

City of Rialto

*Council Chambers
150 S. Palm Ave.
Rialto, CA 92376*



Regular Meeting - Final

Tuesday, August 18, 2026

REGULAR MEETING - 6:00PM

Rialto City Hall, Council Chambers, 150 S. Palm Ave. Rialto CA 92376

Cable Advisory and Utilities Commission

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the Public Works Department at (909) 820-2602. Notification 48-hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting [28 CFR 35.102-35.104 ADA Title II].

Members of the public are given an opportunity to speak on any listed agenda items. Please notify the Utilities Division if you wish to do so. All agendas are posted in the City Hall Administration Building (150 South Palm Avenue, Rialto, CA 92376) at least 72-hours in advance of the meeting. Copies of the staff reports relating to each item on the agenda are on file in the Utilities Division. Please call (909) 421-4907 to inquire about any items described on the agenda.

Based upon the open meeting laws (the Brown Act), additional items may be added to the agenda and acted upon by the Utilities Commission only if it is considered to be a "subsequent need" or "emergency item" and is added by a two-thirds vote. Matters raised under Oral Communications may not be acted upon at that meeting other than as provided above.

CALL TO ORDER

ROLL CALL

Chairperson Barbara Rickman, Vice-Chairperson June Hayes, Commissioner Richard "Kim" Chitwood, Commissioner Kevin C. Kobbe, Commissioner James M. Shields

PLEDGE OF ALLEGIANCE

MOMENT OF SILENCE/INVOCATION

APPROVAL OF MINUTES

[CUC-26-0520](#) Minutes to the Regular Meeting of June 16, 2026

Attachments: [Minutes 6-16-26](#)

ORAL COMMUNICATIONS

NEW BUSINESS

[CUC-26-0527](#) Monthly Activity Report for City of Rialto Waste Management Services

[CUC-26-0519](#) Veolia's Monthly Operations Reports:

- July 2026 (Reporting period May 2026)
- August 2026 (Reporting period June 2026)

Attachments: [VeoliaRWS Monthly Operations Report Reporting Period May 2026 JULY REPORT](#)
[VeoliaRWS Monthly Operations Report Reporting Period June 2026 AUGUST REPC](#)

OLD BUSINESS

[CAC-26-0522](#) Previous Discussion - None

[CUC-26-0523](#) To-Do List.

UTILITIES DIVISION UPDATES

[CUC-26-0525](#) Utilities Update:

1. City of Rialto Awarded \$50,000 from the San Bernardino Valley Municipal Water District for the Demand Management Incentive (DMI) Program

Attachments: [Water Rebate Application - English \(PDF\)](#)
[Water Rebate Application - Spanish \(PDF\)](#)

COMMISSIONER REPORTS

ADJOURNMENT



City of Rialto

Legislation Text

File #: CUC-26-0520, **Version:** 1, **Agenda #:**

For Utilities Commission Meeting August 18, 2026

TO: Honorable Chairperson and Commission

APPROVAL: Yaz Amrani, P.E., Director of Public Works

FROM: Nicole Hemmans, Senior Administrative Analyst

Minutes to the Regular Meeting of June 16, 2026



**CITY OF RIALTO
REGULAR MEETING OF
THE CABLE ADVISORY AND UTILITIES COMMISSION
June 16, 2026 - 6:00 P.M.
MINUTES**

The Regular meeting of the Cable Advisory and Utilities Commission of the City of Rialto was held in the Civic Center Council Chambers located at 150 S. Palm Avenue, Rialto, California 92376, on Tuesday, June 16, 2026.

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This meeting was in accordance with the provision of the **Government Code §54956** of the State of California.

CALL TO ORDER

Vice-Chair Carla D. Towns called the meeting to order at 6:00 p.m.

ROLL CALL

Nicole Hemmans, Senior Administrative Analyst, took the Roll Call.

Commissioner's Present:

Vice-Chair Carla D. Towns
Commissioner Brenda Nuno Gutierrez
Commissioner Erlinda Patterson
Commissioner James Shields
Commissioner Kevin C. Kobbe

Commissioners Absent:

Chair Barbara Zrelak-Rickman
Commissioner Rocio Martinez

Staff/Others Present:

Yaz Emrani, Director of Utilities
Scott Brosious, Broadcast Production Supervisor
Amy Crow, Administrative Analyst
Nicole Hemmans, Senior Administrative Analyst
Robert Lee, Customer Service Supervisor – RWS/Veolia
Andrew Coleman, Water Operations Supervisor – RWS/Veolia
Brandon Stallings, Project Manager – RWS/Veolia
Frank Garza, Plant Operator – RWS/Veolia

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PLEDGE OF ALLEGIANCE

Commissioner Kobbe led the Pledge of Allegiance.

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**MOMENT OF SILENCE/
INVOCATION**

Nicole Hemmans led the invocation.

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ORAL COMMUNICATIONS

Chair Rickman asked if there was oral communication from the audience of items not on the agenda.

- ◆ None.

NEW BUSINESS ITEMS

CUC-26-0393

Monthly Activity Report for
Waste Management Services.

The Monthly Activity Report for City of Rialto Waste Management was provided by Amy Crow.

Questions & Comments

- ◆ Commissioner Kobbe inquired on the types of items are eligible for Good Will donation?
 - Ms. Crow advised that Goodwill accepts a variety of household items, with a primary focus on clothing.

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CUC-26-0399

Receive and File the 2025
Consumer Confidence Report
for Drinking Water.

Staff requested for the Cable Advisory and Utilities Commission to receive and file the 2025 Consumer Confidence Report for Drinking Water.

Questions & Comments

- ◆ None

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CUC-26-0400

FY25/26 Sewer Service
Property Tax Roll for
Delinquent Accounts.

Staff requested for the Cable Advisory and Utilities Commission to recommend the City Council/Rialto Utility Board conduct a public hearing to receive public comment related to the placement of sewer service charges on the county property tax roll for delinquent accounts.

Action

- ◆ Commissioner Kobbe made a motion to approve.
- ◆ Commissioner Shields seconded.
- ◆ All in favor.
- ◆ Motion passed.

Questions & Comments

- ◆ Commissioner Kobbe inquired about the process for residents or non-residents whose name/properties are included on the sewer tax roll levy.
 - Mr. Lee provided the step-by-step process in the tax roll levy

process.

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CUC-26-0404

Veolia Monthly Operations Report.

Receive and file the Monthly Operations Report from Veolia for the month of June 2026 (Reporting period April 2026)
(RECEIVE AND FILE)

Customer Service update provided by Robert Lee:
Questions & Comments

◆ None.

Water update provided by Andrew Coleman:
Questions & Comments

◆ None.

Wastewater update provided by Frank Garza:
Questions & Comments

◆ None.

Capital Improvement Project update provided by Brandon Stalling:

Questions & Comments

◆ None.

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OLD BUSINESS ITEMS

CUC-26-0402

Previous Discussion Items

There were no previous discussion items on the agenda.

Questions & Comments

◆ None.

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CUC-26-0401

To-Do-List

To-Do-List:

1. Discussion on Non-Functional Turf Removal.
2. FY27 Approved Water and Wastewater Budgets

Questions & Comments

◆ None

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**CUC-26-0403 UTILITIES
DIRECTOR UPDATES**

There were no Utilities updates.

Questions & Comments

◆ None

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COMMISSIONER UPDATES

There were no Commissioner updates.

Questions & Comments

◆ None

ADJOURNMENT

Meeting adjourned at 6:24 p.m.



City of Rialto

Legislation Text

File #: CUC-26-0527, **Version:** 1, **Agenda #:**

For Cable Advisory and Utilities Commission Meeting August 18, 2026

TO: Honorable Cable Advisory and Utilities Commission Members

APPROVAL: Yazdan Emrani, P.E., Director of Public Works

FROM: Amy Crow, Administrative Analyst

Monthly Activity Report for City of Rialto Waste Management Services

BACKGROUND:

The City of Rialto Municipal Code Chapter 2.24 establishes and defines the Rialto Cable Advisory and Utilities Commission. The responsibilities assigned to the Commission include acting “as an advisor to the City Council and City Administration regarding solid waste policies, recycling, source reduction, and other related state mandates.” This report provides general information to the Commission on the activities and events for the Maintenance and Facilities Department’s Waste Management Division.

ANALYSIS/DISCUSSION:

Items relating to the City’s Solid Waste Management services and of interest to the Commission are as follows:

- **Hazardous Household Waste -**

During the month of July:

- 331 residents served,
- 500 gallons of used motor oil,
- 11 pallets of paint,
- 17 drums of miscellaneous poisons and other toxic liquids,
- 9 barrels of sharps, including needles, lancets, and syringes used by residents for their home healthcare and medical needs

During the month of August, the Household Hazardous Waste site was open on the 14th and 15th and will be open again on the 28th and 29th from 8 am until 12 noon.

- **Burrtec Waste Tonnage Report** - Available tonnage reports will be distributed at the meeting.
- **Community Clean-Up Day Stats** -
July 11, 2026

Activities Include:

Used Tire Collection = 286 tires

Electronic Waste Drop-off = 8,878 pounds of e-waste

Personal Document Shredding = 11,740 pounds of personal documents

Salvation Army Donation Drop-off = one full truck load of donations

Trash = 46.79 tons

Bulky Items = 4.48 tons appliances

Green Waste = 7.02 tons

Inert Materials = 7.73 tons Drop-off

RECOMMENDATION:

Staff recommends the Cable Advisory and Utilities Commission receive this report for the month of August, 2026.



City of Rialto

Legislation Text

File #: CUC-26-0519, **Version:** 1, **Agenda #:**

For Cable Advisory and Utilities Commission Meeting August 18, 2026

TO: Honorable Chairperson and Commission

APPROVAL: Yazdan Emrani, Director of Public Works

FROM: Nicole Hemmans, Senior Administrative Analyst

Veolia's Monthly Operations Reports:

- July 2026 (Reporting period May 2026)
- August 2026 (Reporting period June 2026)

RECOMMENDATION

Staff recommends that the Cable Advisory and Utilities Commission receive and file the Monthly Operations Report for July 2026 (Reporting period May 2026) and August 2026 (Reporting period June 2026)

Cable Advisory & Utility Commission Report

July 2026

Reporting period May 2026



RIALTO
CUSTOMER SERVICE & REVENUE
MONTHLY OPERATIONS REPORT

Reporting Period:

May 2026

Prepared for: Rialto Water Services

Prepared by: Veolia Water West Operating Services



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I. CUSTOMER SERVICE SUMMARY

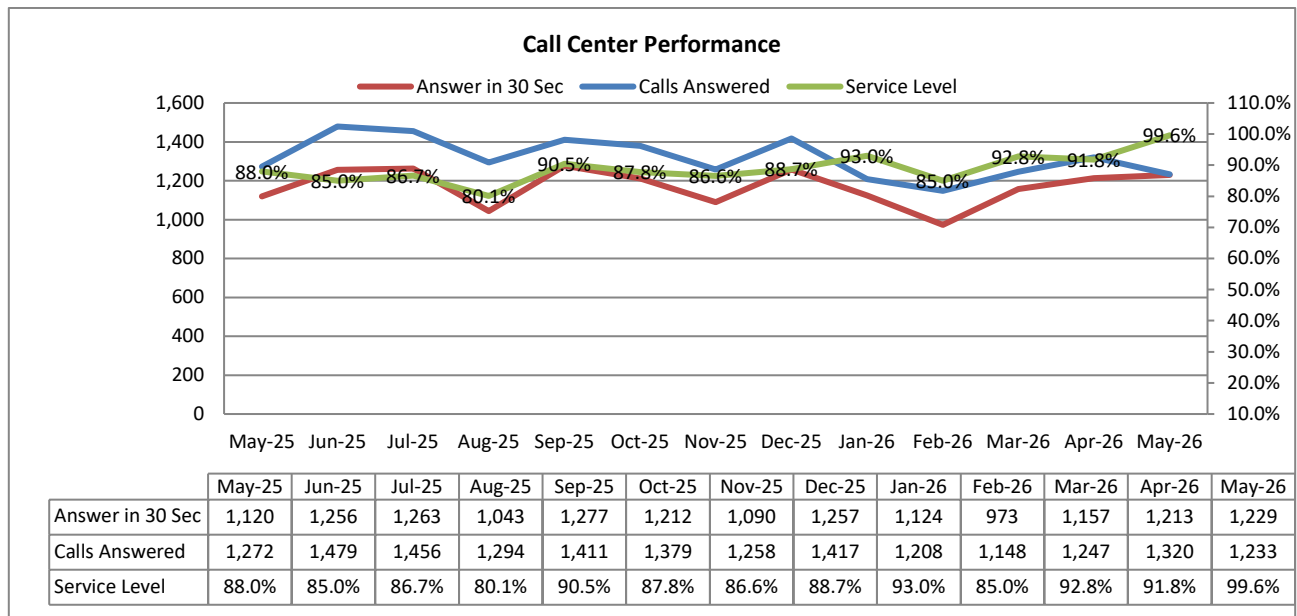
During this reporting month, the Customer Service team provided call service level of 99.6%. Out of 1,233 inbound calls 1,229 were answered within the first 30 seconds.

Water consumption has increased by 14.3% when compared against previous month. When compared against last year, consumption has decreased by 12.8%.

Sewer revenue has increased by 14.5% compared to the prior month and increased 4.1% from last year.

II. CALL CENTER PERFORMANCE

During this reporting month, service level was 99.6% with 1,229 out of 1,233 being answered within the first 30 seconds. Overall average wait time was thirty (30) seconds.



III. AUTOMATED SERVICES

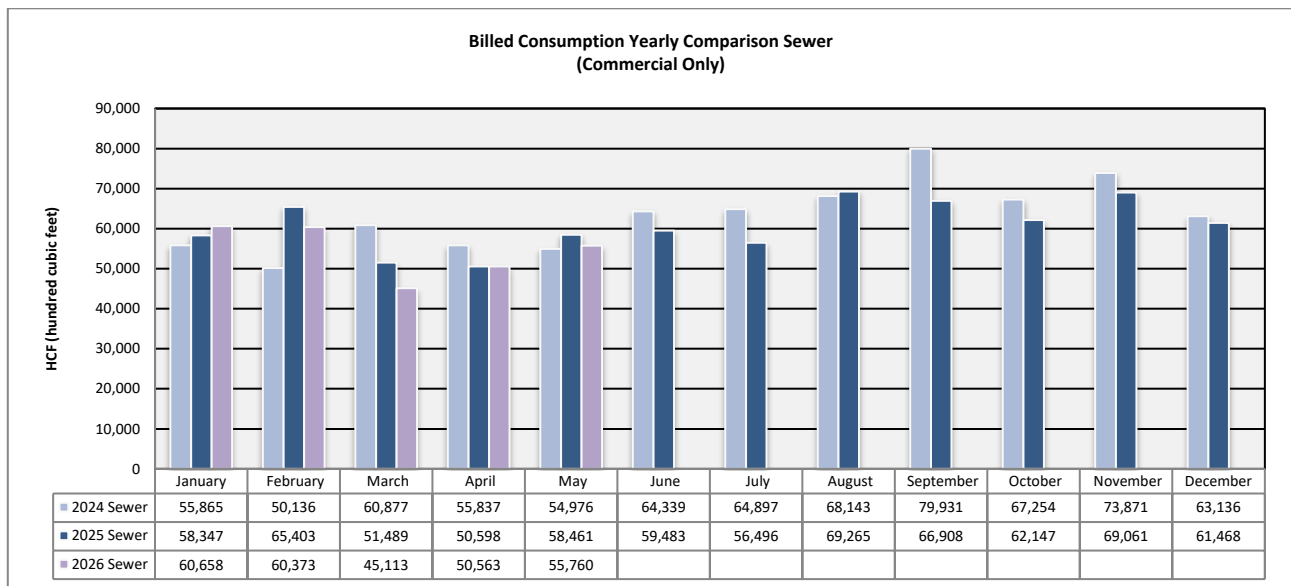
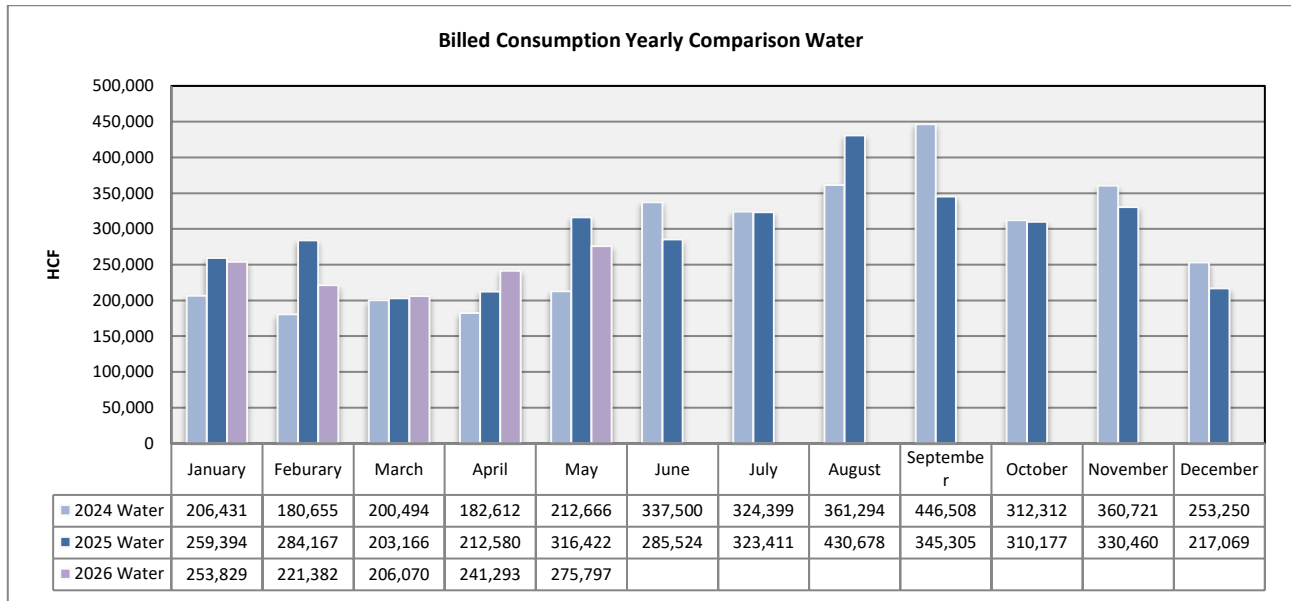
About 13,493 or 58.4% of the rate payers have created log-ins to access their accounts online. Of these customers, with online access, 48.4% have chosen the e-bill option. This e-bill participation is 9.3% increase from May of the prior year.

	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26
Number of Bills	22,705	22,770	22,792	22,838	22,864	22,875	22,927	22,913	23,045	22,987	23,031	23,030	23,086
Number of Bill Adjustments (during billing)	15	18	29	10	7	8	11	27	47	47	32	17	20
Automated Over the Phone Payments	2,276	2,578	2,596	2,344	2,531	2,560	2,089	2,404	2,326	2,339	2,656	2,170	2,535
Online Payment	8,434	9,800	10,260	8,691	11,224	10,369	7,614	10,432	8,771	10,145	11,774	8,590	10,767
E-bill Participants	6,000	6,074	6,134	6,185	6,233	6,290	6,332	6,372	6,401	6,421	6,476	6,529	6,574
Auto Pay Participants (New Portal)	4,630	4,696	4,728	4,776	4,834	4,881	4,923	4,978	5,025	5,083	5,137	5,169	5,241
PayNearMe	88	88	88	88	103	85	80	80	60	81	76	84	81

IV. CONSUMPTION & BILLING

A. Consumption

Water consumption has increased by 14.3% when compared against previous month. When compared against last year, consumption has decreased 12.8%.



Low consumption is due to billing adjustment for a large water bottling company. The City has requested change from Category II to Category III.

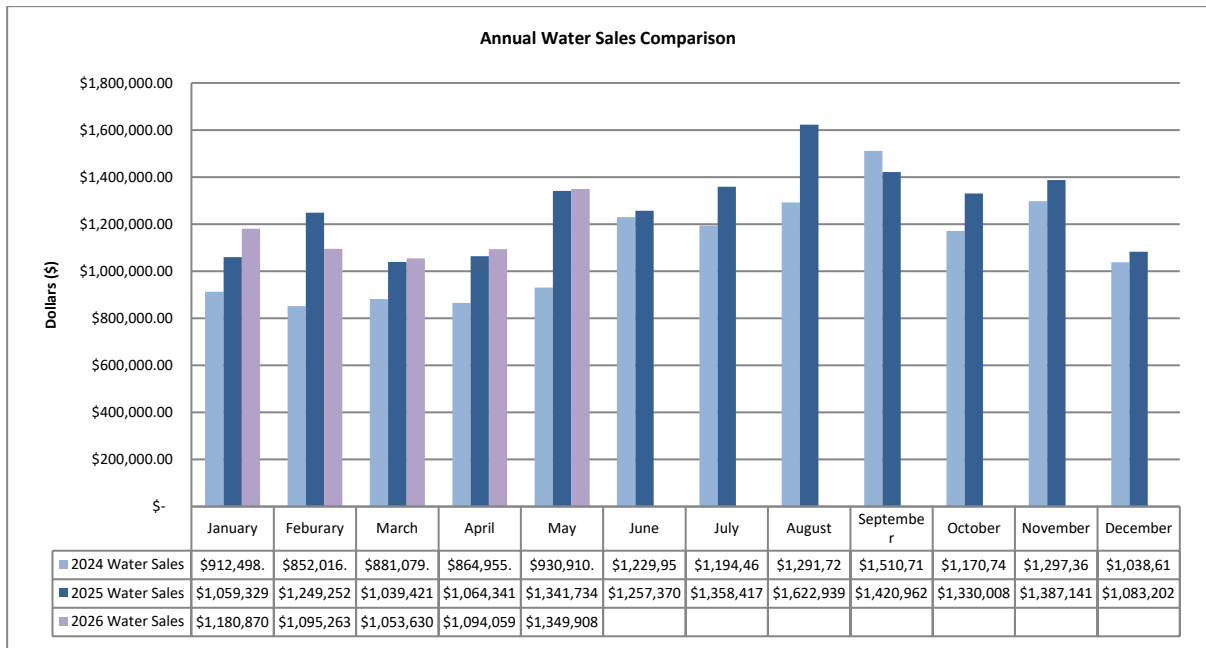
B. Billing

A total of 23,086 bills were mailed or sent out electronically in May. Billing accuracy was 99.1% with twenty (20) requiring adjustments after bill generation.

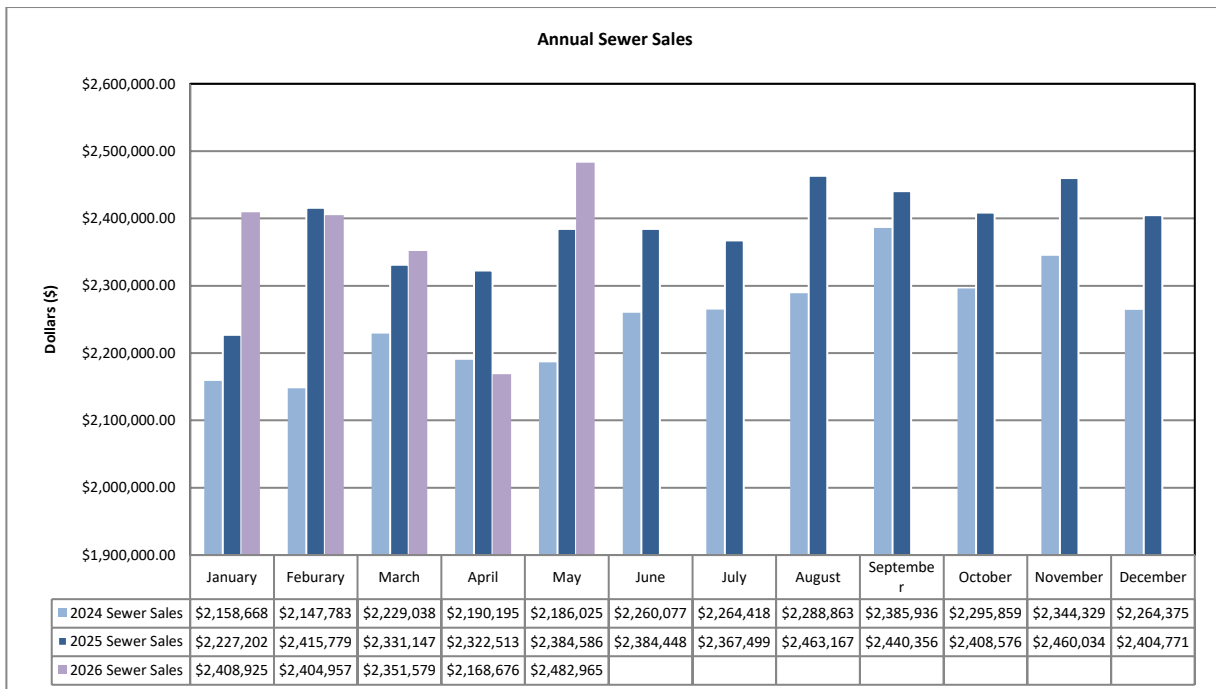
V. REVENUE & AGING

A. Revenue

Water revenue has increased 23.4% when compared against the prior month and increased less than 1% when compared against previous year. Sewer revenue has increased by 14.5% compared to the prior month and increased by 4.1% from last year.

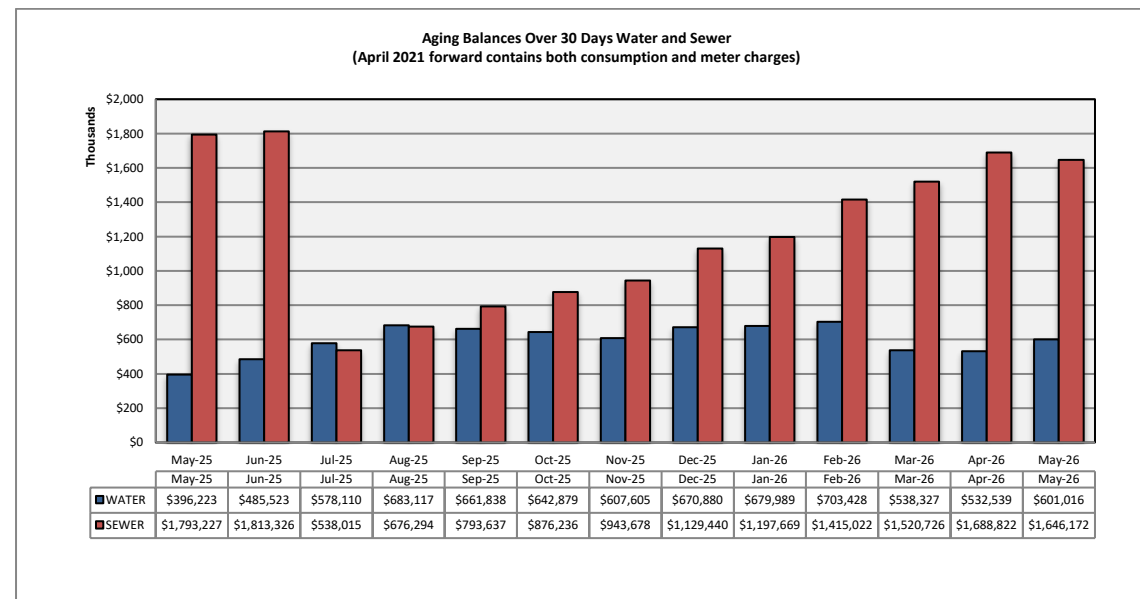
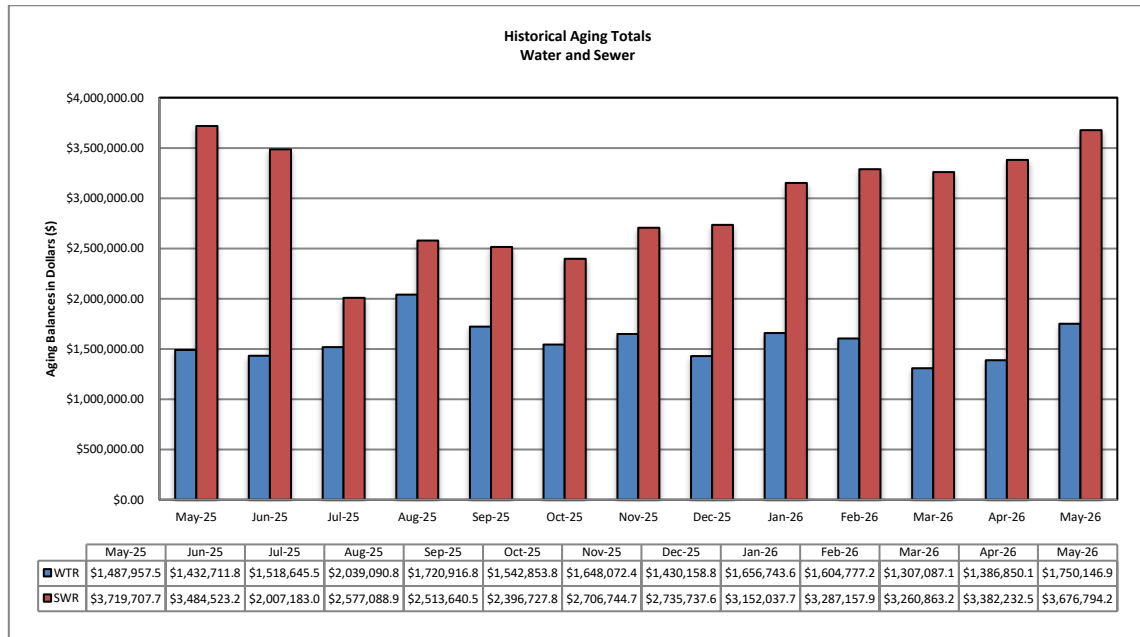


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B. Aging

The total aging balance has increased by 13.8% *see first table below*. For balances >30-days only, water has increased 12.9% and wastewater has decreased by 2.5%. Sewer balances are expected to continue rising until end of the Fiscal year 2026.



C. Bad Debt

Six (6) accounts were sent to collections for a total amount of \$3,217.23. These bad debts arise from customers moving out or selling the property and not closing the account with final payments.

VI. SERVICE ORDERS

390 service orders were initiated by the customer service team during the reporting month. Of this total, 80 service orders or 21% were due to occupant changes.

239 service orders were initiated to accommodate water disconnection for non-payment and reconnection of water services when customer set up (or reinstate) a payment arrangement with down payment.

VII. OTHER ACTIVITIES

CS department is operating with one person out on disability. A requisition for temporary replacement has been submitted. No injuries were reported during this reporting period.

Total numbers of 128 disconnections were performed during the May 2026.

VIII. REVENUE REPORT

A. Revenue Summary

Cash Revenue is compiled and reconciled to the merchant account on a daily basis. Cash receipts and deposits are made daily and internal controls are reviewed regularly to ensure safeguarding of assets and proper recording of all transactions. Total revenue collected in May 2026 is \$5,055,000 whereas Non-Rate Revenue is \$282,000; Utility Revenue is \$4,680,000 and Tax / Ambulance Revenue at \$93,000.

RWS collects Utility User Taxes and Ambulance Fees on behalf of the City of Rialto. The Utility User Tax (UUT) rates are based on the total billed amount, therefore the collection fluctuates as billed amounts change. The total UUT charges collected in May 2026 and May 2025 are \$88,000 and \$45,000 respectively. Ambulance Revenue is also collected on behalf of the City of Rialto totaling \$5,000 in May 2026 and \$5,000 in May 2025.

B. Non Rate Revenue - Extraterritorial Customers

RWS bills the City of Fontana \$133,000 each month for extraterritorial sewer usage.

Colton Unified School District is in agreement with RWS to pay \$5,000 monthly for sewage connections based on enrollment rates provided each school year.

An extraterritorial agreement to provide sewer service was executed between the City of Rialto and the County of San Bernardino—County Service Area 70, Zone BL (Bloomington). This housing development project generates extraterritorial sewer service revenue of \$20,000 per month.

The City has an agreement with Social Science Services dba Cedar House Life Change Center to provide extraterritorial sewer service providing sewer revenue of about \$5,000 each month.

C. Non-Rate Revenue – Other

Other revenue is generated by leasing space for cell towers to AT&T for \$2,073. Sprint lease is at a currently contracted rate of \$2,000 each month. Vertical Bridge also provides \$2,900 a month of cell tower generated Revenue.

Rialto Bioenergy Solutions subleased a City property for \$10,750 a month.

The City and San Bernardino Valley Municipal Water District have entered into a Brine Line Capacity Agreement on January 23, 2021. This agreement pertains to the use of its interest in the SARI Line and discharge of certain brine waste to the SARI Line exclusively from the operation of Rialto Bioenergy Facilities within the City’s boundaries. The revenue generated in this agreement consists of quarterly rent of \$37,500 along with the Fixed Pipeline Capacity Fee of \$3,300 per month and Fixed Treatment Plant Capacity Fee of \$3,300 per month. In addition, a variable fee of any discharge costs are also billed.

The San Bernardino Valley Water District (SBVWD) reimburses RWS for water conservation programs provided to customers. A quarterly bill is delivered directly by the City.

D. Development Impact Fees

Development Impact Fees (“DIF”) are paid to the City of Rialto as various developments are completed in the City. As such, the City of Rialto receives monies from the various developments, which is then distributed to RWS. There was no DIF payment received in May of 2025.

E. Rialto Basin Water Rights and Leasing

A Standby Water Lease Agreement between Fontana Union Water Company and City of Rialto is in effect. For the 2024-2025 Water Year, RWS billed San Bernardino County the amount of \$349,264 for the Standby Charges and Production Charge. The County paid and has no further Water Lease obligations in the current year.

In addition, the County is also billed annually for Rialto Well #3’s summertime electricity costs based on peak usage.

Cash Collections by Payment Method – Rialto Water Services

Payment Method	Description	Transaction Count	MAY 2026	%
Carrier Deposits	Cash deposits prepared per day for transport to US Bank.	20	\$ 150,596	2.94%
Remote Deposits	Scanned batches of checks payments made at the customer service counter	20	1,195,264	23.35%
EBOX	Batches of electronic customer payments posted to customer accounts at US Bank.	20	337,761	6.60%
PAYMENTUS - IVR / Paymentus / Walk-in Credit Card payment	Customer payments by credit cards and ACH / eCheck payments through an Interactive Voice Response system using a touchtone phone. Payments originated from Merchant online service	14,286	2,339,456	45.70%
Lockbox Deposits	Batches of customer payments mailed in to US Bank's lockbox	20	1,085,728	21.21%
Pay Near Me	Cash payment service that allows customers to pay at a local 7-Eleven, CVS, Walmart or Family Dollar stores.	74	10,706	0.21%
Total Revenue per Bank			\$ 5,119,511	100.00%
Recon to RUA Recap:				
Adj detailed in RUA			14,803	
Prior mo. Correction				
RUA increase in Cash			\$ 5,134,314	

Transaction Counts for Carrier Deposits, Remote Deposits, UB Bill Conc Service (EBOX), and Lockbox Deposits reflect number of batches deposited to the bank. Transaction counts for credit card POS, IVR, and Pay-Near-Me transactions are per number of customer payments. IVR payments are received and process by Paymentus on the day the transactions are made. General ledger are posted and accounted for the following day the payments are processed.

F. Payment Collection Method – Fiscal Year to Date

	Jul 2025	Aug 2025	SEPT 2025	OCT 2025	NOV 2025	DEC 2025	JAN 2026	FEB 2026	MAR 2026	APR 2026	MAY 2026	Total	%
Carrier Deposits	\$ 144,793	\$ 140,286	\$ 155,654	\$ 147,234	\$ 103,022	\$ 142,623	\$ 127,207	\$ 133,155	\$ 146,021	\$ 121,408	\$ 150,596	\$ 1,511,997	3.36%
Remote Deposits	499,489	241,420	686,008	995,009	311,584	762,404	510,265	1,020,346	538,267	578,934	1,195,264	\$ 7,338,990	16.30%
EBOX	407,888	286,741	367,169	378,253	237,351	341,059	269,016	296,667	324,116	274,158	337,761	\$ 3,520,180	7.82%
Paymentus, IVR, Credit Cards	2,118,383	1,853,657	2,370,061	2,278,360	1,572,041	2,080,662	1,722,987	2,014,094	2,316,170	1,751,601	2,339,456	\$ 22,417,473	49.80%
Lockbox Deposits	1,176,928	904,658	1,003,875	1,162,475	707,921	848,106	822,102	855,632	813,647	732,577	1,085,728	\$ 10,113,648	22.47%
Pay Near Me	11,821	11,616	14,142	11,316	9,254	11,254	5,868	10,941	9,326	9,994	10,706	\$ 116,239	0.26%
Total Revenue to Bank	\$4,359,302	\$3,438,377	\$ 4,596,910	\$ 4,972,646	\$ 2,941,173	\$ 4,186,107	\$ 3,457,446	\$ 4,330,835	\$ 4,147,548	\$ 3,468,672	\$ 5,119,511	\$ 45,018,527	100.00%
NSF	(10,757)	(15,745)	(17,442)	(15,892)	(14,628)	(20,682)	(31,415)	(19,746)	(15,869)	(23,415)	(13,843)	\$ (199,432)	
Net deposits	\$4,348,546	\$3,422,632	\$ 4,579,468	\$ 4,956,754	\$ 2,926,545	\$ 4,165,425	\$ 3,426,031	\$ 4,311,089	\$ 4,131,679	\$ 3,445,257	\$ 5,105,668	\$ 44,819,095	

G. Cash Collections on Behalf of the City of Rialto-Prior Year Comparison

	May 2026	May 2025	Variance
UUT Water	\$ 27,709	\$ 18,230	\$ 9,480
UUT Sewer	59,844	26,728	33,117
Ambulance	5,348	4,879	469
Total	\$ 92,902	\$ 49,836	\$ 43,065

H. Non-Rate Revenue + Utility Revenue Collections Prior Year Comparison

	May 2026	May 2025	Variance
Non-Rate / Extra Territorial Revenue	\$ 281,634	\$ 61,967	\$ 219,668
Utility Revenue	\$4,680,093	\$3,413,115	1,266,978
Total	\$4,961,728	\$3,475,082	\$ 1,486,646

I. Non-Rate Revenue + Utility Revenue Collected Fiscal Year-to-Date

	Jul 2025	Aug 2025	Sept 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026	Total
Non-Rate Revenue												
Cell Tower Rent, Lease	21,485	17,154	15,080	53,897	13,580	14,324	4,330	14,897	48,457	89,897	24,712	317,813
Interest Income	-	-	-	-	-	-	-	-	-	-	-	-
NRR-FOG	-	-	-	-	-	-	-	-	-	-	-	-
Municipal Water Sales	-	-	-	-	-	349,264	-	-	-	-	-	349,264
Extra Terr- Sewage	169,483	6,711	107,820	583,011	35,551	174,217	170,577	257,617	144,260	217,674	244,658	2,111,579
Non-Rate Misc Water	-	-	-	-	-	-	1,032	-	-	-	-	1,032
Abatement of Expenses	-	-	-	-	-	-	-	-	-	-	-	-
Water Meter Lost/Damaged/Repl	22,650	17,176	13,295	16,075	14,366	1,557	10,659	10,065	10,340	318	927	117,429
Misc Fees - New Occ., Same Day Svc	10,815	7,182	7,522	9,355	6,949	7,834	6,896	6,779	9,154	7,743	11,338	91,566
Miscellaneous Revenue - Sewer	-	-	-	-	-	5	-	-	-	-	-	5
NSF	-	-	-	-	-	-	40	-	13	-	-	53
Total Non-Rate Revenue	\$ 224,433	\$ 48,223	\$ 143,717	\$ 662,339	\$ 70,447	\$ 547,200	\$ 193,534	\$ 289,358	\$ 212,224	\$ 315,633	\$ 281,634	2,988,742
Utility Revenue												
Water Penalty	30,460	33,752	31,754	37,988	34,640	29,186	27,933	28,838	33,696	27,479	29,577	345,303
Sewer Penalty	74,191	48,802	42,100	54,993	40,418	43,022	48,483	41,187	54,314	50,683	68,349	566,543
Turf Removal, Hi-Eff Rebate	(100)	-	-	-	-	-	-	(100)	-	-	-	(200)
Water Deposits Billed	16,142	15,863	16,027	17,938	13,085	7,527	16,427	13,248	14,730	30,576	10,886	172,450
Hydrant Deposits	315	158	161	68	-	197	-	702	-	-	-	1,601
Sewer Deposits Paid	-	-	-	-	-	-	-	-	-	-	-	-
Sewer Deposits Billed	16,204	16,667	15,480	15,055	12,065	9,677	12,804	12,711	15,481	11,645	10,469	148,257
Water	1,329,427	1,148,584	1,723,704	1,493,556	835,225	1,291,024	970,084	1,197,349	1,381,042	920,524	1,461,343	13,751,863
Sewer	2,760,649	1,949,745	2,492,623	2,526,711	1,594,009	2,385,765	2,006,500	2,296,925	2,521,401	1,950,578	2,568,080	25,052,985
Unapplied Credits	26,588	50,012	109,984	80,529	180,113	(93,772)	63,577	(141,671)	(137,801)	134,188	(8,434)	263,313
Bad Debt Sewer	-	-	-	-	-	-	-	985	292	-	793	2,069
Bad Debt Water	-	-	-	-	-	-	-	-	-	-	-	-
Tax Roll Sewer	-	-	-	-	-	-	-	-	602,811	-	539,031	1,141,842
Collection Agency - Water	-	-	-	-	-	-	-	-	-	-	-	-
Collection Agency - Sewer	-	-	-	-	-	-	-	-	-	-	-	-
Collection Agency - Misc Water	-	-	-	-	-	-	-	-	-	-	-	-
Total Utility Revenue	\$4,253,876	\$3,263,582	\$4,431,832	\$ 4,226,839	\$ 2,709,556	\$ 3,672,625	\$ 3,145,808	\$ 3,450,175	\$ 4,485,967	\$ 3,125,674	\$ 4,680,093	\$41,446,026
Total Non-Rate + Utility Rev.	4,478,309	3,311,805	4,575,549	4,889,178	2,780,002	4,219,825	3,339,342	3,739,533	4,698,191	3,441,307	4,961,728	44,434,768

J. Increase in Cash Collections and Fund Distribution—Prior Year Comparison

	Increase to Cash per Incode	Adjustments Required to GL Cash	Fund 660-Sewer	Fund 670-Water	Total Cash Per GL	Adjustments To Match RUA to Bank	Cash/CC/Cks Deposit To Bank
May 2026	3,483,474	23,188	2,326,572	1,133,714	3,483,474	(14,803)	3,468,672
May 2025	5,054,629	13,501	3,427,519	1,613,609	5,054,629	64,882	5,119,511

K. Non-Rate and Extraterritorial Customer Accounts Receivable Aging

Name	Total as of 5/31/2026	Current	31 to 60 days	61 to 90 days	>90 days
AT&T - Easton	\$ -	-	-	-	-
Cedar House	6,806	-	-	-	6,806
CITY OF FONTANA	131,182	131,182	-	-	-
Colton Unified School District	-	-	-	-	-
County of San Bernardino-CSA 70 BL	21,716	21,716	-	-	-
Rialto BioEnergy Facilities	70,169	70,169	-	-	-
Sprint-Nextel	3,456	(2,074)	-	-	5,530
San Bernardino Co Waste System Div	-	-	-	-	-
SB Valley Mun Water District	-	-	-	-	-
Vertical Bridge Holdco, LLC (CIG)	10,665	3,121	-	-	7,544
Grand Total	\$ 243,994	\$ 224,115	\$ -	\$ -	\$ 19,880

The total accounts receivable for non-rate and extraterritorial customers is \$244,000. Of which \$224,000 is current and \$19,000 is past due. The largest balance is City of Fontana at \$131,000 and is fully current. Additionally, Cedar House carries a \$13,000 balance including the \$6,800 past due. Cedar House has been contacted for the past due balance. Vertical Bridge holds a \$10,000 balance consisting of the past due amount of \$7,500 of unreconciled delinquencies. Sprint-Nextel has a small net balance due to prior unreconciled delinquencies as well.

To improve collections performance, targeted follow-up should continue on the accounts with overdue balances and reconcile disputed balances. By way of maintaining regular communication with customers carrying amounts over 90 days, older receivables can be reduced and overall aging trends can improve.

RIALTO WATER MONTHLY OPERATIONS REPORT

May 2026

Prepared for: Rialto Water Services

Prepared by: Veolia Water West Operating Services

RIALTO WATER

OPERATIONS AND MAINTENANCE REPORT

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I. EXECUTIVE SUMMARY

In the month of May, the water distribution network achieved compliance with all permit requirements. There were no sample anomalies that required secondary sampling. There were no significant issues with water availability and the purchasing of water remained consistent and daily equalization tank levels remained at anticipated volume for customer availability.

A. Water Production Totals

Total Water Delivered into the Rialto Water System:

DAILY PRODUCTION TOTALS IN ACRE FEET											
							Delivered via BLF				
								Purchased			
Date	Chino 2	City 2	Rialto 3	Rialto 5	Miro 3	EW-1	City 4A	B6-9	Cactus(A)	ORTP(B)	TOTAL(C)
5/1/26	5.58	3.67	0.00	0.00	4.64	5.90	9.53	8.06	4.59	0.00	41.96
5/2/26	6.27	4.21	0.00	0.00	5.11	6.41	9.12	9.23	4.02	0.00	44.36
5/3/26	5.76	4.54	0.00	0.00	5.55	6.66	10.40	8.72	4.41	0.00	46.05
5/4/26	4.36	6.36	0.00	0.00	5.11	6.83	7.62	8.72	5.17	0.00	44.17
5/5/26	5.37	2.13	0.00	0.00	3.97	5.19	8.05	10.35	3.79	0.00	38.84
5/6/26	5.72	0.09	0.00	0.00	5.01	6.31	5.25	3.65	4.09	0.00	30.11
5/7/26	5.51	3.66	0.00	0.00	4.88	6.25	10.87	10.74	4.82	0.00	46.74
5/8/26	5.44	4.09	0.00	0.00	4.53	5.71	0.46	8.43	4.59	0.00	33.24
5/9/26	5.49	3.67	0.00	0.00	4.93	6.21	16.17	6.59	4.73	0.00	47.77
5/10/26	6.13	2.93	0.00	0.00	5.19	6.46	9.96	9.66	2.50	0.00	42.83
5/11/26	5.46	9.62	0.00	0.00	5.01	6.43	9.82	7.81	8.13	0.00	52.29
5/12/26	5.12	0.12	0.00	0.00	4.82	6.00	7.58	7.39	4.32	0.00	35.35
5/13/26	5.62	3.37	0.00	0.00	5.16	6.30	9.64	5.05	4.55	0.00	39.70
5/14/26	5.67	1.99	0.00	0.00	4.54	8.79	7.33	10.03	4.91	0.00	43.26
5/15/26	4.75	0.11	0.00	0.00	4.52	8.31	9.27	7.71	4.61	0.00	39.30
5/16/26	6.40	1.78	0.00	0.00	5.09	9.34	9.53	5.74	3.93	0.00	41.82
5/17/26	5.12	0.00	0.00	0.00	5.19	11.25	6.80	5.88	5.12	0.00	39.36
5/18/26	5.62	0.00	0.00	0.00	4.73	6.94	7.42	7.94	5.28	0.00	37.93

5/19/26	4.55	0.00	0.00	0.00	5.72	8.99	8.61	7.97	6.06	0.00	41.89
5/20/26	5.33	2.76	0.00	0.00	3.77	9.55	8.30	6.68	6.89	0.00	43.27
5/21/26	4.32	9.66	0.00	0.00	0.00	7.29	9.68	2.89	7.44	0.00	41.27
5/22/26	5.51	8.84	0.00	0.00	0.00	9.54	8.06	0.00	5.97	0.00	37.92
5/23/26	7.32	11.15	0.00	0.00	3.66	8.45	10.84	3.37	7.05	0.00	51.85
5/24/26	5.00	0.00	0.00	0.00	4.96	9.11	7.97	6.75	7.16	0.00	40.96
5/25/26	5.90	0.00	0.00	0.00	5.25	9.44	10.82	10.28	8.20	0.00	49.90
5/26/26	4.71	7.34	0.00	0.00	4.74	8.87	8.03	4.57	5.76	0.00	44.02
5/27/26	4.94	2.61	0.00	0.00	4.74	8.67	7.73	7.76	6.18	0.00	42.62
5/28/26	5.56	0.34	0.00	0.00	5.08	9.05	8.89	6.08	6.34	0.00	41.34
5/29/26	5.53	0.00	0.00	0.00	4.56	8.39	9.47	3.86	7.46	0.00	39.28
5/30/26	11.07	1.71	0.00	0.00	5.11	9.35	9.19	4.02	5.85	0.00	46.30
5/31/26	4.87	0.00	0.00	0.00	5.21	9.43	10.74	3.54	8.88	0.00	42.67
TOTAL	173.99	96.75	0.00	0.00	140.77	241.43	273.14	209.48	172.77	0.00	1308.34
MIN	4.32	0.00	0.00	0.00	0.00	5.19	0.46	0.00	2.50	0.00	30.11
MAX	11.07	11.15	0.00	0.00	5.72	11.25	16.17	10.74	8.88	0.00	52.29
AVE	5.61	3.12	0.00	0.00	4.54	7.79	8.81	6.76	5.57	0.00	42.20

(A) - Measured at point of connection of Cactus Reservoir site including production from City 4A. Amount may vary compared to billing.

(B) - Measured at point of connection at Cedar Reservoir. Amount may vary as compared to billing.

(C) - City 4A is not included in total. It has been accounted for in the purchased total.

DATE	Booster 1	Booster 2	Booster 3	Booster 4	Booster 5	Booster 6-9	Booster 10	Booster 11
5/1/26	0.00	0.00	8.88	0.00	0.00	8.06	0.00	0.00
5/2/26	0.00	0.00	9.17	0.00	0.00	9.23	0.00	0.00
5/3/26	0.00	0.00	10.35	0.00	0.00	8.72	0.00	0.00
5/4/26	0.00	0.00	7.53	1.01	0.00	8.72	0.00	0.00
5/5/26	0.00	0.00	8.15	0.00	0.00	10.35	0.00	0.00
5/6/26	0.00	0.00	6.75	0.00	0.00	3.65	0.00	0.00
5/7/26	0.00	0.00	7.10	0.00	0.00	10.74	0.00	0.00
5/8/26	0.00	0.00	7.57	0.00	0.00	8.43	0.00	0.00
5/9/26	0.00	0.00	5.72	0.00	0.00	6.59	0.00	0.00
5/10/26	0.00	0.00	6.53	0.00	0.00	9.66	0.00	0.00
5/11/26	0.00	0.00	10.40	1.76	0.00	7.81	0.00	0.00
5/12/26	0.00	0.00	1.15	2.69	0.00	7.39	0.00	0.00
5/13/26	0.00	0.00	5.88	0.41	0.00	5.05	0.00	0.00
5/14/26	0.00	0.00	5.21	0.00	0.04	10.03	0.00	0.00
5/15/26	0.00	0.00	4.76	0.00	0.00	7.71	0.00	0.00
5/16/26	0.00	0.00	2.79	0.00	0.68	5.74	0.00	0.00
5/17/26	0.00	0.00	2.36	0.00	0.00	5.88	0.00	0.00
5/18/26	0.00	0.00	3.06	0.00	0.00	7.94	0.00	0.00
5/19/26	0.00	0.00	5.18	0.00	0.00	7.97	0.00	0.00
5/20/26	0.00	0.00	4.49	0.00	0.00	6.68	0.00	0.00
5/21/26	0.00	0.00	6.57	1.20	2.13	2.89	0.00	0.00

5/22/26	0.00	0.00	2.99	0.00	5.16	0.00	0.00	0.00
5/23/26	0.00	0.00	9.29	0.00	3.58	3.37	0.00	0.00
5/24/26	0.00	0.00	3.45	0.00	0.00	6.75	0.00	0.00
5/25/26	0.00	0.00	17.03	0.00	0.00	10.28	0.00	0.00
5/26/26	0.00	0.00	0.00	0.00	0.00	4.57	0.00	0.00
5/27/26	0.00	0.00	0.00	0.00	0.00	7.76	0.00	0.00
5/28/26	0.00	0.00	0.00	0.00	3.17	6.08	0.00	0.00
5/29/26	0.00	0.00	0.00	0.00	5.45	3.86	0.00	0.00
5/30/26	0.00	0.00	0.00	0.00	1.15	4.02	0.00	0.00
5/31/26	0.00	0.00	0.00	0.00	7.03	3.54	0.00	0.00
TOTAL	0.00	0.00	162.37	7.07	28.37	209.48	0.00	0.00
MIN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MAX	0	0	17.03	2.69	7.03	10.74	0	0
AVE	0	0	5.24	0.23	0.92	6.76	0	0

B. Static Water Levels

All City of Rialto wells are sounded each month, both active and inactive well sites. Depth-to-water is measured from the well head to the static water surface. Increases in depth-to-water represent a decrease in static water level.

Well Levels														
Well	Depth to Pump	Historical Maximum Depth to Water	May	Jun	Jul	Aug	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Chino #1 (X)	580'	429'	413'	413'	411'	410'	410'	410'	411'	411'	411'	410'	411'	410'
Chino #2	493'	369'	337'	334'	334'	333'	331'	333'	334'	334'	321'	321'	334'	334'
City #1	260'	392'	117'	119'	121'	120'	120'	122'	122'	117'	121'	125'	124'	124'
City #2	500'	402'	122'	129'	131'	125'	126'	126'	126'	128'	130'	125'	125'	131'
City #3 (X)	525'	505'	414'	417'	418'	418'	417'	417''	417'	417'	420'	410'	410'	406'
City #4A	528'	406'	362'	367'	370'	366'	360'	359'	363'	362'	362'	357'	363'	363'

City #5 (X)	385'	364'	316'	316'	316'	316'	317'	318'	319'	317'	317'	314'	314'	312'
Rialto #1 (X)	650'	588'	563'	564'	565'	562'	563'	566'	566'	565'	566'	564'	564'	564'
Rialto #2 (X)	550'	502'	496'	498'	498'	497'	496'	494'	496'	495'	496'	496'	495'	492'
Rialto #3	569'	478'	470'	470'	472'	471'	471'	474'	474'	474'	475'	469'	470'	471'
Rialto #4 (X)	450'	418'	415'	414'	413'	414'	413'	412'	412'	412'	411'	410'	409'	409'
Rialto #5	560'	387'	386'	387'	387'	387'	386'	386'	386'	386'	385'	383'	383'	382'
Rialto #7 (X)		362'	356'	354'	356'	357'	357'	357'	359'	359'	359'	481'	474'	473'
Miro #3	563'	492'	483'	481'	480'	479'	480'	480'	478'	481'	480'	482'	480'	480'
EW-1	650'		474'	475'	460'	471'	467'	480'	477'	478'	479'	472'	472'	472'
(X) = In-Active Well														

II. REGULATORY

All State of California and public health agency regulatory requirements were met,

Regulatory Submittals

- Monthly Summary of Distribution System Coliform Monitoring
- NPDES Discharge Letter
- Conservation SAFER Report

Sample Test Result Standards			
Type of Sampling	Units of Measure	Detectable Limit for Reporting	Maximum Contaminant Level
Total Coliform	A	--	--
E. Coli	A	--	--
Nitrate as N	mg/L	0.20	10
Perchlorate (CLO ₄)	µg/L	1.0	6.0
Total Dissolved Solids	mg/L	--	500

P= Present A= Absent mg/L = parts per million µg/L = parts per billion

Sample Date: 5/26/26	Sample Site Location Results									
Type of Sampling	Chino 2	City 2	City 4A	Rialto 3	Rialto 5	Miro 3	EW-1	BLF Cactus	BLF 6-9	OPRTP
Total Coliform	A	A	A	A	A	A	A	A	A	A
E. Coli	A	A	A	A	A	A	A	A	A	A
Nitrate as N	3.3			3.5		2.7	5.3			
Perchlorate (CLO4)	<1.0*			5.4*		8.7*	130*			
Total Dissolved Solids	250	240	330	200	250	190	240	360	350	200

***Sample is from the well head so it is before disinfection & treatment. Treatment is performed before it goes into the distribution system. Water going into the distribution system is <1.0 (non-detect).**

A. Sample Site Location Results

Rialto Distribution Sample Results						
May 2026						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
CYCLE 1 - 5/06/26	mg/l	P/A	P/A	Color Units	TON	NTU
335 W. Rialto	1.00	A	A			
1228 W. Merrill	1.20	A	A			
256 N. Fillmore	1.20	A	A			

987 W. Grove	1.00	A	A			
978 N. Driftwood	1.10	A	A			
1451 N. Linden	1.20	A	A			
469 W. Jackson	1.10	A	A			
935 E. Mariposa	1.40	A	A			
1000 N. Joyce	1.40	A	A			
766 N. Chestnut	1.10	A	A			
149 W. Victoria	1.20	A	A			
313 E. McKinley	1.40	A	A			
609 E. South	1.30	A	A			
273 E. Alru	1.20	A	A			
1161 S. Lilac	1.20	A	A			
101 E. Valley	1.10	A	A			
CYCLE 2 - 5/13/26	mg/l	P/A	P/A	Color Units	TON	NTU
210 N. Park	1.20	A	A			
101 S. Larch	1.20	A	A			
320 N. Wisteria	1.20	A	A			
861 W. Grove	1.20	A	A			
1168 N. Glenwood	1.20	A	A			
1320 N. Fitzgerald	1.00	A	A			
860 N. Willow	1.10	A	A			
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
CYCLE 2 CONT. - 5/13/26	mg/l	P/A	P/A	Color Units	TON	NTU
209 E. Cornell	1.00	A	A			

643 E. Margarita	1.10	A	A			
1170 N. Terrace Rd.	1.00	A	A			
681 E. Erwin	1.10	A	A			
402 E. Merrill	1.20	A	A			
261 W. Wilson	1.10	A	A			
532 S. Iris	1.00	A	A			
281 W. Hawthorne	1.30	A	A			
379 W. Valley	1.30	A	A			

CYCLE 3 - 5/19/26	mg/l	P/A	P/A	Color Units	TON	NTU
236 N Willow	1.40	A	A	<3.0	1	<0.10
775 E. Foothill	1.20	A	A	<3.0	1	<0.10
878 N. Primrose	1.20	A	A	<3.0	1	<0.10
369 E. Van Koeveering	1.20	A	A	<3.0	1	<0.10
274 W. Valencia	1.20	A	A	<3.0	1	<0.10
1566 N. Fillmore	1.10	A	A	<3.0	1	<0.10
932 N. Idyllwild	1.10	A	A	<3.0	1	<0.10
644 N. Smoketree	1.10	A	A	<3.0	1	<0.10
605 W. Rosewood	1.20	A	A	<3.0	1	<0.10
1189 W. Second	1.00	A	A	<3.0	1	<0.10
775 W. Rialto	1.10	A	A	<3.0	1	<0.10
211 E. Wilson	1.10	A	A	<3.0	1	<0.10
595 E. Huff	1.10	A	A	<3.0	1	0.14

Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
CYCLE 3 CONT. - 5/19/26	mg/l	P/A	P/A	Color Units	TON	NTU
1005 S. Riverside	1.00	A	A	<3.0	1	<0.10
794 S. Verde	1.20	A	A	<3.0	1	<0.10
1055 W. Bloomington	1.20	A	A	<3.0	1	<0.10
CYCLE 4 - 5/27/26	mg/l	P/A	P/A	Color Units	TON	NTU
375 S. Cactus	1.30	A	A			
101 S. Linden	1.40	A	A			
234 N. Larch	1.40	A	A			
575 N. Driftwood	1.40	A	A			
1355 W. Shamrock	1.40	A	A			
992 N. Yucca	1.30	A	A			
481 W. Cornell	1.40	A	A			
158. E. Shamrock	1.30	A	A			
749 E. Holly	1.40	A	A			
545 E. Victoria	1.40	A	A			
200 N. Sycamore	1.40	A	A			
407 E. Allen	1.30	A	A			
399 E. Montrose	1.20	A	A			
856 S. Orange	1.20	A	A			
911 S. Cactus	1.20	A	A			
220 W. Valley	1.30	A	A			

B. Violations

No violations were received during this reporting period.

C. Source Water Total Dissolved Solids (TDS)

Veolia has a goal of maintaining an acceptable blended TDS level between all its sources. This goal is achieved by shifting production to or from the lowest TDS wells or purchasing low TDS water while adhering to the overall water supply strategy and meeting system demands. The TDS was on average 259 mg/L for the month of April as compared to 268 mg/L in May. The TDS levels are below the secondary maximum contaminant level requirements.

III. HEALTH AND SAFETY

A. Monthly Safety Program Overview

Category	Monthly Statistic
Safety Training Topics	LSR Q3 LSR Q4
Lost Time Incidents, count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	3
Vehicle Incidents, count	0

*A lost time incident has not occurred in the past 4370 days.

IV. CHEMICAL USE

Sodium hypochlorite is the only chemical added to the water system. A total of 3181 gallons of sodium hypochlorite was used in May as compared to 2630 gallons used in April.

V. ELECTRICAL USE

Southern California Edison (SCE) data for May 2026. We will provide the data as it is received, thus will include yearly usage received to date.

SCE		kWh
Year	Month	Billed Usage
2025	April	428,976
2025	May	505,764
2024	June	575,467
2025	July	842,561
2025	August	669,021
2025	September	752,171
2025	October	654,454
2025	November	734,743
2025	December	647,384
2026	January	592,795
2026	February	668,944
2026	March	601,554
2026	April	672,257
2026	May	

VI. WATER QUALITY COMPLAINTS

No complaints were received during this reporting period.

VII. OPERATIONS UPDATE

The overall operational strategy is to meet the daily water demand. The City of Rialto water system has six operational wells, one of which is owned by the County of San Bernardino and operated by Veolia; Oliver P. Roemer Treatment Plant (OPRTP), which is jointly owned by the City (25%) and West Valley Water District (WVWD); purchased water through the Baseline Feeder (BLF) system from San Bernardino Valley Municipal Water District (SBVMWD); and, if required to meet demand, additional water can be supplied by the City of San Bernardino (CSB) through the BLF for emergency supply only with no guarantee of actual delivery. Water produced from City Well 4A discharges into the BLF and its production is included in deliveries from that shared transmission line when City Well 4A is in service.

The overall pumping strategy is based on adjudicated rights, well availability, remediation requirements, and quality of source, cost to operate, and varying weather conditions. TDS effluent concentrations for the City of Rialto WWTP are taken into consideration when operating the facilities and water sources.

A. Operational Wells

City well #2 will be out of service for 4 weeks to replace the upper pump column bearing; will return into service by March 2026. City well #2 returned to service on March 10th

Valve Activity

On the basis of information collected in 2019, Veolia now has a baseline assessment of all valves and has initiated a new cycle of valve exercising. **Five** valves were exercised in the month of March.

Valve Turning Progress	
	Valves Turned
2020	530
2021	340
2022	463
2023	750
2024	379
2025	338
2026	314

B. Hydrant Flushing

There are 63 hydrant/dead ends that are flushed annually to maintain water quality. All annual flushing will be completed by December 2026.

Hydrant/Dead End Flushing Progress	
	2026
January	0
February	0
March	0
April	0
May	5
June	0
July	0
August	0
September	0
October	0
November	0
December	0
Total	0
Progress % (100)	

C. Sanitary Survey

DDW performed field site visits on May 22 and August 22, 2024. The results of the sanitary survey were received on September 19, 2024. All minor deficiencies have been corrected and submitted to DDW.

VIII. ASSET MANAGEMENT

The following work orders were completed by Water production staff for the month of May:

- Preventive Maintenance –268
- Corrective Maintenance –0
- Predictive Maintenance –0

– 268 PMs planned for June 2026

A. Main Breaks, Service Leaks, Adverse Water Quality and Health/Safety Issues

The following work orders were completed by water distribution staff for the month of May:

Main Line:	Service Line:	Hydrant Replacements:
Angle Meter Stops10:	Meter Box & Lid Replacements:3	Meter Leaks/ Replacements:18

B. Customer Call Outs, Hydrant hits

Customer Call Outs:15	Meter Leaks:12	Requests for Water to be turned on/off:10
Leaks in the street:7	Leaking Fire Hydrant:5	Hit/shed hydrant: 2

C. Major Equipment and/or Machinery Outages

IX. RAINFALL TOTALS

CITY OF RIALTO													
RAINFALL FOR PAST FIVE YEARS													
YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2021	2.55	0.05	1.13	0.00	0.00	0.00	0.53	0.00	0.00	0.55	0.00	7.27	12.08
2022	0.00	0.00	0.77	0.45	0.03	0.00	0.00	0.00	0.24	0.38	2.15	1.80	5.82
2023	5.06	4.14	7.73	0.20	0.59	0.00	0.00	2.62	0.00	0.09	0.60	1.18	22.21
2024	1.00	10.38	1.87	0.53	0.34	0.00	0.00	0.00	0.00	0.00	0.45	0.00	14.57
2025	0.21	3.68	2.47	0.49	0.29	0.00	0.00	0.00	0.12	0.93	4.05	2.95	15.19
			RAINFALL AMOUNT FOR THE YEAR OF 2025 = 15.19 inches										
			AVG. ANNUAL RAINFALL FOR LAST FIVE YEARS = 13.97 inches										
	AVG. RAINFALL FOR SAN BERNARDINO COUNTY FOR THE LAST 100 YEARS = 16.07 inches												
2026	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Totals	2.59	3.36	0.00	0.76	0.13								6.84

	Weather		
Date	Clear	P.Cloudy	Cloudy
5/1/26		X	
5/2/26		X	
5/3/26			X
5/4/26			X
5/5/26	X		
5/6/26	X		
5/7/26	X		
5/8/26	X		
5/9/26	X		
5/10/26			
5/11/26	X		
5/12/26	X		
5/13/26		X	
5/14/26	X		
5/15/26		X	
5/16/26		X	
5/17/26			X
5/18/26	X		
5/19/26			X
5/20/26	X		
5/21/26	X		
5/22/26		X	
5/23/26		X	
5/24/26			X
5/25/26			X
5/26/26			X

5/27/26			X
5/28/26		X	
5/29/26		X	
5/30/26	X		
5/31/26	X		

RIALTO WASTEWATER

MONTHLY OPERATIONS REPORT

Reporting Period:
May 2026

Prepared for: Rialto Water Services



Prepared by: Veolia Water West Operating Services



RIALTO WASTEWATER OPERATIONS AND MAINTENANCE REPORT

Contents

EXECUTIVE SUMMARY

- 1. Collection System / Customer Service Log**
 - a. Collection System Activities
 - b. S.S.O. dates
 - c. Customer Service Call Outs
- 2. Wastewater Treatment Plant - Monthly Overview**
 - a. Significant events during the month
- 3. Treatment Facility Performance / Laboratory Activities**
 - a. See attached Monthly Performance Summary
 - b. Summary of Notices and Laboratory Tests / Reports filed with government agencies
 - c. Effluent Specifications Exceedance Discussion
- 4. Monthly Safety Program Overview**
- 5. Biosolids, Chemicals, and Utilities**
 - a. Monthly Biosolids Production
 - b. Monthly Chemical Consumption
 - c. Monthly Utilities Consumption
- 6. Odor Complaints / Actions Taken**
- 7. Major Equipment and/or Machinery Outages**
- 8. Outside Agency Activities during the Month**
 - a. Government agency or property insurance inspections
 - b. Government agency environmental, health, or safety tests/monitoring
 - c. Government agency notice of violation received
 - d. Government agency monitoring
 - e. Other matters of concern
- 9. Complaint Logs**

TABLES

- Treatment Facility – Monthly Performance Summary
- Collection System- Monthly Pipe Cleaned

RIALTO WASTEWATER

MONTHLY OPERATIONS REPORT

EXECUTIVE SUMMARY

Highlights of this month's Wastewater O&M report include the following:

- The treatment plant performed well and met all compliance parameters.
- There were four residential call-outs for sewer collection issues.

1. Collection System/Customer Service Log

a. Collections group activities this month:

Category	Current Month Statistics	Prior Month Statistics	2026 Year to Date Statistics
Sanitary sewers are cleaned using the conventional method, including feet, which includes "Hot spot cleaning."	11,577	15,388	101,688
Sanitary sewers assessed using the SL-RAT method, feet	0	0	0
CCTV Inspection, miles (26 is the annual goal)*	1.47	1.69	12.43
Manhole Inspections	6	8	18
USA Dig Alert Markings, count	45	48	160
Residential call-outs	3	4	14
Sanitary sewer overflows	0	0	0

b. S.S.O. dates:

c. Customer Service Call Outs – See Item 9 for details.

2. Wastewater Treatment Plant – Monthly Overview

- - a. Significant events during the month were:
Operating the treatment plant back into compliance.

3. Treatment Facility Performance/Laboratory Activities

- a. See the attached Table 1, Monthly Performance Summary.
- b. Summary of Notices and Laboratory Tests/Reports filed with government agencies.
The monthly submittal of State/Federal discharge monitoring reports was completed promptly.
- c. Effluent specification exceedance discussion
See Section 2 above. N/A

4. Monthly Safety Program Overview

Category	Monthly Statistic
Safety Training Topics	0
Lost Time Incidents count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	0
Vehicle Incidents, count	0

*A lost time incident has not occurred since 9-3-2020, totaling 2,096 days.

5. Biosolids, Chemicals, and Utilities

a. Monthly Biosolids Production

Biosolids	Current Month Statistics	Prior Month Statistics	2026 Year-to-Date Statistics
Wet Tons Produced	1,115.32	1,035.5	6,095.21

b. Monthly Chemical Consumption

Chemical	Current Month Gallons Used	Prior Month Gallons Used
Sodium Hypochlorite, Tertiary Disinfection	28,696	27,932
Sodium Bisulfite, Discharge Dechlorination	9,467	5,551
Ferrous Chloride, Digester Gas Conditioning	3,595	4,075
Polymer, Gravity Belt Thickener	270	291
Polymer, Belt Filter Press	726	714
Alum, Tertiary Filters	0	134

c. Monthly Utilities Consumption

Utility	Current Month Statistics	Prior Month Statistics
Electricity WWTP, KWH	448385	407570
Electricity Lilac LS, KWH	919	949
Electricity Sycamore LS, KWH	478	515
Electricity Ayala LS, KWH	7686	6966
Electricity Agua Mansa LS, KWH	2083	2248
Electricity Cactus LS, KWH	317	141
Electricity Ramrod LS, KWH	528	631
Frisbee Park LS, KWH	712	723
El Rancho Verde LS, KWH	2158	2197
Natural Gas WWTP, Therms	4862	6493

* LS is in bypass mode, pending CIP completion

** SCE has not updated this account.

6. Odor Complaints Received/Actions Taken

7. Major Equipment and/or Machinery Outages

- Sludge Holding Tank
- Aeration Basin #3 is currently offline.
- Chlorine Contact Tanks #1 and #2 are offline

8. Outside Agency Activities during the Month

- Government agency or property insurance inspections
None
- Government agency environmental, health, or safety tests/monitoring
Permit testing was completed for this month
- Government agency notices of violation received
No notices were received.

- d. Government agency monitoring
Routine monitoring reports were submitted.
- e. Other matters of concern
None

9. Customer Service Callout Details Log

Date	Address	Comments	Personnel	Manhole	To Manhole
5/1/2026	340 E Orchard	Customer service reported a resident's recurring overwhelming sewer smell at 340 E Orchard. The technician investigated, found no current smell or manhole issues, and will schedule a courtesy clean.	ET		
5/4/2026	855 W Valley	Customer service reported a possible sewer backup at 855 W Valley after speaking with the resident. The technician determined it was private property, advised a plumber, and placed containment socks near the storm drain.	BVO		
5/5/2026	1173 CACTUS #2	Customer service received a call from City Public Works regarding a resident at 1173 S Cactus #02 who reported roaches coming from a nearby manhole and requested that wastewater spray the area. The technician stated that they have addressed this same problem for the resident before. Golden Bell recently sprayed the area, and they personally placed poison below the manhole ring, then corked the lid. Despite these efforts, Britt noted the resident is still not satisfied. A courtesy clean was done of the sewer line and manhole.	BVO		

Table 1 Summary

				Table 1 Summary										
					May 2026									
	Rialto WRFInflue	Rialto WRPEfflue	Rialto WRFInflue	Rialto WRFInflue	Rialto WRFInflue	Rialto WRPEffluent			Rialto WRFInfluent		Rialto WRPEffluent			
	Flow	Effluent Flow	BOD	BOD	Influent BOD Load	Effluent BOD	Effluent BOD Load	BOD% Removal	Influent TSS	Influent TSS Load	Effluent TSS	Effluent TSS Load	TSS % Removal	
Date	M GD	MGD	mg/l	mg/l	lbs/day	mg/L	lbs/day	%	mg/L	lbs/day	mg/L	lbs/day	%	
5/1/2026	5.65	7.13	300	300	14,136	<2.5	148.66	99.20						
5/2/2026	5.32	6.87												
5/3/2026	5.66	8.03												
5/4/2026	5.80	7.37	330	330	15,963	2.5	153.66	99.20	240.00	11609.00	1.00	61.00	99.60	
5/5/2026	6.71	7.41												
5/6/2026	6.93	7.37												
5/7/2026	6.90	7.06												
5/8/2026	7.01	7.73	320	320	18,708	<5.0	322.34	98.40						
5/9/2026	6.78	7.40												
5/10/2026	6.87	7.54												
5/11/2026	8.11	7.52	320	320	21,644	3.6	225.78	98.90	260.00	17586.00	0.90	56.00	99.70	
5/12/2026	5.98	6.93												
5/13/2026	7.55	7.34												
5/14/2026	7.48	7.34												
5/15/2026	7.50	8.08	310	310	19,391	<5.0	336.94	98.40						
5/16/2026	6.92	6.75												
5/17/2026	7.47	7.36												
5/18/2026	7.47	7.40												
5/19/2026	7.44	7.41	350	350	21,717	2.9	179.22	99.20	280.00	17374.00	1.00	62.00	99.60	
5/20/2026	7.40	7.16												
5/21/2026	7.34	7.39												
5/22/2026	7.46	7.60	290	290	18,043	3.6	228.18	98.80						
5/23/2026	7.21	6.94												
5/24/2026	7.32	7.42												
5/25/2026	7.26	7.26												
5/26/2026	7.59	7.40												
5/27/2026	7.21	7.26												
5/28/2026	7.48	7.62												
5/29/2026	7.36	7.67	320	320	19,642	<5.0	319.84	98.40						
5/30/2026	7.22	7.06												
5/31/2026	7.42	7.14												
Minimum	5.32	6.75	290	290	14,136	<2.5	148.66	98.40	240.00	11609.00	0.90	56.00	99.60	
Maximum	8.11	8.08	350	350	21,717	<5.0	336.94	99.20	280.00	17586.00	1.00	62.00	99.70	
Total	217.82	227.96	2,540	2,540	149,244	<30.1	1914.62	790.50	780.00	46569.00	2.90	180.00	298.90	
Average	7.03	7.35	318	318	18,656	<3.8	239.33	98.80	260.00	15523.00	0.97	60.00	99.60	

Table 2 Summary

				Table 2 Summary					
					May 2026				
	Rialto	Rialto WRF Effluent		Rialto WRF Eff		Rialto WRF Effluent		Rialto	Rialto
	Influent	Eff	Influent	Final	Influent	Filter	EFF FINAL	Influent	Effluent
	Conductivity	Conductivity	COD	Effluent	TDS	Effluent	TDS	Inorganic	Inorganic
		Daily Ave		COD		TDS		Nitrogen	Nitrogen
Date	(uS/cm)	(uS/cm)	mg/l	mg/l	mg/l	mg/l	mg/L	mg/L	mg/l as N
5/1/2026	1660.00	935.00							
5/2/2026	1365.00	977.00							
5/3/2026	1519.00	961.00							
5/4/2026	1550.00	944.00							
5/5/2026	1610.00	942.00							
5/6/2026	1511.00	938.00							
5/7/2026	1540.00	939.00							
5/8/2026	1577.00	941.00							
5/9/2026	1675.00	954.00							
5/10/2026	1557.00	956.00							
5/11/2026	1654.00	944.00							
5/12/2026	1480.00	948.00							
5/13/2026	1462.00	937.00							
5/14/2026	1506.00	932.00							
5/15/2026	1634.00	936.00							
5/16/2026	1341.00	953.00							
5/17/2026	1492.00	958.00							
5/18/2026	1505.00	947.00							
5/19/2026	1511.00	941.00	770	19.0					
5/20/2026	1591.00	953.00							
5/21/2026	1558.00	975.00							
5/22/2026	1449.00	977.00							
5/23/2026	1477.00	1006.00							
5/24/2026	1609.00	1037.00							
5/25/2026	1576.00	1032.00							
5/26/2026	1622.00	1007.00							
5/27/2026	1596.00	993.00							
5/28/2026	1497.00	867.00							
5/29/2026	1648.00	818.00			570.00	440.00	510.00	40.00	11.00
5/30/2026	1395.00	830.00							
5/31/2026	1652.00	823.00							
Minimum	1341.00	818.00	770	19.0	570.00	440.00	510.00	40.00	11.00
Maximum	1675.00	1037.00	770	19.0	570.00	440.00	510.00	40.00	11.00
Average	1543.00	945.00	770	19.0	570.00	440.00	510.00	40.00	11.00

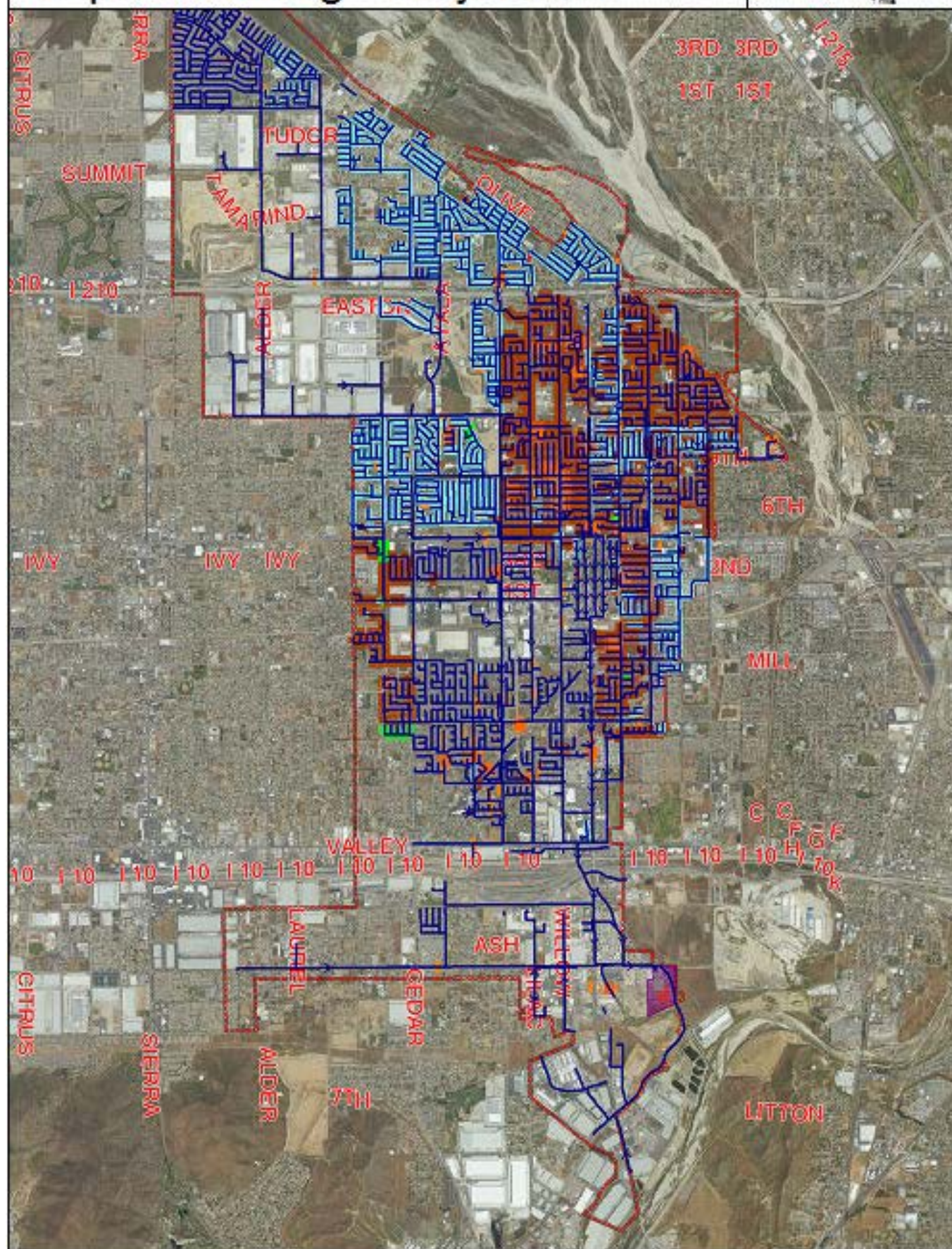
Table 3 Summary

					Table 3 Summary							
						May 2026						
Date	Rialto WRF Influent		Rialto WRF Effluent		Rialto WRF Eff		Rialto WRF Effluent		Tranfer	Tranfer	Rialto	Tranfer Data
	Influent pH	24 hr avg. effl. pH	Effluent Temp	Effluent Ammonia	Effluent Total Coliform	Effluent Coliform 7 Day Median	Effluent Cyanide, Free Available	Eff D(2-ethylhexyl) phthalate (DE-P)	FIT- 8321 ADG #2 Flow	FIT- 8321 ADG #2 Flow	Natural Gas Daily Use	FIT- 8321 ADG #2 Flow
	SU	SU	Deg C	mg/L	MPN/100mL	MPN/100ML	ug/L	ug/l	cu ft/day	cu ft/day	cf/day	cu ft/day
5/1/2026	7.36	7.04	24.90		<1.8	<1.80			127489.00	127489.00	17000.00	127489.00
5/2/2026	7.47	7.04	25.40		<1.8	<1.80			137140.00	137140.00	19700.00	137140.00
5/3/2026	7.38	7.06	25.00		<1.8	<1.80			171531.00	171531.00	20900.00	171531.00
5/4/2026	7.40	7.16	24.60	0.08	<1.8	<1.80			90105.00	90105.00	19800.00	90105.00
5/5/2026	7.46	7.20	24.70		2.0	<1.80			137257.00	137257.00	19700.00	137257.00
5/6/2026	6.95	7.14	24.30		<1.8	<1.80			146311.00	146311.00	19900.00	146311.00
5/7/2026	7.50	7.19	24.70		<1.8	<1.80			144716.00	144716.00	18700.00	144716.00
5/8/2026	7.33	7.20	25.00		<1.8	<1.80			152576.00	152576.00	17800.00	152576.00
5/9/2026	7.40	7.22	25.20		<1.8	<1.80			135803.00	135803.00	17300.00	135803.00
5/10/2026	7.42	7.22	25.40		<1.8	<1.80			138680.00	138680.00	.00	138680.00
5/11/2026	7.35	7.21	25.50	0.20	<1.8	<1.80			141024.00	141024.00	.00	141024.00
5/12/2026	7.36	7.19	25.60		<1.8	<1.80			146370.00	146370.00	.00	146370.00
5/13/2026	7.22	7.16	25.50		<1.8	<1.80			137868.00	137868.00	13500.00	137868.00
5/14/2026	7.62	7.17	25.30		2.0	<1.80			142088.00	142088.00	18900.00	142088.00
5/15/2026	7.41	7.18	25.50		<1.8	<1.80			146849.00	146849.00	20500.00	146849.00
5/16/2026	7.29	7.05	25.30		<1.8	<1.80			134307.00	134307.00	16300.00	134307.00
5/17/2026	7.60	7.03	25.00		<1.8	<1.80			131087.00	131087.00	26000.00	131087.00
5/18/2026	7.44	7.15	25.10		<1.8	<1.80			138281.00	138281.00	11900.00	138281.00
5/19/2026	7.50	7.14	25.00	0.08	<1.8	<1.80			136396.00	136396.00	200.00	136396.00
5/20/2026	7.46	7.08	25.10		<1.8	<1.80			137808.00	137808.00	17500.00	137808.00
5/21/2026	7.43	7.10	25.30		<1.8	<1.80	<3.2		137381.00	137381.00	19900.00	137381.00
5/22/2026	7.22	7.14	25.50		<1.8	<1.80			136724.00	136724.00	13400.00	136724.00
5/23/2026	7.53	7.17	25.60		2.0	<1.80			135031.00	135031.00	18600.00	135031.00
5/24/2026	7.40	7.00	25.70		<1.8	<1.80			118972.00	118972.00	20300.00	118972.00
5/25/2026	7.52	7.03	25.50		<1.8	<1.80			124580.00	124580.00	18500.00	124580.00
5/26/2026	7.52	7.01	25.60		<1.8	<1.80			118856.00	118856.00	21400.00	118856.00
5/27/2026	7.54	7.00	25.20		<1.8	<1.80			140721.00	140721.00	17000.00	140721.00
5/28/2026	7.75	7.11	24.90		<1.8	<1.80			140074.00	140074.00	20100.00	140074.00
5/29/2026	7.59	7.21	24.20		<1.8	<1.80		<5.00	141591.00	141591.00	17700.00	141591.00
5/30/2026	7.42	7.33	24.90		<1.8	<1.80			133752.00	133752.00	20400.00	133752.00
5/31/2026	7.44	7.41	24.90		<1.8	<1.80			125234.00	125234.00	18100.00	125234.00
Minimum	6.95	7.00	24.20	0.08	<1.8	<1.80	<3.2	<5.00	90105.00	90105.00	.00	90105.00
Maximum	7.75	7.41	25.70	0.20	2.0	<1.80	<3.2	<5.00	171531.00	171531.00	26000.00	171531.00
Average	7.43	7.14	25.10	0.12	<1.8	<1.80	<3.2	<5.00	136342.00	136342.00	16161.00	136342.00

Monthly Sewer Line Cleaned

Pipe Cleaning - May1 2026

Map Generated
x:000000 y:000000
Date Printed: 6/22/2025
Scale: 1:50000



Cable Advisory & Utility Commission Report

August 2026

Reporting period June 2026

RIALTO
CUSTOMER SERVICE & REVENUE
MONTHLY OPERATIONS REPORT

Reporting Period:

June 2026

Prepared for: Rialto Water Services

Prepared by: Veolia Water West Operating Services



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I. CUSTOMER SERVICE SUMMARY

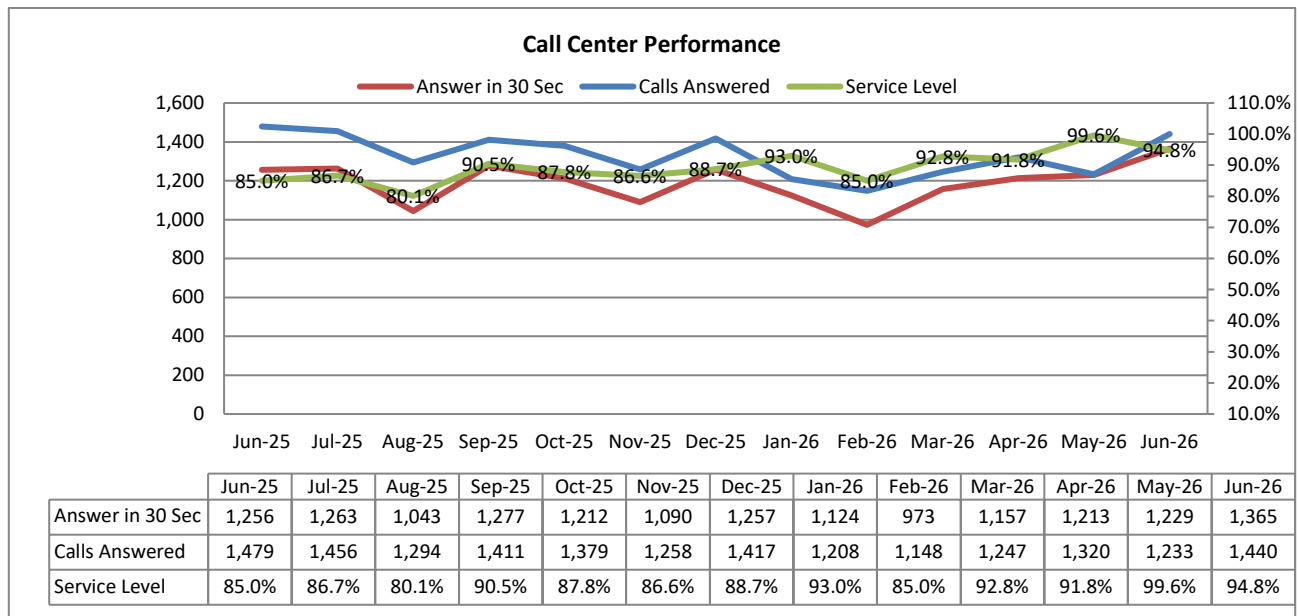
During this reporting month, the Customer Service team provided call service level of 94.8%. Out of 1,496 inbound calls 1,440 were answered within the first 30 seconds.

Water consumption has increased by 9.6% when compared against previous month. When compared against last year, consumption has increased by 5.8%.

Sewer revenue has increased by 1.2% compared to the prior month and increased 5.4% from last year.

II. CALL CENTER PERFORMANCE

During this reporting month, service level was 94.8% with 1,440 out of 1,496 being answered within the first 30 seconds. Overall average wait time was thirty (30) seconds.



III. AUTOMATED SERVICES

About 13,572 or 58.7% of the rate payers have created log-ins to access their accounts online. Of these customers, with online access, 48.8% have chosen the e-bill option. This e-bill participation is 9.1% increase from June of the prior year.

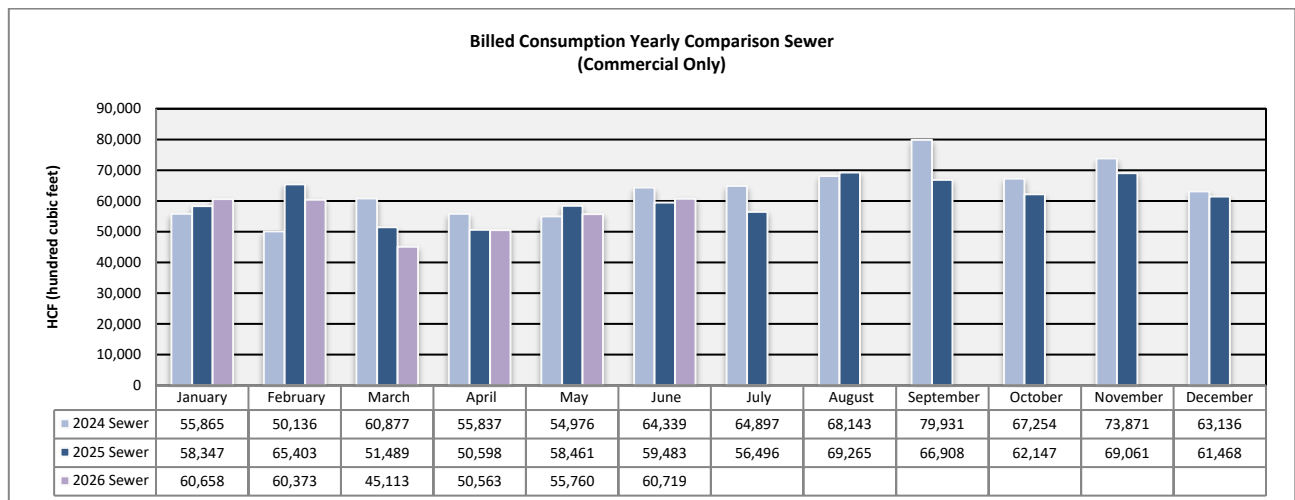
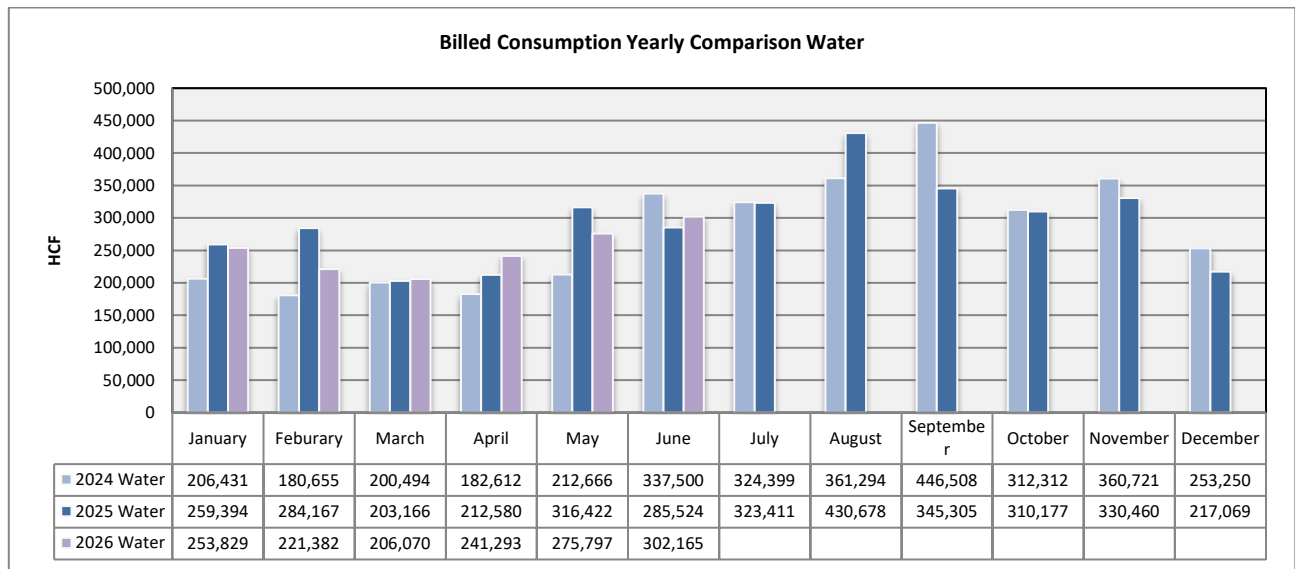
	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26
Number of Bills	22,770	22,792	22,838	22,864	22,875	22,927	22,913	23,045	22,987	23,031	23,030	23,086	23,092
Number of Bill Adjustments (during billing)	18	29	10	7	8	11	27	47	47	32	17	20	16
Automated Over the Phone Payments	2,578	2,596	2,344	2,531	2,560	2,089	2,404	2,326	2,339	2,656	2,170	2,535	2,520
Online Payment	9,800	10,260	8,691	11,224	10,369	7,614	10,432	8,771	10,145	11,774	8,590	10,767	11,979
E-bill Participants	6,074	6,134	6,185	6,233	6,290	6,332	6,372	6,401	6,421	6,476	6,529	6,574	6,626
Auto Pay Participants (New Portal)	4,696	4,728	4,776	4,834	4,881	4,923	4,978	5,025	5,083	5,137	5,169	5,241	5,295
PayNearMe	88	88	88	103	85	80	80	60	81	76	84	81	80

IV. CONSUMPTION & BILLING

A. Consumption

Water consumption has increased by 9.6% when compared against previous month. When compared against last year, consumption has increased 5.8%.

When first 6 months of year 2026 total is compared against previous year, it is showing decrease of 4% in water consumption. When compared against 2024, it is showing 14% increase.



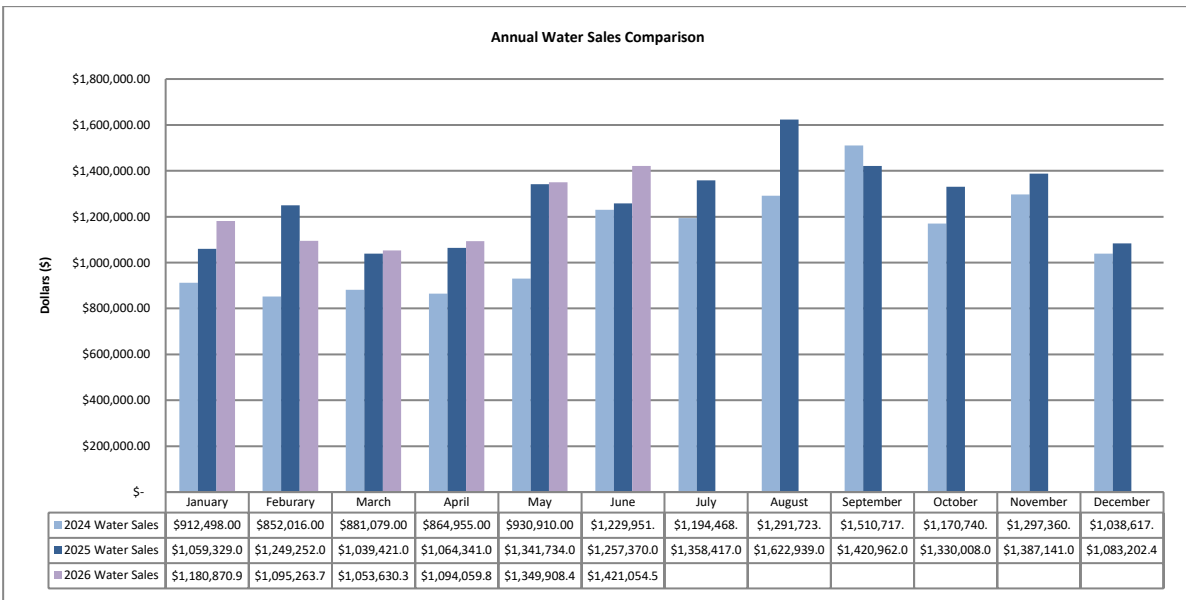
B. Billing

A total of 23,092 bills were mailed or sent out electronically in June. Billing accuracy was 99.9% with sixteen (16) requiring adjustments after bill generation.

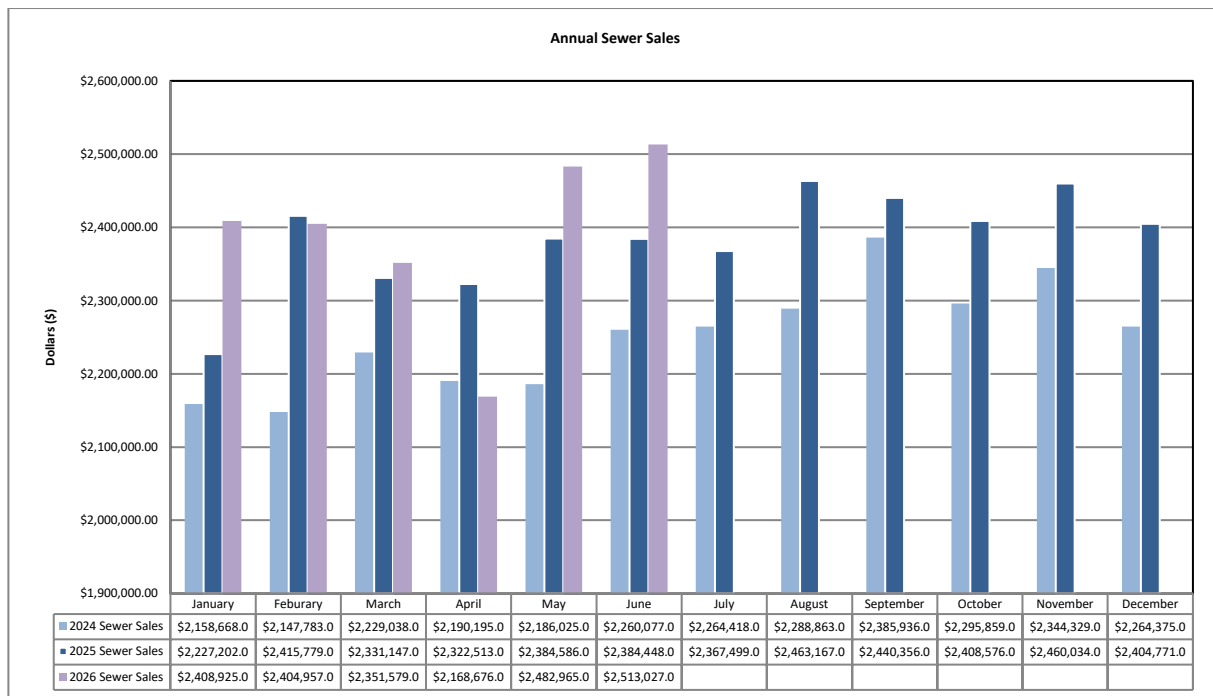
V. REVENUE & AGING

A. Revenue

Water revenue has increased 5.3% when compared against the prior month and increased 13.0% when compared against previous year. Sewer revenue has increased by 1.2% compared to the prior month and increased by 5.4% from last year.

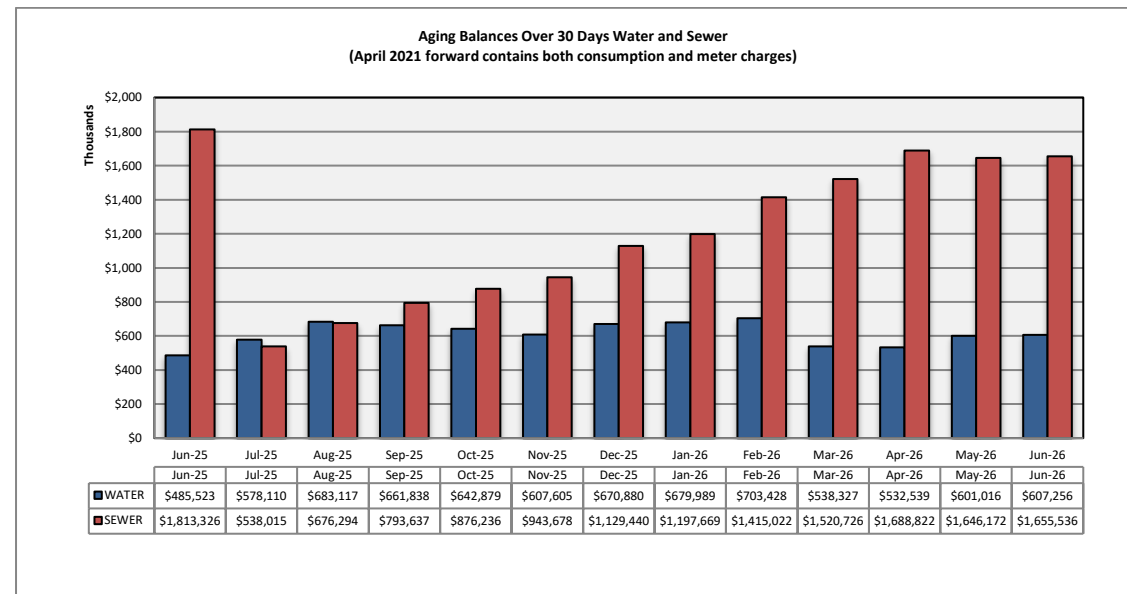
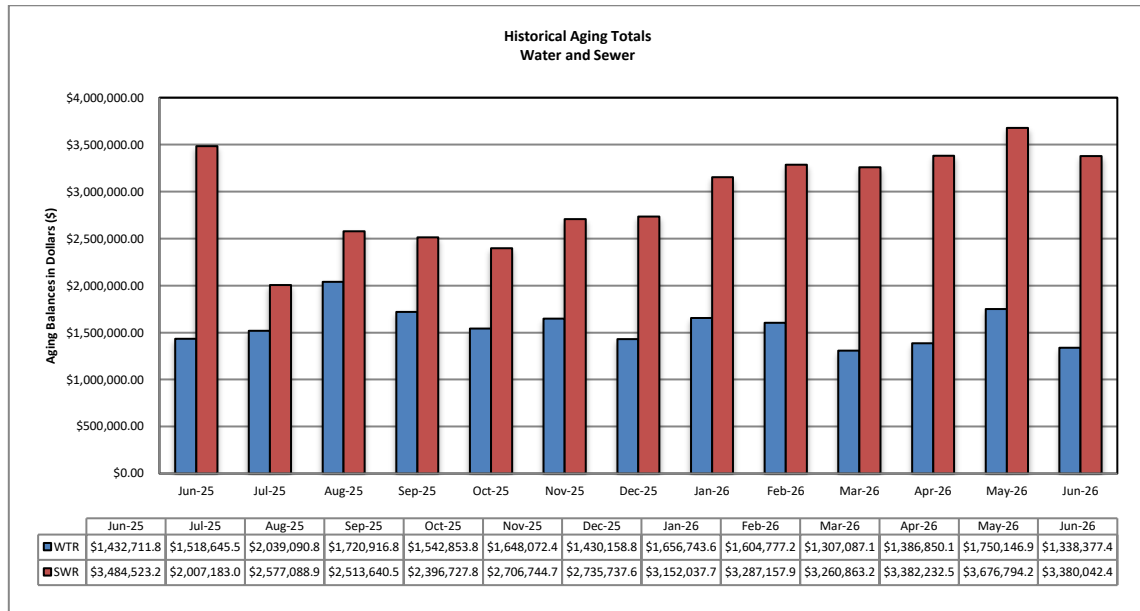


Please consider the scale of the graph as doubled height does not mean double the amount)



B. Aging

The total aging balance has decreased by 13.1% *see first table below*. For balances >30-days only, water has increased 1.0% and wastewater has increased by less than 1%. Sewer balances are expected to continue rising until end of the Fiscal year 2026.



C. Bad Debt

Seven (7) accounts were sent to collections for a total amount of \$2,132.40. These bad debts arise from customers moving out or selling the property and not closing the account with final payments.

VI. SERVICE ORDERS

222 service orders were initiated by the customer service team during the reporting month. Of this total, 59 service orders or 26% were due to occupant changes.

136 service orders were initiated to accommodate water disconnection for non-payment and reconnection of water services when customer set up (or reinstate) a payment arrangement with down payment.

VII. OTHER ACTIVITIES

CS department is operating with one person out on disability. A requisition for temporary replacement has been submitted. No injuries were reported during this reporting period.

Total numbers of 70 disconnections were performed during the June 2026.

VIII. REVENUE REPORT

A. Revenue Summary

Cash Revenue is compiled and reconciled to the merchant account on a daily basis. Cash receipts and deposits are made daily and internal controls are reviewed regularly to ensure safeguarding of assets and proper recording of all transactions. Total revenue collected in June 2026 is \$4,609,000 whereas Non-Rate Revenue is \$134,000; Utility Revenue is \$4,404,000 and Tax / Ambulance Revenue at \$71,000.

RWS collects Utility User Taxes and Ambulance Fees on behalf of the City of Rialto. The Utility User Tax (UUT) rates are based on the total billed amount, therefore the collection fluctuates as billed amounts change. The total UUT charges collected in June 2026 and June 2025 are \$65,000 and \$60,000 respectively. Ambulance Revenue is also collected on behalf of the City of Rialto totaling \$6,000 in June 2026 and \$5,000 in June 2025.

B. Non Rate Revenue - Extraterritorial Customers

RWS bills the City of Fontana \$133,000 each month for extraterritorial sewer usage.

Colton Unified School District is in agreement with RWS to pay \$5,000 monthly for sewage connections based on enrollment rates provided each school year.

An extraterritorial agreement to provide sewer service was executed between the City of Rialto and the County of San Bernardino—County Service Area 70, Zone BL (Bloomington). This housing development project generates extraterritorial sewer service revenue of \$20,000 per month.

The City has an agreement with Social Science Services dba Cedar House Life Change Center to provide extraterritorial sewer service providing sewer revenue of about \$5,000 each month.

C. Non-Rate Revenue – Other

Other revenue is generated by leasing space for cell towers to AT&T for \$2,073. Sprint lease is at a currently contracted rate of \$2,000 each month. Vertical Bridge also provides \$2,900 a month of cell tower generated Revenue.

Rialto Bioenergy Solutions subleased a City property for \$10,750 a month.

The City and San Bernardino Valley Municipal Water District have entered into a Brine Line Capacity Agreement on January 23, 2021. This agreement pertains to the use of its interest in the SARI Line and discharge of certain brine waste to the SARI Line exclusively from the operation of Rialto Bioenergy Facilities within the City’s boundaries. The revenue generated in this agreement consists of quarterly rent of \$37,500 along with the Fixed Pipeline Capacity Fee of \$3,300 per month and Fixed Treatment Plant Capacity Fee of \$3,300 per month. In addition, a variable fee of any discharge costs are also billed.

The San Bernardino Valley Water District (SBVWD) reimburses RWS for water conservation programs provided to customers. A quarterly bill is delivered directly by the City.

D. Development Impact Fees

Development Impact Fees (“DIF”) are paid to the City of Rialto as various developments are completed in the City. As such, the City of Rialto receives monies from the various developments, which is then distributed to RWS. There was no DIF payment received in June of 2025.

E. Rialto Basin Water Rights and Leasing

A Standby Water Lease Agreement between Fontana Union Water Company and City of Rialto is in effect. For the 2024-2025 Water Year, RWS billed San Bernardino County the amount of \$349,264 for the Standby Charges and Production Charge. The County paid and has no further Water Lease obligations in the current year.

In addition, the County is also billed annually for Rialto Well #3’s summertime electricity costs based on peak usage.

Cash Collections by Payment Method – Rialto Water Services

Payment Method	Description	Transaction Count	JUNE 2026	%
Carrier Deposits	Cash deposits prepared per day for transport to US Bank.	21	\$ 143,401	3.16%
Remote Deposits	Scanned batches of checks payments made at the customer service counter	21	311,974	6.87%
EBOX	Batches of electronic customer payments posted to customer accounts at US Bank.	21	359,619	7.91%
PAYMENTUS - IVR / Paymentus / Walk-in Credit Card payment	Customer payments by credit cards and ACH / eCheck payments through an Interactive Voice Response system using a touchtone phone. Payments originated from Merchant online service	15,603	2,474,330	54.46%
Lockbox Deposits	Batches of customer payments mailed in to US Bank's lockbox	21	1,243,334	27.36%
Pay Near Me	Cash payment service that allows customers to pay at a local 7-Eleven, CVS, Walmart or Family Dollar stores.	85	11,132	0.24%
Total Revenue per Bank			\$ 4,543,790	100.00%
Recon to RUA Recap:				
Adj detailed in RUA			65,327	
Prior mo. Correction				
RUA increase in Cash			\$ 4,609,116	

Transaction Counts for Carrier Deposits, Remote Deposits, UB Bill Conc Service (EBOX), and Lockbox Deposits reflect number of batches deposited to the bank. Transaction counts for credit card POS, IVR, and Pay-Near-Me transactions are per number of customer payments. IVR payments are received and process by Paymentus on the day the transactions are made. General ledger are posted and accounted for the following day the payments are processed.

F. Payment Collection Method – Fiscal Year to Date

	Jul 2025	Aug 2025	Sept 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026	Jun 2026	Total	%
Carrier Deposits	\$ 144,793	\$ 140,286	\$ 155,654	\$ 147,234	\$ 103,022	\$ 142,623	\$ 127,207	\$ 133,155	\$ 146,021	\$ 121,408	\$ 150,596	\$ 143,401	\$ 1,655,398	3.34%
Remote Deposits	499,489	241,420	686,008	995,009	311,584	762,404	510,265	1,020,346	538,267	578,934	1,195,264	311,974	\$ 7,650,964	15.44%
EBOX	407,888	286,741	367,169	378,253	237,351	341,059	269,016	296,667	324,116	274,158	337,761	359,619	\$ 3,879,799	7.83%
Paymentus, IVR, Credit Cards	2,118,383	1,853,657	2,370,061	2,278,360	1,572,041	2,080,662	1,722,987	2,014,094	2,316,170	1,751,601	2,339,456	2,474,330	\$ 24,891,803	50.22%
Lockbox Deposits	1,176,928	904,658	1,003,875	1,162,475	707,921	848,106	822,102	855,632	813,647	732,577	1,085,728	1,243,334	\$ 11,356,982	22.91%
Pay Near Me	11,821	11,616	14,142	11,316	9,254	11,254	5,868	10,941	9,326	9,994	10,706	11,132	\$ 127,371	0.26%
Total Revenue to Bank	\$4,359,302	\$3,438,377	\$ 4,596,910	\$ 4,972,646	\$2,941,173	\$4,186,107	\$3,457,446	\$4,330,835	\$4,147,548	\$3,468,672	\$5,119,511	\$4,543,790	\$49,562,317	100.00%
NSF	(10,757)	(15,745)	(17,442)	(15,892)	(14,628)	(20,682)	(31,415)	(19,746)	(15,869)	(23,415)	(13,843)	(15,433)	\$ (214,865)	
Net deposits	\$4,348,546	\$3,422,632	\$ 4,579,468	\$ 4,956,754	\$2,926,545	\$4,165,425	\$3,426,031	\$4,311,089	\$4,131,679	\$3,445,257	\$5,105,668	\$4,528,357	\$49,347,452	

G. Cash Collections on Behalf of the City of Rialto-Prior Year Comparison

	Jun 2026	Jun 2025	Variance
UUT Water	\$ 26,209	\$ 22,145	\$ 4,064
UUT Sewer	38,688	37,806	882
Ambulance	6,026	5,436	590
Total	\$ 70,922	\$ 65,387	\$ 5,535

H. Non-Rate Revenue + Utility Revenue Collections Prior Year Comparison

	Jun 2026	Jun 2025	Variance
Non-Rate / Extra Territorial Revenue	\$ 133,780	\$ 278,640	\$ (144,860)
Utility Revenue	\$4,404,414	\$3,806,072	598,341
Total	\$4,538,194	\$4,084,713	\$ 453,481

I. Non-Rate Revenue + Utility Revenue Collected Fiscal Year-to-Date

	Jul 2025	Aug 2025	Sept 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026	Jun 2026	Total
Non-Rate Revenue													
Cell Tower Rent, Lease	21,485	17,154	15,080	53,897	13,580	14,324	4,330	14,897	48,457	89,897	24,712	13,871	331,684
Interest Income	-	-	-	-	-	-	-	-	-	-	-	1,788	1,788
NRR-FOG	-	-	-	-	-	-	-	-	-	-	-	-	-
Municipal Water Sales	-	-	-	-	-	349,264	-	-	-	-	-	-	349,264
Extra Terr- Sewage	169,483	6,711	107,820	583,011	35,551	174,217	170,577	257,617	144,260	217,674	244,658	96,199	2,207,778
Non-Rate Misc Water	-	-	-	-	-	-	1,032	-	-	-	-	-	1,032
Abatement of Expenses	-	-	-	-	-	-	-	-	-	-	-	-	-
Water Meter Lost/Damaged/Repl	22,650	17,176	13,295	16,075	14,366	1,557	10,659	10,065	10,340	318	927	13,237	130,666
Misc Fees - New Occ., Same Day Svc	10,815	7,182	7,522	9,355	6,949	7,834	6,896	6,779	9,154	7,743	11,338	8,682	100,248
Miscellaneous Revenue - Sewer	-	-	-	-	-	5	-	-	-	-	-	-	5
NSF	-	-	-	-	-	-	40	-	13	-	-	3	57
Total Non-Rate Revenue	\$ 224,433	\$ 48,223	\$ 143,717	\$ 662,339	\$ 70,447	\$ 547,200	\$ 193,534	\$ 289,358	\$ 212,224	\$ 315,633	\$ 281,634	\$ 133,780	3,122,522
Utility Revenue													
Water Penalty	30,460	33,752	31,754	37,988	34,640	29,186	27,933	28,838	33,696	27,479	29,577	32,235	377,537
Sewer Penalty	74,191	48,802	42,100	54,993	40,418	43,022	48,483	41,187	54,314	50,683	68,349	60,338	626,881
Turf Removal, Hi-Eff Rebate	(100)	-	-	-	-	-	-	(100)	-	-	-	-	(200)
Water Deposits Billed	16,142	15,863	16,027	17,938	13,085	7,527	16,427	13,248	14,730	30,576	10,886	13,843	186,293
Hydrant Deposits	315	158	161	68	-	197	-	702	-	-	-	1,404	3,005
Sewer Deposits Paid	-	-	-	-	-	-	-	-	-	-	-	-	-
Sewer Deposits Billed	16,204	16,667	15,480	15,055	12,065	9,677	12,804	12,711	15,481	11,645	10,469	12,550	160,808
Water	1,329,427	1,148,584	1,723,704	1,493,556	835,225	1,291,024	970,084	1,197,349	1,381,042	920,524	1,461,343	1,457,945	15,209,808
Sewer	2,760,649	1,949,745	2,492,623	2,526,711	1,594,009	2,385,765	2,006,500	2,296,925	2,521,401	1,950,578	2,568,080	2,781,898	27,834,884
Unapplied Credits	26,588	50,012	109,984	80,529	180,113	(93,772)	63,577	(141,671)	(137,801)	134,188	(8,434)	38,590	301,903
Bad Debt Sewer	-	-	-	-	-	-	-	985	292	-	793	-	2,069
Bad Debt Water	-	-	-	-	-	-	-	-	-	-	-	-	-
Tax Roll Sewer	-	-	-	-	-	-	-	-	602,811	-	539,031	5,611	1,147,453
Collection Agency - Water	-	-	-	-	-	-	-	-	-	-	-	-	-
Collection Agency - Sewer	-	-	-	-	-	-	-	-	-	-	-	-	-
Collection Agency - Misc Water	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Utility Revenue	\$4,253,876	\$3,263,582	\$4,431,832	\$4,226,839	\$2,709,556	\$3,672,625	\$3,145,808	\$3,450,175	\$4,485,967	\$3,125,674	\$4,680,093	\$4,404,414	\$45,850,440
Total Non-Rate + Utility Rev.	4,478,309	3,311,805	4,575,549	4,889,178	2,780,002	4,219,825	3,339,342	3,739,533	4,698,191	3,441,307	4,961,728	4,538,194	48,972,962

J. Increase in Cash Collections and Fund Distribution—Prior Year Comparison

	Increase to Cash per Incode	Adjustments Required to GL Cash	Fund 660-Sewer	Fund 670-Water	Total Cash Per GL	Adjustments To Match RUA to Bank	Cash/CC/Cks Deposit To Bank
June 2026	4,609,116	15,206	2,926,528	1,667,382	4,609,116	(65,327)	4,543,790
June 2025	4,150,100	11,594	2,787,013	1,351,493	4,150,100	157,956	4,308,056

K. Non-Rate and Extraterritorial Customer Accounts Receivable Aging

Name	Total as of 6/30/2026	Current	31 to 60 days	61 to 90 days	>90 days
AT&T - Easton	\$ -	-	-	-	-
Cedar House	-	-	-	-	-
CITY OF FONTANA	266,314	135,132	131,182	-	-
Colton Unified School District	-	-	-	-	-
County of San Bernardino-CSA 70 BL	-	-	-	-	-
Rialto BioEnergy Facilities	40,334	-	40,334	-	-
Sprint-Nextel	5,530	-	-	-	5,530
San Bernardino Co Waste System Div	-	-	-	-	-
SB Valley Mun Water District	-	-	-	-	-
Vertical Bridge Holdco, LLC (CIG)	10,665	3,121	-	-	7,544
Grand Total	\$ 322,842	\$ 138,252	\$ 171,516	\$ -	\$ 13,074

The total accounts receivable for non-rate and extraterritorial customers is \$323,000. Of which \$138,000 is current and \$184,000 is past due. The largest balance is City of Fontana consist of \$131,000 of current bill and \$135,000 of past due bill. Cedar House has satisfied its obligations. Rialto Bioenergy Solutions however has a past 30 days balance of \$40,000. Vertical Bridge holds a \$10,000 balance consisting of the past due amount of \$7,500 of unreconciled delinquencies. Sprint-Nextel has a small net balance due to prior unreconciled delinquencies as well.

To improve collections performance, targeted follow-up should continue on the accounts with overdue balances and reconcile disputed balances. By way of maintaining regular communication with customers carrying amounts over 90 days, older receivables can be reduced and overall aging trends can improve.

RIALTO WATER MONTHLY OPERATIONS REPORT

June 2026

Prepared for: Rialto Water Services

Prepared by: Veolia Water West Operating Services

RIALTO WATER

OPERATIONS AND MAINTENANCE REPORT

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I. EXECUTIVE SUMMARY

In the month of June, the water distribution network achieved compliance with all permit requirements. There were no sample anomalies that required secondary sampling. There were no significant issues with water availability and the purchasing of water remained consistent and daily equalization tank levels remained at anticipated volume for customer availability.

A. Water Production Totals

Total Water Delivered into the Rialto Water System:

DAILY PRODUCTION TOTALS IN ACRE FEET											
							Delivered via BLF				
								Purchased			
Date	Chino 2	City 2	Rialto 3	Rialto 5	Miro 3	EW-1	City 4A	B6-9	Cactus(A)	ORTP(B)	TOTAL(C)
6/1/26	5.72	3.20	0.00	0.00	4.96	9.23	9.11	0.41	6.01	0.00	38.64
6/2/26	5.33	6.67	0.00	0.00	4.70	8.61	6.56	0.00	6.04	0.00	37.90
6/3/26	1.40	7.05	0.00	0.00	4.24	7.74	9.32	0.00	7.69	0.00	37.44
6/4/26	0.00	8.76	0.00	0.00	5.74	8.92	9.04	0.83	7.19	0.00	40.47
6/5/26	0.00	8.14	0.00	0.00	3.99	8.95	8.96	0.41	6.61	0.00	37.06
6/6/26	0.00	9.45	0.00	0.00	5.14	9.27	9.56	0.21	8.13	0.00	41.76
6/7/26	0.00	6.68	0.00	0.00	5.20	9.40	6.24	0.16	7.97	0.00	35.65
6/8/26	0.00	7.32	0.00	0.00	4.88	8.57	8.98	0.07	6.59	0.00	36.40
6/9/26	4.29	1.77	0.00	0.00	4.80	9.16	8.22	0.16	2.96	0.00	31.37
6/10/26	5.42	5.69	0.00	0.00	4.82	8.90	8.71	0.00	11.46	0.00	44.99
6/11/26	5.81	3.27	0.00	0.00	4.94	9.10	5.66	0.02	8.33	8.28	45.42
6/12/26	5.90	8.01	0.00	0.00	5.12	9.18	1.18	0.00	5.51	4.77	39.68
6/13/26	5.92	5.60	0.02	0.00	4.89	9.21	7.47	0.00	8.20	5.13	46.43
6/14/26	5.37	7.53	0.00	0.00	4.77	8.91	11.74	0.00	8.63	4.22	51.16
6/15/26	0.16	9.16	0.00	0.00	4.97	9.25	8.10	0.00	7.90	4.52	44.06
6/16/26	5.53	6.86	4.16	0.00	1.34	8.92	3.74	0.00	6.40	4.65	41.61
6/17/26	6.01	1.76	5.07	0.00	0.00	9.13	0.58	0.00	6.66	2.74	31.96
6/18/26	4.91	1.84	0.00	0.00	0.00	7.99	0.35	0.00	0.60	4.59	20.28

6/19/26	1.17	5.97	0.00	0.00	0.00	9.05	7.82	0.00	0.71	4.51	29.24
6/20/26	0.00	3.31	0.00	0.00	0.00	9.66	10.07	0.00	1.33	6.40	30.77
6/21/26	0.00	5.14	0.00	0.00	0.00	9.36	9.17	0.05	1.38	4.58	29.68
6/22/26	0.00	2.17	0.00	0.00	0.00	9.07	8.04	0.02	1.61	4.82	25.72
6/23/26	0.00	6.33	0.00	0.00	0.00	8.53	9.30	0.00	1.47	4.08	29.71
6/24/26	0.00	3.79	0.00	0.00	0.00	8.67	8.86	0.00	6.93	4.50	32.76
6/25/26	0.00	0.68	0.00	0.00	0.00	8.78	9.13	0.00	7.76	4.61	30.95
6/26/26	0.00	4.96	0.00	0.00	0.00	8.95	8.98	0.00	7.69	4.35	34.93
6/27/26	0.00	3.90	0.00	0.00	0.00	9.23	9.39	0.00	8.06	4.82	35.40
6/28/26	0.00	6.78	0.00	0.00	0.00	9.62	9.52	0.00	7.46	5.41	38.79
6/29/26	0.00	3.15	0.00	0.00	0.00	8.66	8.72	0.00	8.26	4.78	33.58
6/30/26	0.00	4.48	0.00	0.00	0.01	8.99	9.14	0.00	5.42	3.85	31.89
TOTAL	62.95	159.43	9.25	0.00	74.52	268.98	231.68	2.34	180.95	95.59	1085.69
MIN	0.00	0.68	0.00	0.00	0.00	7.74	0.35	0.00	0.60	0.00	20.28
MAX	6.01	9.45	5.07	0.00	5.74	9.66	11.74	0.83	11.46	8.28	51.16
AVE	1.97	5.31	0.31	0.00	2.48	8.97	7.72	0.08	6.03	3.19	36.19

(A) - Measured at point of connection of Cactus Reservoir site including production from City 4A. Amount may vary compared to billing.

(B) - Measured at point of connection at Cedar Reservoir. Amount may vary as compared to billing.

(C) - City 4A is not included in total. It has been accounted for in the purchased total.

DATE	Booster 1	Booster 2	Booster 3	Booster 4	Booster 5	Booster 6-9	Booster 10	Booster 11
6/1/26	0.00	0.00	0.00	0.00	4.55	0.41	0.00	0.00
6/2/26	0.00	0.00	0.00	0.00	6.06	0.00	0.00	0.00
6/3/26	0.00	0.00	0.00	0.00	3.84	0.00	0.00	0.00
6/4/26	0.00	0.00	0.00	0.89	5.82	0.83	0.00	0.00
6/5/26	0.00	0.00	0.00	1.14	3.29	0.41	0.00	0.00
6/6/26	0.00	0.00	0.00	0.41	6.90	0.21	0.00	0.00
6/7/26	0.00	0.00	0.00	0.55	4.38	0.16	0.00	0.00
6/8/26	0.00	0.00	0.00	0.00	3.82	0.07	0.00	0.00
6/9/26	0.00	0.00	0.00	0.00	3.04	0.16	0.00	0.00
6/10/26	0.00	0.00	0.00	0.00	6.13	0.00	0.00	0.00
6/11/26	0.00	0.00	0.00	1.07	1.36	0.02	0.00	0.00
6/12/26	0.00	0.00	0.00	1.33	0.00	0.00	0.00	0.00
6/13/26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
6/14/26	0.00	0.00	0.00	0.99	1.41	0.00	0.00	0.00
6/15/26	0.00	0.00	0.00	1.46	1.40	0.00	0.00	0.00
6/16/26	0.00	0.00	0.00	0.22	0.00	0.00	0.00	0.00
6/17/26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
6/18/26	0.00	0.00	0.00	0.00	3.75	0.00	0.00	0.00
6/19/26	0.00	0.00	0.00	0.00	13.60	0.00	0.00	0.00
6/20/26	0.00	0.00	0.00	0.00	15.78	0.00	0.00	0.00
6/21/26	0.00	0.00	0.00	0.00	3.51	0.05	0.00	0.00

6/22/26	0.00	0.00	0.00	0.21	4.66	0.02	0.00	0.00
6/23/26	0.00	0.00	0.00	0.00	7.20	0.00	0.00	0.00
6/24/26	0.00	0.00	0.00	0.00	7.12	0.00	0.00	0.00
6/25/26	0.00	0.00	0.00	0.00	5.03	0.00	0.00	0.00
6/26/26	0.00	0.00	0.00	0.00	4.91	0.00	0.00	0.00
6/27/26	0.00	0.00	0.00	0.00	7.51	0.00	0.00	0.00
6/28/26	0.00	0.00	0.00	0.00	5.12	0.00	0.00	0.00
6/29/26	0.00	0.00	0.00	0.00	4.32	0.00	0.00	0.00
6/30/26	0.00	0.00	0.00	0.00	1.53	0.00	0.00	0.00
TOTAL	0.00	0.00	0.00	8.27	136.04	2.34	0.00	0.00
MIN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MAX	0	0	0	1.46	15.78	0.83	0	0
AVE	0	0	0	0.28	4.53	0.08	0	0

B. Static Water Levels

All City of Rialto wells are sounded each month, both active and inactive well sites. Depth-to-water is measured from the well head to the static water surface. Increases in depth-to-water represent a decrease in static water level.

Well Levels														
Well	Depth to Pump	Historical Maximum Depth to Water	Jun	Jul	Aug	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Chino #1 (X)	580'	429'	413'	411'	410'	410'	410'	411'	411'	411'	410'	411'	410'	411'
Chino #2	493'	369'	334'	334'	333'	331'	333'	334'	334'	321'	321'	334'	334'	334'
City #1	260'	392'	119'	121'	120'	120'	122'	122'	117'	121'	125'	124'	124'	124'
City #2	500'	402'	129'	131'	125'	126'	126'	126'	128'	130'	125'	125'	131'	127'
City #3 (X)	525'	505'	417'	418'	418'	417'	417''	417'	417'	420'	410'	410'	406'	404'
City #4A	528'	406'	367'	370'	366'	360'	359'	363'	362'	362'	357'	363'	363'	358'

City #5 (X)	385'	364'	316'	316'	316'	317'	318'	319'	317'	317'	314'	314'	312'	312'
Rialto #1 (X)	650'	588'	564'	565'	562'	563'	566'	566'	565'	566'	564'	564'	564'	561'
Rialto #2 (X)	550'	502'	498'	498'	497'	496'	494'	496'	495'	496'	496'	495'	492'	494'
Rialto #3	569'	478'	470'	472'	471'	471'	474'	474'	474'	475'	469'	470'	471'	470'
Rialto #4 (X)	450'	418'	414'	413'	414'	413'	412'	412'	412'	411'	410'	409'	409'	408'
Rialto #5	560'	387'	387'	387'	387'	386'	386'	386'	386'	385'	383'	383'	382'	383'
Rialto #7 (X)		362'	354'	356'	357'	357'	357'	359'	359'	359'	481'	474'	473'	472'
Miro #3	563'	492'	481'	480'	479'	480'	480'	478'	481'	480'	482'	480'	480'	478'
EW-1	650'		475'	460'	471'	467'	480'	477'	478'	479'	472'	472'	472'	476'
(X) = In-Active Well														

II. REGULATORY

All State of California and public health agency regulatory requirements were met,

Regulatory Submittals

- Monthly Summary of Distribution System Coliform Monitoring
- NPDES Discharge Letter
- Conservation SAFER Report

Sample Test Result Standards			
Type of Sampling	Units of Measure	Detectable Limit for Reporting	Maximum Contaminant Level
Total Coliform	A	--	--
E. Coli	A	--	--
Nitrate as N	mg/L	0.20	10
Perchlorate (CLO ₄)	µg/L	1.0	6.0
Total Dissolved Solids	mg/L	--	500

P= Present A= Absent mg/L = parts per million µg/L = parts per billion

Sample Date: 6/08/26	Sample Site Location Results									
Type of Sampling	Chino 2	City 2	City 4A	Rialto 3	Rialto 5	Miro 3	EW-1	BLF Cactus	BLF 6-9	OPRTP
Total Coliform	A	A	A	A	A	A	A	A	A	A
E. Coli	A	A	A	A	A	A	A	A	A	A
Nitrate as N	3			3.5		2.7	5.3			
Perchlorate (CLO4)	<1.0*			5.4*		8.0*	120*			
Total Dissolved Solids	250	210	260	220	240	230	230	350	350	240

***Sample is from the well head so it is before disinfection & treatment. Treatment is performed before it goes into the distribution system. Water going into the distribution system is <1.0 (non-detect).**

A. Sample Site Location Results

Rialto Distribution Sample Results						
June 2026						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
CYCLE 1 - 6/02/26	mg/l	P/A	P/A	Color Units	TON	NTU
335 W. Rialto	0.90	A	A			
1228 W. Merrill	1.10	A	A			
256 N. Fillmore	1.10	A	A			

987 W. Grove	1.10	A	A			
978 N. Driftwood	1.10	A	A			
1451 N. Linden	1.10	A	A			
469 W. Jackson	1.30	A	A			
935 E. Mariposa	1.10	A	A			
1000 N. Joyce	1.20	A	A			
766 N. Chestnut	1.20	A	A			
149 W. Victoria	1.60	A	A			
313 E. McKinley	1.40	A	A			
609 E. South	1.30	A	A			
273 E. Alru	1.10	A	A			
1161 S. Lilac	1.30	A	A			
101 E. Valley	1.20	A	A			
CYCLE 2 - 6/09/26	mg/l	P/A	P/A	Color Units	TON	NTU
210 N. Park	1.10	A	A			
101 S. Larch	1.10	A	A			
320 N. Wisteria	1.10	A	A			
861 W. Grove	1.10	A	A			
1168 N. Glenwood	1.10	A	A			
1320 N. Fitzgerald	1.10	A	A			
860 N. Willow	1.10	A	A			
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
CYCLE 2 CONT. - 6/09/26	mg/l	P/A	P/A	Color Units	TON	NTU
209 E. Cornell	1.40	A	A			

643 E. Margarita	1.10	A	A			
1170 N. Terrace Rd.	1.00	A	A			
681 E. Erwin	1.20	A	A			
402 E. Merrill	1.20	A	A			
261 W. Wilson	1.10	A	A			
532 S. Iris	1.20	A	A			
281 W. Hawthorne	1.20	A	A			
379 W. Valley	1.00	A	A			

CYCLE 3 - 6/16/26	mg/l	P/A	P/A	Color Units	TON	NTU
236 N Willow	1.20	A	A			
775 E. Foothill	1.20	A	A			
878 N. Primrose	1.30	A	A			
369 E. Van Koevinger	1.10	A	A			
274 W. Valencia	1.20	A	A			
1566 N. Fillmore	1.10	A	A			
932 N. Idyllwild	1.10	A	A			
644 N. Smoketree	1.00	A	A			
605 W. Rosewood	1.00	A	A			
1189 W. Second	1.10	A	A			
775 W. Rialto	1.10	A	A			
211 E. Wilson	1.10	A	A			
595 E. Huff	1.10	A	A			

Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
CYCLE 3 CONT. - 6/16/26	mg/l	P/A	P/A	Color Units	TON	NTU
1005 S. Riverside	1.10	A	A			
794 S. Verde	1.10	A	A			
1055 W. Bloomington	1.10	A	A			
CYCLE 4 - 6/24/26	mg/l	P/A	P/A	Color Units	TON	NTU
375 S. Cactus	1.10	A	A	<3.0	1	<0.10
101 S. Linden	1.00	A	A	<3.0	1	<0.10
234 N. Larch	1.20	A	A	<3.0	1	0.13
575 N. Driftwood	0.70	A	A	<3.0	1	<0.10
1355 W. Shamrock	1.00	A	A	<3.0	1	<0.10
992 N. Yucca	1.20	A	A	<3.0	1	<0.10
481 W. Cornell	1.10	A	A	<3.0	1	0.18
158. E. Shamrock	1.10	A	A	<3.0	1	0.14
749 E. Holly	1.20	A	A	<3.0	1	<0.10
545 E. Victoria	1.00	A	A	<3.0	1	<0.10
200 N. Sycamore	1.10	A	A	<3.0	1	<0.10
407 E. Allen	1.10	A	A	<3.0	1	0.25
399 E. Montrose	1.10	A	A	<3.0	1	0.14
856 S. Orange	1.00	A	A	<3.0	1	0.42
911 S. Cactus	1.00	A	A	<3.0	1	0.28
220 W. Valley	1.00	A	A	<3.0	1	<0.10

B. Violations

No violations were received during this reporting period.

C. Source Water Total Dissolved Solids (TDS)

Veolia has a goal of maintaining an acceptable blended TDS level between all its sources. This goal is achieved by shifting production to or from the lowest TDS wells or purchasing low TDS water while adhering to the overall water supply strategy and meeting system demands. The TDS was on average 268 mg/L for the month of May as compared to 258 mg/L in June. The TDS levels are below the secondary maximum contaminant level requirements.

III. HEALTH AND SAFETY

A. Monthly Safety Program Overview

Category	Monthly Statistic
Safety Training Topics	LSR Q3 LSR Q4
Lost Time Incidents, count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	3
Vehicle Incidents, count	0

*A lost time incident has not occurred in the past 4370 days.

IV. CHEMICAL USE

Sodium hypochlorite is the only chemical added to the water system. A total of 2428 gallons of sodium hypochlorite was used in June as compared to 3181 gallons used in May.

V. ELECTRICAL USE

Southern California Edison (SCE) data for June 2026. We will provide the data as it is received, thus will include yearly usage received to date.

SCE		kWh
Year	Month	Billed Usage
2025	May	505,764
2024	June	575,467
2025	July	842,561
2025	August	669,021
2025	September	752,171
2025	October	654,454
2025	November	734,743
2025	December	647,384
2026	January	592,795
2026	February	668,944
2026	March	601,554
2026	April	672,257
2026	May	
2026	June	

VI. WATER QUALITY COMPLAINTS

No complaints were received during this reporting period.

VII. OPERATIONS UPDATE

The overall operational strategy is to meet the daily water demand. The City of Rialto water system has six operational wells, one of which is owned by the County of San Bernardino and operated by Veolia; Oliver P. Roemer Treatment Plant (OPRTP), which is jointly owned by the City (25%) and West Valley Water District (WVWD); purchased water through the Baseline Feeder (BLF) system from San Bernardino Valley Municipal Water District (SBVMWD); and, if required to meet demand, additional water can be supplied by the City of San Bernardino (CSB) through the BLF for emergency supply only with no guarantee of actual delivery. Water produced from City Well 4A discharges into the BLF and its production is included in deliveries from that shared transmission line when City Well 4A is in service.

The overall pumping strategy is based on adjudicated rights, well availability, remediation requirements, and quality of source, cost to operate, and varying weather conditions. TDS effluent concentrations for the City of Rialto WWTP are taken into consideration when operating the facilities and water sources.

A. Operational Wells

Booster #3 will be out of service for 4 weeks to replace the upper seal bearing and motor maintenance ; will return into service by July 2026.

Valve Activity

On the basis of information collected in 2019, Veolia now has a baseline assessment of all valves and has initiated a new cycle of valve exercising. Five valves were exercised in the month of March.

Valve Turning Progress	
	Valves Turned
2020	530
2021	340
2022	463
2023	750
2024	379
2025	338
2026	434

B. Hydrant Flushing

There are 63 hydrant/dead ends that are flushed annually to maintain water quality. All annual flushing will be completed by December 2026.

Hydrant/Dead End Flushing Progress	
	2026
January	0
February	0
March	0
April	17
May	5
June	0
July	0
August	0
September	0
October	0
November	0
December	0
Total	0
Progress % (100)	

C. Sanitary Survey

DDW performed field site visits on May 22 and August 22, 2024. The results of the sanitary survey were received on September 19, 2024. All minor deficiencies have been corrected and submitted to DDW.

VIII. ASSET MANAGEMENT

The following work orders were completed by Water production staff for the month of May:

- Preventive Maintenance –268
- Corrective Maintenance –0
- Predictive Maintenance –0

– 268 PMs planned for July 2026

A. Main Breaks, Service Leaks, Adverse Water Quality and Health/Safety Issues

The following work orders were completed by water distribution staff for the month of May:

Main Line: 1	Service Line:10	Hydrant Replacements:4
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Angle Meter Stops10:	Meter Box & Lid Replacements:2	Meter Leaks/ Replacements:12
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B. Customer Call Outs, Hydrant hits

Customer Call Outs:14	Meter Leaks:	Requests for Water to be turned on/off:11
Leaks in the street:10	Leaking Fire Hydrant:2	Hit/shed hydrant: 3

C. Major Equipment and/or Machinery Outages

IX. RAINFALL TOTALS

CITY OF RIALTO
RAINFALL FOR PAST FIVE YEARS

YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2021	2.55	0.05	1.13	0.00	0.00	0.00	0.53	0.00	0.00	0.55	0.00	7.27	12.08
2022	0.00	0.00	0.77	0.45	0.03	0.00	0.00	0.00	0.24	0.38	2.15	1.80	5.82
2023	5.06	4.14	7.73	0.20	0.59	0.00	0.00	2.62	0.00	0.09	0.60	1.18	22.21
2024	1.00	10.38	1.87	0.53	0.34	0.00	0.00	0.00	0.00	0.00	0.45	0.00	14.57
2025	0.21	3.68	2.47	0.49	0.29	0.00	0.00	0.00	0.12	0.93	4.05	2.95	15.19
			RAINFALL AMOUNT FOR THE YEAR OF 2025 = 15.19 inches										
			AVG. ANNUAL RAINFALL FOR LAST FIVE YEARS = 13.97 inches										
	AVG. RAINFALL FOR SAN BERNARDINO COUNTY FOR THE LAST 100 YEARS = 16.07 inches												
2026	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Totals	2.59	3.36	0.00	0.76	0.13	0.00							6.84

	Weather		
Date	Clear	P.Cloudy	Cloudy
6/1/26	X		
6/2/26		X	

6/3/26	X		
6/4/26	X		
6/5/26	X		
6/6/26		X	
6/7/26			X
6/8/26			X
6/9/26		X	
6/10/26	X		
6/11/26	X		
6/12/26	x		
6/13/26	X		
6/14/26	X		
6/15/26	X		
6/16/26	X		
6/17/26	X		
6/18/26		X	
6/19/26		X	
6/20/26	X		
6/21/26	X		
6/22/26	X		
6/23/26	X		
6/24/26		X	
6/25/26		X	
6/26/26		X	
6/27/26		X	
6/28/26			X
6/29/26			X
6/30/26	X		

RIALTO WASTEWATER

MONTHLY OPERATIONS REPORT

Reporting Period:
June 2026

Prepared for: Rialto Water Services



Prepared by: Veolia Water West Operating Services



RIALTO WASTEWATER OPERATIONS AND MAINTENANCE REPORT

Contents

EXECUTIVE SUMMARY

- 1. Collection System / Customer Service Log**
 - a. Collection System Activities
 - b. S.S.O. dates
 - c. Customer Service Call Outs
- 2. Wastewater Treatment Plant - Monthly Overview**
 - a. Significant events during the month
- 3. Treatment Facility Performance / Laboratory Activities**
 - a. See attached Monthly Performance Summary
 - b. Summary of Notices and Laboratory Tests / Reports filed with government agencies
 - c. Effluent Specifications Exceedance Discussion
- 4. Monthly Safety Program Overview**
- 5. Biosolids, Chemicals, and Utilities**
 - a. Monthly Biosolids Production
 - b. Monthly Chemical Consumption
 - c. Monthly Utilities Consumption
- 6. Odor Complaints / Actions Taken**
- 7. Major Equipment and/or Machinery Outages**
- 8. Outside Agency Activities during the Month**
 - a. Government agency or property insurance inspections
 - b. Government agency environmental, health, or safety tests/monitoring
 - c. Government agency notice of violation received
 - d. Government agency monitoring
 - e. Other matters of concern
- 9. Complaint Logs**

TABLES

- Treatment Facility – Monthly Performance Summary
- Collection System- Monthly Pipe Cleaned

RIALTO WASTEWATER

MONTHLY OPERATIONS REPORT

EXECUTIVE SUMMARY

Highlights of this month's Wastewater O&M report include the following:

- The treatment plant performed well and met all compliance parameters.
- There were four residential call-outs for sewer collection issues.

1. Collection System/Customer Service Log

a. Collections group activities this month:

Category	Current Month Statistics	Prior Month Statistics	2026 Year to Date Statistics
Sanitary sewers are cleaned using the conventional method, including feet, which includes "Hot spot cleaning."	17,079	11,577	118,767
Sanitary sewers assessed using the SL-RAT method, feet	0	0	0
CCTV Inspection, miles (26 is the annual goal)*	3.36	1.47	15.79
Manhole Inspections	1	6	19
USA Dig Alert Markings, count	45	45	205
Residential call-outs	4	3	18
Sanitary sewer overflows	0	0	0

b. S.S.O. dates:

c. Customer Service Call Outs – See Item 9 for details.

2. Wastewater Treatment Plant – Monthly Overview

- - a. Significant events during the month were:
None

3. Treatment Facility Performance/Laboratory Activities

- a. See the attached Table 1, Monthly Performance Summary.
- b. Summary of Notices and Laboratory Tests/Reports filed with government agencies.
The monthly submittal of State/Federal discharge monitoring reports was completed promptly.
- c. Effluent specification exceedance discussion
See Section 2 above. N/A

4. Monthly Safety Program Overview

Category	Monthly Statistic
Safety Training Topics	0
Lost Time Incidents count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	0
Vehicle Incidents, count	0

*A lost time incident has not occurred since 9-3-2020, totaling 2,126 days.

5. Biosolids, Chemicals, and Utilities

a. Monthly Biosolids Production

Biosolids	Current Month Statistics	Prior Month Statistics	2026 Year-to-Date Statistics
Wet Tons Produced	868.29	1,115.32	6,963.5

b. Monthly Chemical Consumption

Chemical	Current Month Gallons Used	Prior Month Gallons Used
Sodium Hypochlorite, Tertiary Disinfection	27,253	28,696
Sodium Bisulfite, Discharge Dechlorination	10,819	9,467
Ferrous Chloride, Digester Gas Conditioning	3,534	3,595
Polymer, Gravity Belt Thickener	302	270
Polymer, Belt Filter Press	688	726
Alum, Tertiary Filters	1	0

c. Monthly Utilities Consumption

Utility	Current Month Statistics	Prior Month Statistics
Electricity WWTP, KWH	410882	448385
Electricity Lilac LS, KWH	785	919
Electricity Sycamore LS, KWH	475	478
Electricity Ayala LS, KWH	5034	7686
Electricity Agua Mansa LS, KWH	2334	2083
Electricity Cactus LS, KWH	1044	317
Electricity Ramrod LS, KWH	503	528
Frisbee Park LS, KWH	697	712
El Rancho Verde LS, KWH	2367	2158
Natural Gas WWTP, Therms	5116	4862

* LS is in bypass mode, pending CIP completion

** SCE has not updated this account.

6. Odor Complaints Received/Actions Taken

- None

7. Major Equipment and/or Machinery Outages

- Sludge Holding Tank
- Aeration Basin #3 is currently offline.
- Chlorine Contact Tanks #1 and #2 are offline

8. Outside Agency Activities during the Month

- Government agency or property insurance inspections
None
- Government agency environmental, health, or safety tests/monitoring
Permit testing was completed for this month
- Government agency notices of violation received
No notices were received.
- Government agency monitoring
Routine monitoring reports were submitted.

- e. Other matters of concern
None

9. Customer Service Callout Details Log

Date	Address	Comments	Personnel	Manhole	To Manhole
6/2/2026	365 W Shamrock	Customer service reported an issue at 365 W Shamrock involving dirty water with a sewer odor leaking from the curb. The technician was contacted and responded to the issue. Investigated and determined the report was a "false alarm," confirming the water was contained in the gutter with no source detected.	BVO		
6/9/2026	750 E Mesa	Customer service reported a suspected sewer backup, stating that when the toilet is flushed, water backs up into both the toilet and the bathtub. The technician responded to the report, concluding that the problem was not a city issue.	BVO		
6/18/2026	564 W Foothill Blvd	Blocked lateral; cleaned mainline as a precaution; main was clear; did not change the property owner's condition	PH		
6/29/2026	195 E Valley	Customer service reported odor, originates from within the customer's building. The main line was courtesy cleaned, and the owner was advised to call a plumber.			

Table 1 Summary

Table 1 Summary

June 2026

Date	Rialto \$RT	Rialto Effluent Flow	Rialto BOD	Rialto BOD	Rialto Influent BOD Load	Rialto WRF Effluent			Rialto WRF Influent		Rialto WRF Effluent		
	MGD	MGD	mg/l	mg/l	lbs/day	Effluent BOD	Effluent BOD Load	BOD % Removal	Influent TSS	Influent TSS Load	Effluent TSS	Effluent TSS Load	TSS % Removal
						mg/L	lbs/day	%	mg/L	lbs/day	mg/L	lbs/day	%
8/1/2026	8.110	7.490	320	320	21,644	2.8	174.91	99.1	240	16,233	0.80	50	99.7
8/2/2026	8.020	7.280											
8/3/2026	7.790	8.020											
8/4/2026	8.180	6.600											
8/5/2026	7.450	7.420	220	220	13,669	<2.5	154.71	99.9					
8/6/2026	7.100	7.380											
8/7/2026	7.680	7.700											
8/8/2026	7.760	7.170	320	320	20,710	3.5	209.29	99.9	290	18,768	0.90	54	99.7
8/9/2026	7.630	7.430											
8/10/2026	7.520	7.290											
8/11/2026	8.440	7.670											
8/12/2026	7.110	7.550	300	300	17,769	<2.5	157.42	99.2					
8/13/2026	7.840	7.770											
8/14/2026	7.440	6.770											
8/15/2026	7.880	7.320											
8/16/2026	7.450	7.080	270	270	16,776	3.8	223.75	99.6	180	11,184	2.00	118	99.9
8/17/2026	7.870	7.580											
8/18/2026	7.310	7.080	260	260	15,851	2.5	147.62	99.0					
8/19/2026	7.770	7.470											
8/20/2026	6.970	7.330											
8/21/2026	7.430	7.350											
8/22/2026	7.590	7.310	290	290	18,357	<2.5	152.41	99.1	260	16,458	1.00	61	99.6
8/23/2026	7.570	7.350											
8/24/2026	7.700	7.380											
8/25/2026	7.970	7.040											
8/26/2026	6.950	7.070	280	280	16,230	3.2	188.68	99.9					
8/27/2026	7.350	7.170											
8/28/2026	7.390	7.010											
8/29/2026	7.280	7.290	360	360	21,797	<5.0	303.99	99.6	260	16,954	0.80	36	99.6
8/30/2026	7.480	7.240											
Minimum	6.950	6.600	220	220	13,669	<2.5	147.62	99.6	180	11,184	0.80	36	99.9
Maximum	8.440	8.020	360	360	21,797	<5.0	303.99	99.2	290	18,768	2.00	118	99.6
Total	228,010	219,590	2,620	2,620	162,823	<28.3	1,712.76	99.3	1,250	79,597	5.30	319	497.6
Average	7.600	7.320	291	291	18,091	<3.1	190.31	99.9	250	15,919	1.06	64	99.5

Table 2 Summary

Table 2 Summary

June 2026

Date	Rialto Influent Conductivity	Rialto WRF Effluent Eff Conductivity Daily Ave	Influent COD	Rialto WRF Eff Final Effluent COD	Influent TDS	Rialto WRF Effluent Filter Effluent TDS	EFF FINAL TDS	Rialto Influent Inorganic Nitrogen	Rialto Effluent Inorganic Nitrogen
	(uS/cm)	(uS/cm)	mg/l	mg/l	mg/l	mg/l	mg/L	mg/L	mg/l as N
6/1/2026	1,690	814							
6/2/2026	1,800	817							
6/3/2026	1,582	803							
6/4/2026	1,417	802							
6/5/2026	1,713	802							
6/6/2026	1,362	811							
6/7/2026	1,527	816							
6/8/2026	1,527	815							
6/9/2026	1,509	811	740	19.0					
6/10/2026	1,638	804							
6/11/2026	1,550	795							
6/12/2026	1,666	795							
6/13/2026	1,287	791							
6/14/2026	1,514	797							
6/15/2026	1,401	791							
6/16/2026	1,586	794							
6/17/2026	1,564	794							
6/18/2026	1,451	788							
6/19/2026	1,479	802							
6/20/2026	1,363	846							
6/21/2026	1,560	868							
6/22/2026	1,513	864							
6/23/2026	1,578	849							
6/24/2026	1,972	842							
6/25/2026	1,590	828							
6/26/2026	1,659	926			510	460	510	43.00	11.00
6/27/2026	1,258	984							
6/28/2026	1,562	981							
6/29/2026	1,590	974							
6/30/2026	1,687	1,003							
Minimum	1,258	788	740	19.0	510	460	510	43.00	11.00
Maximum	1,972	1,003	740	19.0	510	460	510	43.00	11.00
Average	1,553	840	740	19.0	510	460	510	43.00	11.00

Table 3 Summary

Table 3 Summary

June 2026

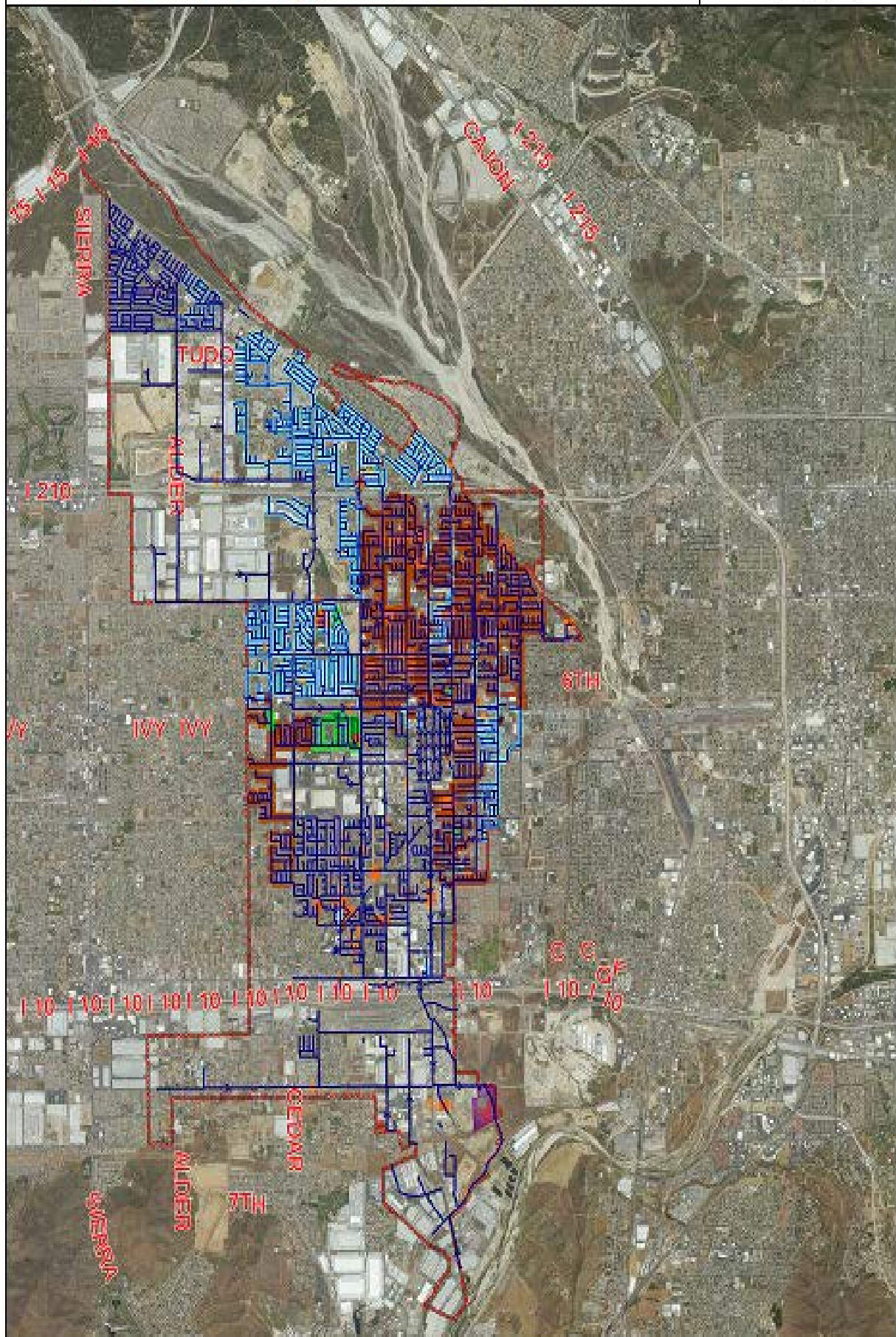
Date	Rialto WRF Influent		Rialto WRF Effluent		Rialto WRF Eff		Rialto WRF Effluent		Tranfer	Tranfer	Rialto	Tranfer Data
	Influent pH	24 hr avg. effl. pH	Effluent Temp	Effluent Ammonia	Effluent Total Coliform	Effluent Coliform 7 Day Median	Effluent Cyanide, Free Available	Eff Di(2-ethylhexyl) phthalate (DEHP) ug/l	FIT- 8321 ADG #2 Flow	FIT- 8321 ADG #2 Flow	Natural Gas Daily Use	FIT- 8321 ADG #2 Flow
	SU	SU	Deg C	mg/L	MPN/100mL	MPN/100ML	ug/L		cu ft/day	cu ft/day	cf/day	cu ft/day
6/1/2026	7.46	7.10	25.2	0.08	<1.8	<1.80			137,919	137,919	21,100	137,919
6/2/2026	7.33	7.10	25.2		<1.8	<1.80			139,655	139,655	16,000	139,655
6/3/2026	7.34	7.03	25.2		<1.8	<1.80			142,473	142,473	200	142,473
6/4/2026	7.37	7.12	25.8		<1.8	<1.80			135,518	135,518	300	135,518
6/5/2026	7.28	7.12	25.6		<1.8	<1.80			126,608	126,608	15,000	126,608
6/6/2026	7.23	7.12	25.7		2.0	<1.80			132,875	132,875	26,000	132,875
6/7/2026	7.02	7.14	25.6		<1.8	<1.80			119,661	119,661	12,900	119,661
6/8/2026	7.33	7.14	25.6	0.07	<1.8	<1.80			129,800	129,800	19,100	129,800
6/9/2026	7.31	7.12	25.6		<1.8	<1.80			133,360	133,360	33,600	133,360
6/10/2026	7.19	7.15	25.9		<1.8	<1.80			141,372	141,372	10,700	141,372
6/11/2026	7.26	7.27	26.2		<1.8	<1.80			134,680	134,680	400	134,680
6/12/2026	7.13	7.27	26.5		<1.8	<1.80			121,257	121,257	3,400	121,257
6/13/2026	7.04	7.18	27.1		<1.8	<1.80			142,696	142,696	43,500	142,696
6/14/2026	7.17	7.19	26.8		<1.8	<1.80			101,931	101,931	34,100	101,931
6/15/2026	7.14	7.11	26.7		<1.8	<1.80			130,470	130,470	300	130,470
6/16/2026	7.24	7.11	26.2	0.07	<1.8	<1.80	<3.2		124,098	124,098	600	124,098
6/17/2026	7.27	7.18	26.6		<1.8	<1.80			130,043	130,043	2,000	130,043
6/18/2026	7.14	7.10	26.4		<1.8	<1.80			110,349	110,349	51,500	110,349
6/19/2026	7.38	7.14	26.3		<1.8	<1.80			118,712	118,712	50,600	118,712
6/20/2026	7.04	7.31	26.6		<1.8	<1.80			120,534	120,534	3,400	120,534
6/21/2026	7.22	7.46	26.4		2.0	<1.80			113,389	113,389	2,600	113,389
6/22/2026	7.37	7.49	26.5	0.07	<1.8	<1.80			124,855	124,855	2,900	124,855
6/23/2026	7.38	7.48	26.7		<1.8	<1.80			116,303	116,303	3,300	116,303
6/24/2026	7.39	7.49	26.9		<1.8	<1.80			121,325	121,325	27,500	121,325
6/25/2026	7.44	7.46	26.5		<1.8	<1.80			124,570	124,570	28,000	124,570
6/26/2026	7.37	7.00	26.5		<1.8	<1.80		<5.00	120,834	120,834	28,100	120,834
6/27/2026	7.08	6.98	26.6						124,424	124,424	27,300	124,424
6/28/2026	7.39	7.24	25.8		<1.8	<1.80			133,510	133,510	10,000	133,510
6/29/2026	7.26	7.11	25.7	0.08	<1.8	<1.80			113,510	113,510	2,900	113,510
6/30/2026	7.34	7.07	25.7		<1.8	<1.80			113,292	113,292	3,800	113,292
Minimum	7.02	6.98	25.2	0.07	<1.8	<1.80	<3.2	<5.00	101,931	101,931	200	101,931
Maximum	7.46	7.49	27.1	0.08	2.0	<1.80	<3.2	<5.00	142,696	142,696	51,500	142,696
Average	7.26	7.19	26.1	0.07	<1.8	<1.80	<3.2	<5.00	126,001	126,001	16,037	126,001

Monthly Sewer Line Cleaned

Pipe Cleaning - June 2026

Map Created by: G. G. G. G.
Date: 06/01/2026
Scale: 1:100,000
Units: Feet

1 mile





City of Rialto

Legislation Text

File #: CAC-26-0522, **Version:** 1, **Agenda #:**

For Cable Advisory and Utilities Commission Meeting August 18, 2026

TO: Honorable Chairperson and Commission

APPROVAL: Yazdan Emrani, Director of Public Works

FROM: Nicole Hemmans, Senior Administrative Analyst

Previous Discussion - None



City of Rialto

Legislation Text

File #: CUC-26-0523, **Version:** 1, **Agenda #:**

For Cable Advisory and Utilities Commission Meeting August 18, 2026

TO: Honorable Chairperson and Commission

APPROVAL: Yazdan Emrani, P.E., Director of Public Works

FROM: Nicole Hemmans, Senior Administrative Analyst

To-Do List.

Future Agenda items:

- Discussion on Non-Functional Turf Removal
- FY27 Water and Wastewater Budget
- Notice of Violation (NOV) issued for the Wastewater Treatment Facility



City of Rialto

Legislation Text

File #: CUC-26-0525, **Version:** 1, **Agenda #:**

For Utilities Commission Meeting August 18, 2026

TO: Honorable Chairperson and Commission

APPROVAL: Yazdan Emrani P.E., Director of Public Works

FROM: Nicole Hemmans, Senior Administrative Analyst

Utilities Update:

1. City of Rialto Awarded \$50,000 from the San Bernardino Valley Municipal Water District for the Demand Management Incentive (DMI) Program



City of Rialto - Rebate Programs

Public Works Department

150 S. Palm Ave., Rialto, CA 92376

(909) 820-2546



Please attach a copy of your most recent water bill to this application.

APPLICANT INFORMATION:

ACCOUNT #: APPLICATION DATE:

APPLICANT/ACCOUNT HOLDER'S NAME:

PHONE: EMAIL: BEST TIME TO CALL:

MAILING ADDRESS:

CITY: STATE: ZIP:

REBATES ARE YOU APPLYING FOR:

- ☐ High Efficiency Toilets ☐ High Efficiency Washing Machine ☐ Weather Based Smart Irrigation Timers ☐ High Efficiency Nozzles
☐ Turf Removal ☐ Shut Off Nozzle

Rebate will be in the form of account credit.

INSTALLATION SITE INFORMATION:

PROPERTY/SITE NAME (IF APPLICABLE): YEAR HOME BUILT:

ADDRESS: CITY: ZIP:

PROPERTY TYPE:

- ☐ Single Family Home ☐ Multi-Family ☐ Condo/ Townhome ☐ Commercial ☐ HOA

PLEASE COMPLETE FOR APPLICABLE REBATES:

HIGH EFFICIENCY TOILET: Limit 2 Per Household

Number of Toilets on Property: Number of toilets replacing:

Make(s)/Model(s)/Age of Toilets Being Removed: Flush Volume:

New Toilet Information:

High Efficiency Make/Model: Flush Volume:

Install Date: Purchase Price:

Is toilet on the list of WaterSense certified toilets? ☐ Yes ☐ No

HIGH EFFICIENCY WASHING MACHINE: Limit 1 Per Household

Current Washing Machine Brand:

New Washing Machine Information:

High Efficiency Washing Machine Brand: Model #:

Purchase Price: Installation Date:

Is the washing machine Energy Star certified? ☐ Yes ☐ No

WEATHER BASED SMART IRRIGATION TIMERS: Limit 1 Per Household

Existing Method of Irrigation Control: Number of Controller Stations:

New Timer Information:

Make: Complete Model #: Number of Controller Stations:

Purchase Price: Install Date:

HIGH EFFICIENCY NOZZLES or AUTOMATIC SHUT OFF NOZZLE: No Limit

Existing Nozzle Brand/Model: Number of Sprinkler Heads on Each Circuit:

New Nozzle Information:

Make: Model: Complete Model #:

Purchase Date: Quantity Installed: Purchase Price Each:

Make: Model: Complete Model #:

Purchase Date: Quantity Installed: Purchase Price Each:

TURF REPLACEMENT PROGRAM: Pre-inspection Required		
New Landscape Information:		Pre-Inspection Approval Date:
☐ Mulch ☐ Drip Irrigation ☐ Inland Empire Garden Friendly Plants ☐ Other		
Date Installed:	Date Installed:	Date Installed:
Purchase Price:	Purchase Price:	Purchase Price:
Square Footage of Turf Removed:		
QUALIFICATIONS AND RULES:		
1. All participants must be a Rialto Water Services customer. 2. To obtain a rebate, customers must agree to a pre/post installation site inspection. This service is provided free of charge to customers. 3. Customer must provide the City of Rialto with the itemized dated sales purchase receipt(s) for any products included in this program. Only products within the rebate program are eligible for rebate. If the purchase price for any of the products includes installation charges, the purchase and installation must be listed separately on the original receipt. 4. All applications must be complete and signed for approval to be eligible for rebate. 5. Rebates will not exceed the purchase amount of the rebate product. 6. Rebates will be processed on a first-come-first-serve basis until funds for the fiscal year are exhausted. 7. Rebate requests may be tracked with pre-installation and post-installation inspections to ensure the implementation and use of the rebated products. 8. After validation of purchase and installation of the approved product, customers will receive a rebate in the form of a credit to their water account. 9. If customer participates in the turf replacement program they agree to maintain the water efficient landscape improvements for the duration of the ownership of the property. 10. Account credits will be issued within 45 days after application approval.		
DISCLAIMER:		
The City of Rialto reserves the right to deny applications if any conditions or qualifications are not met. Submission or possession of a rebate applications does not guarantee receiving a rebate/account credit. The City reserves the right to change the terms of this program at its discretion at any time. By participating in this program, you waive and release City of Rialto and Rialto Water Services from any and all claims and causes of action arising out of the installation or use of rebated products. Any claim based upon defect or failure of performance of rebated products should be pursued with the manufacturer/distributor. The City of Rialto and Rialto Water Services is not responsible for receipts or paperwork lost in the U.S. mail. The District cannot guarantee that any participation in this program will result in lower water utility bills. Customer is responsible for complying with local ordinances, restrictions, rules and regulations prior to installing any new equipment. At any time this program can be subject to change or termination without prior notice.		
I certify that the information contained in this application is true and correct. I have read, understand and agree to the qualifications and rules listed in this application.		
_____ Authorized Signature	_____ Title (if applicant is a business)	_____ Date
Please mail all rebate applications, receipts and a copy of your water bill to the City of Rialto, Attn: Public Works Dept. Rebates, 150 S. Palm Ave., Rialto, CA 92376		
FOR OFFICE USE ONLY		
Date inspected:	By:	Public Works Dept.:
☐ Approved ☐ Denied		Reviewed By:
Notes:		Approved By:
		Date Submitted to Veolia/RWS:
Rebate Amount \$ _____		



City of Rialto - Rebate Program

Public Works Department

150 S. Palm Ave., Rialto CA 92376



REBATE INFORMATION SHEET: SPECIFICATIONS FOR ELIGIBLE PRODUCTS

General Information:

Below is a list of rebate programs that are offered to our residential and commercial customers (commercial customers on a case by case basis). Pre-inspection and post-inspections may be required to obtain a rebate. Rebates will be awarded on a first come, first serve basis, given all requirements are met. Should you have any questions regarding rebates, please contact Rialto Water Services at 909-820-2546.

HIGH EFFICIENCY IRRIGATION NOZZLES AND SHUT OFF NOZZLE

High Efficiency Nozzles are sprinkler nozzles designed to reduce water consumption. High Efficiency Nozzles can come in form of rotary nozzles and spray nozzles. Instead of a fixed stream of water, rotary nozzles deliver multiple streams, reducing water waste. High Efficiency nozzles deliver a wider stream of water that decreases overspray and runoff. Increase in water droplet size in newer spray nozzles decrease the amount of overspray while increasing amount applied to vegetation. High efficiency nozzles are designed for easy replacement on pop-up irrigation heads. The rebate amount for qualifying nozzles is \$4 per nozzle. The rebate for Shut Off Nozzles are \$10. Eligible nozzles are as follows:

- Nozzles must be new;
- Nozzles must have documentation (pamphlet, sticker, etc.) signifying its water use efficiency;
- While there is no minimum requirement to be eligible for rebate, it is required that all nozzles on an individual valve circuit be replaced at the same time for effective conservation.

WEATHER BASED SMART IRRIGATION TIMERS

Weather based smart irrigation timers (Smart timers) improve irrigation efficiency by reducing the amount of over irrigation and watering time, reducing the amount of over watering. Smart timers have a weather based component that tracks current weather conditions by use of a weather sensor and will turn off, or reduce irrigation if precipitation is present or irrigation is not needed. The rebate amount for a qualifying Smart timer is \$100. Eligible smart timers are as follows:

- Customers must have an existing automated irrigation system with an operable irrigation controller;
- Smart timer must be new and include a weather sensor or the purchase/installation of a weather sensor that is compatible with existing irrigation timer; thus making it a "smart timer".

HIGH EFFICIENCY WASHERS

High Efficiency Washers (HEW's) yield savings in both water and electricity. HEW's maximum water factor is 6 (based on gallons per cycle/per cubic foot) and use at least 35% less water than conventional washers. Reduction in water usage also reduces energy use because less water needs to be heated. The rebate amount for a qualifying HEW is \$100. Eligible HEW's are as follows:

- HEW's must be new;
- HEW's must be on the current list of Energy Star qualified clothes washers, as found at www.energystar.gov and have a water factor of 6 (gallons per cycle/per cubic foot) or less per load (specified on the qualified current list);
- Must be replacing a unit that uses a higher volume of water per load.

HIGH EFFICIENCY TOILETS

High Efficiency Toilets (HET's) are toilets that have a low volume flush of 1.28 gallons per flush (gpf) or less. The rebate amount for a qualifying HET is \$50 (maximum 2 per household). Eligible HET's are as follows:

- ALL HETs must be new;
- All HET's must have a low volume flush of 1.28 gpf or less;
- All toilets being replaced must be models using 3.5 gpf or greater;
- All HETs must bear the WaterSense logo and must be on the list of WaterSense labeled toilets found at www.epa.gov/watersense.

TURF REMOVAL REBATE

The turf removal rebate program is to assist customers in replacing turf with water efficient landscaping. The rebate will be \$1 a square foot removed and replaced with a water efficient landscape up to a maximum of \$1,000. The following items eligible for this program are as follows:

- Customer MUST have pre-inspection and approval before removing turf
- Water efficient landscape products are at the desire of the customer such as mulch, groundcover, drip irrigation and synthetic turf. **Concrete is not allowed.**
- All plants being installed must be listed on the Inland Empire Garden Friendly Plant list available at <http://garden.csusb.edu/howTo/IEgardenFriendly.html>
- Removal and replacement of turf must comply with customers' city and county landscape ordinances



City of Rialto - Programas de Reembolso
Public Works Department
150 S. Palm Ave., Rialto, CA 92376
(909) 820-2546



Por favor adjunte una copia de su factura de agua más reciente a esta solicitud.

INFORMACIÓN DEL APPLICANTE:

NUMERO DE CUENTA:		FECHA DE APPLICACION:
NOMBRE DEL SOLICITANTE / TITULAR DE LA CUENTA:		
TELEFONO:	EMAIL:	MEJOR TIEMPO PARA LLAMAR:
DIRECCIÓN DE ENVIO:		
CIUDAD:	ESTADO:	CODIGO POSTAL:
REEMBOLSO QUE ESTA SOLICITANDO:		
☐ Sanitario de Alta Eficiencia ☐ Lavadora de Alta Eficiencia ☐ Controlador de Riego a Base de Clima ☐ Boquillas de Alta Eficiencia		
☐ Eliminación de Césped ☐ Boquillas de Cierre		
Reembolso será en forma de crédito de cuenta.		

INFORMACIÓN DEL SITIO DE INSTALACIÓN:

NOMBRE DE LA PROPIEDAD/SITIO (SI CORRESPONDE):		AÑO EN QUE SE CONSTRUYO LA CASA:
DIRECCIÓN DE ENVIO:	CIUDAD:	CODIGO POSTAL:
TIPO DE PROPIEDAD:		
☐ Casa ☐ Multifamiliar ☐ Condominio/ Fraccionamiento ☐ Comercial ☐ Asociación de Propietarios		

POR FAVOR COMPLETE PARA LOS REEMBOLSOS APLICABLES:

SANITARIO DE ALTA EFICIENCIA: Limite 2 Por Casa		
Numero de Sanitarios en la Propiedad:	Numero de Sanitarios Reemplazando:	
Marca(s)/ Modelo(s)/ Edad de los Sanitarios Eliminados:	Volumen de Descarga:	
Información del Nuevo Sanitario:		
Marca/ Modelo del Sanitario Alta Eficiencia:	Volumen de Descarga:	
Fecha de Instalación:	Precio de Compra:	
¿Está el sanitario en la lista de sanitarios certificados por WaterSense? ☐ Si ☐ No		
LAVADORAS DE ALTA EFICIENCIA: Limite 1 Por Casa		
Marca de Lavadora Actual:		
Información de la Lavadora Nueva:		
Marca de Lavadora de Alta Eficiencia:	Numero de Modelo:	
Precio de Compra:	Fecha de Instalación:	
¿Está la lavadora certificada Energy Star? ☐ Si ☐ No		
CONTROLADOR INTELIGENTE DE RIEGO A BASE DEL CLIMA: Limite 1 Por Casa		
Método Actual de Control del Riego:	Número de Estaciones del Controlador:	
Información del Controlador Nuevo:		
Marca:	Numero de Modelo Completo:	Número de Estaciones del Controlador:
Precio de Compra:	Fecha de Instalación:	
BOQUILLAS DE IRRIGACIÓN DE ALTA EFICIENCIA o CIERRE: No Limite		
Marca /Modelo de la Boquilla Existente:	Número de Cabezas de Rociadores en Cada Circuito:	
Información de la Nueva Boquilla:		
Marca:	Modelo:	Numero de Modelo Completo:
Fecha de Compra:	Cantidad Instalada:	Precio de Compra de Cada Uno:
Marca:	Modelo:	Numero de Modelo Completo:
Fecha de Compra:	Cantidad Instalada:	Precio de Compra de Cada Uno:

PROGRAMA DE ELIMINACION DE CESPED: Inspección-previa Requerida		
Información Sobre el Paisaje Nuevo:		Fecha de Aprobación De Inspección-Prevía:
☐ Mantilla ☐ Riego Por Goteo ☐ Plantas de Inland Empire Garden Friendly Plants ☐ Otro:		
Fecha de Instalación:	Fecha de Instalación:	Fecha de Instalación:
Precio de Compra:	Precio de Compra:	Precio de Compra:
Pies cuadrado del césped quitado:		
CALIFICACIONES Y REGLAS:		
1. Todos los participantes deben ser clientes de Rialto Water Services. 2. Para obtener un reembolso, clientes deben de estar de acuerdo a una inspección antes y después de la instalación. Este servicio es gratis para los clientes. 3. Clientes deben proveer a la Ciudad de Rialto el recibo en donde figura la compra de los productos incluidos en esta aplicación con la fecha. Solamente productos entre las calificaciones y reglas del programa serán elegibles para el reembolso. Si el precio incluye gastos de instalación, la compra y la instalación deben de figurar por separado en el recibo original de la compra. 4. Todas las solicitudes deben de estar completas y firmadas para que el reembolso sea elegible. 5. Reembolsos no deben de exceder la cantidad de la compra del producto que serán reembolsado. 6. Reembolsos serán procesados en el orden que se reciben las solicitudes hasta que se agoten los fondos para el año fiscal. 7. Los reembolsos podrán ser verificados con inspecciones -previas y inspecciones-posteriores para asegurar la implementación y uso de los productos. 8. Después de la verificación de la compra y la instalación sea aprobada, clientes van a recibir un crédito en la cuenta de servicio de agua. 9. Si el cliente participa en el programa de reembolso de eliminación de césped, acuerdan a mantener el mejoramiento del paisaje eficiente de agua durante la duración de la posesión de la propiedad. 10. Los créditos de la cuenta se emitirán dentro de los 45 días posteriores a la aprobación de la solicitud.		
RENUNCIA:		
La Ciudad de Rialto reserva el derecho a negar las solicitudes cuando no se cumplan las condiciones o requisitos. Sumisión o posesión de una solicitud de reembolso no garantiza recibir un reembolso o crédito en la factura. La ciudad reserva el derecho de cambiar los términos de este programa a su discreción en cualquier momento. Al participar en este programa, usted renuncia y libera a la Ciudad de Rialto y a Rialto Water Services de cualquier reclamo y causas de acción que surjan de la instalación o el uso de productos que califican para el reembolso. Cualquier reclamo basado por defecto o fallas en el desempeño de los productos que califican para el reembolso deben llevarse a cabo con el fabricante/ distribuidor. La Ciudad de Rialto y Rialto Water Services no es responsable de los recibos o documentos perdidos en el correo de los EE.UU. El Distrito no puede garantizar que cualquier participación en este programa dará lugar a reducir las facturas de servicios públicos de agua. El cliente es responsable de cumplir con las ordenanzas locales, restricciones, reglas y regulaciones antes de instalar cualquier nuevo equipo. En cualquier momento este programa puede estar sujeto a cambio o cancelación sin previo aviso. Yo certifico que la información en esta solicitud es verdadera y correcta. Yo he leído, entiendo y estoy de acuerdo en las especificaciones y reglas mencionadas en esta solicitud.		
Firma Autorizada	Titulo (si el solicitante es un negocio)	Fecha
Envíe por correo solicitudes de reembolso, copias de recibos y una copia de su factura de agua a la Ciudad de Rialto, a la atención de: Public Works Dept. Rebates, 150 S. Palm Ave., Rialto, CA 92376		
PARA USO DE OFICINA SOLAMENTE		
Date inspected:	By:	Public Works Dept.:
☐ Approved ☐ Denied		Reviewed By:
Notes:		Approved By:
		Date Submitted to Veolia/RWS:
Rebate Amount \$ _____		



City of Rialto- Programas de Reembolso
Public Works Department
150 S. Palm Ave., Rialto, CA 92376



HOJA DE INFORMACIÓN DE REEMBOLSO: ESPECIFICACIONES PARA PRODUCTOS ELEGIBLES

Información General:

A continuación se muestra una lista de programas de descuentos que se ofrecen a nuestros clientes residenciales y comerciales (clientes comerciales serán procesados como los vamos recibiendo). Una inspección-previa y inspección-posterior pueden ser requeridas para obtener un reembolso. Los fondos son limitados y los reembolsos se consideran según el orden de llegada, mientras que los fondos estén disponibles, dado que se cumplan todos los requisitos. Si tiene alguna pregunta sobre los reembolsos, por favor contacten Rialto Water Services at 909-820-2546.

BOQUILLAS DE IRRIGACION DE ALTA EFICIENCIA o CIERRE

Boquillas de irrigación de alta eficiencia son boquillas de rociadores diseñados para reducir el consumo de agua. Las boquillas de alta eficiencia pueden venir en forma de boquillas rotativas o boquillas de pulverización. En lugar de una corriente fija de agua, boquillas rotativas ofrecen múltiples flujos, reduciendo el desperdicio de agua. Boquillas de alta eficiencia entregan una corriente más amplia de agua que disminuye exceso de rociado y desperdicio de agua. Aumento de tamaño de las gotitas de agua en las nuevas boquillas de pulverización disminuyen la cantidad de riego, mientras que aumenta la cantidad aplicada a la vegetación. Boquillas de alta eficiencia están diseñados para facilitar la sustitución de cabezales de riego emergentes. La cantidad del reembolso de las boquillas de alta eficiencia que califican es de \$4 por boquilla. La cantidad del reembolso de las boquillas de cierre es \$10.

- Las boquillas deben ser nuevas.
- Las boquillas deben tener documentación (folleto, etiqueta, etc.) significado la eficiencia del uso del agua.
- No existe un mínimo para ser elegible, pero se requiere que todas las boquillas en una estación de control sean reemplazadas para que la conservación sea más efectiva.

CONTROLADOR INTELIGENTE DE RIEGO A BASE DEL CLIMA

Controlador Inteligente de Riego a Base Del Clima mejora la eficiencia del riego al reducir la cantidad y tiempo de riego, lo que reduce la cantidad de agua utilizada. Controladores inteligentes tienen un componente de tiempo que rastrea las condiciones actuales del clima, mediante el uso de un sensor de clima cual, se apaga o reduce el riego si la precipitación está presente o no es necesario la irrigación. La cantidad del reembolso de un Controlador Inteligente es de \$100:

- Los clientes deben tener un sistema de riego automatizado existente con un controlador de riego operable;
- El controlador inteligente debe ser nuevo e incluir un sensor climático o la compra / instalación de un sensor climático que sea compatible con el existente controlador automático; por lo que lo convertiría en un "Controlador Inteligente".

LAVADORAS DE ALTA EFICIENCIA

Lavadoras De Alta Eficiencia (HEW's) producen ahorros tanto en agua como en electricidad. El factor de agua máximo de lavadoras de alta eficiencia es 6 (basado en galones por ciclo / por pie cúbico) y usa al menos un 35% menos de agua que las lavadoras convencionales. La reducción de consumo de agua también reduce el uso de energía porque se calienta menos agua. La cantidad de reembolso para un HEW calificado es \$100.

Los HEW's elegibles son los siguientes::

- HEW's deben ser nuevo
- HEW's deben estar en la lista actual de lavadoras de ropa calificadas Energy Star, como se encuentra en www.energystar.gov y tienen un factor de agua de 6 (galones por ciclo / por pie cúbico) o menos por carga (especificado en la lista actual calificada);
- Debe estar reemplazando una unidad que usa un mayor volumen de agua por carga.

SANITARIOS DE ALTA EFICIENCIA

Los Sanitarios de Alta Eficiencia (HET) tienen una descarga de volumen de 1.28 galones por descarga (gpf) o menos. La cantidad de reembolso para un HET calificado es de \$50 (máximo 2 por hogar). Los requisitos para calificar son los siguientes:

- TODOS los HET deben ser nuevos;
- TODOS los HET deben tener una descarga de volumen de 1.28 gpf o menos;
- TODOS los sanitarios que se reemplacen deben ser modelos de 3.5 gpf o más;
- TODOS los HET deben llevar el logotipo de WaterSense y deben estar en la lista de sanitarios etiquetados WaterSense, que se encuentran en www.epa.gov/watersenselets

REEMBOLSO DE ELIMINACIÓN DE CÉSPED

El programa de reembolso de eliminación de césped es para ayudar a los clientes en la sustitución de césped con un paisaje eficiente de agua. El reembolso será \$ 1 un pie cuadrado eliminado y reemplazado con un paisaje eficiente de agua hasta un máximo de \$ 1,000. Los requisitos para calificar para el programa son los siguientes:

- El cliente DEBE tener inspección-previa y aprobación antes de remover el césped.
- Los productos de jardinería eficientes de agua están al deseo del cliente, tales como el mantillo, plantas tapizantes, el riego por goteo y el césped sintético.
- Todas las plantas que se estén instalando deben estar listadas en la lista de Inland Empire Garden Friendly Plant List disponible en <http://garden.csusb.edu/howTo/IEgardenFriendly.html>
- La eliminación y reemplazo del césped debe cumplir con las ordenanzas del paisaje de la ciudad y del condado.