



RIALTO
WATERSERVICES



Cable Advisory & Utilities Commission Meeting

Veolia North America

January 2026 Monthly Operating Reports



Customer Service

- During this reporting month, the Customer Service team provided call service level of 93.0%. Out of 1,208 inbound calls answered 1,124 answered within the first 30 seconds.
- Water consumption has increased by 16.9% when compared against previous month. This increase is in line with typical fluctuation from month to month. When compared against last year, consumption has decreased by 2.1%.
- Sewer revenue has increased by less than 1% compared to the prior month and increased by 8.2% from last year.
- A total of 23,045 bills were mailed or sent out electronically in January
- Billing accuracy was 99.8% with forty-seven (47) requiring adjustments after bill generation
- Notices regarding the rate increase, effective March 2026, will be included with the monthly bills distributed in February 2026.

Water Operations Report

JANUARY 2026

EXECUTIVE SUMMARY

Highlights of this months Water O&M report include the following:

- ✓ The water distribution network achieved compliance with all permit requirements.
- ✓ No sample anomalies that require secondary sampling.
- ✓ No significant issues with water availability. The purchasing of water remained consistent and daily equalization tanks levels remained at anticipated volume for customer availability.
- ✓ The Preventative Maintenance Program, as well as Valve Exercising, continues to identify areas of focus for our Routine Repair and Replacement.



Combined Remedy Treatment Plant



Wastewater

- The Treatment Plant met all NPDES compliance parameters.
- Major equipment out of service was Aeration Basin #3 and the Sludge Holding Tank.
- Chemical usage was normal.
- Power & Natural Gas usage was normal.
- All Treatment Plant analytical results are in the M.O.R.
- Preventive and routine maintenance was performed.
- Collection System preventive and routine maintenance was performed. The system had no overflows.

Capital Projects Update

- **Solids Upgrade Project** - A progress meeting was held on 2/4/2026 to review the responses on the pre-final 100% comment log. AECOM to submit the 100% Issued for Construction Design Submittal on 2/26/2026 with potholing and mobilization to follow.
- **Digester 1 Activation Project** - Work will be completed after Solids Handling Project completion. To date there is no change in the status of the project.
- **Sycamore Ave Sewer Trunk Line (Phase 2)** - The RFP document was completed and will be posted to the city's PlanetBid's portal on 2/20/2026 by Shanita Simmons. Bids are due by 03/20/2026 and will be awarded no later than 03/27/2026. FCWA documents will be drafted and submitted in April for approvals by Water Sub and City Council. The target date for shovel in the ground will be May 2026 due to the Morgan Elementary summer recess.
- **Etiwanda Ave Water Improvement Project** - The Etiwanda Water Improvements Project has been deferred at this time. The design for this project is 80% complete with intentions to complete the design for future project needs.
- **Acacia Ave Trunk Line Project (Phase 3)**: This project will commence after the Sycamore Phase 2 and Etiwanda Water Improvements projects are completed.
- **City Well 3A**: - The RFP for phase II design has been postponed. Final invoices for phase I have been submitted and pending approval from the city.
- **Advanced Metering Infrastructure Project (AMI)** - Concord Services mobilized on 2/11/2026 to start the city wide meter audit survey. As of today there are no outstanding RFI's that need to be addressed. Veolia is working closely with the city on communications and notifications to assure a successful project delivery and meeting Q1 goals per grant requirements.

Questions ?