

Get to Know Your Electric Utility



Serving the Community with
Reliable Power for over 130 years

130
YEARS


City of Colton
ELECTRIC UTILITY

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OUR STORY

The City of Colton Electric Utility (CEU) is a municipally owned and operated electric service provider located in San Bernardino County, California. As a public power utility, CEU delivers reliable and cost-effective electric power to residents, businesses, and municipal facilities within Colton City limits.

The utility was created on October 17, 1895, by Ordinance No. 119, eight years after the City of Colton was incorporated. CEU has been dedicated for 130 years to providing quality, reliable service to residential and business customers within the city. CEU is dedicated to helping Colton customers conserve energy at home and work. CEU offers many programs and rebates to help save money and energy.

This publication highlights CEU’s programs and achievements for FY 2024/25. Key accomplishments include completing a rate study to align rates to be equitable among rate classes, CEU continues to meet its renewable energy goals and maintaining high customer satisfaction.

Laying the Foundation

Colton Electric Utility is committed to providing safe, reliable, and environmentally responsible electric services. Our vision is to power Colton’s future through innovation, sustainability, and strong community partnerships, ensuring a resilient and energy-efficient tomorrow.

MESSAGE FROM THE DIRECTOR

Dear Colton Community,

It is both an honor and a privilege to serve you. Every day, I am reminded that Colton is more than just a city, it is a community built on resilience, pride, and shared purpose. As your Electric Utility Director, my role is to ensure that Colton Electric Utility continues to be a source of strength and reliability for every resident, business, and neighborhood we have the privilege of serving.

I am here to serve as your partner in protecting your investment in the ever-evolving and complicated energy world. I work for you, the Colton Community, to meet the growing needs that support Colton's leadership, and I view acting as a fiduciary who protects this community as my personal charge. It is with this sense of responsibility that I step into this role, continuing Colton's long tradition of providing safe, reliable, and locally controlled power. Public power means Colton Electric answers directly to you – and my commitment is to strengthen that relationship through transparency, innovation, and positive customer experiences.

In support of focusing this vision, I bring a career that spans more than three decades in the energy sector, supported by advanced degrees, including an M.B.A., an M.S., and a doctorate with a specialization in engineering and information technology management. My professional journey has included serving at some of the largest and mid-sized public power agencies in the country, where I gained direct experience in balancing scale with community focus. I have also participated extensively in leadership roles with joint powers agencies, industry think tanks, policy advocacy groups, and community service organizations.

Together, these experiences have aligned to provide me with a broad perspective on energy, infrastructure, governance, and policy. They have also reinforced the values of collaboration, innovation, and servant leadership that guide me every day. My time in both large and mid-sized agencies, combined with active participation in industry and community, has shown me the power of teamwork and shared vision in tackling the most complex challenges.

Along the way, I have been fortunate to learn from great mentors and colleagues across my career who taught me the importance of never withdrawing in the face of differences, whether in ideas, places, or priorities. Their guidance has inspired my own philosophy: *first seek to understand, always lead by example, and to commit myself personally to leaving something, someone, or someplace better than I found it.*

Humbly, I bring the perspective of a dedicated public servant to Colton and its residents and businesses. My approach is rooted in listening first, to ensure the voices of our community are heard and respected. I believe in building trust through consistent transparency, in fostering safety as a shared responsibility, and in driving continuous improvement as both a leader and a partner.

It is an honor to continue Colton's long tradition of "Colton Means Business." By maintaining competitive rates and reliable service, Colton Electric Utility plays an important role in supporting local businesses, attracting new investment, and strengthening economic growth. A dependable energy infrastructure not only sustains businesses today but also creates opportunities for tomorrow, ensuring that Colton remains a community where both families and businesses can thrive.

Looking ahead, we will prioritize infrastructure improvements, responsible investments in generation assets that protect Colton, and customer service enhancements. All initiatives aimed at delivering reliable, competitively priced energy that supports Colton's growth and prosperity. Just as importantly, I am committed to acting on the priorities set forth by our City Council, listening and responding to community concerns, protecting the investment our community has made in choosing to own its electric utility, and supporting our colleagues across all City departments so that together we serve Colton with pride and purpose.

Thank you for trusting Colton Electric Utility to power your homes, your businesses, and your future. It is my commitment to lead with transparency, protect our community's investment with the discipline of a fiduciary and adhere to strict brand principles to ensure a great customer experience. My commitment is simple: to keep Colton Electric community – focused and to work tirelessly as partners to move our city forward through collaboration, innovation, and shared progress. Together, we live by our promise: Colton Electric Utility — **Powering today, protecting tomorrow.**

Best regards,

Charles Berry

Electric Director
Colton Electric Utility



RECOGNITIONS OF EXCELLENCE

2024-2026

The American Public Power Association's Smart Energy Provider (SEP) Program Designee. Colton Electric demonstrated commitment to and proficiency in efficiency, distributed energy resources, renewable energy, and environmental initiatives.



City of Colton Wins National Climate Leadership Award Under Mayor Navarro's Direction



THE UNITED STATES CONFERENCE OF MAYORS

The City of Colton has been awarded top honors in the 2025 U.S. Mayors' Climate Protection Awards for its innovative Urban Heat Resilience Program. Under the leadership of Mayor Frank J. Navarro, and with the dedicated work of Colton Electric, Water, and Sustainability staff, the program addresses extreme heat through tree planting, energy and water conservation, and long-term climate planning.

Colton was one of only two cities in the nation to receive the top award, standing out for its community-first approach to climate action and environmental equity.

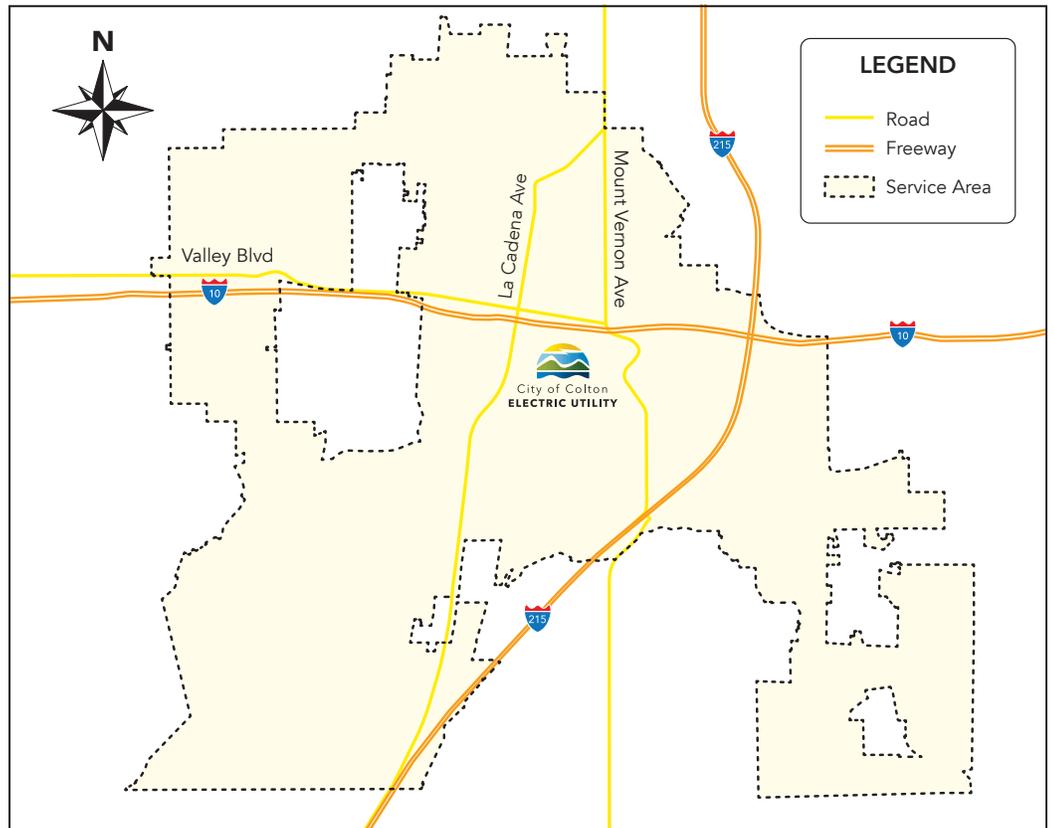
2025-2028

The American Public Power Association's Reliable Public Power Provider for Operational Excellence: RP3 Gold Designee. Colton Electric demonstrated dedication to operating an efficient, safe, and reliable distribution system



SERVICE AREA

Serving over 20,000 customers across 16 square miles, we provide electricity to residential, commercial, and industrial sectors in Colton, California.



POWERING COMMUNITY CONNECTIONS

Colton Electric Utility engages in multiple school outreach and community participation events every year, with the goal of deepening our connection to the community and fostering their investment with their utility. These events include:

- Colton Joint Unified School District Career Day events throughout the district
- Annual Public Power Week BBQ
- City of Colton Earth Day Event
- Read Across America
- Back to School Night at Paul J Rogers Elementary School
- Pop up Energy Efficiency Events at City Hall
- 130th Utilities Anniversary Celebration



BRIGHT FUTURES: SUPPORTING OUR SCHOOLS THROUGH EDUCATION

Energy Efficiency Education Program

CEU, in collaboration with Tinker Inc., funded an in-classroom energy education program aimed at inspiring the next generation. The curriculum featured local lessons, hands-on STEM activities, digital resources, student competitions, teacher grants, and Energy Efficiency Kits for each student. 893 students participated.

Electric Vehicle Outreach Program

rEV, a secondary education EV outreach program, is a collaborative partnership between CEU and the National Energy Foundation. rEV teaches about the advantages of electric transportation delivered through a “choose your adventure” interactive movie format, with accompanying teacher and student materials. 755 students participated.

SoCal STEAM Challenge

The City of Colton’s Electric Department proudly sponsored the Colton High School team in a competition against ten other local high schools at Yucaipa Regional Park. Students showcased their engineering skills by designing, constructing, and racing 16-foot solar-powered boats, fostering hands-on learning in engineering, teamwork, and sustainability.



The Colton STEAM team's boat in competition.



Members of Colton Utility's Sustainability Team supporting The Colton STEAM team.



The Colton STEAM team prepares their boat for launching.

SUSTAINABILITY AND ENVIRONMENTAL IMPACT

Addressing environmental responsibility

Through energy efficiency practices, CEU continues to reduce carbon emissions, meeting all its statutory requirements.

Energy Solutions for Your Home and Business

With CEU's programs, you can save energy and help us reduce our impact on the environment. Visit coltononline.com to apply.

Residential Energy Rebates

1. A/C Tune-Up Rebate Program

City of Colton Electric Utility is offering customers air conditioner (A/C) tune-up rebates for A/C units that do not exceed 5 tons.

2. Air Conditioner Replacement Rebate

Rebates are provided for packaged units that meet the following minimum requirements: Replacement units must be at least a 15.3 SEER2 or greater.

3. Energy Efficiency Rebate

The City of Colton Electric Utility offers residential customers generous rebates for specific Energy Efficiency Home Improvements. Rebates are provided for the following product list.

- Occupancy Sensors (Limit 8)
- Ceiling Fan (Limit 4, Must be Energy Star Approved)
- Whole-house Fan
- Evaporative Cooler
- Room A/C (Must be Energy Star Approved)
- Solar Attic Fan
- Solar Light Tube (Limit 2)
- Pool Pump (Variable Speed only)
- Clothes Washer (Must be Energy Star Approved)
- Dishwasher (Must be Energy Star Approved)
- Refrigerator (Must be Energy Star Approved)
- Smart Thermostat (Must be Wi-Fi Enabled)

4. Tree Programs

- *Treebate* - Plant an approved tree on your property that will reduce your bill by providing shade to your home, and we'll help you pay for the cost of the tree.
- *Energy Shade Tree Giveaway* - Once a year in spring, CEU gives away 200 trees to residents on a first-come, first-served basis.

5. Weatherization Rebates

Update your windows and insulation for increased comfort and savings!

6. Residential Direct Installation Program and Audit

Colton Electric Utility invites you to try our free online energy assessment tool – *MyEnergyXpert* – designed to help you discover simple ways to improve your home's energy efficiency.

Why Use MyEnergyXpert?

- **Quick & Easy** – Complete the assessment in just a few minutes.
- **Personalized Plan** – Get a customized improvement plan tailored to your home.
- **Instant Savings** – Get connected to rebates and incentives right away.
- **Smarter Energy Use** – Make informed energy decisions with helpful, actionable recommendations.



Scan the QR Code to visit our website for additional details and to apply for programs.

Business Smart Energy Rebates

1. Custom Measure Rebates

CEU provides custom industrial energy-saving project rebates that reduce electricity usage. Businesses have a large portfolio of energy efficiency opportunities from Cooling systems to ECM motors. No matter what item you wish to retrofit as long as it reduces energy we provide a rebate to incentivize the savings.

2. Commercial Lighting Retrofit & Improvements Rebate Program

The City of Colton Electric Utility is proud to offer rebates to Commercial and Industrial customers who invest in lighting efficiency upgrades that help reduce the utility's peak electric demand.

Lighting can account for up to 40% of a business's total energy use. By upgrading to high-efficiency lighting systems, businesses can reduce lighting energy consumption by up to 60%, all without compromising light quality. In addition to energy savings, improved lighting contributes to:

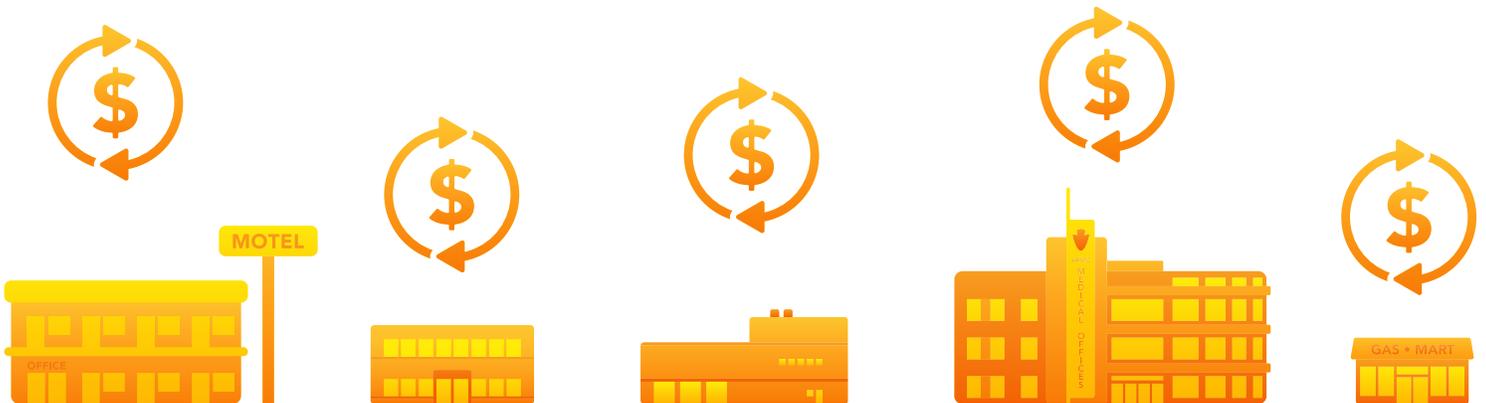
- Lower utility bills
- Increased productivity and quality control
- Enhanced sales environments
- Improved security and safety
- Quick return on investment—often less than one year

3. Hotels & Lodging – Commercial Energy Efficiency Program

Colton Electric Utility is proud to support local hotels, motels, and inns in becoming more energy efficient. This specialized program is designed to help hospitality businesses reduce energy consumption, lower utility costs, and improve overall operational efficiency.

Participants will receive:

- A comprehensive energy audit performed by a Colton Electric-approved third-party vendor
- A customized proposal outlining recommended energy-saving measures
- Estimated energy savings calculations if recommended upgrades are installed
- Additional energy management recommendations tailored to your facility



COLTON'S COMMITMENT TO COST-EFFECTIVE ENERGY

In 2024, CEU completed a Cost-of-Service and Rate Study. The purpose of a Cost-of-Service study is to align revenue with costs so that CEU can continue to provide reliable service with adequate revenue. Keeping in compliance with Proposition 26, the utility must provide fair and equitable rates by avoiding interclass subsidies and using accurate pricing signals.

The conclusion of this study indicated that the utility needs to adjust rates to meet current and future utility needs. By adjusting rates, CEU will align rates with the cost to provide service. It will increase reserves while investing in long-term system improvements, enhance Public Benefit programs, stabilize rates by updating Time of Use rate periods, and simplifying residential rate tiers.

Residential rates for October 1, 2025 - June 30, 2026

Tiers	Kilowatt-Hours (kWh)	Rate
Tier 1	0 - 500 kWh	\$0.20460
Tier 2	501-1,500 kWh	\$0.28143
Tier 3	over 1,500 kWh	\$0.37000

Facilities Charge: \$12/mo

Public Benefits Charge: \$0.00767/kWh

Residential rates for July 1, 2026 - June 30, 2027 (FY27)

Tiers	Kilowatt-Hours (kWh)	Rate
Tier 1	0 - 500 kWh	\$0.21278
Tier 2	501-1,500 kWh	\$0.29269
Tier 3	over 1,500 kWh	\$0.37000

Facilities Charge: \$15/mo

Public Benefits Charge: \$0.00712/kWh

Commercial Small General Service ≤20 kW rates for October 1, 2025 - June 30, 2026

Kilowatt-Hours (kWh)	Rate
0 - 2,500 kWh	\$0.25982
2,501-10,000 kWh	\$0.27113
over 10,000 kWh	\$0.27566

Facilities Charge, Single Phase: \$25/mo

Public Benefits Charge: \$0.00767/kWh

Facilities Charge, Three Phase: \$30/mo

Commercial Small General Service ≤20 kW rates for July 1, 2026 - June 30, 2027

Kilowatt-Hours (kWh)	Rate
0 - 2,500 kWh	\$0.25956
2,501-10,000 kWh	\$0.27086
over 10,000 kWh	\$0.27538

Facilities Charge, Single Phase: \$27/mo

Public Benefits Charge: \$0.00712/kWh

Facilities Charge, Three Phase: \$32/mo

Commercial Medium General Service >20 kW and <200 kW rates for October 1, 2025 - June 30, 2026

Kilowatt-Hours (kWh)	Rate
0 - 7,500 kWh	\$0.23178
> 7,500 kWh	\$0.23593
Demand (\$/kW-month)	Rate
>20 kW	\$10.00

Facilities Charge, Single Phase: \$30/mo
Facilities Charge, Three Phase: \$35/mo

Public Benefits Charge: \$0.00767/kWh

Commercial Medium General Service >20 kW and <200 kW rates for July 1, 2026 - June 30, 2027

Kilowatt-Hours (kWh)	Rate
0 - 7,500 kWh	\$0.21301
> 7,500 kWh	\$0.21682
Demand (\$/kW-month)	Rate
>20 kW	\$15.00

Facilities Charge, Single Phase: \$32/mo
Facilities Charge, Three Phase: \$37/mo

Public Benefits Charge: \$0.00712/kWh

Large General Service >200 kW rates for October 1, 2025- June 30, 2026

Kilowatt-Hours (kWh)	Rate
Summer On-Peak	\$0.26339
Summer Off-Peak	\$0.12664
Winter On-Peak	\$0.19634
Winter Off-Peak	\$0.13749
Facilities, \$/kW-mo	\$14.00
Demand (\$/kW-month)	Rate
Summer On-Peak	\$14.00
Winter On-Peak	\$6.00
Power Factor Adjustment \$/kVar	\$0.6525

Facilities Charge: \$ 797.50/mo

Public Benefits Charge: \$0.00767/kWh

Large General Service >200 kW rates for July 1, 2026- June 30, 2027

Kilowatt-Hours (kWh)	Rate
Summer On-Peak	\$0.25022
Summer Off-Peak	\$0.12031
Winter On-Peak	\$0.18653
Winter Off-Peak	\$0.13061
Facilities, \$/kW-mo	\$16.00
Demand (\$/kW-month)	Rate
Summer On-Peak	\$16.00
Winter On-Peak	\$8.00
Power Factor Adjustment \$/kVar	\$0.6525

Facilities Charge: \$ 797.50/mo

Public Benefits Charge: \$0.00712/kWh

Industrial Service >200 kW rates for October 1, 2025- June 30, 2026

Kilowatt-Hours (kWh)	Rate
Summer On-Peak	\$0.29067
Summer Off-Peak	\$0.17472
Winter On-Peak	\$0.26784
Winter Off-Peak	\$0.18969
Facilities, \$/kW-mo	\$14.00
Demand (\$/kW-month)	Rate
Summer On-Peak	\$14.00
Winter On-Peak	\$6.00
Power Factor Adjustment \$/kVar	\$0.53923

Facilities Charge: \$659.18/mo

Public Benefits Charge: \$0.00767/kWh

Industrial Service >200 kW rates for July 1, 2026- June 30, 2027

Kilowatt-Hours (kWh)	Rate
Summer On-Peak	\$0.27323
Summer Off-Peak	\$0.16424
Winter On-Peak	\$0.25177
Winter Off-Peak	\$0.17831
Facilities, \$/kW-mo	\$16.00
Demand (\$/kW-month)	Rate
Summer On-Peak	\$16.00
Winter On-Peak	\$8.00
Power Factor Adjustment \$/kVar	\$0.53923

Facilities Charge: \$659.18/mo

Public Benefits Charge: \$0.00712/kWh

Time of Use Periods (TOU) *TOU rates are only available for services >200 kW.*

TOU rates are designed to reflect the actual cost of electricity production and delivery, which fluctuates depending on demand.

Summer (May 25 - October 25) • Winter (October 26 - May 24)	
On-Peak	4 pm to 9 pm every day
Off-Peak	All other hours

Lighting: Dusk to Dawn

A watt (W) is a unit of power, measuring the rate at which electricity is used. For dusk-to-dawn lighting, it refers to how much electrical power a light fixture consumes when operating continuously from evening (dusk) to morning (dawn).

October 2025 - June 30, 2026

70 W	\$0.24798
100 W	\$0.24798
150 W	\$0.21641
250 W	\$0.20255
500 W	\$0.16976

July 1, 2026- June 30, 2027

70 W	\$0.26798
100 W	\$0.26798
150 W	\$0.23641
250 W	\$0.22255
500 W	\$0.18976

CARING FOR COLTON

SUPPORTING COLTON'S MOST VULNERABLE RESIDENTS

Low-Income Assistance Improvements

Starting October 1st, 2025, the Low-Income Assistance Program change: eligible customers will receive a 25% monthly discount on new electric charges for 12 consecutive months. To qualify, applicants must meet specific income requirements.

Low-Income Senior Assistance Program

Beginning October 1st, 2025, Qualifying low-income Seniors who are 65 years or older will receive a 37% discount on new electric charges for 12 consecutive months. To qualify, customers must meet income qualifications.

Critical Needs Cooling Program

CEU offers a Medical Baseline Billing Program to support customers with medical conditions that require air conditioning. Qualified participants receive an increased allotment of kilowatt-hours at the lowest billing tier, helping to reduce energy costs.

Billing Support for Medically Necessary Devices

CEU provides billing assistance for customers who rely on medically necessary devices through our Medical Baseline Billing Program. Qualified customers receive an increased number of kilowatt-hours at the lowest billing tier, helping to reduce energy costs associated with essential medical equipment.

Level Pay Plan – Budget Your Utility Costs

CEU's Level Pay Plan helps you manage your utility expenses by making your monthly bill predictable.

How It Works:

- You must be a City of Colton utility customer for at least **13 consecutive months**.
- Your account must have a **zero balance** when you enroll.
- You'll pay the **same amount each month** for **11 months**, based on your usage history.
- On the **12th month**, you'll pay the **difference** between what you've paid and your actual usage.
- Call Customer Service at **909-370-5555** to get your personalized monthly payment amount and request a Level Pay Plan application.



Scan the QR Code to visit our website for additional details and to apply for programs.



OUTAGE PREPAREDNESS

IMMEDIATELY AFTER THE POWER GOES OUT

Check Your Surroundings:

- Is it just your home or the whole neighborhood?
- Look outside to see if streetlights or neighbors' homes have power.

Report the Outage:

Online- <https://www.coltonca.gov/966/Electric-Grid-Outage-Map>

To report a power outage, click on "Report a Problem" on the top right of the map, enter the location of the outage, and click use this location. Power outages will be displayed on the map.



Scan the QR Code to view the Outage Map and to report on outages or view their status.

After-hours call 909-955-6482

Unplug Electronics:

- Prevent damage from power surges by unplugging sensitive electronics (TVs, computers, etc.).

Keep Refrigerator and Freezer Closed:

- Food can stay cold for ~4 hours in the fridge, and ~48 hours in a full freezer.
- Avoid opening them to preserve cold air.
- Use Flashlights, Not Candles:
- Candles pose a fire risk. Use battery-powered lights or headlamps instead.

IF THE OUTAGE LASTS MORE THAN A FEW HOURS

1. Preserve Battery Power:

- Use phones sparingly; activate battery-saver mode.
- Consider using a portable power bank.

2. Stay Warm or Cool:

- In winter: Layer clothing, use blankets, and block drafts.
- In summer: Stay hydrated, wear light clothing, and use battery-powered fans.

3. Stay Informed:

- Use a battery-powered or hand-crank radio for emergency updates.

Once Power Is Restored

1. Wait Before Plugging Everything Back In:

- Plug in essential devices first to avoid overloading your circuits.

2. Check Food for Spoilage:

- When in doubt, throw it out.
- Use a food thermometer if you're unsure.

3. Reset Clocks and Electronics:

- Don't forget appliances with timers (e.g. coffee maker, microwave).

Preparation Tips for Next Time

- Keep an emergency kit with:
 - » Flashlights, batteries, water, non-perishable food, and first aid supplies.
- Consider buying:
 - » Surge protectors, or battery backups for essential electronics.

UTILITY BILLING SERVICES

Customers have many options available for payment of their utility bill:

- Pay by mail using the return envelope delivered to you in your monthly bill
- Call to make a Payment through the IVR phone system:
 - 844-571-2896 24 hours a day 7 days a week
- Pay online at the City of Colton website



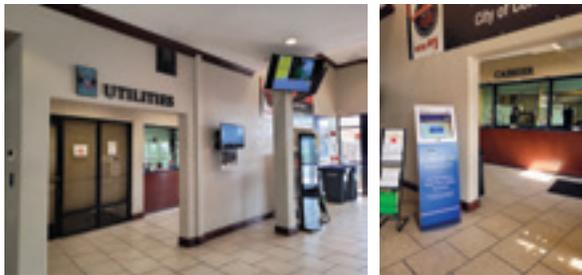
Pay at Larsons Pharmacy located at: 142 W. H Street in Colton CA, 92324



Pay by dropping your payment in the night drop box located at City Hall



Pay at City Hall using the payment kiosk



Pay in person at the Utility Billing Services desk inside City Hall



Pay at the Gonzales Community Center using the payment kiosk. Located at: 670 Colton Avenue

Did you know that you could make your utility payments using an ATM card or credit card by mail? We gladly accept Visa and Master Card. The back of every bill stub has an authorization form that must be completed and signed, or a Customer Service Representative can fax the form to you.

Need Additional Help?

- **Call:** (909) 370-5555
- **Email:** customer.service@coltonca.gov
- **In Person:** Colton Utility Billing Division: 650 N. La Cadena Dr. Colton CA 92324

City of Colton
Electric Utility
650 N. La Cadena Drive
Colton, CA 92324

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City Council

Frank J. Navarro, Mayor

David J. Toro, Council Member District 1

Kelly J. Chastain, Council Member District 2

Dr. Luis S. González, Council Member District 3

John R. Echevarria, Council Member District 4

City Manager

William R. Smith

Electric Utility Director

Charles Berry

Assistant Director of Utility Operations

Ren Zhang, P.E.

Who to Call

Billing Questions

Customer Service:
(909) 370-5555

650 N. La Cadena Drive
Colton, CA 92324

Electric Inquiries

Electric Utility Administration
909-370-6132

150 S. 10th Street
Colton, CA 92324

After Hours

(909) 955-6482

Email: electric@coltonca.gov

Website: coltononline.com

Español/Spanish
Versión en Español

