolink Station (133 kW), and the Utilities Operations Center (150 kW), Riverside gets 410 kW of clean, renewable energy from the sun while helping those in need.

Autumn Ridge Apartments

Utilities Operations Center

An additional 30 kW of PV energy from the sun will help light up the shower facilities at Shamel Park, Islander Park and Hunt Park.

Another 500+ kW of PV power is planned for local parks, the Janet Goeske Senior Center, the airport, and various municipal buildings.

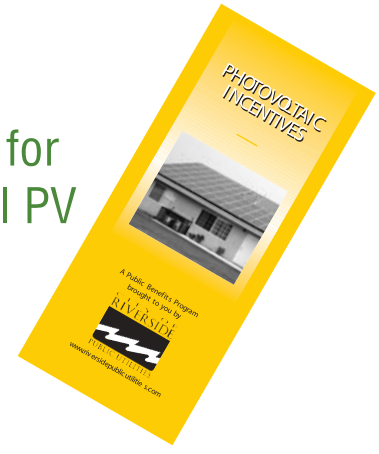
Rebates for Residential PV Systems

Riverside's Residential PV program offers rebates of $2 per watt or 50 percent of the project cost, whichever is less.

This program encourages Riverside's single-family homeowners to install solar generation stations in their home.

Based on a two kW PV system for an average home, a $4,000 rebate would be paid to the homeowner.

Riverside homeowners may visit www.riversidepublicutilities.com for information about the Residential PV Program, or call 826-5485.



Weatherizing your home pays dividends for years

RPU can help you make your home more energy efficient.

The money you save on energy over the years will reduce your energy bills and allow you to use your money for other purposes.

Look into Riverside Public Utilities' Residential Weatherization Program before you build, remodel or repair your home. The sooner you weatherize your home, the sooner you will save energy and reduce your energy bills. Weatherization pays off all year long.

Additional rebates are also available. Visit www.riversidepublicutilities.com, or call 826-5485 for complete program details and guidelines.

*Save even more with insulation rebates available through The Gas Company. Visit www.socalgas.com for program applications and information or call 1-888-431-2226.

Consumer Measure	Minimum rating	Rebate
Attic Insulation*	R-19	10¢ per sq. ft.
	R-30+	15¢ per sq. ft.
Exterior Wall Insulation*	R-13+	5¢ per sq ft.
Insulation Combination (attic & wall)		Additional 2¢ per sq ft.
Floor Insulation	R-19+	5¢ per sq ft.
Duct Insulation	R-6+	5¢ per lin ft.
Duct Testing/Sealing	Must be performed by licensed professional	$50
Door Replacement	ENERGY STAR® Rated	$1 per sq ft.
Window Replacement	ENERGY STAR® Rated	$1 per sq ft.
Window Shading	Must have a minimum shading coefficient of .55	10¢ per sq ft.
Whole House Fan		$75
Evaporative Cooler		$25 (limit 1)

Conserve energy

Be Powerwise!

$5.25 million in ENERGY STAR® rebates to 21,000 customers in 6 years

New energy-saving ENERGY STAR® rated products, such as refrigerators, dishwashers, clothes washers, room air conditioners, ceiling fans with lights, as well as compact fluorescent light bulbs, lamps, indoor lighting and outdoor lighting, are gaining popularity with Riverside residents and businesses.

This year, over 5,100 customers received $525,000 in ENERGY STAR® rebates from Riverside Public Utilities. Were you one of the lucky ones to get a $100 rebate for buying a new, energy saving refrigerator? Or a $50 rebate for a new ENERGY STAR® rated dishwasher?

QUALIFIED PRODUCTS	REBATE
Refrigerator	$100 Rebate
Room Air Conditioner	$50 Rebate
Dishwasher	$50 Rebate
Ceiling Fans w/light kit	$10 Rebate
Clothes Washer	$75 Rebate

LIGHTING

Compact Fluorescent Light Bulbs
Lamps
Outdoor Lighting
Suspended Lighting
Cabinet Lighting
Ceiling Mounted Lights
Wall Mounted Lights
Recessed Lights
Architectural Lights

*Additional qualifications may apply to products listed.

Lighting Purchases of

- $25-$50 = $5 Rebate
- $51-$101 = $10 Rebate
- $100 + = $15 Rebate

ENERGY STAR®
products save energy and money

Touching the future

Riverside Public Utilities invests in teaching our children how to use energy safely and responsibly and the importance of conservation and energy efficiency.

Each year, our Energy Education Program offers a growing variety of instructional materials for teachers and children.

Rebecca Cuevas of Riverside Public Utilities shows school children the effect of static electricity on a doll's hair.

Interactive displays and fun handouts used in our in-school instructional program have taught some 12,800 Riverside children how to be energy safe, conserve energy, and conserve water.

Supporting electric research/technology

Riverside Public Utilities' Energy Innovation Grant (EIG) Program aims at advancing science and technology in the electric field. EIGs fund cutting-edge research, development, and demonstration projects.

In 2004, Riverside awarded $486,500 in grants to the University of California, Riverside (UCR). Since 2002, the utility has given nearly $1.2 million in research grants to UCR.

Working with researchers at UCR, we are accelerating new technology that may soon benefit Riverside and the rest of the world.

Riverside Public Utilities...investing in our children and our future

It pays to be double cool

Cool Cash Program

For first time installations or replacement installations, Riverside residential electric customers can take advantage of our COOL CASH Residential Air Conditioning Rebate Program.

Rebates range from $50 - $90 per ton for replacement equipment and from $35 - $60 per ton for new equipment.

EQUIPMENT	SEER RATING	REPLACEMENT REBATE AMOUNT	NEW REBATE AMOUNT
Central Electric	12.0-12.9	$50 per ton	$35 per ton
Air Conditioner	13.0 or greater	$70 per ton	$50 per ton
Heat Pump	12.0-12.9	$70 per ton	$45 per ton
	13.0 or greater	$90 per ton	$60 per ton
Programmable Thermostat	ENERGY STAR® Rated	Up to $25 (limit 2)	Up to $25 (limit 2)

Cool Returns

The COOL RETURNS program recycles old, inefficient refrigerators and stand-alone freezers. If your old refrigerator operates, we'll take it away and give you a cool $25 rebate.

Old, inefficient refrigerators and freezers use a lot of energy. In fact, older refrigerators can cost over $200 more a year to operate than a newer energy efficient refrigerator.

- **For Working Appliances: Call (800) 685-2722 to schedule an appointment for pick-up.**
- **For Non-Working Appliances: Call (800) 871-2722 for recycling alternatives.**
- **For Programs & Services information: Call 826-5485.**

CA$H-in

on cool conservation program rebates!

We've planted over 25,000 more trees

Riverside residents and businesses love the Tree Power Program. To date, our residential electric customers have planted over 25,000 free shade trees around their homes that will save as much as 1.8 million kilowatt-hours each year when mature.

Tree Power trees filter air pollution and produce fresh oxygen. Their shade helps cool the soil and save water by reducing water evaporation. Riverside's trees beautify our communtiy, lower air conditioning costs, and improve our environment.

For more tree information and program application forms, visit www.riversidepublicutilities.com.

TREE LINE USA
Utility

Riverside loves trees

In fact, the National Arbor Day Foundation designated the City of Riverside a Tree City USA in 1987 and named the City of Riverside Public Utilities a Tree Line USA Utility in 2004.

Our FREE shade trees grow on you

We offer up to six shade trees a year at no cost to our residential electric utility customers to plant near their homes and help reduce summer cooling costs.

In March, every residential electric utility customer receives a coupon on the back of their utility bill that is redeemable from March through June for one free shade tree (valued up to $25) from several local nurseries.

In addition, the Tree Power Program offers rebates up to $25 each for as many as five more shade trees anytime during the entire calendar year.

Residential electric customers can get as many as six shade trees each year – a $150 value – AT NO COST!

Up to six shade trees a year at no cost!

$55 to replace a water-wasting, pre-1994 toilet with an Ultra Low-Flush Toilet

Toilets are the biggest indoor water user in most homes. Toilets account for more than one-fourth of all the water used inside a typical home.

You will get TRIPLE Savings!:

- **Save when you buy**
- **Save water**
- **Save on your bill**

An old, pre-1994 toilet uses three or four times more water per flush than new 1.6 gallon Ultra Low-Flush Toilets use.

We'll pay you up to $110 each year to replace two qualifying toilets to start saving water and reduce your water bill with every flush.

To take advantage of Riverside Public Utilities' Ultra Low-Flush Toilet rebates, visit www.riversidepublicutilities.com.

Complete program guidelines and applications are online or you may contact the Utility's Programs & Services Department at 826-5485.

Riverside businesses can get rebates on new ULFTs too

Under the Metropolitan Water District's Save Water, Save A Buck Program, business/commercial customers are also eligible for a $60 rebate for every pre-1992, water-wasting toilet or urinal replaced with a ULFT unit.

Average savings per ULFT is 30-50 gallons per day.

Other business benefits for conserving water:

- **Lower Water/Sewer Bills -** Improved water efficiency lowers your utility costs.
- **Environmental Benefits -** Reduced discharges help keep wastewater fees low and delay the need for larger facilities.
- **Water Efficiency -** Efficient use of resources promotes a positive company image.

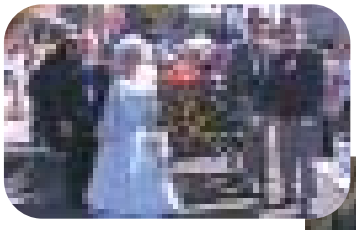
For more information call:
1 (877) 728-2282

Save water, save money with a new Ultra Low-Flush Toilet or High-Efficiency Clothes Washer

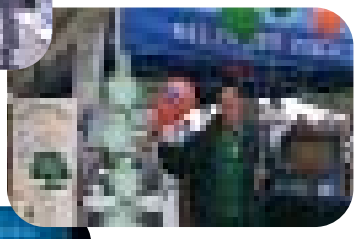
Connecting with our community through sponsorships

Riverside Public Utilities connected with our community this year by assisting over 150 groups with 248 events to help fundraising efforts.

Through cash sponsorships, bottled water or promotional items, the Utility donated $219,000 to support various community groups.



Orange Blossom Festival parade and utility booth



YWCA Men Who Cook fundraiser

Splash Into Cash program

Bottled water to help schools

This year, 29,217 bottles of water with a total value of $14,889 were distributed by Riverside Public Utilities to Riverside high schools and middle schools.

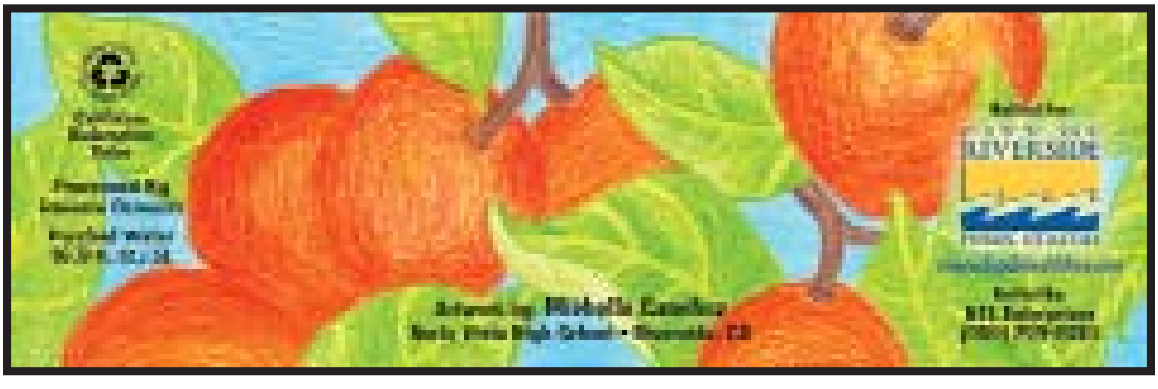
The Utility sponsors an annual student art contest to design labels for the "Splash Into Cash" water bottles.

Winning designs are featured on over 100,000 bottles of water donated by the Utility during the coming year to support schools and community events.

Riverside is proud of its artistic students. Their works of art can be viewed at www.riversidepublicutilities.com/sponsorships.

2003-2004

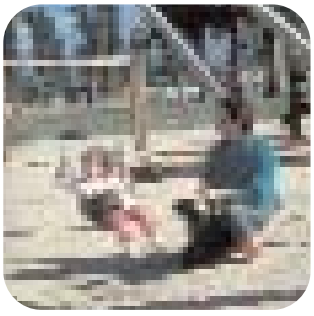
Student winner of Citrus Heritage Category - bottled water label art contest



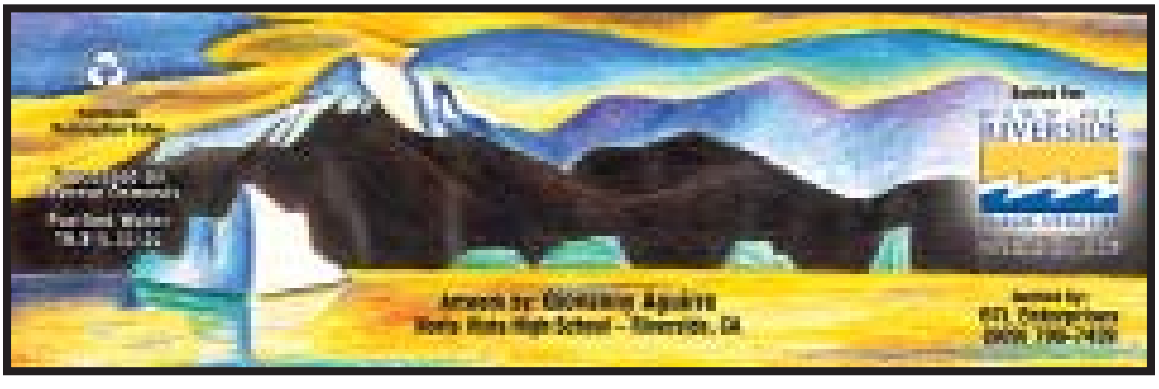
Supporting a higher quality of life for Riverside

Riverside Public Utilities delivers high quality water and reliable electrical service at much lower rates than the large, investor-owned utilities in Southern California, because we are a municipal utility owned by our customers.

Each year, the Board of Public Utilities is able to transfer a percentage of all Utility revenues/income directly to the City of Riverside's General Fund to be used for city services such as maintaining police, fire, library, parks and recreation and other vital services.



This past year, **$19.3** million was transferred, amounting to 14 percent of the City's General Fund.

2003-2004

Student winner of General Art Category - bottled water label art contest