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Sewer Operations Tri-Annual Inspections Review

Prepared for

City of Rialto

November 2016

WEST YOST ASSOCIATES
Consulting Engineers

619-20-15-13

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WATER WASTEWATER STORMWATER

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Momcilo Savovic, P.E. — 11/03/16
Date

QA/QC Review: Kristen Whatley, P.E. — 11/03/16
Date

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EXECUTIVE SUMMARY

In 2012 the City of Rialto and Rialto Water Services/Veolia entered into a service contract known as the Concession Agreement (CA) for the design, construction, and financing of capital improvement upgrades and the operation and maintenance of the Rialto Utility Authority Wastewater Facility and Water Facility. The CA was signed into effect in May of 2012.

Section 5.1 (u) (Page 63 of CA) states "*Commencing upon the third anniversary of the Effective Date, and every third year thereafter during the Term, the Authority shall perform a full-scale inspection and review of the state of repair, working condition and performance capability of the Wastewater Facility, including testing of equipment to determine its physical and operational conditions, and inspection of the general status of repairs of all equipment and structures, grounds, utility lines, spare parts, inventories, and operation, maintenance, repair and replacement records….*". Tri-Annual Inspections Report is the acronym adopted to describe the activities in this section of the CA and it is used throughout this report.

A Tri-Annual Inspection Review Plan (Plan) was prepared by the City's consultant and submitted to Veolia West Operating Services, Inc. (Operator) on January 18, 2016. The purpose of this Plan is to obtain agreement on a protocol for the Tri-Annual Inspection Review as provided for in Section 5.1 (u) of the CA. The Plan is based on good industry standards and available public domain information for typical inspection procedures. A list of public domain publications is attached at the end of the report. The objectives of the review are to verify that the Operator has met the compliance requirements in the CA related to, operations, maintenance, renewal and replacements, spare parts and other compliance requirements.

The Plan developed the following tasks based on the terms and conditions of the CA:

- Full-scale inspection and review of the state of repair;
- Working condition and performance capability of the Wastewater Facility, including visual equipment inspections to determine physical and operational conditions;
- Inspection of the general status of repairs of all equipment and structures, grounds, utility lines, spare parts, and inventories;
- Operation, maintenance, repair and replacement records and asset management practices to ascertain on a comprehensive and focused basis the extent to which the Wastewater Facility is properly maintained, repaired and replaced in accordance with the CA; and,
- Concurrent review of all relevant data, records and reports.

This Wastewater (WW) Tri-Annual Inspections Report was prepared in accordance with Section 5.1 (u) of the CA detailing deficiencies found and requiring the Concessionaire to submit a plan of remediation. This statement of deficiencies can be found in Section 6 of this report.

Veolia's primary responsibility, as the Operator, includes operation and maintenance of the City of Rialto wastewater collection and water distribution, and treatment systems during the term of the CA.

Wastewater Operations

The City of Rialto and/or their representative is monitoring the operation of the wastewater treatment plant (WWTP), the lift stations, the sewage collection system, and is responsible for periodical report review and inspections of the operating services being provided by the Operator, Veolia, under the CA. The City of Rialto has certain authority and responsibilities for administering the CA. The City delegated the Tri-Annual Inspection Review to West Yost Associates (West Yost) to confirm sewer system operation and maintenance practices.

In the review process Veolia, Rialto Water Utility (RWA), and the City provided a wealth of information to West Yost to evaluate Veolia's performance and compliance with the CA terms and conditions. Review included the following Operations and Maintenance aspects:

- WWTP Operations and Maintenance Activities
- Asset Management Practices
- Equipment Assessments
- Inspections of the Facility Performance
- Billing and Customer Services
- Regulatory Compliance
- Collection System and Lift Station Operations and Maintenance Activities
- Solids Handling and Disposal
- Electrical, Natural Gas, and Reclaimed Water Usage
- Wastewater Treatment Plant Energy Management
- Staffing
- Record Documents and Operation and Maintenance (O&M) Manuals
- Laboratory Data – 2013, 2014, 2015 Annual Reports

The findings and recommendations provided in this report are based on the review of the information listed above and a list of assumptions.

Wastewater Operations

For the purpose of completing this review and performing evaluations, West Yost has made certain assumptions regarding the CA and the Contractor's performance of its responsibilities. Assumptions are presented below:

- The documents, reports, verbal communications, and the operating records for the 36-month period ending 2015 supplied to us accurately represent the performance of the WWTP.
- The scope of West Yost's review included a review of only selective cost information provided by February 2016 about the operation of the WWTP and collection system, including asset management work order related replacement cost. It did not include a review of the overall economic performance of the WWTP.
- West Yost has made no determination as to the validity and enforceability of any contract, agreement, rule, or regulation applicable to the WWTP and its operations. For purposes of this report, we have assumed that all such contracts, agreements, rules and regulations will be fully enforceable by their terms.
- Veolia will continue to operate the Project as outlined in the CA and the Operation and Maintenance Manual for the WWTP.
- The City will fulfill its obligations under the CA.
- Veolia will continue to employ qualified and competent personnel who will operate and maintain the equipment by the recommendations of the equipment manufacturers' and with prudent industry standards. Operation and maintenance include the preventative maintenance scheduling and making required repairs and replacements promptly.
- There will be no significant changes in operating conditions or costs in the future other than those identified during the review.
- Article VI of the CA indicates that Concessionaire will perform the "Pre-Approved Capital Projects described in Schedule A-10 on the City's behalf", The Concessionaire did not execute all projects identified in Schedule A-10. The purpose of this Schedule is to identify the implementation progress of Wastewater Facility Improvements that Concessionaire anticipates proceeding to design and construction in accordance with the CA. The Concessionaire agrees that, following the Effective Date, it will diligently pursue the completion of the Wastewater Facility Improvements in accordance with the Article VI and Schedule A-10 schedules prepared by Concessionaire under the CA.

1.0 SUMMARY OF FINDINGS

A Summary of key issues has been extracted from the report for the ease of review. Key issues are identified based on a review of operational data, provided documentation including monthly and annual reports, verbal information shared during the field visits by Operator personnel and application of professional judgment as it relates to industry practices.

- **Overall Performance**:

Veolia has provided the Operation and Maintenance services in the first three years of CA in general conformance with the requirements of the CA and with good industry practices except in the adoption and performance of asset management practices and implementation of CA FIP where they did not deliver the committed scope. The existing facilities are aged but remain functional and are maintained and renewed on an as-needed basis with appropriate field maintenance effort and maintenance management, with exceptions listed in collection system maintenance, buildings, and structures maintenance, WWTP maintenance, regulatory compliance and WWTP Phase 1 improvements.

- **CA Implementation:**

A prudent operator who is entrusted with the responsibility of the operation, maintenance, and management of the WWTP should have developed a project plan to enact all provisions of the CA based on good industry practices. Veolia did not provide a management plan to enact the CA.

- **Asset Management:**

For Years 2012 through 2014, West Yost reviewed the asset management program provided by the Operator and identified a number of issues summarized in Appendix A.

For Year 2015, West Yost reviewed the asset management program provided by the Operator and concluded Veolia started implementation of the major asset management program strategies required in the pertinent CA Articles and Schedules.

- **Maintenance Management Systems**

West Yost was provided access to the Oracle Utilities Work and Asset Management (OWAM) system only. Access to Info Net and other systems was not provided. We could not confirm OWAM and InfoNet Geographic Information System (GIS) based mapping systems communication and seamless integration. Some of the noted system functionalities were not proven to be within reasonable best management practices and what would be expected in a fully functional Computerized Maintenance Management Software (CMMS) system. The closed circuit television (CCTV) inspection system and technology being utilized are considered up to

date. Some of the report contents prepared using OWAM or other report writers such as Optimus did not confirm accurate and acceptable data transfer. Monitoring, documentation, and reporting appear to be lacking necessary technical information that would render the CMMS system as fully reliable. Recommendations are provided in Section 6 to address some issues that warrant additional attention.

- **Capital Plan implementation:**

For Years 2014 through 2015, West Yost finds that the development and implementation of an updated capital projects list, based upon asset condition assessments are non-compliant. In 2014 thru 2015 submittals, the Facility Improvement Projects (FIP) adopted projects as identified in the CA, and not a single Capital Improvement Project was included as part of the annual update of the Capital Plan. Submittals were combined for water and wastewater while the CA requires separate submittals for wastewater.

For Year 2016,West Yost finds that the development and implementation of an updated capital projects list, based upon asset condition assessments were only compliant in the 2016 submittal.

- **Facility Improvement Project Implementation:**

S1 FIP implementation is not evident based on visual field inspections and progress in the field was not documented.

- **Laboratory Services:**

West Yost finds that the laboratory services provided by the Operator were consistently performed within the terms of the CA and the applicable governing rules and regulations. However, Veolia provided an expired WWTP lab certificate.

- **Buildings and Site:**

West Yost finds that buildings and sites are maintained in good condition.

- **Collection System Maintenance:**

West Yost finds that the Operator's use and implementation of the collection system maintenance program are up to date and appropriate for the management of collection system assets and maintenance in the wastewater field. However, West Yost could not identify maintenance tracking within the InfoNet and/or OWAM asset management systems.

- **Sewer System Management Plan (SSMP):**

West Yost finds that the 2014 Veolia Sewer System Management Plan (SSMP) is generally in compliance with regulations. The report was released in 2014, and biannual audit is due on June 30, 2016. The biannual audit will assess the need for necessary SSMP updates and changes.

- **WWTP Building Structures Mechanical, Electrical and SCADA systems:**

West Yost finds that the WWTP concrete structures were generally in good condition and state of repair. The field condition assessment details electrical, mechanical, and System Control and Data Acquisition (SCADA) system deficiencies that were identified in the 2013 Science Application and International Corporation (SAIC) Asset Management Report and Veolia 2013 Asset Management Condition Assessment. West Yost could not locate the WWTP buildings and structures mechanical, electrical and SCADA maintenance records in the InfoNet and/or OWAM asset management systems.

- **WWTP Maintenance:**

West Yost finds, most of the WWTP's systems are being maintained in accordance with the requirements of the CA based on the field visits and information received from the Operator and the records provided. However, there was evidence that some processes lack proper maintenance.

Maintenance issues noticed throughout the facilities include, but were not limited to:

- The distribution box located ahead of the contact chamber and bypass valves in Plants 3 and 4 were found locked up in their current position because of equipment failures and/or lack of proper maintenance.
- Guard rails and concrete embedment of guardrail posts were deteriorated and in need of replacement.
- Concrete spalling.
- Secondary settler algae cleaning.
- Disinfection contact chamber algae growth.
- Valve malfunction at various site locations.
- Gate malfunction at various site locations.
- Pump failure or lack of required capacity.
- SCADA issues, integration issues, and field instrument failure.

- Electrical backup issues, Motor Control Center (MCC) issues, cable and conduit issues.
- Corrosion issues within Tertiary Treatment.
- Housekeeping and maintenance issues.

- **Regulatory Compliance:**

West Yost finds that Veolia was issued Notices of Violation for exceeding Cyanide regulatory permit limits. There is also a concern regarding exceedance of total dissolved solids (TDS) and total inorganic nitrogen (TIN) effluent concentrations. The Operator is working diligently to research the cause of noted deficiencies and provide remedies as prescribed within the National Pollutant Discharge Elimination System (NPDES) permit. Other than the listed violations, the WWTP has complied with the terms and conditions of the CA and prudent industry standards for regulatory compliance.

- **Billing Services:**

West Yost finds the billing services provided by the Operator to be managed consistent with industry practices. West Yost found billing data to be up to date, and the management of the billing database quality has been proactive.

-

- **Payment Delinquency Program:**

West Yost finds that the delinquency payment program implemented and managed by the Operator is managed well and is consistent with industry practices.

- **Customer Services:**

West Yost finds the customer services provided by the Operator to be managed consistent with industry practices. However, call center response time and measurements of response statistics should improve to match acceptable industry standards.

- **WWTP Phase 1 Improvement:**

The WWTP site operation and maintenance program is currently managed in accordance with industry standards and is consistent with prudent industry practices for the fully operational part of the system. The gas treatment unit is currently out of service and a prime mover with power output is not available. The prime mover (fuel cells) were removed in 2014-2015. The new flare is not operating efficiently because of the decrease of available digester gas (ADG) capacity, so the Operator is using natural gas (NG) to comply with the discharge temperature requirements. Fat, oil, and grease (FOG) through output are adjusted to an anaerobic gas and processing demand. Operation and maintenance of Phase 1 processes and related equipment are considered within industry standards with the exceptions listed above.

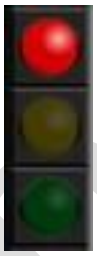
- **Comprehensive Spill Management and Emergency Response Plan and Storm Water Pollution Prevention (SWPPP) Plan Update**

West Yost finds that the intent of existing Storm Water Pollution Prevention (SWPPP) complies with general industry practices and the scope requirements outlined in CA. However, field visit observation raised concerns regarding storm water intrusion into the secondary equalization tank. Therefore, it is recommended to include mitigation of storm water intrusion into secondary equalization tank in revised SWPPP.

- **OSHA Compliance Program (CA Article V (m))**

Not provided, except for the outline in the Annual Report

Table ES-1. Overall Score Summary

	Score	Percentage
	6	32%
	6	32%
	7	36%

Based on the Tri-Annual Inspection simple score summary above, it could be concluded that there is room for improvement in the CA implementation and asset management and document updates. A Detailed Statement of Deficiencies (DSD) is provided in Section 7. The operator should address

items identified in DSD Section 7 and provide a plan for remediation described as "*The remediation plan sufficient to reasonably demonstrate that, if implemented, the Wastewater Facility will be promptly brought into compliance with the requirements of CA. If the Authority accepts the remediation plan, the Concessionaire shall thereupon correct all material deficiencies noted in accordance therewith*." as outlined in CA Article V (u).

2.0 INTRODUCTION

2.1 Tri-Annual Performance Review

The initial term of the CA began on April 12, 2012, and the first Tri-Annual Inspection was due in early-2016.

This report is being prepared in response to the terms outlined in Section 5.1 (u) of the CA calling for Tri-Annual Inspections referenced in the Plan submitted to the Operator on January 19, 2016, and attached in Appendix B.

Section 5.1 (u) of the CA states that the Authority (City of Rialto) or an independent consultant retained by the City, shall perform a full-scale inspection and review of the state of repair, working condition and performance capability of the Wastewater Facilities. A description of Tri-Annual Inspections is provided in the "Plan of Review, City of Rialto Infrastructure System Tri-Annual Inspection" attached in Appendix B.

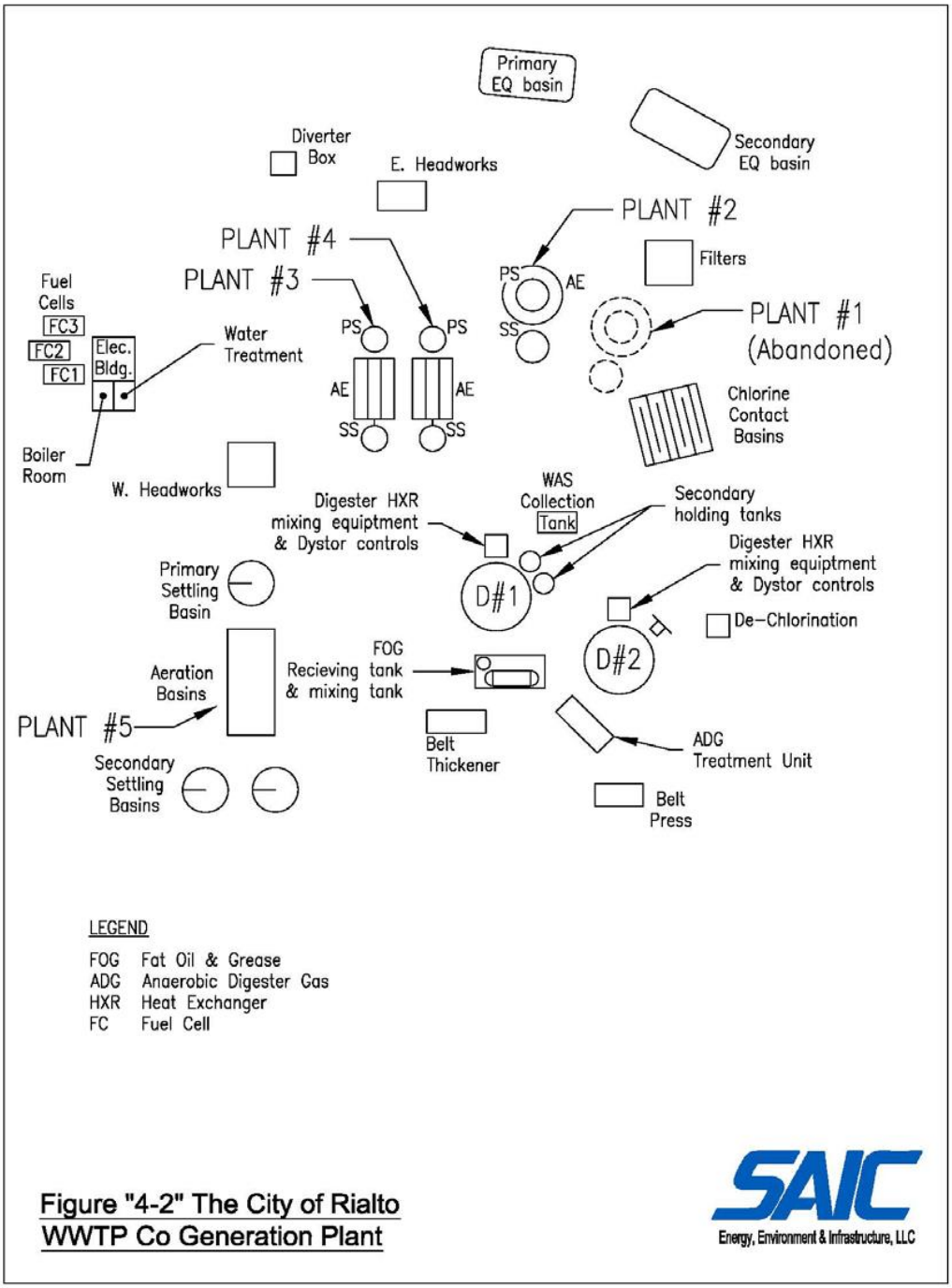
2.2 Sewer System Description

2.2.1 General

The sewer system of the City of Rialto consists of approximately 263 miles of sanitary sewers ranging from 8 inches to 48 inches in diameter, six sewage lift stations, and WWTP located at the south end of the City. The terrain within the City slopes from north to south with the WWTP being located in the southern area of the City, south of Interstate Route I-10. The sewer collection system consists almost entirely of gravity sewers with several short runs of pressure force main at the lift station discharges. Vitrified clay pipe is predominantly used as a pipe material of choice. The gravity sewers within the 210 Freeway right-of-way were lowered to pass under the freeway. Four lift stations were constructed on the downhill side of the freeway to elevate the sewage back into the gravity lines so it can continue to flow south towards the WWTP. There are also two lift stations within the sewer boundaries and several other lift stations serving small areas within the system and one located at the WWTP that does not materially affect the City's sewer system.

The City of Rialto WWTP consists of five plants constructed over time at the City's WWTP site to serve the growth in population and wastewater flows. Plant #1 is abandoned, and Plants #2 to #5 are fully operational. The plants provide tertiary wastewater treatment to meet the permitted discharge requirements. A site schematic is shown in Figure 2-1. The State of California permits the City's WWTP under a February 2014 NPDES permit CA 0105295. The permitted facility design flow is 11.7 million gallons per day (MGD) of tertiary treated effluent. The three discharge points are identified in the NPDES permit. The City is required to meet the discharge standards specified separately for each discharge point. Treated effluent from the WWTP is currently discharged to the Santa Ana River (Point 001). Point 002 is not in use at this time. Treated effluent from this facility may be delivered at discharge Point 003 for irrigation and ground water recharge within Riverside–B and Chino 3 groundwater management zones. The California Department of Health Services Title 22 standards for water reuse including organic pollutant limit levels in the discharge are included in NPDES CA 0105295 Section IV. Detailed WWTP and sewer collection system process descriptions are referenced from the 2013 SAIC Sewer Master Plan. A Plant schematic is included below and was adopted from the 2013 SAIC Sewer Master Plan.

Figure 2-1. City of Rialto WWTP Schematic, SAIC 2013 Sewer Master Plan



2.3 Primary Responsibilities of the Operator

Veolia is the City of Rialto WWTP Operator with their primary responsibilities are to operate and maintain WWTP and serve as an FIP program manager. The CA Concessionaire is Rialto Water

Services (RWS). The Concessionaire scope of wastewater facility services and responsibility of parties is defined in Article V of CA. RWS contracted Veolia to perform operation and maintenance of the City of Rialto WWTP and provide FIP implementation program management during the term of the CA.

Concessionaire's wastewater O&M scope of services is outlined in the CA Schedule A.3 and included in the following:

- Provide Services 24 hours per day, seven days per week on the Wastewater Facility.
- Provide a certified operator(s) to attend at the Wastewater Facility during normal business hours and supply other personnel as necessary to operate, maintain, and manage it in compliance with the requirements of Applicable Law, including, but not limited to, management, field testing, routine Maintenance, administration, reporting, and security. Provide a certified operator(s) who shall be on-call 24 hours per day, seven days per week to respond to emergency conditions in respect of the operation of the Wastewater Facility.
- Provide access for City and Authority personnel to the Wastewater Facility. All City or Authority personnel that visit the Wastewater Facility must notify the Concessionaire upon arrival and must comply with all of the Concessionaire's safety policies and procedures.
- Respond to and resolve normal problems and emergencies relating to the Wastewater Facility.
- Arrange for the acquisition of required Maintenance Consumables, materials, machinery, equipment, fuel, electricity, chemicals, supplies, spare parts, replacement items, and other items necessary to operate and maintain the Wastewater Facility.
- Supply and maintain sufficient inventory levels of all consumables necessary for the operation and Maintenance of the Wastewater Facility, including: vehicles, paper products, fuels and lubricants, chemicals, air filters, reagents, cleaning products and solutions, replacement of ultraviolet bulbs, telephone, fax, postage, courier, office supplies, printing, photocopying costs associated with report preparation.
- Provide all necessary training and continuing education for its personnel to ensure the continued safe and efficient operation of the Wastewater Facility, in conformity with Applicable Law.
- Consistent with Schedule P, provide a QA/QC Program for sampling, testing, and analysis, and perform monitoring, sampling, testing, laboratory analyses, and reporting, as necessary for compliance with Applicable Law and Prudent Industry Practices.
- Perform Maintenance of the structures, buildings, and grounds that are part of the Wastewater Facility. This Maintenance shall include cleanup of litter and debris as necessary to maintain a clean and orderly site, painting, and landscaping services.
- Provide safety for the Wastewater Facility in compliance with Applicable Law.
- Perform regularly scheduled inspections, including daily as required, to maintain the Wastewater Facility, and to ensure effective and efficient operation thereof.

- Perform such Maintenance items as necessary to operate and maintain the Wastewater Facility.
- Provide and maintain records of operations, Maintenance, Laboratory analysis, personnel, training, safety, process control, inspections, materials, and alarms.
- Conduct monitoring, laboratory sampling, analysis and reports for wastewater and sludge at the Wastewater Facility as required by Applicable Law.
- Maintain the security of the Wastewater Treatment Plant by locking all fences, gates, and doors.
- In providing day-to-day operation and Maintenance of the Wastewater Facility, Concessionaire shall:
  - Visually inspect all buildings, equipment, instruments and Wastewater Facility.
  - Clean, calibrate (not certified) and maintain instrumentation, including the supply of Maintenance Consumables.
  - Calibrate (not certified) and perform routine Maintenance of chemical metering systems.
  - Perform sampling and on-site analysis of wastewater as required under Applicable Law.
  - Perform sample collection, preservation, packing and shipment for off-site analyses.
  - Purchase and coordinate chemical supply with chemical vendors.
  - Coordinate Maintenance requirements with original equipment suppliers.
  - Check and respond to alarms as provided by Section 5.1(k) of the CA.
  - Maintain daily on-site logs and records, including process control log sheets; laboratory data log sheets, bypass report sheets, and routine checklists. The daily log book shall detail weather conditions, anomalies, complaints received, unusual conditions and any other information relevant to the operation and Maintenance of the Wastewater Facility, and are to be made available to the City, the Authority, or appropriate Governmental Agency for review.
  - Inspect diesel fuel tanks to ensure they are adequately filled, and coordinate the refilling of same as required.
  - Perform such other duties as required and essential to the continuous operation of the Wastewater Facility.
- Implement and utilize a wastewater quality data management system, which shall record data related to the operation of the Wastewater Facility, including measuring and recording pumping rates, flow and loading rates, and total daily volumes of wastewater in accordance with Applicable Law. All data shall be owned by the Authority and accessible by the Authority and shall record and trend information related to sampling and analytical results for the Wastewater Facility.
- Exercise valves at the Wastewater Facility in accordance with Prudent Industry Practices.
- Conduct a routine lubrication program including greasing and oiling as more particularly specified in a lubrication schedule to be prepared by Concessionaire.

- Operate pump controls and valve controls for pumping of all process streams.
- Maintain all manufacturers' warranties on new equipment and instruments purchased during the Term of the Agreement and use commercially reasonable efforts to comply with existing equipment and instrument warranties.
- Provide the Authority with documentation demonstrating that Concessionaire is performing Maintenance on equipment and instruments.

2.4 Primary Responsibilities of the Owner

The City of Rialto is the Owner of the WWTP and the Sewage Collection System. The Concessionaire is responsible for overseeing the operating services being provided by Veolia and for paying the service fees under the CA. The City has certain obligations and responsibilities under the CA. The City's principal responsibilities are specified in CA Section 19.3 City Representations and Section 2.3 Parties Obligations on Conditions Precedent. Also, other Owner responsibilities are included in throughout CA.

3.0 REVIEW OF REFERENCE DATA

3.1 Referenced Information

The following items were available to West Yost for review for this evaluation:

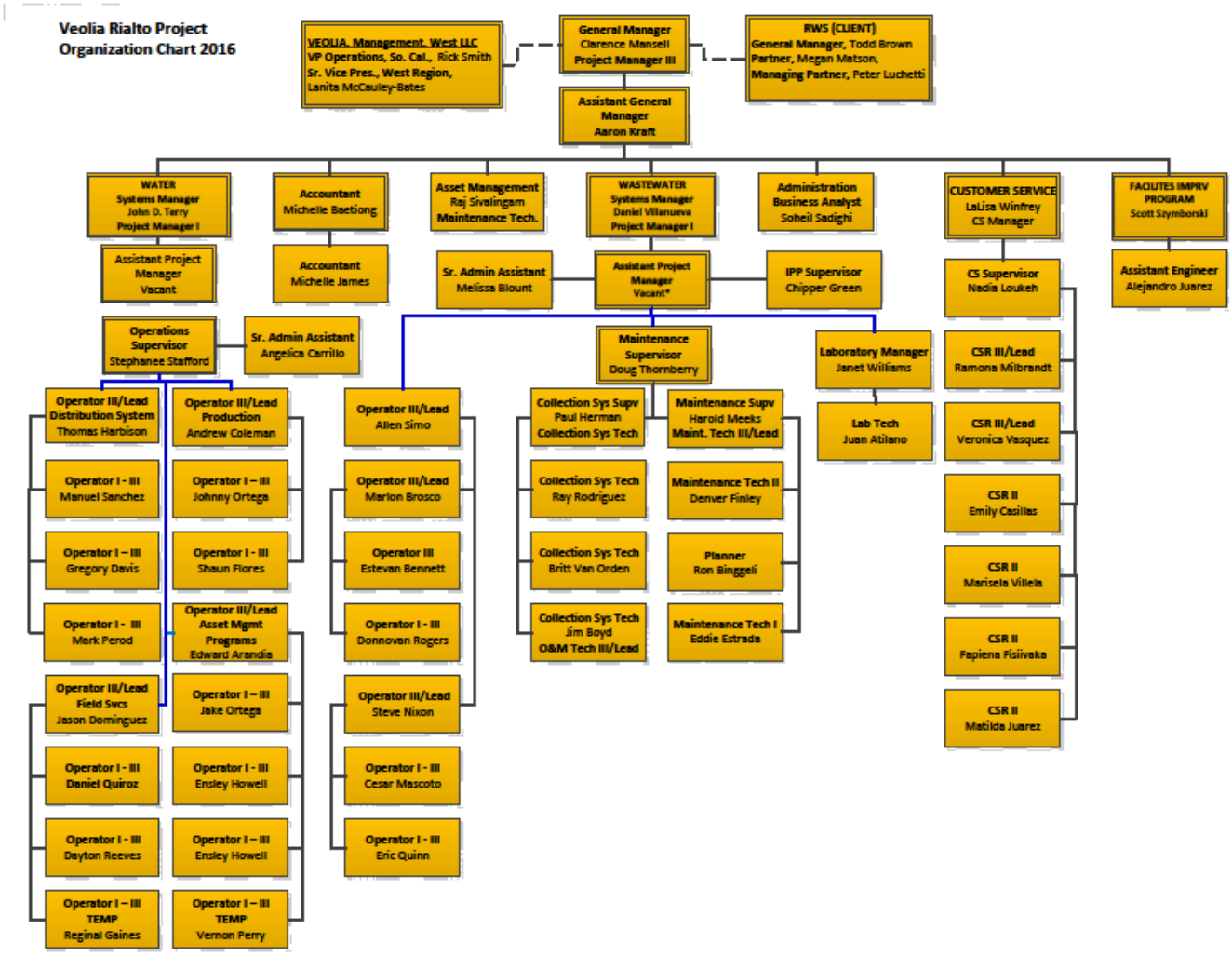
- Concession Agreement dated as of April 12, 2012, including amendments;
- Monthly Operating Reports to the City August 2013 through December 2015; January 2016
- Annual Operations Reports to the City Fiscal Years 2013 to 2015;
- California Regional Water Quality Control Board, Region 8, Santa Ana Region, Order No. R8-2014-0010 NPDES NO. CA0105295, Waste Discharge Requirements for the City of Rialto WWTP, dated January 31, 2014;
- California Regional Water Quality Control Board, Region 8, Santa Ana Region, Notices of Non-Compliance (as a part of monthly reports);
- List of Capital Projects undertaken by Veolia since 2012;
- Veolia Organization Chart;
- California State Environmental Laboratory Accreditation Program Branch, Certificate of Environmental Accreditation,
- Spill Prevention Control and Counter Measures Program, dated May 21, 2012;
- Asset management program including OWAM Computerized Maintenance Management System ;
  - 2013; 2014; 2015 Asset Management Electronic Library
  - The City of Rialto WWTP Capital Rehabilitation and Repair Plan;
  - Copy of current inventory WWTP City of Rialto;
  - Copy of commencement date inventory;

- The City of Rialto Emergency Response Plan;
- The City of Rialto Sewer Master Plan;
- South Coast Air Quality Management District (SCAQMD), Air Quality Permits for:
  - SCAQMD, Permit To Operate Sewage Treatment System, Permit #F 95244
  - SCAQMD, Permit To Operate, ICE,-gasoline, Permit # F5727
  - SCAQMD, Permit To Operate Boiler #1, Permit # F98441
  - SCAQMD, Permit To Operate Boiler #2, Permit # F98443
  - SCAQMD, Permit To Operate Boiler #3, Permit # F22850
  - SCAQMD, Permit To Operate Diesel ICE, Permit # R-D20503
  - SCAQMD, Permit To Operate Diesel ICE, Permit # -D80480
  - SCAQMD, Permit To Operate Diesel ICE, Permit # D31476
  - SCAQMD, Permit To Operate Flare, Permit # E04398
- Veolia provided the referenced files for review in a drop box file folder. A screen shot of the drop box file folder is attached in Appendix C. Other files were provided during the process of completion of CA documentation.

3.2 Operation and Maintenance Organization

Veolia provided a 2016 organization chart outlining the current organization for the operation and maintenance of the City of Rialto WWTP and the Sewage Collection System shown in Figure 3-1 below.

Figure 3-1. Veolia Rialto Project Organization Chart 2016



3.3 Operation and Maintenance Staffing Plan Implementation

West Yost reviewed the information provided by Veolia, as referenced in Article V and Schedule A.3 of CA report to assess the conformance of their staffing plan. Veolia did not provide the organization chart for years 2013, 2014 and 2015. The chart above was provided with the April 2016 submittals of audit review materials. Veolia is not compliant with the requirements of the Article and Schedule mentioned above as they did not provide the Staffing Plan for years 2013, 2014, and 2015.

The Operator is staffing the Wastewater Facility with qualified personnel who meet the certification requirements of the State, as may be required to provide proper supervision and management of the operation and maintenance of the Wastewater Facility by prudent industry practices and applicable law. The only exception is several wastewater collection system maintenance staff do not appear to be certified wastewater operators based on a search of the SWRCB operator certification database. The Operator maintains an operations and safety training program for all employees providing O&M services. Training includes basic wastewater treatment technology, process control, equipment maintenance, safety, right to know laws, and any training the Operator deems necessary to operate and perform maintenance on the Wastewater Facility. All employees are subject to security procedures and checks in place and utilized for City employees and are subject to security protocols followed by City employees (i.e., carrying City issued access badges, etc.).

3.4 List of Subcontractors

The Operator uses several subcontractors to perform services that cannot be performed by their internal staff. These subcontractors are listed below with a description of the services performed.

- Test America Laboratories, Inc. – Sludge Testing, Water Quality Testing, Flare Gas Testing
- Nursery Products - Biosolids hauling and disposal
- Asset Management – On-site technical support contractor

3.5 Interviews and Verbal Operations and Maintenance Information

Veolia provided operations information for a West Yost review as referenced in Section 5.1(u) of CA report. In addition to information submitted for a review, West Yost interviewed the General Manager, Clarence Mansell, Jr., Assistant General Manager, Aaron Kraft, Asset Manager, Dave Coffman, Project Manager, Daniel Villanueva, the WWTP operator lead, Alan Simo, the collection system operator lead, Paul Herman, the operations manager, Scott Szymborski, and service charge customer billing services lead, Lalisa Winfrey and completed a visual inspection of the WWTP, collection system, and pump stations to determine if the current operations activities being performed by the Operator comply with the scope of work requirements set forth in the CA under Article V., Section 5.1, (u).

3.5.1 Operations of the Wastewater Treatment Plant Facilities

The CA Agreement states that "Concessionaire shall operate and perform maintenance on the Wastewater Facility, including the Wastewater Facility Improvements, by performing those Services

set forth in Schedule A.3." Provisions of Schedule A.3 are included in this report "Section 1.3 Primary Responsibilities of the Operator".

The WWTP (except for the abandoned plant #1) was fully operational at the time of our facility inspections. Veolia's Operations Manager reported that all operators are performing all duties as scheduled in Operations Manual starting with daily visual inspections of the facilities. If any equipment or process is failing and/or found to be not performing as intended, it is reported directly to him for resolution. Before any necessary process change is considered for implementation, approval from the operations manager, Daniel Villanueva, who is a Grade V operator is required.

3.5.2 Operations of the Lift Stations

The lift station's operation for all six lift stations is not being monitored and/or integrated into the centralized SCADA system. Each lift station has a PLC that records operating conditions of the pump station at equal intervals. The lift station operator makes daily runs and checks pump station status, and updates the lift station log book with operational data.

Data is stored on the Programmable Logic Controller (PLC) at each lift station and cannot be remotely monitored at the WWTP operations center. Pump run hours are recorded along with the number of pump starts per day, and other relevant site visit data is entered in a log book on daily basis. The Operator enters pump run time regularly and develops pumping patterns that could be evaluated to indicate any changes that might result in operational issues. Log book content is not digitized and is the current mode of lift station trend monitoring and recording.

3.6 Maintenance Records Review

West Yost reviewed the information provided by the Operator, as referenced in Section 2.1 of this report, in addition to interviewing the maintenance managers for the WWTP and collection systems to determine if the current operation and maintenance activities being performed by the Operator comply with the scope of work requirements set forth in the Agreement under Article V.

3.6.1 Asset Management Practices

The CA states (Article V, Schedule A.3.4, and A.5) that the Concessionaire will provide, on a continuous basis, the Services for the operation and maintenance of the Water and Wastewater Facility in accordance with the CA and prudent industry practices, and in compliance with applicable law.

The Operator organized a workshop on April 1, 2016, to present asset management services for the operation and maintenance of the Wastewater Facility. The Operator provided copies of following files dated 2013, 2014 and 2015: Asset Investment Strategy, Capital Plan Report, Rialto Baseline Facility Record, Rialto Flow Meter Testing, Rialto Preventative Maintenance (PM) Lubrication Program, Rialto Repair & Replacement Budgeting, Rialto 2015-19 Wastewater Capital Plan IP Budget (attached in Appendix D.1.). The Operator noted that the files were made available to the Concessionaire in 2013-2015 as due. Comparison of Schedule J from CA and Veolia Asset Management reports are provided in Appendix D.2. The breakdown of Veolia asset management grading system is provided in Appendix D.3. It was noted that Schedule J was not fully implemented, and additional attention to asset specifications as illustrated in Appendix A would be required to achieve compliance with CA outline. The Operator also provided an asset management strategy in the 2014 and 2015 Annual Reports. The Asset Management Strategy included:

- Asset Management activities completed that year,
- Implementation of CMMS system,
- Interface of CMMS system,
- Update of Asset Management Reports,
- Condition Assessment and Predictive Maintenance,
- Sanitary Sewer Master Plan,
- Maintenance and Capital Budget Reports,
- Asset Management Activities Planned for the Next Year,
- Store Room Development and Management,
- Rehabilitation of Digester No 1,
- Performance Evaluation of Operational Practices, and
- Performance Evaluation of Asset Management Practices.

The West Yost CMMS system review observations are outlined below.

Since 2013, the Operator has utilized the OWAM software program to provide CMMS maintenance tracking and scheduling for the WWTP and lift stations. OWAM is a CMMS that is designed specifically for maintenance departments to create preventative and corrective maintenance work orders, with detailed equipment information, instructions, and graphics. The CMMS system is overseen and maintained by the Asset Manager. The Asset Manager or lead maintenance technician generate daily work orders to be implemented by the maintenance staff.

During the April workshop, Veolia's representative provided an elaborate introduction to the OWAM system history and selection process for this particular application. Veolia noted that various asset management CMMS systems are commercially available. After the elaborate assessment of available CMMS system alternatives for the City of Rialto, Veolia selected an OWAM based on comprehensive assessment and selection process optimization. During the April presentation, City representatives noted some deficiencies in the presented OWAM asset system information including the lack of technical information on several reviewed pump station assets. After the presentation, City representatives requested full access to CMMS system to understand better the responses on some concerns raised during the presentation. Veolia provided access to their OWAM system on July 22, 2016. Access to Info Net and Optimus was not provided. A Veolia technician provided an interface configured similarly to presenter's screen.

The presenter's screen layout is shown below:

FAVORITES

- Asset
- Work Request
- Work Order
- Work Order Task

- Benchmark Work Order
- PM Master
- Scheduling Workbook
- Requisition
- Purchase Order
- Catalogue
- Storeroom
- Physical Inventory
- Storeroom Transaction Log
- Stock Checkout
- Stock Transfer

ACTIONS

- Cost and Closeout
- Create Work Order
- Create Work Request
- Entity Relationship
- Graph Viewer
- Report Wizard

SAVED SEARCHES

APPROVED SUMMARY

LINKS

BOOKMARKS

MODULES

ALERTS

COMPANY NEWS

After getting full access to Veolia's OWAM system, Veolia's operator customized access similarly to presenter's screen to enable complete confirmation review. The City representative performed a spot check of several key asset management program elements listed below:

- Assets
- Work Orders
- Inventories

Assets: The assets screen included, but was not limited to, the following tasks:

- Notes
- Attachments
- Depreciation
- Inspection Log
- Manufacturer Data
- Manufacturer Warranties
- Additional Accounts
- Period Costs
- Cost Summaries
- Hazardous Components
- Consumables
- Child Assets
- Asset Activity Log
- Asset Interfaces
- Permit Template Requirements
- PM Schedule
- PM Route Detail
- Runtime Log
- Associated Operation
- Operational Data
- Asset Downtime Summary
- Work History

A reviewer completed the asset review of following assets listed in Table 3-1 below as a part of spot check review.

Table 3-1. List of Reviewed OWAM Asset Files (both water and sewer assets)

	Asset ID	Asset Description	Technical Info
Wastewater	322	VFD, Pump2, Grit, Plt 5	No
Wastewater	630	Pump, Grinder, Sludge Feed	No
Wastewater	912	Flare, Gas, Methane	No
Water	1217	Pump 2, Submersible, Ayala	No
Wastewater	1269	Diffusers And Piping, Basin, Aeration, Plt 4	No
Water	1343	Well, City 1	No
Wastewater	441	Pump 1, Stormwater Plt 5	No
Wastewater	532	Compressor, Support, Digester, 2 (Bpi)	No
Water	2047	Pump, Booster 9	No
Wastewater	414	Pump, Influent, Plt 2	No

Based on the spot check review of listed assets in table above, the following conclusions were made:

- Most of the asset screens were not populated or were sparsely populated or populated with the data that would need verification.
- Notes, attachments, Manufacturer data, Manufacturer's warranties were not included and depreciation, inspection log, additional accounts, period costs and cost summaries were sparsely populated with information that may need additional verification.
- The audit team did not see equipment specifications, or what was presented was not completed as illustrated in Appendix E.
- During the presentation, Veolia stated that they intended to add technical specifications and other relevant databases like submittals and photos to the inventory database. However, the reviewer could not find any of this data in the presented and reviewed OWAM screens.

Work Orders

The work order screen included, but was not limited to, the following items:

- Task (Summary)
- Task (Details)
- Additional Data
- Notes
- Approval Log
- Cost Summary
- Closeout Summary
- Activity Log
- Budget Overage

- PM Schedule
- Warranty
- Associated Services

Work Orders are created based on available asset information. Concerns regarding asset inventories reported in Table 3-2 would apply to Work Orders.

Table 3-2 below includes a list of spot checked Work Orders in OWAM Veolia- CMMS system for the City of Rialto water and sewer system assets.

Table 3-2. List of Reviewed OWAM Asset Work Orders (both Water and Sewer Work Orders)

	WO ID	WO Description	Specifications Technical Info
Water	1403397	Meter, flow, paddle, 6", booster 4 pump, cactus reservoir	No
Water	1602357	Info Net Meter 009-0705-02	No
Wastewater	1607776	Info Net Collection Pipe	No
Wastewater	1607648	Info Net Collection Pipe	No
Wastewater	1300184	PM 6-month greasing lub lab s350	No (Notes, Asset list provided)
Water	1407197	Placeholder WO for Info Net WO Booster 3 PS 2030	No
Wastewater	1501718	PDM Annual Electrical Thermographic Inspection	No (Notes included,)
Wastewater	1502432	PDM Annual Vibration Analysis	No (Notes included)
Wastewater	1502695	Aerator 3, floating, primary EQ East MCC K1-21	No (Notes included
Water	1606290	PDN INet Asset	No

The noted lack of technical specifications would make ordering and cost estimating asset replacement difficult just using OWAM information. Work order asset identification should have a set of OWAM and Info Net codes that doesn't require reference to a key map or any other identification source. The reviewer had difficulty understanding where the asset is located. Based on the spot check review, data, notes, approval log, cost summary, closeout summary, activity log, budget overruns, asset summary were not populated or were sparsely populated or populated with information that would need to be confirmed. In addition, the priority ranking information that is included in the task detail is not used in an asset prioritization in CIP, or the relationship is not presented in the asset list compilation.

Inventories

Storeroom inventories were spot checked. The storeroom screen included following items:

- Notes
- Attachments
- Storeroom Pricing
- Work Demand
- Bin Locations
- Monthly Usage
- Lot Management
- When Used
- Store Lockout
- Unused Demand

The notes and attachments were not populated. The pricing source and references were not provided. Also, pricing was not included in reviewed store room items.

Table 3-3 below includes a list of spot checked Assets in Storeroom OWAM Veolia CMMS system for the City of Rialto system.

Table 3-3. List of Reviewed OWAM Storeroom Assets

Stock code	Asset Type / Description	Specifications Technical Info
000000006	Motor, five hp, 460 V, 1725 rpm, 184 c tefc Baldor	No
000000018	Switch float no/nc 20' cord	No
000000028	Element Heater 001304	No
0000000189	Tubing peristatic 9020064032 Watson-Marlow (SBS only)	No
0000000306	Belt V 4L 230, 23" Dayton	No
0000000409	Valve Brass 1."	No
0000000500	Sensor, vibration, Blower	No
0000000593	Tubing PVC 3/16"x1/4"x1/32."	No
0000000709	Nipple, ¾"x close brass no lead	No
0000002013	Cla Valve 3"	No

The stocking minimum and maximum and order information were not coordinated in the reviewed samples. Based on the reviewed items stock items listed in Table 3-3 and attached in Appendix E the item would be ordered when stocked at a reported maximum stock quantity at the cost that would require reference and verification.

Based on concerns resulting from the Tri-Annual review of OWAM system, an in-depth review of the overall CMMS system would be recommended. A comprehensive review should include a detailed audit of OWAM, Info Net, Optimus and any other CMMS software utilized as a part of CMMS system.

A comprehensive audit is expected to result in a roadmap with a list of remedies and recommendations with an implementation guide issued to the Operator for implementation.

3.6.2 Maintenance of the Collection System

The Operator is currently using OWAM for above ground utilities and InfoNet program for below ground utilities to provide GIS-based maintenance tracking and scheduling and asset management for the Sewage Collection System (and water distribution system). OWAM is used as the asset management system that collects and documents all data for both above and below ground utilities. InfoNet is designed specifically for maintenance departments to create preventative and corrective maintenance work orders, and provide a GIS database for asset management, with detailed manhole and pipeline information, work instructions, site-specific maintenance, traffic control plans, and graphics. Info Net access was not provided for this review. The Operator has developed a field verified, GIS-based, sewer system plan for the majority of the City's sewer system in Info Net and an interface with OWAM program. The Collections System Manager should update the CMMS system for the collection systems maintenance. The Collections System Manager generates daily work orders to be implemented by the collection system maintenance staff. He inputs salient data obtained in the field into the CMMS system upon completion of the assigned work order. During April 1, 2016, presentation, the Asset Management Manager stated that technical specifications for most assets were not fully completed, and full verification of field practices could not be completed.

Appendix A of this report includes verification of the data management completed based on selective checks and review of the OWAM system.

The Operator explained that the collection systems maintenance staff consist of one lead and three support collection system technicians who perform daily collection system maintenance and inspection activities, jet sewer cleaning, CCTV inspections, and surveys of the collection system assets to confirm and supplement the existing GIS database. Our goal was to confirm that the work orders are generated in OWAM based on varying predetermined pipe cleaning schedules that have factored into them the historical frequencies of sanitary sewer overflows and customer complaints. A typical sewer main cleaning frequency program could range between 6 weeks to 2 years. The variation in cleaning frequencies is because certain areas in the system may require more frequent cleaning due to their design condition and/or location in the system. The Operator adjusts the collection system maintenance cleaning intervals based on empirical findings of the ongoing cleaning and CCTV results. For example, if a sewer was cleaned one year prior and during the next routine scheduled cleaning the sewer has remained clean, then it may be reasonable to adjust to a longer duration cleaning interval. This adjustment is in compliance with a standard industry practice to optimize the use resources on a needs-based basis.

The interactive OWAM program should allow collections maintenance staff to input information directly into the work order such as: purpose and location of the cleaning, the number of hours to complete the work order; cleaning method including any specific parts or tools that were used in the cleaning; distance of pipe cleaned; the number of passes required to clean the pipe; pipe

material and size; debris type and volume; and notes regarding the task. Sewer system maintenance reports are included in monthly reports. Based on OWAM review full verification of the fully integrated collections system data management could not be confirmed.

A visit and inspection of the CCTV truck were completed, and the chief operator presented their full operation practice. The collection system pipes are being inspected to assess their condition using CCTV truck mounted inspections. The staff looks for valuable information such as structural pipe condition; pinpointing the location of maintenance issues and structural defects; evidence of inflow & infiltration; location of service laterals; and location and types of obstructions, such as roots, grease, debris and cross-bores. CCTV inspection consists of a remotely operated camera mounted on a robotic crawler that is connected to a video recorder and a monitor. Most CCTV and manhole inspections are conducted by The National Association of Sewer Service Companies (NASSCO) Pipeline Assessment Certification Program (PACP). Collections system maintenance technicians attended training and obtained certification to perform the CCTV inspections. CCTV inspection sewer videos are reviewed weekly by the Collections System Manager for updating the Info Net GIS software for reference. The Operator coordinated directly with the City regarding any identified sewers with conditions that require repairs or replacement. Based on OWAM review full verification of the offered data management could not be confirmed.

Operator staff explained that the OWAM software also generates the majority of maintenance work orders. Historical data on collection system pipe repairs performed is typically tracked and recorded in the asset management system trends. Pipe repair work orders typically consist of the following: pipe type and size; date and time of the repair; cause of the pipe failure; pipe repair methods; before and after photos of the repair; and any paperwork or invoices associated with the repair. Manhole inspection and cleaning is also typically administered through the OWAM program. Typically, manholes are inspected and cleaned when the sewer mains are cleaned. Manhole cleaning and inspection data include manhole location; photos inside and the outside ring and cover of the manhole; flow direction within the manhole; the staff who performed the cleaning and the numbers of hours; the condition of the manhole; and any other relevant information. The operator explained that the selected manhole invert elevations are also measured, and the GIS database is updated as infill work for collection system maintenance staff when not engaged in other duties. The measurements and GIS updates are collected for uploading into the Info Net software and are available for OWAM processing. Based on our OWAM review, we could not confirm outlined manhole inspection practices including GIS updates of invert elevation of processed units.

In conclusion, collections systems maintenance is carried out competently based on good management practices. Spot verification of work orders IT practices identified areas of improvement. However, development of the comprehensive Capital Improvement Programs for the collection systems was not included in 2014, 2015 and 2016 Capital Improvement Plan submissions.

The availability of specifications or full technical information for assets in OWAM database could not be confirmed. How could work orders be completed without accurate specification information needs to be clarified in more detail.

Monthly reports including summaries of the collection system maintenance work orders were provided to the City. Also, KPI or Key Performance Indicators were provided within many of the monthly reports. It was difficult to assess the validity of KPI report summaries fully because the

technical specification information was missing and because of other noted deficiencies. A more detailed assessment of inter-relationship between all pertinent asset management software programs like OWAM, Info Net, and Optimus is recommended.

3.6.3 Collection System Maintenance Reporting

Veolia provides a monthly summary of maintenance activities to the City which includes: the total footage of sewer lines cleaned; the total length of sewer lines that were CCTV'd; the number of manhole inspections; the volume of FOG received; the number of customer complaints by type; and the number and type of maintenance requests. The key elements of the collection system management practices were not found in reviewed OWAM system. Therefore further assessment of asset management is recommended to evaluate collection system CMMS reporting fully.

3.6.4 New Construction Inspections

Veolia is engaged in FIP and CIP implementation of the various sewer collection system and the WWTP improvement projects. In the process of implementation of various new projects, Veolia is, among other things, supervising and providing inspection services of various contractors. New construction and inspection services include inspection of the new/refurbished/repaired manholes and elements of GIS data collection like measurement of the manhole invert elevation and reconciliation with existing records. New sewer main construction is also inspected for construction deficiencies and quality of work. The City is receiving regular updates on the new construction activities including inspection reports and summaries and upon review acts accordingly.

3.7 Sludge Processing and Disposal Practices

The Operator operates and maintains the City of Rialto WWTP sludge disposal system. Sludge is pressed and dewatered through an onsite belt filter press before being spread into the sludge drying beds to aid in preparation for final disposal. Periodically, the Operator samples the drying sludge to determine its moisture content. Sludge in the drying beds is further dewatered and periodically turned over to optimize drying. Once the sludge in the drying beds reaches 75 percent solids, then it is transported off-site to biosolids handling facility.

Table 3-4 below is adapted from the Operator's January 2016 monthly wastewater operations report. It shows the amount of wet biosolids transported from the WWTP per month.

Table 3-4. 2015-2016 Monthly Biosolids Hauled, Wet

Month	Wet Tons
February-15	945.78
March-15	785.24
April-15	766.07
May-15	706.03
June-15	687.22
July-15	892.28
August-15	723.39
September-15	747.79
October-15	792.18
November-15	588.75
December-15	817.57
January-16	1,022.60
Total	9,474.90

3.8 Disposal of Grit and Screenings

The Operator provides the services relating to the transportation and disposal of solids and other wastes, including grit and screenings, by applicable law.

Grit and screenings are collected daily in a roll off storage bin. Grit and screenings are hauled weekly from the WWTP. The Operator is billed based on tare weight.

3.9 Electrical Consumption, Natural Gas and Reclaimed Water Usage

3.9.1 Electrical Consumption in 2015/2016

The data provided on electricity and natural gas consumption for the WWTP and lift stations is included from the Operator's January 2016 monthly wastewater operations report. The WWTP and lift station electricity consumption is shown below in Tables 3-5 through 3-6. Power consumption reported in 2015/2016 appears to be steady with a slight seasonal variation that is to be expected.

Table 3-5. Electrical Consumption 2015/2016 12-Month WWTP Electrical Usage	
Month	Total, kWh
February-15	513,408
March-15	506,912
April-15	554,112
May-15	517,896
June-15	516,880
July-15	526,576
August-15	518,644
September-15	494,820
October-15	541,628
November-15	524,976
December-15	548,708
January-16	499,724
Total to Date	6,264,284

Table 3-6. 2015/2016 Rialto Lift Station System Monthly Electrical Usage, kWh						
Month	Lilac L.S.	Sycamore L.S.	Ayala L.S.	Agua Mansa L.S.	Ramrod L.S.	Cactus L.S.
February-15	808	3,259	8,233	4,087	537	1,219
March-15	788	2,755	7,896	4,351	562	1,252
April-15	916	4,312	8,817	2,494	590	1,215
May-15	840	3,975	8,202	2,085	507	1,193
June-15	860	3,662	7,800	2,195	548	1,284
July-15	885	2,679	8,456	1,866	570	1,204
August-15	836	3,267	7,736	2,035	647	1,171
September-15	839	3,193	7,812	2,125	612	1,369
October-15	861	3,276	7,946	2,271	634	1,280
November-15	866	2,916	7,302	2,109	724	1,266
December-15	913	3,888	8,542	2,400	786	1,307
January-16	825	3,536	7,778	2,525	755	1,334
Total	10,237	41,718	96,520	30,543	7,372	15,094

3.9.2 Natural Gas Usage in 2015/2016

The data provided on natural gas consumption for the WWTP is based on January 2016 monthly wastewater operations report. Natural gas has historically been utilized at the WWTP for the natural gas powered digester boiler systems and flare. Natural gas consumption has significant seasonal fluctuation. Veolia offered following justification of the natural gas consumption seasonal variation: "Gas usage is lower in July is due to Gas Company not being able to read the meter for the month of July and estimating July's bill. The increase in August bill is due to the low estimate

from July's bill. At the beginning of October, we had the Zink Flare service technician come out to check the parameter settings for the digester flare. The settings have been modified, and we are now seeing a dramatic reduction in natural gas usage. The result of the modification is that the natural gas usage has dramatically decreased as shown for September, October, and November. The increase in December is due to weather and compressor failure." The WWTP natural gas consumption data are shown below in Table 3-7.

Table 3-7. 2015/2016-Month WWTP Natural Gas Usage

Month	Monthly Total, Therms
February-15	13,507
March-15	14,244
April-15	14,010
May-15	12,799
June-15	20,979
July-15	6,159
August-15	31,955
September-15	3,934
October-15	3,796
November-15	1,829
December-15	13,052
January-16	5,557
Total	191,821

3.9.3 Use of Reclaimed Water

The secondary treated wastewater effluent from the City of Rialto WWTP is pumped to serve as irrigation water to Interstate 10 (I-10). In January 2016, 495,924 gallons of reclaimed water were distributed to I-10 for irrigation. Historically secondary effluent was used at the Enertech facility. However, this practice has been discontinued since that facility was closed several years ago.

3.10 Reference Documents

Veolia provided reference sewer system (and water system) documents in a drop box and a screen shot of the file folder is attached in Appendix C. Dropbox information was shared by the Operator on April 20,2016 and updated on April 22, 2016, May 2, 2016, and May 22,2016. In addition, some reference files were provided in the process of Tri-Annual inspection. The following documents were reviewed in more detail by West Yost for compliance with the CA and good industry standards:

- WW Inventory 2014-2016 included in Appendix D
- OR&R Budget 2016 included in Appendix G
- Ten years of average temperature data included for record purposes
- Schedule L staff plan included in Section 2.2

- Veolia org chart included in Section 2.2
- WW insurance and business certificates included for record purposes included in Summary of Findings
- The City of Rialto O&M Manual (updated in 2014 by the Operator)
- Emergency Preparedness Plan (Article V (l)):
- Comprehensive Spill Management and Emergency Response Plan
- Storm Water Pollution Prevention Plan (SWPPP)
- OSHA Compliance Program (Article V (n)):
- Sanitary Sewer Master Plan (SSMP)

3.10.1 Operation and Maintenance Manuals

The Operator has a 2006 O&M Plan and 2014 O & M plan updates that meet the good industry standards requirements. Veolia updated the WWTP O&M Manual as needed for major facility changes or as required by applicable law.

3.10.2 Emergency Preparedness Plan, Comprehensive Spill Management Plan, Stormwater Pollution Prevention Plan

The Operators Comprehensive Spill Management Plan, Emergency Response Plan, and Storm Water Pollution Prevention (SWPPP) Plan meet the requirements of the CA. The emergency call list contact information is provided in the Emergency Response Plan. West Yost recommends that the Emergency Response Plan be updated in a typed format and that the update date and the signature of the authorized representative of the party responsible be added to the document and the document be updated, only as needed, annually. All outside phone numbers should also be validated annually to determine they are still valid. Emergency preparedness drills conducted at the site with facility staff should be recorded, and the record should be included in the plan. The earthquake drills should be included as part of the Great California ShakeOut program. As part of this drill, the Operator coordinates with police and fire authorities on appropriate means to delegate authority in the event of an emergency.

Veolia has incident protocol included in Comprehensive Spill Management and Emergency Response Plan and Storm Water Pollution Prevention Plan (SWPPP) that meet the requirements of the CA. Stormwater at the City of Rialto WWTP is completely contained within the WWTP. There are two storm water pump stations at the plant site. Storm water from the site of Plants 1-4 is pumped to the plant headworks where it is then processed along with the other influent. Plant 5 storm water is pumped directly to the plant five headworks where it is also processed as influent. The site is not required to adopt a Storm Water Pollution Prevention Plan under the General Industrial Storm Water Permit, Order No. 97-03-DWQ because there are no stormwater discharges to surface waters directly from the WWTP facility site. However, after inspecting the site and discussing the issue with the Operator, West Yost discovered that the storm water from the site does, in fact, pose a problem. After large amounts of rainfall, storm water spills directly into the tertiary treatment and does not get fully treated by the plant. A stormwater spill can contaminate the effluent with pollutants that will be discharged into the Santa Ana River. Based on this information, it is recommended that the Operator fully mitigate the identified storm water intrusion into the secondary EQ basin. The stormwater intrusion mitigation could be implemented by

adopting a Storm Water Pollution Prevention Plan (SWPPP) that fully addresses how storm water is collected and processed at the WWTP. This plan should also outline solutions to the issues presented in this section.

It is recommended that Veolia provides updated Comprehensive Spill Management Plan, Emergency Response Plan, and Storm Water Pollution Prevention Plan (SWPPP) that would include mitigation to identified storm drain issues.

3.10.3 OSHA Compliance Program

The OSHA Compliance Program CA Article V (m) was not available for review**.** Veolia included Health and Safety program description in 2014 and 2015 Annual Reports. However, the OSHA Compliance Program was not provided for review as required in CA Article V (m).

3.10.4 Sewer System Management Plan

The Sewer System Management Plan (SSMP) was prepared in 2014 for the City under the direction of Veolia.

According to the State Water Resources Control Board, every enrollee is required to develop and implement a Sewer System Management Plan (SSMP). The SSMP documents an enrollee's program to operate and maintain its sanitary sewer system properly. Each SSMP should address the following elements:

1. Goal
2. Organization
3. Legal Authority
4. Operation and Maintenance Program
5. Design and Performance Provisions
6. Overflow Emergency Response Plan
7. Fats, Oils, and Grease (FOG) Control Program
8. System Evaluation and Capacity Assurance Plan
9. Monitoring, Measurement, and Program Modifications
10. SSMP Program Audits
11. Communication Program

The SSMP must be updated every five (5) years, and must include any significant program changes. Re-certification by the governing board of the Enrollee is required in accordance with D.14 of the SSS WDR when significant updates to the SSMP are made. To complete the re-certification process, the Enrollee shall enter the data in the Online SSO Database. Enrollees are required to provide an electronic copy of their SSMP to the Online SSO Database. Current SSMP report was released in 2014. Bi-annual audit information is not available for review. If the bi-annual audit identifies significant changes to be made to the SSMP, then SSMP will be updated by June 30 of the same year in which audit is submitted. Based on Chapter 10.4 of SSMP "*it is*

anticipated that the main SSMP document will remain generally unchanged, and any of the changes will be reflected in SSMP appendices."

West Yost reviewed the Sewer System Master Plan available online and found that it complies with general industry practices and the scope requirements outlined in the CA.

3.11 Renewal and Replacement Plans (Facility Improvement Projects FIP)

The CA states that the Operator shall perform Capital Facility Improvement Projects described in Schedule A-10. Schedule A.10 provides a list of sewer system Capital Facility Improvement Projects (FIP). Also, the Operator completed a facilities baseline assessment and S1 replacement assessment in their 2013 to 2015 Asset Management Reports. According to the Asset Management Reports, the baseline condition of all equipment is included in a replacement model, and replacement costs were provided.

Also, a Wastewater Treatment Plant Capital Rehabilitation and Repair Preliminary Design Report was prepared by SAIC to provide a long-term financial plan, and schedule to maintain the City's wastewater treatment needs, to support the projected population base in the service area, and to uphold compliance with regulatory standards. The report provided a summary forecast of the capital rehabilitation and repair requirements for the WWTP over the next 20-years (2012-2032). The report recommended Capital Repair and Replacement Projects for implementation over the first five years (2009-2014) in Schedule A-10. Based on the field inspections, implementation of the CA FIP as indicated in Schedule A 10 could not be confirmed.

3.11.1 Maintenance, Repairs, and Replacements Monitoring and Reporting

Maintenance, repairs, and replacements are monitored and reported using a CMMS system based on an OWAM interface and a fully integrated asset management program. As shown in Table 3-8, adopted from Veolia January 2016 report data is provided as an illustration of typical monthly maintenance activities.

Table 3-8. Maintenance Activities (January 2016)

Activity	Total
Preventive Work Orders Generated	248
Preventive Work Orders Completed	239
Corrective Maintenance Work Orders	55
Corrective Maintenance Work Orders	55
Preventative Work Order Staff Hours	400
Corrective Work Order Staff Hours	213

Maintenance projects completed in January 2016:

- Plant 2 WAS Collection Sump Pump – Pump not working. Replaced sump pump;
- Plant 5 Air Conditioner 2 – Unit is not cooling. Davidsons replaced compressor;
- Plant 2 Primary Sludge Pump – Pump failed. Replaced pump;
- Effluent Sampling Pump 4 – Motor failed. Replaced motor;
- Belt Press 2 – Polymer pressure gauge is leaking. Replaced pressure gauge;
- WAS Collection Box – Air flow meter is not working. Installed new flowmeter;
- Plant 5 Barscreen Control Panel – Level sensor is dropping out. Reprogrammed controller and calibrated sensor;
- Plant 5 Primary Clarifier- Primary scum line clogged at the beach. Vactor jetted line to remove blockage;
- Employee Restrooms – Fan making noise. Replaced drive belts on fan;
- New Methane Flare – Thermal coupler failing. Replaced thermal coupler C;
- CCC Filter Backwash Pump 2 – Air relief valve leaking water. Replaced leaking air relief valve; and,
- Utility Water Pump 19 – Seal water leaking. Adjusted packing.

Factors affecting PM and Corrective Maintenance (CM) completion rates include:

- Numbers generated by the KPI database occur on the 1st of the month to the end of the month;
- Staff waiting on parts or material on order to arrive;
- Annual PMs which are assigned monthly have a two-month timeframe for completion;
- Scheduling to secure, shut down or bypass process equipment for repairs;
- CMs assigned at the end of the month will show as not complete; and,
- Scheduling of outside vendors.

Additional Items:

- Phase 1 SCADA updates for better permit compliance, operations, and energy optimization;
- Inspected/televised 24,242 feet of sanitary sewer;
- Inspected 57 manholes; and
- Further asset registry review is recommended fully to confirm the accuracy of Preventative maintenance work orders.

OWAM interface consistency of key maintenance elements could not be confirmed based on the review of the monthly reports in the 36-month Tri-Annual period. Further review

of Asset management practices is recommended to screen and drill down key performance indices.

3.12 Laboratory Data Reporting Requirements

West Yost reviewed the management and operation of the sampling and laboratory service provided by the Operator. Janet Williams is the Laboratory Manager for the WWTP. The on-site Laboratory is certified only to perform certain minimal daily testing that requires the test to be done on the samples near instantaneously, such as pH and the Settleable Solids tests. Weekly tests for parameters such as influent and effluent Total Suspended Solids and Biochemical Oxygen Demand are sampled by the Operator's on-site personnel and sent out for analysis at the Test America Laboratories Inc.. Samples for weekly analysis are taken on a regularly scheduled basis and are 24-hour composites samples. The samples taken are logged in a manner that provides adequate documentation of sample locations and specific sampler, which is a standard industry practice. West Yost reviewed the Chain-of-Custody procedures with Mrs. Williams for compliance with applicable regulatory rules.

West Yost reviewed the following information in conjunction with laboratory reporting requirements.

- Contract Laboratory Environmental Laboratory Accreditation Program (ELAP) certifications;
- Examples of Chain of Custody Records; and
- Sample Log.

Laboratory tests requiring certification are performed by two certified laboratories, Test America Lab and the WWTP Laboratory. Additionally, certain limited tests on the monthly toxicity tests are performed by Test America sub-Aquatic Testing laboratories. The City of Rialto WWTP has a California Environmental Laboratory Accreditation Certificate No. 1751 that expired on April 30, 2016. Test America lab has a current California Environmental Laboratory Accreditation Certificate No. # 2706 CA with an expiration date on June 30, 2018. Certification numbers are provided for both labs in Appendix F.

West Yost finds that the laboratory services provided by Veolia are performed in conformance with the terms of the CA and applicable governing rules and regulations, except that certification expired in April 2016. Veolia should renew City of Rialto WWTP laboratory certification and provide a valid certificate.

4.0 ASSESSMENT OF MAJOR EQUIPMENT

4.1 Tri-Annual Inspections

The City of Rialto WWTP and sewer collection system facilities inspection was conducted as a part of the Tri-Annual inspection. West Yost staff provided a copy of the Tri-Annual Inspection Plan to the Operator during the first day of the visit. The technical information and process data is adopted from the 2013 SAIC Sewer Master Plan and other available technical references specific to the relevant processes.

Momo Savovic and Pete Fox performed a site visit and inspections of the WWTP and lift stations on January 18, 20, 21, 22, 26, 27; March 17 and 29 and April 1, 2016. The site visits consisted of

a tour of the WWTP facility that followed the order of the treatment processes. Momo Savovic and Peter Fox toured the lift station sites with the Operators and staff. On April 1, 2016, Momo Savovic, Stephen Dopudja and Pete Fox were given an overview of Asset Management practices. Also, a separate site visit was organized for review of Customer Services. Photos of the facilities were taken on the site visits. During the site visits, West Yost also discussed WWTP and collection system operations and maintenance with the Operator's General Manager Clarence Mansell.

The City of Rialto WWTP consists of five plants. Currently, the Plant #1 is abandoned, and Plants #2 to #5 are in operation. The Plants #1 to #5 were constructed over time at the City's site to serve the growth in population and wastewater flows, replace equipment that had reached the end of its useful service life and to address technology improvements and changing treatment requirements. The Plants #1-#4 were originally constructed as traditional activated sludge process plants, and Plant #5 was constructed as nutrient removal plant utilizing modified Lutznik Etinger process. Over time Plants #3 and #4 were upgraded with elements of the nutrient removal process. Tertiary wastewater treatment was retrofitted to meet the permitted discharge requirements. The State of California permits the City's WWTP under the February 2014 NPDES permit CA 0105295. The permitted facility design flow is 11.7 MGD of tertiary treated effluent.

4.2 WWTP Plant Systems

West Yost finds the WWTP equipment and facilities overall to be in conditions consistent with the age of the system and its renewals and replacements. However, capital improvement progress could not be matched to CA Schedule A10. The following remarks represent areas or items where conditions were found that may require additional consideration for maintenance and repair or capital replacement.

4.2.1 Storm Drain Collection System

There is no progress to report in CA Schedule A.10 implementation of Storm Drain Collection System. A Storm Water Pollution Prevention Plan (SWPPP) was provided as a part of the Comprehensive Spill Prevention Plan and SWPPP. The SWPPP specifies following: "*There are no stormwater discharges to surface waters from the facility site. All stormwater remains onsite and is channeled to the treatment plant's headworks from treatment before discharge to surface waters. Therefore, coverage under Order No. 97-03-DWQ is not necessary for this facility" (Tentative Order No. R8-2007-0006, NPDES No. CA0105295).* Storm water is collected at the two storm drain pump stations (PS) at the City of Rialto WWTP. The South Storm Drain PS (SSDPS) is located behind the secondary clarifiers within the existing fence. The North East Storm Drain PS (NESDPS) is located outside the WWTP fence. Storm water is collected via site-perimeter collection channels and diverted to the Storm Drain PS wet wells. The Stormwater collection system at the north end fence is collected in a ditch along the access road between the WWTP property fence and access road. Historically, it was reported by the Operator that storm water would flow over the ditch and flood the EQ2. Some attempts to isolate the ditch and prevent storm water overflow into the EQ2 are visible along the fence line. The Operator lined the fence with two to three rows of sandbags in an attempt to divert storm water to the NESDPS wet well. The Operator reported that storm water would overflow a shallow ditch along the northeast perimeter of WWTP fence and flow freely into EQ2. Water samples at the EQ2 are taken before the water is discharged into the EQ2. Therefore, monitoring, recording, and trending of storm water overflow impact of secondary effluent are not available. A permanent solution to northeast storm water collection should be found, and incidents of spilling over and discharging into EQ2 should be prevented in the future.

Also, water sampling should be obtained from EQ2, possibly from within the reservoir and at the discharge rather than at the influent pipe, to monitor and record the effects of possible contamination with overflow storm water spillovers.

4.2.2 Influent Flow Meter

The influent flow meter was replaced early 2016. West Yost requested record drawings and relevant installation documentation during the site visit. Documentation was not provided, and this request was not addressed. Raw sewage collected from the City of Rialto's wastewater service area is metered near the WWTP gate by a 48-inch diameter flow meter fitted in the sewer interceptor upstream from the diversion structure. Veolia reported that the meter had been replaced with the new meter in 2016. Documents including record drawings and calibration documentation were requested and never provided.

4.2.3 Diversion Structure

There is no progress to report in CA Schedule A.10 implementation of diversion structure refurbishments and upgrades. Raw sewage is collected in diversion structure near the WWTP gate from the City of Rialto's wastewater service area. Sewage is delivered by a 48-inch diameter sewer interceptor to the diversion structure influent chamber. The chamber is a rectangular concrete structure that diverts raw sewage inflow to the east and west headworks. The Operator has reported that grit and solids are accumulating in the diversion box because of unfavorable hydraulic flow conditions. Also, flow from filter backwash and grit collected at the east headworks is diverted to the diversion structure. During the inspection, the diversion structure was functioning as usual, and no excessive odors were encountered.

4.2.4 East Headworks

There is no progress to report in CA Schedule A.10 implementation of the east headworks refurbishments and upgrades. As stated above, the east headworks deliver flow to Plants #1-4. At this time, Plant #1 has been abandoned and is no longer in service. The east headworks include mechanical bar screens, a trash conveyor and compactor with the trash bin, and an aerated grit removal chamber. The aerated grit remover was out of order, and the blower room was not fully functional. Other pieces of equipment were aging but fully functional and operational. During the inspection, the operational process unit was functioning normally, and no excessive odors were encountered.

4.2.5 West Headworks

There is no progress to report in CA Schedule A.10 implementation of the west headworks refurbishments and upgrades. The west headworks serving Plant #5 has mechanical bar screens, a trash conveyor and compactor with the trash bin, and a vortex grit removal chamber and a concrete channel with a Parshall flume flow meter. During the inspection, the processing unit was functioning normally, and no excessive odors were encountered.

4.2.6 Plants 1 & 2

There is no progress to report in CA Schedule A.10 implementation of the Plants #1 and #2 refurbishments and upgrades other than refurbishments have been completed as indicated in OR&R reports attached in Appendix G. Plants #1 & 2 were built in the early 1950s and are similar

in design. Plant #2 is still in operation, but as previously noted, Plant #1 is abandoned. Both plants use Claerator activated sludge technology.

Plant #2 is operated in the manual mode because it does not have appropriate instrumentation and is not integrated into the WWTP SCADA system. Air is distributed in the aeration basin using coarse bubble diffusers. The air supply is common to all of the plants and is delivered from new blowers. The Operators report that the air supply pipe to Plant #2 is likely corroded since it visibly leaks air. Therefore, the air supply pipeline is in need of repairs and/or replacement. Also, there is visible corrosion on RAS pumping equipment and mechanical scraper equipment. Electrical cabinets seem old and in need of refurbishment and/or replacement. During the inspection, the processing unit was fully functioning, and no excessive odors were encountered.

4.2.7 Plants 3 & 4

There is no progress to report in CA Schedule A.10 implementation of the Plants #3 and #4 refurbishments and upgrades other than refurbishments that have been completed as indicated in OR&R reports attached in Appendix G. Plants #3 and #4 were built in the 1980s as identical, conventional activated sludge plants. Pumping of primary effluent to EQ#1 was automated to alleviate hydraulic peaks. Veolia is working on completing electrical upgrades to the local control system at the RAS/WAS PS site. However, the electrical O&M is not completed, and automated operation is not seamless.

Operators reported air leaks and uneven air distribution in the aeration basins and bypass valves were locked in their current positions and not operable. Both plants were retrofitted to Modified Lutznik Etinger (MLE) plants. It is not clear when these retrofits occurred, and construction documentation was not available. During our visit, the Operator explained that several sluice gates are frozen in place and not operational. Plants #3 and #4 are equipped with inefficient coarse bubble air distribution systems consisting of 7-inch membrane disc diffusers with ¼-inch orifices. The aeration basins have a DO control system to maintain preset DO concentrations in the aeration basin. However, the air control valve must be kept fully open at all times just to maintain minimum DO levels because of the significant air leaks in the distribution system. Also, the DO control valves are not connected to the SCADA system and must be adjusted manually. As noted, new 350 HP centrifugal blowers with VFD controls are housed in the main control building blower room to supply the air distribution system. The VFD control loop is not fully functional because of SCADA system limitations, and automatic air flow control has not been implemented. Internal recycle pumps were not operating at the time, and there is only one pump in place, and the other two standby pump slots were empty. There is concern that sufficient internal recycling is not being provided, and design (retrofit) intent has not been implemented. The explanation offered by the Operator was that the MCC had just one space for MLSS internal recycle pump and space for additional units were not available. Primary and secondary clarifiers are operational. However, corrosion was noticeable, and that would indicate that refurbishment or maintenance would be in order. Some guard rails were damaged and not fully functional. The power supply and MCC were replaced this year. The electrical contractor reused conduits and replaced power supply wires with cables. Also, the contractor fully separated power supply lines from control wiring. The job was completed without plant operation disruption. The contractor used a temporary power supply and wiring during the process of the power supply replacement. Also, the electrical contractor reused electrical feed and communication conduits for routing replacement cables. Power supply lines and control wires were completely separated. During the inspection, the processing unit was functioning as usual, and no excessive odors were encountered.

4.2.8 Plant 5

There is no progress to report in CA A.10 implementation of the Plant #5 refurbishments and upgrades other than refurbishments completed as indicated in OR&R reports attached in Appendix G. Plant #5 was built in the Year 2000 as an activated sludge process with nitrogen removal with an ADWF design capacity of 4.7 MGD. Since this is a relatively new plant it operates and performs the best out of all the plants at the City of Rialto WWTP site and discharge parameters are within permit requirements.

DO probes and air control valves are installed in the aeration basins and on the air supply pipes. However, they were not operational because the SCADA system is not designed to control the air concentrations in the basins according to preset values.

The RAS and WAS pump station recirculate or wastes mixed suspended solids from the aeration basins. The Operator shared a concern about RAS and WAS PS capacity and mixed liquor suspended solids (MLSS) internal recycle capacity. Also, during the site visit, algae overgrowth and patches were noticed in the secondary effluent trough. Algae sloshing and overgrowth is affecting the eastern secondary clarifier more than western. Also, Nitrogen bubbling is more intense in the eastern reservoir.

During the inspection, the processing unit was functioning as usual, and no excessive odors or process failures were encountered.

4.2.9 Equalization (EQ) Basins:

There is no progress to report in CA Schedule A.10 implementation of the Equalization Basins (EQ#1 and EQ#2) refurbishments and upgrades other than refurbishments completed as indicated in OR&R reports attached in Appendix G. The two EQ (Primary EQ approximate 1.6 mg capacity and secondary EQ approximate 1.6 MG capacity) were constructed in order to alleviate hydraulic peaks through the treatment units. The secondary EQ basin includes a pump station equipped with three vertical turbine pumps, each with variable frequency drives (VFD). In operation, there is one on-duty pump and two standby pumps. One pump is reported to have vibration issues due to a possible concrete anchoring problem. It is not clear what the extent of possible damage is to this pump unit due to the noticeable vibration that occurs during the operation. The Operator should assess the damage to pump unit and provide mitigation as soon as possible. The pump station operation is not connected to the SCADA system, so the VFDs are manually set to operate at 76 percent of full capacity.

During the inspection, the processing unit was functioning as usual, and no excessive odors or process failures were encountered.

4.2.10 Tertiary Treatment

There is no progress to report in CA Schedule A.10 implementation of the tertiary treatment process unit refurbishments and upgrades other than refurbishments completed as indicated in OR&R reports attached in Appendix G. Tertiary treatment at the City of Rialto WWTP is comprised of Gravity media and Dynasand filters. The secondary effluent passes through either media gravity filters or Dyna-sand filters installed in the Year 2000. The record drawings provide 8.4 MGD gravity filter capacity, and Dyna-sand capacity is 7.7 MGD for a total of 16.1 MGD.

The gravity filters are housed in a concrete structure divided into steel filter basins with a compressed air filter backwash system and controls.

The Dyna-Sand system is housed in a concrete structure with up-flow filter modules, filter piping, and a compressed air backwash system activated by turbidity levels. The backwash water is collected in a waste wash-water tank and pumped back to the east headworks.

Dyna-Sand is reported to be operation and maintenance intense. It was reported that algae sloshing would originate in the Dyna-Sand filters. The Operators reported that the Dyna-Sand filter is running on bare minimum flow just to maintain the medium and prevent solidification cementing and fatal failure. The flow meter at the inlet structure where flow is divided into filter banks is not available therefore flow through the filter unit is not being measured. The operation of tertiary filtering unit is based on field adjustment and not accurate.

During the inspection, the processing unit was functioning as usual, and no excessive odors or process failures were encountered.

4.2.11 Disinfection

There is no progress to report in CA Schedule A.10 implementation of the disinfection process refurbishments and upgrades other than refurbishments completed as indicated in OR&R reports attached in Appendix G. The tertiary effluent disinfection is comprised of a Trojan Model 4000 ultraviolet (UV) disinfection system and/or the chlorination system. The UV system is not in operation since it was commissioned in early 2000. During the commissioning, the Operator reported that effluent was not discharged to Santa Ana River but sent back to chlorine contact chamber where it retreated before discharge. The final effluent is dechlorinated using sulfur dioxide and then discharged to the Santa Anna River. The chlorination splitter box is not fitted with fully operable gates. Chlorine dosing discharge was observed to consist of a drip pipe, and the original mixing equipment was removed from the chlorine contact chamber. Also, concerns with excess chemical use as it relates to incidents of cyanide permit violations would require a detailed review and optimization of the disinfection process. During the inspection, the processing unit was functioning as usual, and no excessive odors or process failures were encountered.

4.2.12 Sludge Treatment

There is no progress to report in CA Schedule A.10 implementation of the sludge treatment refurbishments, and upgrades other than refurbishments completed as indicated in OR&R reports attached in Appendix G. Waste activated sludge (WAS) from the entire facility is collected in the WAS collection chamber, aerated and then pumped to gravity belt thickeners (GBT). Two Komline-Sanderson gravity belt presses (GBP) were installed at the plant. The first one was installed in 1990 and the second in 2000. The GBT's are operated only when the WWTP is staffed, from 6 AM to 4 PM. One GBT installed in 1990 is aging and in need of refurbishment and/or repair. The second one is in good working order. Progressive cavity duplex pumps the thickened sludge to the digesters. During the inspection, the processing unit was functioning as usual, and no excessive odors or process failures were encountered.

4.2.13 Digesters

Both digesters were refurbished, and most upgrades were completed before the CA was enacted. Recent refurbishments are part of S1.1 CA project and include construction of the Digester #1

concrete collar and Dystor storage/cover. Settled sludge from the primary clarifiers and thickened sludge from the secondary process is processed in Digesters #1 and #2 and then stored in the secondary digester(s) before final processing and disposal at a landfill site. Digester #2 was refurbished and retrofitted in 2008. Digester #1 was refurbished in 2000; wall collar was refurbished in 2016, and the digester gas storage unit is scheduled for installation before the end of 2016.

During the inspection process units were functioning as usual and no excessive odors or process failures were encountered.

4.2.14 Sludge Dewatering

There is no progress to report in CA Schedule A.10 implementation of the sludge dewatering refurbishments and upgrades other than refurbishments completed as indicated in OR&R reports attached in Appendix G. Dewatering of digested sludge is accomplished by the two-belt filter presses. One belt press has been out of order for some years. The other belt press is operating at the capacity limit. The failed belt press was idle during our site visit, and the other unit was running. During the inspection, operational process unit was functioning as expected and no excessive odors or major process failures were encountered.

4.2.15 Cogeneration System

There is no progress to report in CA A.10 implementation of the cogeneration system elements refurbishments and upgrades other than refurbishments completed as indicated in OR&R reports attached in Appendix G. The City installed a cogeneration system at the Rialto WWTP in 2009 to use sludge gas and FOG to produce energy for use at the WWTP or to deliver to the power grid. The system consisted of three fuel cells with a combined power output of 900 kW, a FOG processing system, anaerobic gas treatment system, and other ancillary features including a boiler and heat exchange system, digester mixing system, and a digester, Dystor cover system with storage capacity and flare. The fuel cells were removed from the site in 2014-2015, and the cogen plant does not have a prime mover and is not producing a power output. The FOG system inlet box experienced corrosion and was not effective in screening out metal objects such as forks, metal brushes, etc., these caused problems downstream and possibly contributed to transfer pump failures and clogging of mixing nozzles in the blending tank. The inlet pump was creating operational issues and was disconnected and bypassed. The receiving station had flow metering issues. Also, the FOG settling tank receiving chamber was silted and clogged with settled debris and FOG because of lack of appropriate cleaning and O&M access ports. Process pump clogging issues were reported by the Operator as a result of debris carry over and FOG stratification at short ninety degree elbows. Gas collection from FOG mixing tank was discontinued because of unresolved backflow issues.

During inspection process unit was not fully functioning. The prime mover and depending process units including water treatment were not operational. Gas treatment unit was not operational. FOG was functional and performing at reduced capacity to control gas production.

4.2.16 Electrical Systems

There is no progress to report in CA Schedule A.10 implementation of the electrical systems refurbishments and upgrades other than refurbishments completed as indicated in OR&R reports attached in Appendix G. SCE is providing full electrical power to the City of Rialto's WWTP via

two separate 12 kV circuits, one from the Bloomington Substation and the other from Colton Substation. Presently, the electrical power during normal operation is provided by the SCE Colton Substation's Cactus feeder. To ensure redundancy and reliability of the power source, SCE provides standby power from the Bloomington Substation's Iron Horse feeder.

In addition to the utility power supply, the WWTP's electrical distribution system includes two existing emergency backup generators, one rated for 600 kW and one rated for 310 kW. The WWTP's electrical distribution system is integrated with the 900 kW fuel cells (FC's) cogeneration facility installed at the WWTP in 2009.

Based on available record drawings and field inspection reports the SCE substation at the site consists of two pad-mounted high voltage 12 kV primary switchgear (one for each feeder), two primary metering cabinets and a transfer switch between two feeders. Switchgears contain key interlocked tie switches to allow the plant power to be fed from either substation. Low voltage power to the Rialto WWTP is provided by the SCE 2,500 kVA and 1,500 kVA step down transformers. The utility power distribution system is integrated with the 900 kW FC's cogeneration facility installed at the WWTP in 2009. The electrical distribution system includes two existing emergency backup generators, one rated at 600 kW and one rated at 310 kW.

The total plant emergency load is estimated at 1,417 kW, and the available plant emergency standby capacity is 910 kW. Also, based on the historical power demand records, peak power demand at the City of Rialto WWTP's is 1,200 kW. The WWTP's peak load demand of 1,200 kW could not be provided by the available standby capacity of a 910 kW generator.

The two backup generators could be used as an onsite emergency standby power source to provide power during utility power outages.

As outlined below, full implementation of onsite standby power generation would render the service of the standby feeder redundant. Removing the standby feeder and emergency gear from service would eliminate possible charges and fees for reserving standby line capacity.

The City of Rialto WWTP's electrical system was developed over the years with the construction of each plant upgrade. The WWTP Plant 1 was constructed in the early 1950's. The WWTP was expanded by the addition of Plant 2 in the late 1950's. Plants 3 and four were constructed in the 1980's, and Plant 5 was completed in 2000. Each WWTP upgrade added new electrical components and arrangements to the power distribution system. The current electrical network is comprised of the following major electrical equipment components:

SCE major electrical components:

- Two redundant feeders (Colton Substation's Cactus feeder and Bloomington Substation's - Iron Horse feeder) with metering cabinets
- Two 12 kV Switchgear (SWGR)
- 1,500 kVA transformer (XFMR)
- 2,500 kVA transformer (XFMR)

City's major electrical equipment elements:

Switchboard (SWBD) "A" feeding following equipment:

- 300kVA XFMR
- MCC "A."
- 310 kW Standby Generator
- MCC"B."
- MCC "D."
- MCC 1"A."
- MCC 1" B."
- Blower #1
- Blower #2

SWBD "B" feeding following equipment:

- MCC "C."
- MCC"E."
- MCC "F."
- MCC "G."
- MCC "H."
- 600 kW Standby Generator

SWBD "C" feeding following equipment:

- MCC 1"A "/1" B" ATS
- MCC "L."
- MCC "M."
- FP 1,2,3
- MLSS P1,2
- PP-CB

SWBD "COGEN" feeding following equipment:

- ABANDONED FEEDER FOR FUEL CELLS 1, 2, 3
- SWBD (DP1)
- SWBD (DP2)
- SWBD (DP3)

In addition to the above listed major components, the electrical system is comprised of other ancillary electrical components such as cables, ductwork, raceways, trays, etc. In 2014 there was an instance whereby both systems failed at the same time. SCE could not provide a standby service provision during the utility outage. SCE provided the necessary repair at the time, but the cause of this incident was not addressed. Apparently, there is one electric pole with both circuits on it and when that pole gets damaged both circuits go down. Currently, SCE's infrastructure equipment includes the preferred emergency gear to provide the redundant utility power to the plant. SCE stipulates that the Added Facilities Agreement executed February 23, 1999 (SA 32-7940-40) between Rialto Wastewater and SCE does not cover the cost of reserving the capacity load on the emergency circuit. SCE stated that it is a compliance issue, and SCE is obligated to comply via either collecting the appropriate reserve line capacity charges or removing the preferred emergency gear and no longer reserving capacity on the emergency circuit for the use of the customer.

A detailed condition assessment and replacement value of various electrical components is provided in 2013 Veolia Asset Management Report, with updates in 2014 and 2015.

4.3 Plant Supervisory Control and Data Acquisition (SCADA) System

There is no progress to report in CA Schedule A.10 implementation of the SCADA refurbishments and upgrades other than refurbishments completed as indicated in OR&R reports attached in Appendix G. The City of Rialto wastewater treatment operations consists of five treatment plants operated with different levels of SCADA systems automation. Integration of all of the WWTP automation and control systems into one common up to date SCADA is needed.

Plant #1 is abandoned and no longer in operation. Plants #2, #3, #4 and #5 operations range from manually operated to partial integration with various SCADA systems.

Plant #2 is operated in the manual mode, and there is no SCADA to collect basic process parameters and automate system operation. Plants #3 and #4 are operated in manual mode with the SCADA capability limited to monitoring basic process status parameters via a Lookout SCADA system. The basic parameters include on/off status of key valves, pumps, aerators, mixers and emergency signals. However, the data acquisition system is not integrated into a comprehensive SCADA system to provide the ability to record, analyze, or program the operation. The aeration equipment is equipped with DO meters and control valves that could convey signals to the blower VFDs to regulate their operation. However, due to the inefficiency of the air distribution system and the deteriorated status and leaks of the air supply pipes the control valve is manually fixed in the fully open position all the time to ensure enough air for adequate oxygen transfer with maximum hydraulic loading conditions. Plant #5 has an OPTO 22 SCADA system that is functional with a limited number of remote terminal units. The system installed in 1996 provides current operating status on the wastewater treatment Plant #5 equipment.

The tertiary treatment cogeneration system operation is controlled and monitored by a Wonderware SCADA system. The SCADA system provides monitoring and automated operation of the fuel cell power generation, the gas collection, and storage, gas treatment, boiler and water treatment systems. The cogeneration system operation is fully automated and integrated with an RSVIEW 32 SCADA system. The UV disinfection system has its SCADA system by Trojan. The data collected by the SCADA system is used to produce monthly and annual reports for the California Regional Water Quality Control Board, as well as other required reports.

Detailed condition assessment and replacement value of various SCADA components is provided in 2013 Veolia Asset Management Report, with updates in 2014 and 2015.

4.4 Plant Site Condition

There is no progress to report in CA Schedule A.10 implementation of the plant site condition refurbishments and upgrades other than refurbishments completed as indicated in OR&R reports attached in Appendix G. The WWTP grounds are fenced, and entry is controlled by a keypad or operator actuated gate. The grounds appear to be relatively neat, clean and maintained in reasonable condition. The grounds adjacent to the process units are covered with gravel with the other areas covered by grass. There appears to be some slight erosion occurring on the bare earth slope behind the secondary settlers. Veolia and the City may want to consider erosion control measures in this area including regrading and covering the area with rip rap or other suitable means of stabilization to reduce the potential for continued erosion. Photos of the grounds are shown in Appendix H Photographs.

4.5 Buildings/Structures

There is no progress to report in CA Schedule A.10 implementation of the building structures refurbishments and upgrades other than refurbishments completed as indicated in OR&R reports attached in Appendix G. West Yost found most of the WWTP buildings and structures to be in good condition and state of repair. The blower room building had some roof issues, and roof repairs were recently completed. Also, the old cogen building is generally in a poor state of repair and a need of housekeeping and maintenance repairs. There were several instances of guard rail deterioration and concrete support failure that would indicate that regular maintenance may not have been completed.

The public areas and the work areas in the Administration Buildings appeared to be well maintained, organized, and clean. The Control Room and Laboratory appeared well organized and clean.

4.6 Pavement

There is no progress to report in CA Schedule A.10 implementation of the pavement refurbishments and upgrades other than refurbishments completed as indicated in OR&R reports attached in Appendix G. Pavement throughout the WWTP site appeared to be in good condition with some areas of minor cracking consistent with the age of the pavement. As the pavement continues to age these cracks will require monitoring to determine appropriate maintenance actions needed to prolong the pavement's useful life.

4.7 Lift Stations

There is no progress to report in CA A.10 implementation of the lift stations and recycled water pump station refurbishments and upgrades other than refurbishments completed as indicated in OR&R reports attached in Appendix G. Below is a list of reference documents that were reviewed before the site visit:

- Ramrod, Sycamore, Lilac, Cactus, Ayala and Agua Mansa 2010 Sewer Plan – Atlas Map;
- City of Rialto Sewer Plan Utility Relocation Ramrod, Sycamore, Lilac, Cactus, Ayala and Agua Mansa, Sewer Lift Station Plan View, Sections, and Details;
- Pump Performance Curves; and
- Inspection Photo Log.

All six lift stations were visually inspected. Table 4-1 summarizes existing flows modeled at the lift stations in the Rialto sewer system as compared with the capacity of the stations. It appears that the Agua Mansa pump station is overloaded at existing peak sewage flows.

Table 4-1. City of Rialto Sewage Pump Stations

No	Station	Capacity, GPM	Peak Existing Flow, GPM	Peak Future Flow, GPM
1	Ramrod	250	49	62
2	Sycamore	406	145	182
3	Lilac	468	93	116
4	Cactus	450	270	337
5	Ayala	1900	1,153	1,998
6	Agua Mansa	650	663	824

Source: Adopted from 2013 SAIC Sewer Master Plan

Inspections at Lift Station Nos. 1-6 were limited to above ground inspections as these are confined spaces and as a result, fall protection activities would have been required to enter the below-ground facilities. Lift stations were found to be generally in good working order and a condition consistent with the age of the stations. Veolia has upgraded the control and alarm systems for the pumps stations to improve their reliability. The effluent recycled water pump station was also inspected. The City of Rialto WWTP SCADA system is not fully integrating lift stations 1-6 and the recycled water PS.

The following remarks represent areas or items where conditions were found to be out of the ordinary or to require maintenance and repair potentially.

4.7.1 Lift Station No. 1-Ramrod

The Ramrod lift station (LS) was refurbished recently, and new process, mechanical and electrical systems were installed as a part of the refurbishment process. Existing mechanical equipment and electrical installations appear to be well maintained and in good working order. SCADA

integration is not completed, so the Operator is making daily rounds and recording characteristic readings and overall LS condition in a daily log book.

4.7.2 Lift Station No. 2- Sycamore

The Sycamore LS was visually inspected only. The Operator opened the access hatch at the wet well as well as the access door at the MCC cabinet and provided us with necessary operating information. Also, the daily log book was made available for our review. Mechanical equipment and electrical installations appear to be well maintained and in good working order. SCADA integration is not completed, so the Operator is making daily rounds record characteristic readings and overall LS condition in the daily log book.

4.7.3 Lift Station No. 3- Lilac

The Lilac LS was visually inspected during our site visit. The Operator allowed visual inspection of the wet well by opening the access hatch. Also, access to MCC cabinet was provided with necessary operating information. The daily log book was made available for our review. Mechanical equipment and electrical installations appear to be well maintained and in good working order. SCADA integration is not completed, so the Operator is making daily rounds record characteristic readings and overall LS condition in the daily log book.

4.7.4 Lift Station No. 4- Cactus

The Cactus LS was also visually inspected at the same time as other lift stations. The Operator opened the wet well as well as the MCC cabinet and provided us with necessary responses to questions. The daily log book was made available for review. Mechanical equipment and electrical installations appear to be well maintained and in good working order. SCADA integration is not completed, so the Operator is making daily rounds and recording characteristic readings and overall LS condition in the daily log book.

4.7.5 Lift Station No. 5- Ayala

The Ayala LS was also visually inspected at the same time as the other lift stations. The Operator opened the wet well as well as the MCC cabinet and provided us with necessary responses to questions. The daily log book was made available for review. Mechanical equipment and electrical installations appear to be well maintained and in good working order. SCADA integration is not completed, so the Operator is making daily rounds record characteristic readings and overall LS condition in the daily log book.

4.7.6 Lift Station No. 6- Aqua Mansa

The Aqua Mansa LS was visually inspected during our site visit. The Operator allowed access to the LS building and the wet well as well as the MCC cabinet and provided us with all responses to questions in an orderly manner and offered requested information. The daily log book was made available for review. Mechanical equipment and electrical installations appear to be well maintained and in good working condition. This LS is fitted with the emergency generator installed within the LS property. The flow meter is installed near the influent flow meter at the WWTP distribution chamber inlet. SCADA integration is not completed, so the Operator is making daily rounds record characteristic readings and overall LS condition in the daily log book.

4.8 Recycled Water Pump Station

The recycled water pump station is located along the east fence of the City of Rialto WWTP towards the Aenergia site. The Recycled Pump Station has a hydropneumatic tank. Based on visual inspection only, the recycled water PS and hydropneumatic tank seem to be in good working condition. SCADA integration is not fully completed, so the Operator is occasionally checking the status of overall pump station condition. The unit is located at the WWTP site, and plant operators have easy access to the pump, hydropneumatic tank and all related electrical and mechanical equipment including MCC and pipeline sections with flow meters.

5.0 REGULATORY ISSUES

5.1 Regulatory Compliance Introduction

The WWTP effluent quality must comply with applicable Federal, State of California, and local regulatory requirements. This section describes the regulatory framework for the Project and the criteria it must satisfy. The effluent water quality objectives, beneficial uses, implementation programs, and policies are addressed by the California Regional Water Board through Water Quality Control Plan for the Santa Ana River. Identified legal authorities are the Federal Clean Water Act (CWA), Code of Federal Regulations (CFR), US Environmental Protection Agency (USEPA), State Water Board (SWB) and California Water Code (CWC). Veolia has submitted monthly wastewater system reports (WWRs) and annual summaries on the WWTP performance during the reporting period to the California Regional Water Quality Control Board (CRWQCB). During our period of review (last three years - July 2013 through January 2016), the WWTP has complied with regulatory permit limitations for the WWTP except for TDS and Cyanide excursions that were not considered violations until the full review was completed by the regulator.

5.1.1 NPDES Compliance with The California Regional Water Board

The plant is generally in compliance with NPDES permit requirements. The CRWQCB developed the requirements in the NPDES permit dated January 31, 2014 (R8-2014-0010 NPDES No. CA0105295) based on information submitted as part of the permit application, through monitoring and reporting programs, and other available information. The requirements were developed in compliance with relevant Water Quality Control Plan, State and Federal laws and regulations.

NPDES permit requirements are based on the effluent water quality objectives, beneficial uses, implementation programs, policies that are addressed through Water Quality Control Plan for the Santa Ana River (01/24/95) in compliance with CWA and CFR, USEPA, SWB and CWC regulations. The January 2016 plant performance reports would indicate that TDS, TIN, Cyanide and Chloride were of concern. The CWQCB provided responses addressing his concerns in communications with the NPDES Operator. The Operator is diligently developing strategies to address noted concerns.

Also, discharge restrictions limiting the discharge of disinfected effluent to meet NPDES permit requirements were researched.

5.1.2 California Department of Health Services

The California Department of Health Services has promulgated Title 22, which sets the standards for reclamation of wastewater in California to protect public health and the environment.

Title 22 imposes specific treatment requirements in addition to those contained in the NPDES permit. Therefore, the Project will need to include tertiary treatment consisting of at least filtration and disinfection following the secondary treatment process. For unrestricted contact, the fecal coliform bacteria must be reduced to 2.2 MPN (most probable number) per 100 ml (milliliters). These requirements have been met during the first three years except when non-compliance notices were issued.

5.1.3 Non-Compliance Notices

It is the Operator's obligation to meet effluent specifications contained as CA Schedule A.11 is conditioned on the influent to the plant to meet influent quality specifications found in Schedule A.12. Annual reports 2012-2015 summarized effluent exceedances and notices of compliance as follows:

The City of Rialto WWTP is generally in compliance with the discharge permits provided. However, some concerns were brought up in the January 2016 Veolia monthly operations report. The following paragraph was adopted from Section 3.2 of the monthly operations report.

Chief Operator Daniel Villanueva notified the Regional Water Quality Control Board (RWQCB) and the State Water Resources Control Board (SWRCB) in January 2016 that the 12-month running average for effluent TDS was 537 milligram per liter (mg/L) (47 mg/L above the prescribed limit of 490 mg/L). Najah Amin of the RWQCB agreed that the increase in TDS is a well-known, long-standing phenomenon related to use of sodium hypochlorite (12.5 percent bleach) as a disinfecting agent and acknowledged that effluent results are not considered a violation of Rialto's NPDES Permit. The Filter Effluent (pre-disinfection) 12-month running average for TDS is 488 mg/l and thus indicates that the addition of the disinfection chemicals is contributing to the exceedance of the TDS limit determined at the Final Effluent (post-disinfection). Further, the Incremental TDS (Filter Effluent 12-month running average minus the Water Supply TDS 12-month running average) is 236 mg/l which is compliant to the permit limit of less than 250 mg/L. Many other local municipalities are also experiencing this same phenomenon.

During the period of review (last three years starting 2012 to 2015) the WWTP has complied with regulatory permit limitations except for Cyanide excursions and over chlorination during the incidents. The plant has a free Cyanide limit of 4.2 ug/l (average month) and 8.5 (ug/l) max day. Chlorine concentration in effluent is limited as follows: a) The total time during which the total chlorine residual values are above 0.1 mg/L (instantaneous maximum value) shall not exceed 7 hours and 26 minutes in any calendar month; b) No individual excursion from 0.1 mg/L value shall exceed 30 minutes; and c) No individual excursion shall exceed 5.0 mg/L.

There is concern regarding elevated TIN and Cyanide concentrations and the Operator is currently in the process of addressing noted concerns. As far as Cyanide exceedances, the Operator is exploring if positive samples could be contaminated. In that respect, the Operator sampled multiple times but did not completely address the concern of exceeding Cyanide effluent concentration. Cyanide exceedance could be related to Chlorination levels. If incidents persist in the future Operator may consider Chlorination dose adjustments. Elevated TIN could be addressed through FIP implementation by providing a fully effective biological nutrient removal system including filtrate collection and distribution system that would distribute TIN dose more evenly over 24 hr.

Also, full implementation of the S1 CA project should improve plant performance and address TIN issues.

Also included in the January 2016 Veolia monthly operations report were the following tables which illustrate the laboratory results of the tested influent and effluent.

Table 4-2. Veolia Influent (Inf.) and Effluent (Eff.) Laboratory Analysis Summary

Date	Influent BOD mg/l	Influent BOD Load Lbs/day	Effluent BOD mg/l	Effluent BOD Load lbs/day	BOD % Removal %	Influent TSS mg/l	Influent TSS lbs/day	Effluent TSS mg/l	Effluent TSS Load lbs/day	TSS % Removal %
01/01/16										
01/02/16										
01/03/16										
01/04/16	320	21,470	2.5	111.55	99.2	226	15,164	1.5	67	99.3
01/05/16										
01/06/16										
01/07/16										
01/08/16										
01/09/16										
01/10/16										
01/11/16	290	21,308	2.2	89.24	99.3	214	15,724	0.50	22	99.8
01/12/16										
01/13/16										
01/14/16										
01/15/16										
01/16/16										
01/17/16										
01/18/16	310	19,522	4.0	178.49	98.7	214	13,477	0.60	26	99.7
01/19/16										
01/20/16										
01/21/16										
01/22/16										
01/23/16										
01/24/16										
01/25/16	310	19,879	2.2	97.06	99.3	242	15,519	1.70	75	99.3
01/26/16										
01/27/16										
01/28/16										
01/29/16										
01/30/16										
01/31/16										
Minimum	290	19,522	2.0	89.24	98.7	214	13,477	0.50	22	99.3
Maximum	320	21,470	4.1	178.49	99.3	242	15,724	1.70	75	99.8
Average	308	20,545	2.7	119.08	99.1	224	14,971	1.08	48	99.5
EFF.Limits (A.M)*			20 mg/l					20 mg/l		

*Average Monthly

Table 4-3. Veolia Laboratory Analysis Summary

Date	Influent Conductivity uS/cm	Effluent Conductivity umhos	Influent COD mg/l	Final Effluent COD mg/l	Influent Total Dissolved Solids mg/l	Filter Effluent Total Dissolved Solids mg/l	Effluent Total Dissolved Solids mg/l	Influent Inorganic Nitrogen mg/l	Effluent Inorganic Nitrogen mg/l
01/01/16	1,291	904							
01/02/16	1,429	844							
01/03/16	1,394	856							
01/04/16	1,383	872	828	34.0					
01/05/16	1,338	895		18.0	580			52.00	
01/06/16	1,290	847		21.0					
01/07/16	957	791	478						
01/08/16	1,171	781							
01/09/16	1,272	802	779						
01/10/16	1,238	808							
01/11/16	1,343	820	567	31.0					
01/12/16	1,142	834		45.0					
01/13/16	1,315	819							
01/14/16	1,348	828	586						
01/15/16	1,169	834							
01/16/16	1,402	827	774						
01/17/16	1,197	829							
01/18/16	1,306	845	535	38.0					
01/19/16	1,367	893	796	36.0					
01/20/16	1,231	864							
01/21/16	1,241	839	573						
01/22/16	1,229	842							
01/23/16	1,407	858	827						
01/24/16	1,260	872							
01/25/16	1,387	900	738	49.0					
01/26/16	1,238	895							
01/27/16	1,366	878							
01/28/16	1,422	876	534						
01/29/16	1,291	878							
01/30/16	1,313	881	1,028						
01/31/16	1,333	873				488	537		9.68
Minimum	957	781	478	18.0	580	488	537	52.00	9.68
Maximum	1,429	904	1,028	49.0	580	488	537	52.00	9.68
Average	1,293	851	715	34.0	580	488	537	52.00	9.68
EFF.Limits (A.M)*						490 mg/L 12-Mo Running Average			

*Average Monthly

Table 4-4. Veolia Laboratory Analysis Summary

Date	Influent pH SU	Effluent pH SU	Effluent Temp Deg C	Effluent Ammonia mg/l	Effluent Total Coliform MPN/100mL	Effluent Coliform 7 Day Median MPN/100mL	Effluent Cyanide, Free Available pg/l	EFF Di(2-ethylhexyl phthalate (DEHP) pg/l
01/01/16	7.37	7.24	19.50		2.0	2.0		
01/02/16	7.45	7.26	19.7		<1.8	<1.80		
01/03/16	7.38	7.29	20.2		<1.8	<1.80		
01/04/16	7.48	7.20	20.7	<0.10	<1.8	<1.80		
01/05/16	7.09	73.0	21.30		<1.8	<1.80	5.5	<2.10
01/06/16	7.57	7.36	20.7		4.5	<1.80		
01/07/16	7.46	7.26	20.2		2.0	<1.80		
01/08/16	7.40	7.26	20.0		<1.8	<1.80		
01/09/16	6.99	7.38	20.1		<1.8	<1.80		
01/10/16	7.14	7.46	20.7		<1.8	<1.80		
01/11/16	6.91	7.48	20.4	<0.10	<1.8	<1.80		
01/12/16	7.48	7.43	20.1		2.0	<1.80		
01/13/16	7.87	7.43	20.2		2.0	<1.80		
01/14/16	7.81	7.30	20.4		<1.8	<1.80		
01/15/16	7.61	7.32	20.9		<1.8	<1.80		
01/16/16	7.56	7.55	20.8		<1.8	<1.80		
01/17/16	7.42	7.37	20.8		<1.8	<1.80		
01/18/16	7.45	7.27	21.1	<0.10	2.00	<1.80		
01/19/16	7.63	7.25	21.4		1.8	<1.80		
01/20/16	7.79	7.40	21.6		<1.8	<1.80		
01/21/16	7.63	7.41	21.3		<1.8	<1.80		
01/22/16	6.88	7.38	21.1		<1.8	<1.80		
01/23/16	7.63	7.34	21.0		<1.8	<1.80		
01/24/16	7.68	7.32	20.8		<1.8	<1.80		
01/25/16	7.48	7.25	20.9	<0.10	2.0	<1.80		
01/26/16	7.14	7.33	20.7		<1.8	<1.80		
01/27/16	7.74	7.35	20.1		<1.8	<1.80		
01/28/16	7.43	7.27	20.3		<1.8	<1.80		
01/29/16	7.72	7.33	20.9		<1.8	<1.80		
01/30/16	7.20	7.34	20.9		<1.8	<1.80		
01/31/16	6.68	7.38	21.5		<1.8	<1.80		
Minimum	6.68	7.20	19.5	<0.10	<1.8	<1.80	5.5	<2.10
Maximum	7.87	7.55	21.6	<0.10	4.5	2.00	5.5	<2.10
Average	7.42	7.34	20.7	<0.10	<1.9	<1.81	5.5	<2.10
EFF.Limits (A.M)*							4.2 pg/l	5.90 pg/l

*Average Monthly

5.2 Existing Regulatory Requirements or Standards and Pending Changes

West Yost Associates is not aware of any additional proposed changes in Federal and State water quality standards that are probable to affect the WWTP operations.

Currently, the WWTP operates under several permits. The permits that West Yost Associates reviewed are as follows:

- CRWQCB permit dated January 31, 2014, R8-2014-0010 NPDES No. CA0105295 implementation is monitored through reporting programs and other available information. The requirements were developed in compliance with relevant Water Quality Control Plan, State and Federal laws and regulations. NPDES permit requirements are based on the effluent water quality objectives, beneficial uses, implementation programs, policies that are addressed through Water Quality Control Plan for the Santa Ana River (01/24/95) in compliance with Federal CWA and CFR, USEPA, SWB and CWC regulations.
- The South Coast Air Quality Management District issued a "Permit to Operate" for the sewage treatment system, diesel powered generators at the plant (Diesel Generator No. 1 and No. 2), the plant boiler room system, and the waste gas burner assembly (digester gas flare). These permits all require an annual renew but do not have a specific expiration date indicated.

5.3 Summary of the Regulatory Compliance

5.3.1 Sampling and Analysis

Veolia's on-site Lab provides daily compliance sampling reports for influent and effluent pH and settleable matter. Sampling is prepared in compliance with NPDES permit Section VI Provisions Monitoring requirements. Test America is providing sampling analysis for all other required constituents. Lab analysis and reports are submitted with the monthly operations reports.

The compliance sampling reports are submitted to CRWQCB on a daily, semi-weekly, monthly, and/or quarterly basis. The Operator utilizes Hach WMS equipment to obtain 24-hour single composite influent samples at the bar screen and 24-hour single composite effluent samples at the after the filter unit and after the dechlorination vault.

A check of the compliance sampling reports provided with the monthly operations reports revealed that the WWTP met the monitoring requirements outlined in NPDES permit Section VI Provisions Monitoring requirements, except for the Notices of Non-Compliance elaborated in more detail in Section 5.1.3.

6.0 BILLING AND CUSTOMER SERVICES

6.1 Introduction – Billing and Customer Services Audit

Schedule K of the CA sets forth the protocols and procedures to be followed by the Concessionaire, or the Contractor of the Concessionaire (Rialto Water Services) in providing an effective billing and collections system, customer and field service, and reporting requirements. Schedule K indicates the Concessionaire is responsible for the following services:

- Computerized Billing System,
- Billing Activities,
- Collection Activities,
- Customer and Field Service,
- Customer Service Office, and
- Reporting.

West Yost reviewed each of these services with LaLisa Winfrey, Rialto Water Services' Customer Service Manager and a description of how each service has been addressed is provided below.

6.2 Computerized Billing System

According to Schedule K, Section K.3.1 of the CA, the Concessionaire will operate and utilize the Computer Billing System to complete its billing and collections obligations. In operating the Computerized Billing System, the Concessionaire will maintain appropriate internal control practices for the operation and use of a computerized billing administration system. The Concessionaire shall within six months of the effective date of the CA prepare a standard operating procedure for the utility billing and collections group.

Rialto Water Services (RWS) has provided West Yost with several standard operating procedures which include:

- Customer Service Action Plan – Updated 10/30/2015;
- Account Disconnection, Zero Consumption and Past Due Sewer Accounts SOP – Effective January 2016;
- Cash Management and Banking Procedure – Effective January 2016;
- Customer Billing and Service Disputes – Effective November 1, 2005; and,
- Utility Billing, Customer Account Management, and Collection Procedures.

The standard operating procedures were reviewed as part of this audit and are also provided in Appendix I.1 for reference.

Rialto Water Services described their billing system control practice as a pre-billing audit that is conducted to identify billing issues before bills being generated. Also, Rialto Water Services tracks billing accuracy as a specific metric to track the effectiveness of their billing practices.

Rialto Water Services indicated that they have prepared CIS Billing Software recommendations and provided a copy of the written recommendations which have been included in Appendix I.2 for reference. A summary of the recommendations include:

- Payment import feature,
- Not PCI Compliant,
- Unable to export reports into Excel,
- Billed Deposits,
- Incode Permissions,
- Inability to export a flat data file,
- Multi-line sewer removal issue, and
- Pre-billing audit reports.

Rialto Water Services reported that several recommendations had been implemented in the billing system. The improvements include the importation of payment data, ability to export data files, training for Incode report flagging, and use of the billing assistant.

6.3 Billing Activities

The Concessionaire will be responsible for providing the following billing activities:

- Issue monthly billing statements and collect all User Fees and associated taxes for all water and wastewater services;
- Ensure each monthly billing statement includes appropriate information;
- Read customer meters;
- Register and compile customer meter readings into the Computerized Billing System;
- Base billing on actual meter reads, where possible;
- Develop a program to monitor the accuracy of the meter reading process;
- Develop and implement a program to estimate consumption;
- Review the City's billing process and systems and make recommendations for improvements; and,
- Respond to reports from customers, meter readers, or others that meters are malfunctioning.

Each of these activities was reviewed by West Yost and are addressed in the following sections.

According to the information provided in the monthly Customer Service and Revenue reports, Rialto Water Services has been issuing monthly billing statements for water and wastewater services and collecting all user fees and associated taxes, including perchlorate surcharges.

Rialto Water Services provided West Yost with several samples of the monthly billing statement to verify if they included the appropriate information. These samples are provided for reference in

Appendices I.3 and I.4. The CA indicates that each billing statement shall contain the following: customer name, content, approved printed messages, due dates, and other information applicable to customer invoices. Billing statements contain the appropriate information based on our review of the billing statement samples.

Rialto Water Services has indicated that billing statements are based on actual meter reads and within 2015 only two bills were based on estimates. Customer meters are read on a weekly basis the week before the billing date. Rialto Water Services staff completes meter readings via a handheld meter reader. The meter reading data is retrieved from the handheld device and interfaced into the Computerized Billing System.

Rialto Water Services indicated they have a program in place to monitor the accuracy of meter readings. The program includes the generation of a meter read register which is reviewed to identify and flag anomalies in the meter readings. Examples of identified anomalies include abnormal readings, no reading, and zero consumption. Rialto Water Services has a dedicated bill technician who follows up on flagged anomalies typically by requesting meter rereads if needed.

Rialto Water Services reports that the Computerized Billing System has an estimate option that can be utilized to estimate consumption when actual meter reads are not possible. Estimates are based on the last meter read available. When this occurs during the meter reading service notice is communicated to the customer. A note is included on the customers' account for any meter rereads that are performed. Meter rereads completed within 48 hours or less with a maximum period of 72 hours.

Rialto Water Services indicated that they have prepared CIS Billing Software recommendations and provided a copy of the written recommendations which have been included in Appendix I.2 for reference. Rialto Water Services reported that several recommendations had been implemented in the billing system. The improvements include the importation of payment data, ability to export data files, training for Incode report flagging, and use of the billing assistant.

Rialto Water Services indicates that complaints are tracked and logged in an Excel spreadsheet. A customer service agent will follow-up with the customer on any complaint within 24-48 hours of receiving the complaint. If a complaint is specific to a meter leak or malfunctioning, a field service order request is issued to the Water Department for follow-up on the issue.

6.4 Collection Activities

The Concessionaire will be responsible for providing the following collection activities:

- Maintain and offer a variety of customer payment options;
- Develop and deliver to the City and Authority for approval revised and amended collection procedures, including responsibilities for closed accounts;
- Develop, record, and provide data to the City and the Authority related to outstanding customer accounts turned over to third party collection agencies;
- Submit reports of delinquent accounts to coordinate collection through the City's tax lien process;

- Negotiate and administer customer payment plans by agreed upon collection procedures;
- Issue shut-off notices and disconnect services by agreed upon collection procedures;
- Perform tasks to manage all aspects of both existing and new accounts with customers; and,
- Review the collection procedures and identify any improvements that may increase the collection of revenues or improve the collection rate for delinquent Accounts Receivable.

Each of these activities was reviewed by West Yost and are addressed in the following sections.

RWS currently provides a variety of customer payment options which include: cash, check, money order, credit card (Visa, MasterCard), and autopay. RWS is also planning to launch an e-check and phone payment system soon.

RWS has prepared Utility Billing, Customer Account Management, and Collection Procedures and they are included for reference in Appendix I.1. These procedures include a method for closing accounts which can be done in person or over the phone.

According to the procedures, customer accounts for both water and wastewater in which payment has not been received in thirty days or greater are turned over to a third party collection agency. Every 30 days a process is run to create a listing of customer accounts. The Customer Service monthly reports include the number of accounts and total amount transferred to bad debt but do not list outstanding accounts that have been turned over to collections. For wastewater accounts, RWS performs a secondary form of collection for accounts not able to be collected by the collection agency. If sewer accounts have not been paid in full after agency collection efforts, the account balance is added to the customer's property tax bill. RWS generates a tax lien list which is reviewed and approved by the City Council before being sent to the County. RWS also uses a third party contractor, Willdan to validate the customer file with the tax lien list and coordinate with current property owners.

RWS offers customers up to three payment extensions per calendar year. The payment extension extends a customers' due date by one week. RWS is also offering customers extended payment plans.

RWS issues a yellow notice, or second bill, two days after the due date when the payment due date has not received payments. The second bill has a due date of 10 days after the issuance. If payment has not been received by the due date, a disconnection warning notice is processed the day after the due date. The notice gives a due date of 5 days after issuance. If payment has not been received by the notice due date, a red tag is generated, and the service is disconnected.

RWS is currently performing tasks to set-up new customer accounts and manage existing customer accounts.

The monthly Customer Service reports identify improvements to the collections process which include:

- Final accounts will be sent to collections if final payment has not been received 30 days from the date of disconnection.

- Field service staff now provide a daily report to Customer Service identifying all accounts that have been disconnected for nonpayment. A daily status is also provided on any account that could not be disconnected for mechanical or access reasons.
- The disconnection process has been streamlined by utilizing automation. Field staff can check their email accounts via a laptop to allow them to verify if an account has been paid before being disconnected.
- Field service staff check each of the locations that remain disconnected for non-payment to ensure that service has not been reconnected illegally by the resident. If this occurs, a service order is issued to have the meter pulled, and the account is noted.

6.5 Customer and Field Service

The Concessionaire will be responsible for providing the following customer and field services:

- Perform applicable customer service functions related to new service requests for customer connections.
- Receive and respond to customer inquiries and complaints both in person and over the phone including the following:
  - Water and wastewater bills
  - Malfunctioning or inaccurate meters
  - Meter readings
  - Water pressure
  - Blockage of water and wastewater pipes
  - Leakage and damaged pipes
- Receive and respond to requests related to:
  - A change in meter location
  - A change in customer accounts information
  - Cancellation by Customers

Each of these services was reviewed by West Yost and are addressed in the following sections.

To set up a new utility account, the customer can either come into the customer service office in person, call in, or fax required information. To setup a new residential account, the customer must provide the service address, a valid identification card, and the last four digits of the social security number. A valid identification card is required to set-up a commercial account proof of ownership, a lease or rental agreement, business license, Articles of Incorporation, and federal tax id. New service requests are connected on the following business day or the same day for an additional fee.

Veolia provided a Customer Service Action Plan, updated in October 2015, which provides a Customer Service Charter to follow for customer inquiries or complaints. The Customer Service Action Plan is included as Appendix I.5 for reference. The Plan indicates that customers can contact RWS by phone, letter, or by visiting the office. The office provides two locked boxes where customers can leave anonymous feedback on a form provided by Rialto Water Services on the service they have received, both in English and Spanish. A copy of the RWS form provided is

included in Appendix I.6 for reference. The Customer Service Supervisor checks these boxes every other day, reviews the feedback, and will follow-up with customers who include their contact information.

There is also a 24-hour emergency phone number which is picked up by an answering service and forwards emergency calls to on-call field staff and customer service staff for follow-up. The emergency phone number has options for reporting a water violation, water leaks, and wastewater blockages in both English and Spanish. Customer complaints about meters, water pressure, will require a service order to be generated for field staff to follow-up.

RWS will coordinate service cancellations for customers with a cancellation request form. A cancellation request can be made either in person or by phone. Only customers listed on the account can close the account. The account closing is verified with the last four digits of the social security number which is provided when the account is opened. The request form includes forwarding information for final billing.

6.6 Customer Service Office

According to the CA, the Concessionaire will manage, operate, and maintain a customer service office within the City of Rialto to handle any customer inquiries and payments.

The Concessionaire, Rialto Water Services, has opened a customer service office within the City of Rialto located at 437 N. Riverside. The customer service office is open from 8 am to 5 pm Monday through Friday. RWS opened this office in May 2014.

6.6.1 Call Center

The December 2015 Customer Service monthly report provided the matrices of telephone services within the Veolia customer services as indicated below:

> *"**Call Center Metrics***
>
> *The Call Center Queue (CSQ) received 6,110 calls during the month of December, a 31% increase in call volume when compared to the previous month. Year to date total calls were 64,939, which reflects 14% increase when compared to 2014.*
>
> *The total number of abandoned calls for the month was 1,381 or 22.6% of the total incoming calls offered. The average speed of answer was four minutes and thirty-three seconds. The total number of calls answered by agents was 4,379 or 71.7%.*
>
> *The Telephone Service Factor (TSF) for the month was 24.2%, which does not meet the stated objective of 80% of the calls answered within 30 seconds or less. Increased call volumes and a high percentage of customers requesting agent payment assistance are reasons as to why the call center metrics are not being met. Technology, such as an IVR, and internal process changes are being put in place to address this need."*

Based on December 2015 Customer Service Report, the Operator's customer service has room for improvement. The percentage of calls answered was 71.7%. The reported percentage is below the desired goal of 80% or more. The 22.6% call abandonment rate was higher than the goal of 5% or less. The overall percentage of answered calls is 71.7% which is less than the 80% goal. Therefore, The Operator's customer services is working on improving Call center. However, actual metrics have consistently not met stated goals. Further effort needs to be invested in improving response time and call center response percentages to meet goals.

7.0 STATEMENT OF DEFICIENCIES

In the course of our Tri-Annual Inspection West Yost identified some deficiencies that are summarized below:

FIP Implementation of S1 Project: S1 should be brought to the original schedule, and full compensation should be credited to the City for time lapses and delays beyond the original CA schedule.

Asset Management: Veolia should improve the functionality of asset management CMMS program by including technical specifications for all assets, process elements and rectify other noted deficient items as indicated in Section 5.6.1.

TDS, Nitrate, Cyanide and Chloride Regulatory Compliance: West Yost strongly recommends that at the appropriate time, the City seek qualified technical and/or regulatory expertise to address TDS, Nitrate, Cyanide and Chloride regulatory compliance issues to assure that the solution to this matter adequately serves both the general public's and the City's public interests without undue financial hardship to the City's wastewater customers.

Veolia should provide following reports for the review and processing:

- Comprehensive Spill Management Plan, Emergency Response Plan and Storm Water Pollution Prevention (SWPPP) Plan updates
- OSHA Compliance Program CA Article V (m)

Comprehensive Spill Management Plan, Emergency Response Plan, and Storm Water Management Plan (CSM & SWPPP 2012): West Yost Associates recommends that Comprehensive Spill Management Plan, Emergency Response Plan, and Storm Water Management Plan be updated and that the update date and the signature of the authorized representative of party responsible be included in the document and the document be updated, only as needed, annually The intent of the Stormwater Pollution Prevention Program was to contain the stormwater within the site boundaries and provide an adequate level of treatment at the WWTP. However, deficiencies were identified during the field visit, and the full level of intended service was not confirmed. West Yost Associates recommends that the WWTP Stormwater Pollution Prevention Plan be prepared and certified by the City as required and after that be updated annually only as needed to address identified deficiencies or other appropriate mitigation offered for consideration.

OSHA Compliance Program - CA Article V (m): West Yost Associates recommends that the OSHA Compliance Program be provided for review, updated and recertified by the City as required, and after that be updated annually only as needed. Concessionaire shall be responsible for adopting and implementing an OSHA compliance program for all personnel employed by Concessionaire who will be involved with the operation and maintenance of the Wastewater Facility. Essential elements of any OSHA program will include regularly scheduled safety training sessions for all plant personnel, standard operating procedures for chemical handling, and emergency response, and the care and use of proper safety equipment. All personnel involved in the operation and maintenance of the Wastewater Facility shall receive the complete training program and have an annual refresher course as required by OSHA.

Veolia provided 2014 and 2015 annual reports with the OSHA compliance program outline. CA requires OSHA Compliance Program submittals for review. The annual update should include, at a minimum, the section that validates that relevant contact names and phone numbers are current on the date recorded for that update.

General Housekeeping:

- Distribution box ahead of the Contact Chamber and bypass valves in Plant 3 and 4 are frozen in their position because of failure or lack of maintenance;
- Guard rails and concrete embedment of guard rail posts in some instances are deteriorated and in need of replacement;
- Concrete spalling;
- Secondary settler algae cleaning;
- Disinfection contact chamber algae growth;
- Valve malfunction at various site locations;
- Gate malfunction at various site locations;
- Pump failure or lack of required capacity;
- SCADA issues, integration issues field instrument failure;
- Electrical backup issues, MCC issues, cable and conduit issues;
- Corrosion issues at Tertiary Treatment;
- Air system piping repairs to address leaks.
- And housekeeping and maintenance.

Flare Operation: ADG anaerobic digester gas production is significantly reduced due to the reduced solids production. The new flare is operated at the low or below low capacity threshold. At that level of operation, the flare is consuming natural gas to maintain required process parameters. The natural gas consumption at the flare should be closely monitored and optimized.

Provide Influent Flow Meter Drawings: The Operator reported that the influent flow meter was replaced earlier 2016. The Operator should provide record drawings, a calibration report, inspection documentation and commissioning report for the influent flow meter replacement operation.

Provide Grit Removal Records: For the record, purposes provide a grit removal practices summary.

WWTP lab certification: Provide valid certification with a valid expiration date for the WWTP lab.

Customer Services Call Center Response Time: Improve telephone call response time and percentage of returned calls to meet goals.

Below is a list of Public Domain Publications Outlining Typical Sewer System Inspection Procedures:

1. USEPA WWTP Compliance Inspections Report, 2012
2. Sewer Master Plan, 2013 SAIC
3. Sewer System Certification Report, 2016 Wastewater Management County of Fairfax Virginia, Department of Public Works and Environmental Services

APPENDIX A

Final Asset Management Document Review Observations

Item Number	Requirements	Schedule	Section	Compliance	Comments
1.	CA Agreement.	CA	All	Non-Compliant	A project plan to enact all provisions of the CA agreement based on industry best practices is not submitted
2.	Baseline Facility Record for WW and Water	Article III	3.7	Compliant contingent on review for all years	The documentation of the files is very erratic as noted below. Very confusing to follow due to the title errors and there does not appear to be any updates done to them based on the details shown below. 1. Veolia 5.2.16 subfolder sewer has BFR for both water and sewer though it is titled as Sewer. 2. Veolia 5.2.16 subfolder water has BFR for both water and sewer though it is titled as Water. 3. BFR 2013 shows • WW list having 1461 lines • Water list having 287 lines 4. BFR 2014 shows • WW list having 1486 lines • Water list having 287 lines 5. BFR 2016 shows • A total list which includes both water and wastewater having 1879 lines produced on 022616. The file, however, is labeled as sewer BFR. 6. Did not receive Modification document indicating changes in BFR for 2013, 2014, 2016. Received only 2015 changes in BFR. 7. 2015 BFR was the only one that was color coded to indicate year to year changes. However, it was not completely accurate. 8. Replacement costs are wildly inaccurate based on actual replacement costs provided in the OR&R reports. 9. Assets in 2014 BFR were not updated based on OR&R report.
3.	**Staffing** with qualified personnel who meet certification requirements of the State as may be required	Article V and Schedule A3	5.1b and A3.6	Non-Compliant – 2013, 2014 and 2015 Compliant - 2016	1. Does this reflect what was in force since 2013 until March 2016? This chart was produced after March 16, 2016. 2. Ensley Howell is shown twice. 3. No organization chart depicting positions and personnel submitted until 2016. 4. Found an organization chart hidden within the 2014 O&M plan submittal. But these were not submitted separately as part of the Article V requirement.
4.	**Maintenance, Repair and Replacements** done in accordance with Prudent Industry Practices	Article V and XI	5.1e and 11.1e	Non-compliant	1. No maintenance activity reports were submitted from 2013 on for review.
5.	**Records and Reports**. Contractor shall compile and maintain (utilizing, in part, a CMMS) those records specified in Schedule A.6, and shall submit to the Concessionaire a monthly operation and maintenance report, monthly complaint log, and an annual report as set forth in Schedule A.6.	Article V and XI	5.1r and 11.1n	Non-compliant – Submitted reports are not in compliance as far as content is concerned (KPI and backflow testing)	Reviewed the latest monthly report submitted. The reviewed Monthly reports are not accurate in their details. The KPI reporting and the maintenance activities reporting are not accurate in their details. The backflow testing results need to be expanded to be clear in their details.
6.	**Maintenance program activity** - Contractor will implement a comprehensive program of preventive, predictive, and condition based Maintenance for submission for review and approval by the Concessionaire, which approval will not be unreasonably withheld. This Maintenance activity will be integrated into the overall asset management approach designed to protect the Water and Wastewater Facility	Article V and XI, Schedule A5 and B5	5.1(u) and11.1s4, A5.4 and B5.4	Non-compliant- based on our understanding that a program has not been submitted for review to the concessionaire.	1. Condition assessments have not been provided for 2014, 2015, 2016. 2. 2013 condition assessment was incomplete. 3. Access has been granted to review data within OWAM to substantiate the maintenance program activity. 4. InfoNet still pending review.

Item Number	Requirements	Schedule	Section	Compliance	Comments
7.	**Water and Wastewater Asset Investment Strategy** - Following the Effective Date, the Authority, the Concessionaire and Contractor shall jointly develop an asset investment strategy for the Water and Wastewater Facility which outlines categorical priorities such as water quality, reliability, customer service, and efficiency ("Water and Wastewater Asset Investment Strategy"). The Water and Wastewater Asset Investment Strategy shall be used in the development of the Water and Wastewater Operating Repair and Replacement Priority List, the Water and Wastewater Facility Capital Plan, and future master plans for the Water and Wastewater Facility. The Water and Wastewater Asset Investment Strategy shall be updated annually in a cooperative effort by the Authority, the Concessionaire and, if directed to participate by Concessionaire, the Contractor.	Article V and XI	5.1v(iii) and 11.1s(iii)	Non-compliant- See comments and notes for future recommendations	1. 2013, 2014, 2016 documents are identical. 2. 2015 asset investment strategy not found. 3. The title of these reports submitted for 2013 and 2014 are combined for both Water and Wastewater. The strategy needs to be unique for water and wastewater and cannot be combined. 4. The content of this report is a generic basic theoretical narrative. 5. Specific data related to the process for asset investment strategy was not used.
8.	**Asset Evaluation** - The results of the asset evaluation, in conjunction with the master plan and asset management principles, shall be used by Contractor to help prioritize Operating Repairs and Operating Replacements and support Concessionaire in recommending Water and Wastewater Facility Capital Projects to the Authority.	Article V and XI	5.1v(iv) and 11.1 s(iv)	Non-compliant- [priority list was not provided] 2013, 2014 and 2015 In compliance - 2016	No condition assessments have been submitted except for 2013 which was incomplete. For 2013, 2014 and 2015 submittals of OR&R and Capital Plans prepared later than the required dates; Asset evaluation was not used to prioritize as there were no Capital projects selected for 2013, 2014, and 2015 submittals nor did they select appropriate process related projects for OR&R in 2013, and 2014 For the 2016 submittals of OR&R and Capital Plans prepared by the end of December 2015, asset evaluation was utilized to prioritize and select appropriate Capital and OR&R projects
9.	**Operating Repair & Operating Replacement Prioritization**. Following the Effective Date, the Contractor will prepare a prioritized list of expected Operating Repairs and Operating Replacements for the Water and Wastewater Facility (the "Water and Wastewater Operating Repair & Replacement Priority List") for Concessionaire's review and submission to the Authority. The initial Water and Wastewater Operating Repair & Replacement Priority List shall be based on the Water and Wastewater Baseline Facility Record, the Water and Wastewater Asset Investment Strategy, and asset management principles such as risk level, asset evaluation posed by asset failure or malfunction, acceptable and defined level of service, asset data available and what can be reasonably obtained. Regardless of updates to the Water and Wastewater Operating Repair & Replacement Priority List during a Contract Year, the Water, and Wastewater Operating Repair & Replacement Priority List shall be updated at least annually by the Contractor and reviewed jointly by the Authority, the Concessionaire, and Contractor prior to the start of each Contract Year.	Article V and XI	5.1v(v)B and 11.1 s(v) B	Non-compliant- 2013,2014, 2015 In compliance - 2016	A priority list was never produced until December 2015 when one was produced for the 2016 submittal by the Rialto local team.
10.	**The Water and Wastewater Operating Repair & Replacement** - Priority List shall delineate Operating Repairs and Operating Replacements that are planned and budgeted ("Planned and Budgeted Water and Wastewater Operating R&R") to occur in the following Contract Year, as well as the subsequent two years.	Article V and XI	5.1v(v) and 11.1 s(v)	Non-compliant- 2014, 2015 Submitted for 2016	1. The 2014 and 2015 submittals were for both water and wastewater combined. This needs to be separated for water and wastewater. 2. No Priority Lists submitted for 2014 and 2015 submitted along with these to show how the projects were selected. 3. 2015 was never submitted in an approved form as they were grossly inadequate. 4. 2016 was submitted in an approved form

Item Number	Requirements	Schedule	Section	Compliance	Comments
					5. 2014- 2015: The sections noted as the level of service expectations, criticality, condition assessment and useful life are mere repeats of these sections addressed in “Asset Investment Strategy”. 6. 2014 – 2015: The contents fall far short on what the contents of these sections ought to describe for the project specific site. 7. There are several projects shown as completed in 2014 are clearly not OR&R projects. 8. The following equipment included in both 2014 and 2015 submittals are not process related and should not have been part of the submitted OR&R plan. • Shoring equipment is shown as $10,000. • All fences and gates are shown as $10,000. • A spectrophotometer is shown as $10,000. • Sniffer is shown as $10,000. • Tripod is shown as $10,000 • Golf Carts are shown as $10,000 • Trailer is shown as $15,000 9. The Costs are taken from the BFR replacement cost column, which is wildly inaccurate 10. Of the 19 projects identified in OR&R Plan 2014, there are 6 projects that are non-process related and should not have been part of the OR&R Plan shown for the year 2014. 11. Of the 16 projects identified in OR&R Plan 2014, there are 10 projects that are non-process related and should not have been part of the OR&R Plan shown for the year 2015. 12. Of the 16 projects identified in OR&R Plan 2014, there are 4 projects that are non-process related and should not have been part of the OR&R Plan shown for the year 2016. 13. Of the 18 projects identified in OR&R Plan 2014, there are 7 projects that are non-process related and should not have been part of the OR&R Plan shown for the year 2017. 14. Of the 12 projects identified in OR&R Plan 2014, there are 6 projects that are non-process related and should not have been part of the OR&R Plan shown for the year 2018. 15. There are projects shown to be completed in 2014 that are not clearly OR&R projects. These are i. OR&R projects. • Spectrophotometer $6,500 • Pump 1 and 3 Metering $ 8,800 • Golf Cart $ 3,800 • Analyzer $10,000 • Panel, View $8,000 • Pump 1, Ferrous Chloride $ 7,000 • Meter $2,800 • Meter Flow Paddle 12” $1,000 • Valve, CLA-Val 10” $4,600 • Valve, CLA-VAL 8” $2,600 16. Of the 16 projects identified in OR&R Plan 2015, there are 8 projects that are non-process related and should not have been part of the OR&R Plan shown for the year 2015. 17. Of the 19 projects identified in OR&R Plan 2015, there are 7 projects that are non-process related and should not have been part of the OR&R Plan shown for the year 2016. 18. Of the 14 projects identified in OR&R Plan 2015, there are 6 projects that are non-process related and should not have been part of the OR&R Plan shown for the year 2017.

Item Number	Requirements	Schedule	Section	Compliance	Comments
					19. Of the 14 projects identified in OR&R Plan 2015, there are 3 projects that are non-process related and should not have been part of the OR&R Plan shown for the year 2018.
11.	**Capital Plan** - Contract Year, Contractor shall prepare and provide to the Concessionaire for Concessionaire's review and submission to the Authority a report that recommends Water and Wastewater Facility Capital Projects over the course of a five (5) year period of time commencing with the Effective Date (the "Water and Wastewater Facility Capital Plan").	Article V and XI	5.1v(vi) and 11.1 s(vi)	Non-compliant- 2014, 2015 In compliance - 2016	1. 2014, and 2015 submittals are for both water and wastewater combined. This needs to be separated for water and wastewater individually. 2. No Priority Lists for 2014 and 2015 were submitted along with these to show how the projects were selected. 3. The sections noted as the level of service expectations, criticality, condition assessment and useful life are mere repeats of these sections addressed in "Asset Investment Strategy." 4. The contents fall far short on what the contents of these sections ought to describe for the project specific site. 5. There are no Capital Projects as called for in this Article, mentioned in the report. 6. Hence there was no Capital Plan delivered for years 2014 and 2015, and they are identical with mention of FIP only.
12.	**Performance Goals -** Maximize the operational efficiency, reliability and available capacity of the Water and Wastewater Facility; Preserve the condition and expected a useful life of the Water and Wastewater Facility, less normal wear and tear.	Article VII and XIII	7.1d and 13.1 d	Non-compliant- did not produce report identifying how to conserve condition and useful life of facility	There are no reports submitted that address the measures stated in this article.
13.	**Flow Meter Testing** - A) Contractor shall monitor the operation of the Wastewater Facility and shall sample and analyze the chemical content, physical properties, volume and flow rate of Influent entering the Wastewater Facility and Effluent discharged from the Wastewater Facility, in accordance with the Existing Wastewater Monitoring Requirements and in accordance with all Applicable Law and Governmental Approvals. The accuracy of all Wastewater Monitoring Equipment used to measure flow volumes shall be verified and calibrated in accordance with Prudent Industry Practices. B) Contractor shall monitor the operation of the Water Facility and shall sample and analyze in accordance with the Existing Water Monitoring Requirements and in accordance with all Applicable Law and Governmental Approvals.	Article VII and XIII	7.3 and 13.3	Compliant	Flow Meter Testing: The produced Testing Program states that all in-line water monitoring flow meters related to the water distribution system have been cataloged in the CMMS and have an annual inspection and calibration PM Tasks. No test results were submitted for review. Flow Meter Testing Program produced is a part reproduction of the CA sections, and some write up explaining what they would do to satisfy the CA, but no testing results are produced for any year.
14.	**Exercise valves** at the Water and Wastewater Facility in accordance with Prudent Industry Practices.	Schedule A3 and B3	A3.2.18 and B3.2.18	Non-compliant	1. Gate Valve Exercise Program is just a SOP. No reports were provided to indicate what valves were exercised from year 1. The sanitary survey states that valve exercising was started in 2013. The number of valves shown as done is 300 valves in 2013. 150 are shown as done in 2014.
15.	**Lubrication Program** - Conduct a routine lubrication program including greasing and oiling as more particularly specified in a lubrication schedule to be prepared by Contractor and reviewed and approved by Concessionaire, which approval will not be unreasonably withheld.	Schedule A3 and B3	A3.2.19 and B3.2.19	Partially compliant- explanation is missing	1. Included a PM and PdM Program outlining the CA sections and a list of PM's for both water and wastewater which include lubrication PM's. 2. Information regarding lubrication schedules is provided in OWAM. 3. However, there is no write-up to explain the lubrication program.
16.	**Trends** - Contractor will utilize CMMS to record and trend information related to Maintenance of the Water and Wastewater Facility.	Schedule A3 and B3	A3.4 and B3.4	Non-compliant	No trending reports of various indices were submitted.
17.	**Maintenance Program Activity: Vibration Analysis** - Maintenance program activity - vibration analysis, etc. with signature charts	Schedule A5 and B5	A5.4 and B5.4	Non-compliant	They have not produced any files showing the signature or trends, • -Vibration charts were produced as part of annual report appendices for 2014 only.

Item Number	Requirements	Schedule	Section	Compliance	Comments
18.	**Maintenance Program Activity: Inventory Control** - As part of the overall asset management and Maintenance program, Contractor will be responsible for equipment and parts procurement, and inventory control and will regularly review parts availability for critical equipment. Reorder points and quantities will be evaluated based on equipment Repair or Replacement requirements; parts reorder lead time, and Repair or Replacement history. Provide sufficient parts and supplies to perform the services	Article V and Schedule A5 and B5	5.1h, A5.4 and B5.4	Non-compliant	
19.	**Maintenance quality standards. Performance scores**	Schedule A5 and B5	A5.5 and B5.5	Non-compliant	No maintenance quality standards or performance scores have been produced. 1. Insufficient performance measures are in use. KPI shows grossly inadequate 2. Metrics.
20.	An annual written report **("Annual Report")**, fifty (50) days after the end of each year	Schedule A6	2013, 2014, 2015 in compliance with delays	In compliance	Comments provided in separate document to the operator
21	**Backflow Testing** Report			Non-compliant	1. The document submitted is a Standard Operating Procedure, not a report. 2. Backflow testing reports for 2013, 2014, 2015 were not provided. SOP summary was provided. 3. Backflow test results provided for 2016 only.
22.	**Asset List –** The asset management records will include all asset management reports as set forth in this schedule, as well as a complete register of all equipment used at the Water Facility, maintained within Concessionaire's computerized maintenance management system.	Schedule A6	A.6.3	Non-compliant	West Yost associates conducted a random asset search in the OWAM system and based on the sample data it was found that the asset list is incomplete.

APPENDIX B

The City of Rialto Tri-Annual Water and Sewer Infrastructure Review Plan
DRAFT

Plan of Review

City of Rialto Infrastructure System

Tri-Annual Inspections

Dated: January 2016

Prepared by: West Yost Associates.

WEST YOST
ASSOCIATES
Consulting Engineers

Tri-Annual Inspections Plan of Review

PURPOSE OF THE REVIEW PLAN

The purpose of the Review Plan (the "Plan") is to provide agreement on a protocol for the Term Extension Performance Review as provided for in the service agreement and as may have been modified by West Yost scope. The objectives of the review are to verify that Veolia West Operating Services, Inc. (the "Company") has met the Technical, Facility, Legal and Financial compliance requirements in the service agreement related to consulting services, operations, maintenance, renewal and replacements, spare parts and other compliance requirements.

POINTS OF CONTACT

The review team shall consist of representatives of the City of Rialto (the "Owner"), Veolia (the "Company"), and West Yost Associates, (the "Reviewer"). Each of these entities shall identify primary contacts for overall coordination, information and document flow, and other logistics. The name, title, address, telephone number, fax number, and e-mail address for each such primary contact is listed as follows:

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REVIEW SCOPE

The review has been developed based on the terms and conditions of the concession Agreement:

Tri-Annual Inspections: Water Facility (CIP quote)

Commencing upon the third (3rd) anniversary of the effective Date, and every a third (3rd) year thereafter during the term, the Authority shall perform a full-scale inspection and review of the state of repair, working condition and performance the capability of the Water Facility, including testing of equipment to determine its physical and operational conditions, and inspection of the general status of repairs of all equipment and structures, grounds, utility lines, spare parts, inventories, and operation, maintenance, repair and replacement records. Such inspection and review shall be performed by or on behalf of the Authority, at the Authority's expense and shall take place at such time as the Authority shall determine upon three (3) months' written notice to the Concessionaire. The principal purpose of the inspection and review shall be to permit the Authority to ascertain on a comprehensive and focused basis the extent to which the Water Facility is properly maintained, repaired and replaced in accordance with this Agreement. The inspection shall include a concurrent review of all relevant data, records, and reports. The Concessionaire shall cooperate fully with the inspections, which shall not interfere unreasonably with the Concessionaire's performance of the Services. Without limiting the foregoing, Concessionaire may elect, in its sole discretion and at its sole expense, to have performed on its behalf an inspection and review as described in this paragraph by an Independent Engineer appointed by Concessionaire in its sole discretion.

Based on the annual operations and maintenance reports submitted by the Concessionaire or the annual or periodic inspections and reviews conducted pursuant to this Section 11.1(r) or any unscheduled inspection provided for herein, the Authority may submit a statement to the Concessionaire detailing any deficiencies found and requiring the Concessionaire to submit a plan of remediation. Deficiencies identified by the Authority shall be limited to (1) structures which fail to meet structural integrity and functionality ratings of 3 or greater, as defined in Schedule J, and (2) items that, if not addressed, could directly affect the performance of the Water Facility and are vital to the successful operation of the Water Facility in accordance with Prudent Industry Practices.

The remediation plan shall be sufficient to reasonably demonstrate that, if implemented, the Water Facility will be promptly brought into compliance with the requirements of this Agreement. If the Authority accepts the remediation plan, the Concessionaire shall thereupon correct all material deficiencies noted in accordance therewith. Any disputes with respect to the findings of any inspection conducted by the Authority or the performance of the remediation plan shall be resolved in accordance with Article XXV. The Concessionaire acknowledges that the Authority's inspection rights pursuant to this Section 11.1(r) are intended solely for the informational purposes of the Authority to monitor the Concessionaire's compliance with its obligations under this Agreement and agrees that neither inspection by the Authority pursuant to this Section 11.1(r), nor any failure of the Authority to inspect the Water Facility in accordance with this Section 11.1(r), shall serve to transfer the maintenance, repair and replacement responsibility under this Agreement from the Concessionaire to the Authority or to limit or otherwise affect the Concessionaire's full responsibility for the Maintenance, Repair and Replacement of the Water Facility in accordance with this Agreement.

Tri-Annual Inspections: Wastewater Facility

Commencing upon the third (3rd) anniversary of the Effective Date, and every a third (3rd) year thereafter during the Term, the Authority shall perform a full-scale inspection and review of the state of repair, working condition and performance the capability of the Wastewater Facility, including testing of equipment to determine its physical and operational conditions, and inspection of the general status of repairs of all equipment and structures, grounds, utility lines, spare parts, inventories, and operation, maintenance, repair and replacement records. Such inspection and review shall be performed by or on behalf of the Authority, at the Authority's expense, and shall take place at such time as the Authority shall determine upon three (3) months' written notice to the Concessionaire. The principal purpose of the inspection and review shall be to permit the Authority to ascertain on a comprehensive and focused basis the extent to which the Wastewater Facility is properly maintained, repaired and replaced in accordance with this Agreement. The inspection shall include a concurrent review of all relevant data, records, and reports. The Concessionaire shall cooperate fully with the inspections, which shall not interfere unreasonably with the Concessionaire's performance of the Services. Without limiting the foregoing, Concessionaire may elect, in its sole discretion and at its sole expense, to have performed on its behalf an inspection and review as described in this paragraph by an Independent Engineer appointed by Concessionaire in its sole discretion.

Based on the annual operations and maintenance reports submitted by Concessionaire or the annual or periodic inspections and reviews conducted pursuant to this Section 5.1(u) or any unscheduled inspection provided for herein, the Authority may submit a statement to the Concessionaire detailing any deficiencies found and requiring the Concessionaire to submit a plan of remediation. Deficiencies identified by the Authority shall be limited to (1) structures which fail to meet structural integrity and functionality ratings of 3 or greater, as defined in Schedule J, and (2) items that, if not addressed, could directly affect the performance of the Wastewater Facility and are vital to the successful operation of the Wastewater Facility in accordance with Prudent Industry Practices. The remediation plan shall be sufficient to reasonably demonstrate that, if implemented, the Wastewater Facility will be promptly brought into compliance with the requirements of this Agreement. If the Authority accepts the remediation plan the Concessionaire shall thereupon correct all material deficiencies noted in accordance therewith. Any disputes with respect to the findings of any inspection conducted by the Authority or the performance of the remediation plan shall be resolved in accordance with Article XXV. The Concessionaire acknowledges that the Authority's inspection rights pursuant to this Section 5.1(u) are intended solely for the informational purposes of the Authority to monitor the Concessionaire's compliance with its obligations under this Agreement and agrees that no inspection by the Authority pursuant to this Section 5.1(u), nor any failure of the Authority to inspect the Wastewater Facility in accordance with this Section 5.1(u), shall serve to transfer the maintenance, repair, and replacement responsibility under this Agreement from the Concessionaire to the Authority or to limit or otherwise affect the Concessionaire's full responsibility for the Maintenance, Repair and 0 replacement of the Wastewater Facility in accordance with this Agreement. The review developed based on the terms and conditions of the concession Agreement will include following tasks:

- Records review;
- Site and facilities inspection;
- Regulatory compliance review;

- O&M personnel interviews;
- Major equipment renewal and replacement activities review;
- Spare parts inventories and records inspection;
- Review of insurance documentation, laboratory certifications, business license;

West Yost Associates shall:

1. Inspect the visible and readily accessible facilities to identify the physical and operational condition and the general state of repair of buildings, structures, pavements, grounds, and process systems, major equipment, and utility lines. For the purpose of the review, major equipment shall be defined as those components with a replacement value of $15,000 or more and shall include the treatment plant and the five pump stations.
2. Review the age and condition of existing major equipment and facilities based on visual assessment, input from the Company's operational staff, SCADA data and information in the Company's Computerized Maintenance Management System (the "CMMS").
3. Review spare parts inventories versus the requirements for spare parts stated in the CMMS.
4. Review operations and maintenance record including laboratory records. For the purpose of the review, SCADA data will serve as the primary source of operational data and the CMMS will be used as the primary source of maintenance records. The Reviewer has assumed that the Company will provide specific reports from the SCADA System and CMMS if required to verify equipment performance, operability, and repair status.
5. Review any record drawings and O&M Manual the Company is responsible for updating under the service agreement.
6. The Reviewer will perform a check of the following laboratory data: NELAP and/or CADPH certifications for analysis of drinking water constituents, Chain of Custody Records, raw sewage data, effluent data and daily maintenance & calibration logs and related contractual reporting requirements.
7. Review regulatory monitoring and compliance records including submitted monitoring reports and operations records. The Reviewer will perform a spot check of other regulatory compliance monitoring data or correspondence.
8. Review sludge disposal activities and service agreement quantity requirements.
9. Review monthly chemical and electricity usage and records and compare to the Company's performance requirements for these commodities. No annual financial settlement activities will be performed during this review.
10. Review major equipment renewal and replacement activities developed pursuant to the service agreement or Prudent Industry Practices.

11. Based on inspections, assess the current condition of existing major equipment and whether the current condition is consistent with the maintenance and upkeep requirements of the service agreement and expected normal wear and tear.
12. Collect and summarize O& M cost data Veolia's O&M of the facility and for six comparable wastewater treatment plants and collection systems. Compare and contrast O&M costs.

REVIEW PROCESS

The review process shall consist of the following steps:

1. The review will be conducted by the Reviewer per the Plan.
2. It is anticipated that the on-site portion of the Review shall be up to 3 working days in duration, commencing on Monday of a work week and ending during the same work week. Follow-up site visits by Reviewer's personnel may be scheduled as needed to complete the performance review. The Company shall make appropriate personnel and records available to the Reviewer throughout the duration of the site visit, arrange for on-site workspace for up to 3 of the Reviewer's personnel, and provide access to an on-site copy machine. To the extent feasible, the Reviewer shall endeavor to minimize the inconvenience to the Company during this site visit by consolidating requests for interviewing Company personnel into discrete meetings.
3. A de-brief meeting with the Owner and Company will be held at the conclusion of the on-site portion of the review.
4. The process will incorporate discussions with plant operations, maintenance, and management personnel where necessary to clarify information.
5. Reviewer shall have access to all records, operations and maintenance manuals, operating plans, renewal and replacement plans, SCADA systems and data, plant facilities, and spare parts storage facilities to which the Owner has access pursuant to the Amended and Restated Service Agreement (O&M) between the Owner and the Company (the "Service Agreement"). The Company shall provide access to all records and facilities as requested by Reviewer as described above.
6. The Reviewer shall prepare an initial data request. To make the process more efficient, the data request shall differentiate between records required before a site visit and those that will be reviewed during the site visit. The records required prior to the site visit shall be provided to the Reviewer a minimum of 5 working days in advance of the site visit.
7. Once the Reviewer receives the records required prior to the site visit, the Reviewer shall contact the Company to schedule the site visit for the review.
8. The Company shall use all reasonable commercial efforts to respond to any additional requests for documentation or information resulting from the site visit for the review within 3 working days of the receipt of such request.

DRAFT REVIEW REPORT

The Reviewer will prepare a Draft Review Report documenting the findings of the Review. The Draft Review Report will include all findings, deficiencies, and recommendations of the Reviewer.

Two copies and an electronic (PDF) copy of the Draft Review Report will be delivered to both the Owner and Company for review. Both the Owner and Company will submit one set each of written comments to the Reviewer within five business (5) days of receipt of the Draft Review Report. The Reviewer will make corrections to incorrect material facts or errors in the Draft Review Report. Following receipt of comments and distribution to both parties, a review teleconference will be held.

If agreement cannot be reached between Owner and Company as to the appraised condition of items or statements on contract compliance with the Service Agreement, the Reviewer will make the final decision, provided that such decision is not in conflict with any express provision of the Service Agreement; and provided further that the Reviewer shall have no authority to render a binding decision as to the interpretation of any provision of the Service Agreement. If the Reviewer's decision is based on an interpretation of any provision of the Service Agreement (as opposed to an appraisal of the condition of items or portions of the Wastewater treatment plant and collection system), each of Company and Owner shall have the right to dispute the same and submit such dispute to the dispute resolution process in Articles 12.6 -12.9 of the Service Agreement.

REVIEW FINAL REPORT

Following the review meeting and incorporation of the accepted changes, Reviewer shall revise the Draft Review Report and produce a Final Review Report. Five (5) copies and an electronic (PDF) copy of the Final Review Report will be delivered to the Owner and the one electronic (PDF) copy sent to the Company.

MEDIATION

If requested, Reviewer may mediate or assist in pursuing any disputes on the findings or recommendations of the Review Report that cannot be resolved in the review meeting pursuant to, and consistent with the dispute resolution provisions of Concession agreement. Services of the Reviewer to mediate or assist in pursuing any disputes shall be shall be Additional Service and are not provided within the current scope or fee.

SCHEDULE:

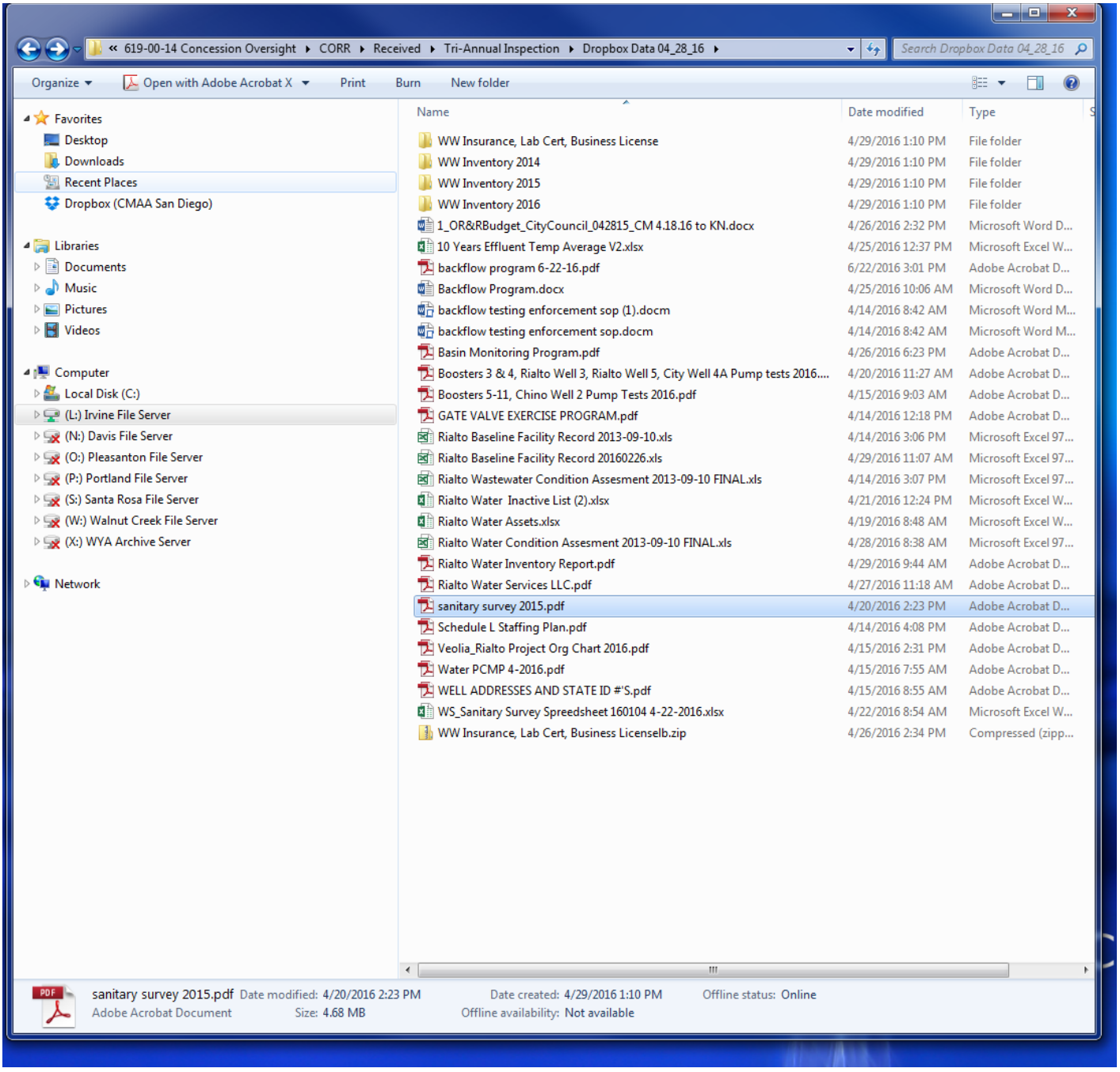
The Draft Review Report shall be delivered to the Owner and Company within 30 days of the receipt of notice from the Owner that the review plan is approved, and the Reviewer is authorized to proceed with the work. The Final Review Report will be delivered to the Owner and Company within 3 business days of resolution of all issues included in the Draft Review Report.

The schedule assumes full access to all personnel, records, and facilities upon reasonable notice immediately after notification of authorization to proceed. If either information and/or access are not provided, Reviewer will notify the Owner and Company of the associated schedule changes.

APPENDIX C

Veolia Dropbox File Folder Screenshot

“Drop Box” Information shared by the Veolia 04.28.16



APPENDIX D

Veolia Asset Management Report Materials

- 2015-2019 Veolia Wastewater Capital Plan Report
- Comparison Section J – Veolia 2015 S1 Asset Evaluation
- Asset Management Grading System Sort Comparison

2015-2019 Capital Plan Report
Rialto Water and Wastewater Facilities

S1 Wastewater Project - Rialto Waste Water Treatment Plant (WWTP) Improvements

Project No. / Ranking: S1 (Part of Concession Agreement)
Name of Project: Wastewater Treatment Plant Improvements (including SCADA at the plant and 6 lift stations)
Problem or Opportunity: The existing treatment plant consists of 5 separate plants with a total rated capacity of 11.7 MGD. Plant 1, which is out of service and expected to remain out of service in the future, is 1.0 MGD of this capacity resulting in a net rated capacity of 10.7 MGD. Although the rated capacity is adequate based on current average flows of 7.2 MGD and potential development growth of 3.0 MGD (Foothill Boulevard, Downtown Rialto, Renaissance, and Lytle Creek), process bottlenecks and deteriorating infrastructure increase the risk of emergency failure and could ultimately lead to loss of rated capacity.
Recommended Solution: Upgrade Plants 2, 3, and 4 to address aging infrastructure and process bottlenecks. This will maintain the current rated capacity of these plants at 2.0 MGD each (6.0 MGD total). The improvements include replacement of aeration equipment and clarifier refurbishment to increase reliability. In order to address potential TDS concerns in the plant effluent, chlorine disinfection will be discontinued, and new UV equipment will be installed to replace the existing first generation UV equipment which is very inefficient. If discussions with the Regional Water Quality Control Board (RWQCB) result in the continued use of chlorine for disinfection, reliability improvements will need to be made to that chemical feed system. New cloth filters will replace the existing sand filters due to concerns of the RWQCB with UV disinfection and sand filters. The existing belt filter press is currently at capacity and there is no redundancy, thus a second belt filter press will be installed. This lack of residuals dewatering redundancy is one of the more significant concerns at the plant. The existing SCADA system at the plant, which consists of 5 individual systems running different platforms, will be replaced with one system that is also integrated with the water SCADA. A re-rating of Plant 5 from 4.7 MGD to 6.0 MGD will also be requested of the RWQCB.
Measurable Benefits: Total plant rate capacity of 12.0 MGD (Trains 2-4 2.0 MGD each, Train 5 6.0 MGD). Adequate redundancy to assure that the plant can meet demands with the largest process units out of service. Compliance with all RWQCB regulations.
Basis of Recommendation: Field investigations and extensive analysis performed by Contractor and RW Beck, discussions with local operations staff and the RWQCB. Additionally, flow testing was performed to confirm accuracy of meters at the plant. The result, 72 gpcd, was in between the plant influent and effluent flow readings.
Assumptions / Risks: Normal construction risks associated with retrofit projects exist.
Primary Driver: Asset Renewal
Cost Allowance: $25,000,000
Project Period: 2016

Method of Delivery: Design/Bid/Build
Status: Digester 1 pre-construction activity as of 4th QTR 2014. Also, in discussions about Design, Build and Operate of a Plant 6 similar to Plant 5.

2015 WWTP Upgrade Project						
System	**Asset Description**	**Decision**	**Yrs Remain**	**Condition**	**Criticality**	**Cost**
Effluent Shed System	ANALYZER 1, TOTAL CHLORINE (INLET)	Replace	0	4.0	5	$2,500
Effluent Shed System	ANALYZER 2, CHLORINE RESIDUAL (OUTLET)	Replace	0	4.0	5	$2,500
Effluent Shed System	ANALYZER, DEOX 1	Replace	0	4.0	5	$2,500
Effluent Shed System	METER, PH, FISHER SCIENTIFIC - OOS	Replace	0	5.0	5	$4,000
UV System	SAMPLER, UV TRANSMITTANCE SENSOR	Replace	0	2.0	1	$7,500
Safety Equipment System	DETECTOR 2, 4-GAS, M40, INDUSTRIAL SCIENTIFIC	Replace	3	3.5	1	$2,000
Administration Building System	ALARM, BACKUP, CELLULAR, ADT-TELLULAR	Replace	3	2.0	2	$1,000
Headworks Grit Removal System-Plt1-4	ALARM, HIGH WATER, GRIT PUMP WELL	Replace	-20	2.0	2	$100
Administration Building System	ALARM, PANEL 1, CONTROL ROOM	Replace	-20	3.0	2	$1,000
Administration Building System	ALARM, PANEL 2, CONTROL ROOM	Replace	-20	3.0	2	$1,000
Administration Building System	ALARM, PANEL 3, CONTROL ROOM	Replace	-20	3.0	2	$1,000
Administration Building System	ALARM, PANEL, CONTROL ROOM	Replace	-20	3.0	2	$1,000
Aeration Basin System-Plt3	METER, DO, AERATION, PLT3	Replace	-10	3.5	2	$3,000
Aeration Basin System-Plt4	METER, DO, AERATION, PLT4	Replace	-10	3.5	2	$3,000
Effluent Shed System	ANALYZER, ATI, ORP, OUTFALL BOX	Replace	0	5.0	5	$2,500
Dynasands Filter System	ANALYZER 1, NTU, DYNASANDS, 1720E HACH	Replace	0	3.0	2	$4,000
Dynasands Filter System	ANALYZER 2, NTU, DYNASANDS, 1720E HACH	Replace	0	3.0	2	$4,000
Dynasands Filter System	ANALYZER 3, NTU, DYNASANDS,	Replace	0	3.0	2	$4,000

	1720E HACH					
Dynasands Filter System	ANALYZER 4, NTU, DYNASANDS, 1720E HACH	Replace	0	3.0	2	$4,000
UV System	ANALYZER, TURBIDITY, NTU, UV AREA, 1720D HACH	Replace	0	3.5	1	$4,000
Gravity Filters System	MONITOR, FILTER, INFLUENT FLOW	Replace	-15	3.0	3	$2,000
Standby Generators System	DETECTOR, TANK, FUEL, UST, HEADWORKS, 2500 GALLONS	Replace	-20	2.0	3	$3,500
Belt Filter Press System	FLOWMETER, BELT PRESS 1, SPARLING	Replace	-5	3.0	2	$4,000
Belt Filter Press System	FLOWMETER, DIGESTER SLUDGE TO BELT PRESS 2, KROHNE	Replace	-5	3.0	2	$4,000
Gravity Belt Thickener System	FLOWMETER, GRAVITY BELT 1, KROHNE	Replace	-5	3.0	2	$4,000
Gravity Belt Thickener System	FLOWMETER, GRAVITY BELT 2, KROHNE	Replace	-5	3.0	2	$4,000
Gravity Filters System	FLOWMETER, EQ EFFLUENT/FILTER INFLUENT, SPARLING	Replace	-15	3.0	3	$18,000
Headworks Return Pump System-Plt1-4	FLOWMETER, INFLUENT, PRI EQ, HIGH PEAK EQ, FISHER PORTER	Replace	-5	3.0	5	$10,000
Headworks Barscreen System-Plt1-4	FLOWMETER, INFLUENT, PLT2, FISHER PORTER	Replace	-5	2.0	3	$4,000
Plant Influent System-Plt1-4	FLOWMETER, INFLUENT, ULTRASONIC, PLT3, HACH	Replace	-5	3.0	2	$4,000
Primary Clarifier System-Plt4	FLOWMETER, INFLUENT, ULTRASONIC, PLT4, GREYLINE	Replace	-15	3.0	3	$4,000
Aeration Basin System-Plt3	FLOWMETER, MLSS, PLT3, FISHER PORTER	Replace	-15	4.5	2	$10,000
Aeration Basin System-Plt4	FLOWMETER, MLSS, PLT4, SPARLING	Replace	-15	2.5	2	$10,000
RAS/WAS Pumping System-Plt2	FLOWMETER, RAS, PLT2, KROHNE	Replace	-15	3.0	1	$10,000
Primary/Secondary Scum Pumping System-Plt2	FLOWMETER, SCUM, PLT2, SPARLING	Replace	0	3.5	2	$4,000
Primary Sludge Pumping System-Plt2	FLOWMETER, SLUDGE, PLT2,	Replace	0	3.5	2	$4,000

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	SPARLING					
Thickened Sludge Pumping System	FLOWMETER, THICKENED SLUDGE, 3-WAY, KROHNE	Replace	-5	3.0	3	$4,000
Gravity Belt Thickener System	FLOWMETER, ULTRASONIC, GRAVITY BELT 1	Replace	-5	4.0	2	$4,000
Gravity Belt Thickener System	FLOWMETER, ULTRASONIC, GRAVITY BELT 2	Replace	-5	4.0	2	$4,000
RAS/WAS Pumping System-Plt2	FLOWMETER, WAS, PLT2, KROHNE	Replace	-15	3.0	1	$4,000
Waste/Reject Water Holding System	FLOWMETER, WWW BASIN, SPARLING	Replace	-15	2.0	3	$10,000
Potable Water System	FLOWMETER, INLET, POTABLE WATER, FIT-1711, KROHNE	Replace	-1	2.0	2	$2,000
Backwash Water Pumping System	METER, PROPELLAR, BACKWASH PUMPS	Replace	-15	3.0	2	$10,000
Belt Filter Press System	METER, PROPELLAR, BOOSTER PUMPS	Replace	-5	3.0	2	$4,000
Aeration Basin System-Plt3	METER 0, AIR FLOW, PLT3	Replace	-5	4.5	2	$5,000
Aeration Basin System-Plt3	METER 2, AIR FLOW, PLT3	Replace	-5	4.5	2	$5,000
Aeration Basin System-Plt3	METER 3, AIR FLOW, PLT3	Replace	-5	4.5	2	$5,000
Aeration Basin System-Plt3	METER 4, AIR FLOW, PLT3	Replace	-5	4.5	2	$5,000
Aeration Basin System-Plt3	METER 5, AIR FLOW, PLT3	Replace	-5	4.5	2	$5,000
Aeration Basin System-Plt3	METER 6, AIR FLOW, PLT3	Replace	-5	4.5	2	$5,000
Aeration Basin System-Plt3	METER 7, AIR FLOW, PLT3	Replace	-5	4.5	2	$5,000
Aeration Basin System-Plt4	METER 1, AIR FEED FLOW, PLT4, ENDRESS & HAUSER	Replace	-5	4.5	2	$5,000
Aeration Basin System-Plt4	METER 2, AIR FLOW, PLT4	Replace	-5	4.5	2	$5,000
Aeration Basin System-Plt4	METER 3, AIR FLOW, PLT4	Replace	-5	4.5	2	$5,000
Aeration Basin System-Plt4	METER 4, AIR FLOW , PLT4	Replace	-5	4.5	2	$5,000
Aeration Basin System-Plt4	METER 5, AIR FLOW, PLT4	Replace	-5	4.5	2	$5,000
Aeration Basin System-Plt4	METER 6, AIR FLOW, PLT4	Replace	-5	4.5	2	$5,000
Aeration Basin System-Plt3	METER 8, AIR FLOW, PLT3-4	Replace	-5	4.5	2	$5,000
Aeration Basin System-Plt4	METER 7, AIR FLOW, PLT4	Replace	-5	4.5	2	$5,000
Aeration Basin System-Plt3	RECORDER 1, DO, PLT3	Replace	-10	4.5	2	$1,000
Aeration Basin System-Plt3	RECORDER, AIR FLOW, PLT3	Replace	-10	4.5	2	$1,000

Aeration Basin System-Plt3	RECORDER, AIR FLOW, TOTAL, PLT3	Replace	-10	4.5	2	$1,000
Effluent Shed System	RECORDER, PLANT FLOW, TOTAL EFFLUENT	Replace	0	3.0	5	$1,000
RAS Pumping System-Plt3	RECORDER, RAS, PLT3	Replace	-10	4.5	1	$1,000
RAS Pumping System-Plt4	RECORDER, RAS, PLT4	Replace	-10	4.5	1	$1,000
Secondary EQ Basin/Pumping System	RECORDER, CHART, FILTER INFLUENT	Replace	-20	2.0	5	$1,000
Waste/Reject Water Holding System	RECORDER, CHART, WWW FLOW	Replace	-20	2.0	3	$1,000
Administration Building System	RECORDER 1, CHART	Replace	0	2.0	2	$1,000
Effluent Shed System	RECORDER, CHART, CONDUCTIVITY, EFFLUENT	Replace	0	3.0	5	$1,000
Gravity Filters System	RECORDER, CHART, TURBIDITY, EFFLUENT	Replace	-20	3.0	3	$1,000
Headworks Shed Monitoring System-Plt1-4	RECORDER, CHART, CIRCULAR, PH, INFLUENT	Replace	-10	2.0	1	$1,000
Headworks Shed Monitoring System-Plt1-4	RECORDER, CHART, CIRCULAR, EC, INFLUENT	Replace	-10	2.0	1	$1,000
Headworks Shed Monitoring System-Plt1-4	RECORDER 4, CHART, CONDUCTIVITY, EFFFLUENT	Replace	-10	2.0	1	$1,000
Administration Building System	RECORDER 2, CHART	Replace	0	2.0	2	$1,000
Administration Building System	RECORDER 3, CHART	Replace	0	2.0	2	$1,000
Administration Building System	RECORDER 4, CHART	Replace	0	2.0	2	$1,000
Administration Building System	RECORDER 5, CHART	Replace	0	2.0	2	$1,000
Administration Building System	RECORDER, CHART, PLANT INFLUENT	Replace	0	2.0	2	$1,000
Headworks Shed Monitoring System-Plt1-4	RECORDER, CHART, 21", PARSHALL	Replace	-10	2.0	1	$1,000
Headworks Shed Monitoring System-Plt1-4	RECORDER, LEVEL, PLT 3-4	Replace	-10	2.0	1	$1,000
Administration Building System	RECORDER 6, CHART	Replace	0	2.0	2	$1,000
Administration Building System	RECORDER 7, CHART	Replace	0	2.0	2	$1,000
Effluent Shed System	RECORDER, CHART, DUAL PEN, DEOX	Replace	0	3.0	5	$1,000

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Headworks Shed Monitoring System-Plt1-4	RECORDER, CHART, DUAL PEN, PH	Replace	-10	2.0	1	$1,000
Effluent Shed System	RECORDER, CHART, ATI, EFFLUENT	Replace	0	3.0	5	$1,000
Primary Digester System	METER, TOTALIZER, GAS, DIGESTER 1	Replace	-35	3.0	5	$2,000
Primary Digester System	METER, TOTALIZER, GAS, DIGESTER 2	Replace	-35	3.0	5	$2,000
Waste/Reject Water Holding System	METER, TOTALIZER, FLOW, WWW	Replace	-15	2.0	3	$2,000
Headworks Shed Monitoring System-Plt1-4	RECORDER, PH/EC, EZ-TREND, INFLUENT	Replace	-10	2.0	1	$1,000
Effluent Shed System	RECORDER, PH/EC, EZ-TREND, EFFLUENT	Replace	0	3.0	5	$1,000
SCADA System	PANEL, 6FLU11-1, TOTAL FLOW, PLT1-5	Replace	0	3.5	5	$25,000
SCADA System	PANEL, 5FLU12-1, BARSCREEN-CONVEYOR	Replace	0	3.5	5	$25,000
SCADA System	PANEL, 5FLU13-1, GRIT PUMPS, HEADWORKS, SUMP	Replace	0	3.5	5	$25,000
SCADA System	PANEL, 5FLU13-2, CLASSIFIER	Replace	0	3.5	5	$25,000
SCADA System	PANEL, 5FLU13-3, PADDLE DRIVE, PLT5 FLOW	Replace	0	3.5	5	$25,000
SCADA System	PANEL, 5FLU14-1, PRIMARY CLARIFIER	Replace	0	3.5	5	$25,000
SCADA System	PANEL, 5FLU14-2, PUMPS, PRIMARY SLUDGE	Replace	0	3.5	5	$25,000
SCADA System	PANEL, 3FLU15-1, AERATION BASINS, PLT3-4	Replace	0	3.5	5	$25,000
SCADA System	PANEL, 5FLU15-1, MIXERS, AERATION 1, PLT5	Replace	0	3.5	5	$25,000
SCADA System	PANEL, 5FLU15-2, MIXERS, AERATION 2, PLT5	Replace	0	3.5	5	$25,000
SCADA System	PANEL, 5FLU15-3, PUMPS, MIXED LIQUOR	Replace	0	3.5	5	$25,000
SCADA System	PANEL, 8FLU16-1, AERATION BLOWERS	Replace	0	3.5	5	$25,000

SCADA System	PANEL, 5FLU17-1, SECONDARY CLARIFIER 1	Replace	0	3.5	5	$25,000
SCADA System	PANEL, 5FLU17-2, SECONDARY CLARIFIER 2	Replace	0	3.5	5	$25,000
SCADA System	PANEL, 5FLU17-3, PUMPS, RAS	Replace	0	3.5	5	$25,000
SCADA System	PANEL, 5FLU17-4, PUMPS, WAS, ISOLATION VALVE	Replace	0	3.5	5	$25,000
SCADA System	PANEL, 7FLU18-1, PUMPS, FILTER INFLUENT	Replace	0	3.5	5	$25,000
SCADA System	PANEL, 5FLU19-1, PUMPS, EFFLUENT FILTER DRAIN	Replace	0	3.5	5	$25,000
SCADA System	PANEL, 5FLU20-1, PUMPS, UV DISINFECTION	Replace	0	3.5	5	$25,000
SCADA System	PANEL, 5FLU20-2, DISINFECTION-ALARMS-NTU	Replace	0	3.5	5	$25,000
SCADA System	PANEL, 5FLU22-1, COLLECTION BOX, WAS	Replace	0	3.5	5	$25,000
SCADA System	PANEL, 5FLU22-2, GRAVITY BELT	Replace	0	3.5	5	$25,000
SCADA System	PANEL, 5FLU22-3, PUMPS, STORM WATER	Replace	0	3.5	5	$25,000
SCADA System	PANEL, 5FLU23-1, BELT PRESS	Replace	0	3.5	5	$25,000
SCADA System	PANEL, CONTROL, 5FLUAFD, PLT5 BLDG	Replace	0	3.5	5	$25,000
SCADA System	PANEL, CONTROL, 5FLUMCCM, PLT5 BLDG	Replace	0	3.5	5	$25,000
SCADA System	PANEL, CONTROL, 5FLUMCCL, PLT5 BLDG	Replace	0	3.5	5	$25,000
SCADA System	OPTO22 FLU SYSTEM	Replace	0	3.0	5	$10,000
SCADA System	HMI, LOOKOUT, COMPUTER DATA ACQUISITION	Replace	-5	3.0	5	$10,000
SCADA System	PANEL, PATCH, ER-5, FLU5MCCM, MCCL, AFD	Replace	0	3.5	5	$5,000
SCADA System	PANEL, PATCH, AER-3/4, FLU15-1	Replace	0	3.5	5	$5,000
SCADA System	PANEL, PATCH, IP, FLU18-1	Replace	0	3.5	5	$5,000
SCADA System	PANEL, PATCH, WC, FLU19-1, 22-1	Replace	0	3.5	5	$5,000

SCADA System	PANEL, PATCH, UV, FLU20-1, 20-2	Replace	0	3.5	5	$5,000
SCADA System	PANEL, PATCH, HD-2, FLU13-1, 14-2	Replace	0	3.5	5	$5,000
SCADA System	PANEL, PATCH, HD-1, FLU12-1, 13-2, 13-3	Replace	0	3.5	5	$5,000
SCADA System	PANEL, PATCH, BB, FLU11-1, 16-1	Replace	0	3.5	5	$5,000
SCADA System	PANEL, PATCH, BELT PRESS, FLU23-1	Replace	0	3.5	5	$5,000
SCADA System	PANEL, PATCH, GBT, FLU22-2	Replace	0	3.5	5	$5,000
SCADA System	PANEL, PATCH, PC, FLU14-1	Replace	0	3.5	5	$5,000
SCADA System	PANEL, PATCH, AER-5, FLU15-1, 15-2	Replace	0	3.5	5	$5,000
SCADA System	PANEL, PATCH, SW, FLU22-3	Replace	0	3.5	5	$5,000
SCADA System	PANEL, PATCH, WAS/RAS, FLU17-3, 17-4	Replace	0	3.5	5	$5,000
SCADA System	PANEL, PATCH, SC, FLU17-1, 17-2	Replace	0	3.5	5	$5,000
SCADA System	PANEL, PATCH, ML, FLU15-3	Replace	0	3.5	5	$5,000
SCADA System	SCADA, RS-VIEW32, ROCKWELL	Upgrade	0	2.0	5	$75,000
BFP Sludge Feed System	VFD, PUMP 2, SLUDGE FEED, BELT PRESS	Replace	8	2.3	2	$7,000
Aeration Blower System	VFD, AERATION BLOWER 1	Replace	-20	2.6	5	$60,000
Aeration Blower System	VFD, AERATION BLOWER 2	Replace	-20	1.0	5	$60,000
Aeration Blower System	VFD, ELECTRIC BLOWER	Replace	-40	3.5	5	$15,000
RAS/WAS Pumping System-Plt2	VFD, RAS-WAS 2, PLT2	Replace	-10	4.5	1	$2,000
Belt Filter Press System	VFD, DRIVE, FEED, BELT PRESS	Replace	-10	3.0	2	$10,000
Gravity Filters Air Scour System	VFD, BLOWER, AIR SCOUR	Replace	-20	3.0	2	$7,000
BFP Sludge Feed System	VFD, PUMP 1, SLUDGE FEED , BELT PRESS	Replace	8	2.3	2	$7,000
RAS Pumping System-Plt3	VFD, PUMP 9, RAS, PLT3-4	Replace	-10	2.3	1	$4,000
Headworks Grit Removal System-Plt1-4	VFD, PUMP, INFLUENT, 1-4 HEADWORKS, PLT1	Replace	-20	3.0	2	$15,000
BFP Polymer System	VFD, PUMP, POLY, BELT PRESS 2, WEST	Replace	-10	2.3	5	$2,000
BFP Polymer System	VFD, PUMP, POLY, BELT PRESS 2, EAST	Replace	-10	2.3	5	$2,000

Belt Filter Press System	VFD, DRIVE, BELT, BELT PRESS	Replace	-10	3.0	2	$30,000
MCC (Motor Control Center) System	PANELS, MCC, ELECTRICAL, PLANT	Replace	-10	2.0	5	$25,000
MCC (Motor Control Center) System	MCC-A, BLOWER ROOM	Replace	-10	4.0	5	$75,000
MCC (Motor Control Center) System	MCC-B, PANEL, PUMPS, UTILITY WATER	Replace	-10	4.0	2	$25,000
MCC (Motor Control Center) System	MCC-C, MOTOR CONTROL CENTER, WAS BOX	Replace	-10	4.0	5	$25,000
MCC (Motor Control Center) System	MCC-D, HEADWORKS, PLT1-4	Replace	-10	4.0	5	$25,000
MCC (Motor Control Center) System	MCC-E, MAINTENANCE BLDG	Replace	-10	4.0	5	$25,000
MCC (Motor Control Center) System	MCC-F, CONTROL PANELS, GRAVITY FILTERS	Replace	-10	4.0	5	$75,000
MCC (Motor Control Center) System	MCC-G, PANEL, CHLORINE CONTACT CHAMBER	Replace	-10	4.0	5	$25,000
MCC (Motor Control Center) System	MCC-H, SLUDGE FEED PUMPS	Replace	-10	4.0	5	$25,000
MCC (Motor Control Center) System	MCC-H1, DIGESTER ELECTRICAL	Replace	-10	4.0	5	$75,000
MCC (Motor Control Center) System	MCC-I, ENGINE ROOM	Replace	-30	4.0	5	$25,000
MCC (Motor Control Center) System	MCC-J, PLT1-2	Replace	-10	4.0	5	$25,000
MCC (Motor Control Center) System	MCC-K, PRIMARY SLUDGE PIT, PLT3/4	Replace	-10	4.0	5	$25,000
MCC (Motor Control Center) System	MCC-K1, PRIMARY CLARIFIER, PLT4	Replace	-10	3.0	5	$25,000
MCC (Motor Control Center) System	MCC-J, GREEN SHED	Replace	-10	4.0	5	$200,000
MCC (Motor Control Center) System	MCC-HTSCP, STATION, WATER, RECLAIMED	Replace	-10	4.0	1	$25,000
Main Utility Switchgear System	SWITCHBOARD A, BLOWER 1-2 POWER PANEL	Replace	-10	4.0	5	$3,000
MCC (Motor Control Center) System	SWITCH, AUTOMATIC TRANSFER (MAIN BREAKER)	Replace	-10	4.0	5	$50,000
MCC (Motor Control Center) System	SWITCH, ATS, PANEL 3 (MCC-3/MCC-H)	Replace	0	4.0	5	$50,000
MCC (Motor Control Center) System	SWITCH, ATS, PANEL 4 (MCC-E MAINTENANCE BLDG)	Replace	-10	4.0	5	$50,000
MCC (Motor Control Center) System	SWITCH, ATS, PANEL 5 (MCC-F GRAVITY FILTERS)	Replace	-10	4.0	5	$50,000

MCC (Motor Control Center) System	SWITCH, ATS, PANEL 7	Replace	-10	4.0	5	$50,000
MCC (Motor Control Center) System	SWITCH, ATS, PANEL 8 (MCC-E, F, G)	Replace	-10	4.0	5	$50,000
Gravity Filters System	TIMER, BACKWASH, GRAVITY FILTERS	Replace	-20	3.0	3	$100
MCC (Motor Control Center) System	TRANSFORMER, MAIN, UV 2	Replace	-10	2.0	5	$50,000
MCC (Motor Control Center) System	TRANSFORMER, MAIN, PLT1-2	Replace	-10	4.9	5	$50,000
MCC (Motor Control Center) System	TRANSFORMER, MAIN, UV 1	Replace	-10	2.0	5	$50,000
Gravity Filters System	PLC, ALLEN BRADLEY, GRAVITY FILTERS	Replace	-20	3.5	3	$15,000
SCADA System	PLC, MODICON, GENERATOR ROOM, PLT3-4	Replace	-20	3.0	5	$15,000
Gravity Belt Thickener System	PLC, GRAVITY BELT	Replace	-10	4.0	2	$60,000
Bisulfite Feed System	PLC, CHEMICAL FEED SYSTEM	Replace	0	2.5	3	$15,000
BFP Polymer System	PLC, SYSTEM, POLYMER	Replace	-10	2.0	5	$15,000
Primary Scum Pumping System-Plt3	PUMP, SCUM, PRIMARY, PLT3	Replace	-15	2.5	2	$10,000
Secondary Scum Pumping System-Plt3	PUMP, SCUM, SECONDARY, PLT3	Replace	-15	2.5	2	$10,000
Secondary Scum Pumping System-Plt4	PUMP, SCUM, SECONDARY, PLT4	Replace	-15	2.5	2	$10,000
Primary EQ Basin/Pump System-Plt4	PUMP 1, SHAVE, PLT4 PEAK FLOW, EAST	Replace	-15	2.2	2	$10,000
Primary EQ Basin/Pump System-Plt4	PUMP 2, SHAVE, PLT4 PEAK FLOW, WEST	Replace	-15	2.2	2	$10,000
Primary EQ Basin/Pump System-Plt3	PUMP 1, SHAVE, PLT3 PEAK FLOW, EAST	Replace	-15	2.0	2	$10,000
Primary EQ Basin/Pump System-Plt3	PUMP 2, SHAVE, PLT3 PEAK FLOW, WEST	Replace	-15	2.2	2	$10,000
Headworks Grit Removal System-Plt1-4	PUMP 1, GRIT, HEADWORKS, PLT1-4	Replace	-15	2.4	2	$15,000
Headworks Grit Removal System-Plt1-4	PUMP 2, GRIT, HEADWORKS, PLT1-4	Replace	-15	2.2	2	$15,000
RAS Pumping System-Plt3	PUMP 9, RAS, PLT3-4	Replace	3	3.5	1	$15,000
Dynasands Filter System	PUMP 1, DRAIN, FILTER, DYNASANDS	Rebuild	5	2.5	2	$1,500

Dynasands Filter System	PUMP 2, DRAIN, FILTER, DYNASANDS	Rebuild	5	2.5	2	$1,500
Compressed Air System	TANK, AIR HOLDING, GRAVITY FILTERS	Replace	-15	3.0	3	$2,000
Aeration Basin System-Plt2	PUMP, SAMPLE, SUBMERSIBLE, MLSS, PLT2	Replace	-10	5.0	2	$1,500
Headworks Grit Removal System-Plt1-4	PUMP 1, GRIT SUMP	Replace	-15	3.0	2	$2,000
RAS/WAS Pumping System-Plt2	PUMP, SUMP, PIT, RAS, PLT1-2	Replace	-15	4.0	1	$2,000
Aeration Basin System-Plt4	PUMP 1, MIXED LIQUOR, PLT4	Replace	-15	3.2	2	$30,000
Aeration Basin System-Plt4	PUMP 2, MIXED LIQUOR, PLT4	Replace	-15	3.2	2	$30,000
Aeration Basin System-Plt4	PUMP 3, MIXED LIQUOR, PLT4	Replace	-15	3.2	2	$30,000
BFP Filtrate Pumping System	PUMP 2, FILTRATE, BELT PRESS	Rebuild	10	4.0	2	$1,500
Aeration Basin System-Plt3	PUMP 1, MIXED LIQUOR, PLT3	Replace	-15	5.0	2	$30,000
Aeration Basin System-Plt3	PUMP 2, MIXED LIQUOR, PLT3	Replace	-15	3.0	2	$30,000
Aeration Basin System-Plt3	PUMP 3, MIXED LIQUOR, PLT3	Replace	-15	5.0	2	$30,000
Belt Filter Press System	PUMP 1, BOOSTER, WATER, BELT PRESS	Replace	-5	3.0	2	$15,000
Belt Filter Press System	PUMP 2, BOOSTER, WATER, BELT PRESS	Replace	-5	3.0	2	$15,000
Belt Filter Press System	PUMP 3, BOOSTER, WATER, BELT PRESS	Replace	-5	3.1	2	$15,000
Gravity Belt Thickener System	PUMP, BOOSTER, GRAVITY BELT 1	Replace	-5	2.3	2	$15,000
Gravity Belt Thickener System	PUMP, BOOSTER, GRAVITY BELT 2	Replace	-5	2.1	2	$15,000
BFP Polymer System	PUMP 1, MOYNO, POLYMER	Replace	-5	2.6	5	$15,000
BFP Sludge Feed System	PUMP 1, FEED, SLUDGE, BELT PRESS	Replace	0	2.4	2	$50,000
BFP Sludge Feed System	PUMP 2, FEED, SLUDGE, BELT PRESS	Replace	0	2.3	2	$50,000
Primary Sludge Pumping System-Plt3	PUMP, SLUDGE, PRIMARY, PLT3	Replace	-10	2.9	3	$25,000
Primary Sludge Pumping System-Plt4	PUMP, SLUDGE, PRIMARY, PLT4	Replace	-10	2.3	3	$25,000
Primary/Secondary Scum Pumping System-Plt2	PUMP, SCUM, PRIMARY, PLT2	Replace	5	5.0	2	$25,000
Belt Filter Press System	PUMP, MAG DRIVE, BELT BLEACH,	Replace	-10	2.0	2	$6,000

	LITTLE GIANT					
Aeration Blower System	BLOWER 3, AERATION, PLT1-5	Replace	-35	2.8	5	$125,000
Aeration Blower System	BLOWER 4, AERATION, PLT1-5	Replace	-35	2.8	5	$125,000
Aeration Blower System	BLOWER 1, AERATION, PLT1-5	Replace	-15	3.1	5	$260,000
Aeration Blower System	BLOWER 2, AERATION, PLT1-5	Replace	-15	3.1	5	$260,000
Gravity Filters Air Scour System	BLOWER 1, SCOUR AIR, GRAVITY FILTERS	Replace	-15	2.8	2	$35,000
Gravity Filters Air Scour System	BLOWER 2, SCOUR AIR, GRAVITY FILTERS	Replace	-15	2.8	2	$35,000
Headworks Return Pump System-Plt1-4	COMPRESSOR, AIR, LEVEL CONTROL, PRIMARY EQ	Replace	-15	3.0	5	$1,750
Gravity Belt Thickener System	COMPRESSOR, AIR, GRAVITY BELT 2	Replace	-5	3.3	2	$7,500
Compressed Air System	COMPRESSOR 1, AIR, GRAVITY FILTERS (SOUTH)	Replace	-15	2.5	3	$20,000
Compressed Air System	COMPRESSOR 2, AIR, GRAVITY FILTERS (NORTH)	Replace	-15	2.2	3	$20,000
Gravity Belt Thickener System	COMPRESSOR, AIR, GRAVITY BELT 1	Replace	-5	3.5	2	$1,750
Compressed Air System	COMPRESSOR, AIR DRYER 1	Replace	-15	2.5	3	$10,000
Compressed Air System	FILTER, COALESCING, COMPRESSOR	Replace	-15	2.0	3	$2,000
Compressed Air System	FILTER, COALESCING, COMPRESSOR	Replace	-15	2.0	3	$2,000
Compressed Air System	DRYER, AIR, COMPRESSOR, GRAVITY FILTERS	Replace	-15	3.0	3	$10,000
Aeration Blower System	BLOWER, ELECTRIC, LARGE, ENGINE ROOM	Replace	-35	3.5	5	$125,000
BFP Polymer System	PUMP, POLYMER, WEST, BELT PRESS 2	Replace	-5	2.8	5	$15,000
BFP Polymer System	PUMP, POLYMER, EAST, BELT PRESS 2	Replace	-5	2.6	5	$15,000
Standby Generators System	GENERATOR, EMERGENCY, CAT3408, PLT3/4	Replace	-5	2.0	3	$180,000
Standby Generators System	GENERATOR, EMERGENCY,	Replace	-5	2.3	3	$120,000

VEOLIA WATER

	CAT3412, HEADWORKS					
GBT Polymer System	UNIT, POLYMER, GRAVITY BELT	Replace	-5	4.0	2	$20,000
Hypochlorite Feed System	TANK 1, BLEACH, SATELLITE	Replace	5	5.0	3	$2,000
Hypochlorite Feed System	TANK 2, BLEACH, SATELLITE	Replace	5	5.0	3	$2,000
Standby Generators System	TANK, FUEL, UST, HEADWORKS, 2,500 GALLONS	Replace	-15	2.0	3	$15,000
Standby Generators System	TANK, FUEL, UST, PLT3/4, 2,500 GALLONS	Replace	-15	2.0	3	$15,000
Aeration Basin System-Plt2	MIXER 1, AERATION, PLT2	Replace	14	5.0	2	$8,000
Headworks Barscreen System-Plt1-4	BARSCREEN 1, HEADWORKS PLT1-4 (NORTH)	Replace	0	3.0	3	$125,000
Headworks Barscreen System-Plt1-4	BARSCREEN 2, HEADWORKS PLT1-4 (SOUTH)	Replace	0	3.0	3	$125,000
Headworks Barscreen System-Plt1-4	BINS, RAG/GRIT, HEADWORKS	Replace	-5	4.0	3	$2,000
BFP Sludge Feed System	PUMP, GRINDER, SLUDGE FEED	Replace	0	5.0	2	$40,000
Headworks Grit Removal System-Plt1-4	CLASSIFIER 1, GRIT, HEADWORKS, PLT1-4	Replace	-15	5.0	2	$30,000
Headworks Grit Removal System-Plt1-4	CLASSIFIER 2, GRIT, HEADWORKS, PLT1-4	Replace	-15	5.0	2	$30,000
Headworks Return Pump System-Plt1-4	AERATOR 3, FLOATING, PRIMARY EQ, EAST	Replace	-15	3.0	5	$40,000
Headworks Return Pump System-Plt1-4	AERATOR 4, FLOATING, PRIMARY EQ, WEST	Replace	-15	3.0	5	$40,000
Belt Filter Press System	BELT PRESS 1, KLAMPRESS	Replace	-5	4.9	2	$750,000
Belt Filter Press System	BELT PRESS 2, WINKLEPRESS	Replace	-5	4.0	2	$750,000
BFP Polymer System	POLYMER, SYSTEM, BELT PRESS 2, DYNABLEND	Replace	5	2.9	5	$7,500
Gravity Belt Thickener System	BELT 1, GRAVITY (SOUTH)	Replace	-5	3.5	2	$250,000
Gravity Belt Thickener System	BELT 2, GRAVITY (NORTH)	Replace	-5	3.5	2	$250,000
Primary/Secondary Scum Pumping System-Plt2	PIT, SCUM, PRIMARY, PLT2	Repair/Replace	-4	4.5	2	$30,000
Primary/Secondary Scum Pumping System-Plt2	PIT, SCUM, SECONDARY, PLT2	Repair/Replace	-4	4.5	2	$30,000
Secondary Scum Pumping System-	PIT, SCUM, SECONDARY, PLT3	Repair	15	3.5	2	$3,000

VEOLIA WATER

Plt3						
Primary Scum Pumping System-Plt4	PIT, SCUM, PRIMARY, PLT4	Repair	15	3.5	2	$3,000
Secondary Scum Pumping System-Plt4	PIT, SCUM, SECONDARY, PLT4	Repair	15	3.5	2	$3,000
BFP Filtrate Pumping System	SUMP, FILTRATE, BELT PRESS	Repair	25	3.5	2	$3,000
BFP Filtrate Pumping System	PIPING, FILTRATE, BELT PRESS, HEADWORKS	Replace	-5	3.5	2	$10,000
RAS/WAS Pumping System-Plt2	SUMP, WAS COLLECTION, PLT 2	Replace	-4	4.5	1	$30,000
Gravity Filters System	FILTERS, GRAVITY	Replace	-15	3.5	3	$750,000
Influent Splitter Box System	BOX, SPLITTER, INFLUENT Q	Replace	35	2.0	2	$100,000
Primary Clarifier System-Plt2	CLAREATOR, PRIMARY, PLT2	Repair/Replace	-14	4.9	2	$200,000
Primary Clarifier System-Plt3	CLARIFIER, PRIMARY, PLT3	Rebuild	5	4.5	2	$25,000
Primary Clarifier System-Plt4	CLARIFIER, PRIMARY, PLT4	Rebuild	5	4.5	3	$25,000
Secondary Clarifier System-Plt2	CLARIFIER, SECONDARY, PLT2	Repair/Replace	-14	4.5	2	$500,000
Secondary Clarifier System-Plt4	CLARIFIER, SECONDARY, PLT4	Rebuild	5	3.5	3	$25,000
Primary Digester System	DIGESTER, PRIMARY, 1	Coating Tank and Add Cap	-5	3.0	5	$100,000
Sludge Holding Tank System	TANK, HOLDING, SLUDGE, SOUTH	Replace	-5	3.5	3	$750,000
Sludge Holding Tank System	TANK, HOLDING, SLUDGE, NORTH	Replace	-5	3.5	3	$750,000
Belt Filter Press System	DRIVE, DC, BELT PRESS 2	Replace	-5	3.0	2	$7,000
Aeration Basin System-Plt3	VALVE, AIR, AERATION, PLT3-4	Replace	-5	3.5	2	$10,000
Aeration Basin System-Plt4	VALVE 1, DISCHARGE, MIXED LIQUOR, PLT4	Replace	-15	4.0	2	$1,000
Aeration Basin System-Plt4	VALVE 2, DISCHARGE, MIXED LIQUOR, PLT4	Replace	-15	4.0	2	$1,000
Aeration Basin System-Plt4	VALVE 1, OUTLET, MIXED LIQUOR, PLT4	Replace	-15	4.0	2	$1,000
Aeration Basin System-Plt4	VALVE 2, OUTLET, MIXED LIQUOR, PLT4	Replace	-15	4.0	2	$1,000
Aeration Basin System-Plt4	VALVE 3, OUTLET, MIXED LIQUOR, PLT4	Replace	-15	4.0	2	$1,000
Aeration Basin System-Plt3	VALVE 3, DISCHARGE, MIXED	Replace	-15	4.0	2	$1,000

	LIQUOR, PLT3					
Aeration Basin System-Plt3	VALVE 2, DISCHARGE, MIXED LIQUOR, PLT3	Replace	-15	4.0	2	$1,000
Aeration Basin System-Plt3	VALVE 1, OUTLET, MIXED LIQUOR, PLT3	Replace	-15	4.0	2	$1,000
Aeration Basin System-Plt3	VALVE 2, OUTLET, MIXED LIQUOR, PLT3	Replace	-15	4.0	2	$1,000
Aeration Basin System-Plt3	VALVE 3, OUTLET, MIXED LIQUOR, PLT3	Replace	-15	4.0	2	$1,000
RAS/WAS Pumping System-Plt2	VALVING GROUP, RAS PUMPING SYSTEM - PLT 2	Replace	-34	2.0	1	$1,000
RAS/WAS Pumping System-Plt2	VALVING GROUP, WAS PUMPING SYSTEM - PLT 2	Replace	-34	2.0	1	$1,000
BFP Filtrate Pumping System	VALVE, FILTRATE, BELT PRESS	Replace	-5	3.0	2	$3,500
Primary Scum Pumping System-Plt3	VALVE, CHECK, PIT, SCUM, PRIMARY, PLT3	Replace	-15	4.5	2	$1,000
Primary Scum Pumping System-Plt4	VALVE, CHECK, PIT, SCUM, PRIMARY, PLT4	Replace	-15	4.5	2	$1,000
Secondary Clarifier System-Plt3	VALVE, CONNECTOR, PLT3-4 SECONDARY	Replace	-15	4.0	3	$1,000
Primary Sludge Pumping System-Plt3	VALVE, MOV, PRIMARY SLUDGE, PLT3	Replace	-15	5.0	3	$3,500
Primary Sludge Pumping System-Plt4	VALVE, MOV, PRIMARY SLUDGE, PLT4	Replace	-15	5.0	3	$3,500
Gravity Belt Thickener System	VALVE, MOV, GRAVITY BELT 1	Replace	-5	4.0	2	$5,000
Gravity Belt Thickener System	VALVE, MOV, GRAVITY BELT 2	Replace	-5	4.0	2	$5,000
Aeration Basin System-Plt3	VALVE, MOV, AIR, PLT3	Replace	-5	3.5	2	$10,000
Aeration Basin System-Plt4	VALVE, MOV, AIR, PLT4	Replace	-5	3.5	2	$10,000
Headworks Barscreen System-Plt1-4	GATES, SLUICE	Replace	-5	4.0	3	$7,500
Headworks Barscreen System-Plt1-4	GATE, SLUICE, HEADWORKS, CHANNEL 1	Replace	-5	4.0	3	$7,500
Headworks Barscreen System-Plt1-4	GATE, SLUICE, HEADWORKS, CHANNEL 1	Replace	-5	4.0	3	$7,500
Headworks Barscreen System-Plt1-4	GATE, SLUICE, HEADWORKS, CHANNEL 2	Replace	-5	4.0	3	$7,500

Headworks Barscreen System-Plt1-4	GATE, SLUICE, HEADWORKS, CHANNEL 3	Replace	-5	4.0	3	$7,500
Headworks Barscreen System-Plt1-4	GATE, SLUICE, HEADWORKS, CHANNEL 4	Replace	-5	4.0	3	$7,500
Headworks Barscreen System-Plt1-4	GATE, SLUICE, HEADWORKS, CHANNEL 3	Replace	-5	4.0	3	$7,500
Headworks Barscreen System-Plt1-4	GATE, SLUICE, HEADWORKS, COMMON CHANNEL	Replace	-5	4.0	3	$7,500
Headworks Barscreen System-Plt1-4	GATE, SLUICE, HEADWORKS, COMMON CHANNEL	Replace	-5	4.0	3	$7,500
Headworks Barscreen System-Plt1-4	GATE, SLUICE, HEADWORKS, GRIT CHANNEL	Replace	-5	4.0	3	$7,500
Aeration Basin System-Plt2	GATE, SLUICE, FEED TO AERATION, PLT2	Replace	-34	4.0	2	$7,500
Aeration Basin System-Plt3	GATE, SLUICE, INLET A, PLT3	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt3	GATE, SLUICE, INLET B, PLT3	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt3	GATE, SLUICE, STEP FEED C, PLT3	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt3	GATE, SLUICE, STEP FEED D, PLT3	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt3	GATE, SLUICE, STEP FEED E, PLT3	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt3	GATE, SERPENTINE F, PLT3	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt3	GATE, OUTLET G, PLT3	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt3	GATE, SLUICE, OUTLET H, PLT3	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt3	GATE, SLUICE, INLET A, PLT3	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt3	GATE, SLUICE, INLET B, PLT3	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt3	GATE, SLUICE, STEP FEED C, PLT3	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt3	GATE, SLUICE, STEP FEED D, PLT3	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt3	GATE, SLUICE, STEP FEED E, PLT3	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt3	GATE, SLUICE, STEP FEED F, PLT3	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt3	GATE, SLUICE, OUTLET G, PLT3	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt3	GATE, SLUICE, OUTLET H, PLT3	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt3	GATE, SERPENTINE I, PLT3	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt3	GATE, SLUICE, INLET A, PLT3	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt3	GATE, SLUICE, INLET B, PLT3	Replace	-15	4.0	2	$7,500

Aeration Basin System-Plt3	GATE, SLUICE, OUTLET C, PLT3	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt3	GATE, SLUICE, OUTLET D, PLT3	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt3	GATE, SLUICE, COMMON TRENCH, PLT3	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt3	GATE, BYPASS TO AERATION, PLT3	Replace	-15	4.0	2	$7,500
Secondary Clarifier System-Plt3	GATE, BYPASS FROM CLARIFIER, PLT3	Replace	-15	4.0	3	$7,500
Secondary Clarifier System-Plt3	GATE, SHUTOFF TO CLARIFIER, PLT3	Replace	-15	4.0	3	$7,500
Aeration Basin System-Plt4	GATE, SLUICE, INLET B, PLT4	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt4	GATE, SLUICE, INLET A, PLT4	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt4	GATE, SLUICE, STEP FEED C, PLT4	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt4	GATE, SLUICE, STEP FEED D, PLT4	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt4	GATE, SLUICE, STEP FEED E, PLT4	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt4	GATE, SERPENTINE F, PLT4	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt4	GATE, SLUICE, OUTLET G, PLT4	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt4	GATE, SLUICE, OUTLET H, PLT4	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt4	GATE, SLUICE, STEP FEED C, PLT4	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt4	GATE, SLUICE, STEP FEED D, PLT4	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt4	GATE, SLUICE, STEP FEED E, PLT4	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt4	GATE, SLUICE, STEP FEED F, PLT4	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt4	GATE, SLUICE, OUTLET G, PLT4	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt4	GATE, SLUICE, OUTLET H, PLT4	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt4	GATE, SERPENTINE I, PLT4	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt4	GATE, SLUICE, INLET A, PLT4	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt4	GATE, SLUICE, INLET B, PLT4	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt4	GATE, SLUICE, OUTLET C, PLT4	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt4	GATE, SLUICE, OUTLET D, PLT4	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt4	GATE, SLUICE, COMMON TRENCH, PLT4	Replace	-15	4.0	2	$7,500
Aeration Basin System-Plt4	GATE, BYPASS TO AERATION, PLT4	Replace	-15	4.0	2	$7,500
Secondary Clarifier System-Plt2	GATE, SLUICE, FEED TO CC, PLT2	Replace	-34	4.0	2	$7,500
Gravity Filters System	GATE, SLUICE, FILTERS OUTFALL	Replace	-15	3.0	3	$7,500

Headworks Barscreen System-Plt1-4	GATE, BYPASS 1, HEADWORKS	Replace	-5	4.0	3	$7,500
Headworks Barscreen System-Plt1-4	GATE, BYPASS 2, HEADWORKS	Replace	-5	4.0	3	$7,500
Headworks Barscreen System-Plt1-4	GATE, BARSCREEN	Replace	-5	4.0	3	$7,500
Headworks Barscreen System-Plt1-4	GATE, INFLUENT, MANUAL BARSCREEN	Replace	-5	4.0	3	$7,500
Headworks Barscreen System-Plt1-4	GATE, EFFLUENT, MANUAL BARSCREEN	Replace	-5	4.0	3	$7,500
Headworks Barscreen System-Plt1-4	GATE, EFFLUENT, AUTO BARSCREEN	Replace	-5	4.0	3	$7,500
Headworks Barscreen System-Plt1-4	GATE, BYPASS 1, BARSCREEN	Replace	-5	4.0	3	$7,500
Headworks Barscreen System-Plt1-4	GATE, BYPASS 2, BARSCREEN	Replace	-5	4.0	3	$7,500
Headworks Grit Removal System-Plt1-4	GATE, INFLUENT, GRIT CHAMBER	Replace	-15	4.0	2	$7,500
Headworks Grit Removal System-Plt1-4	GATE, EFFLUENT, GRIT CHAMBER	Replace	-15	4.0	2	$7,500
Headworks Grit Removal System-Plt1-4	GATE, INFLUENT, CLARIFIER, PRIMARY	Replace	-15	4.0	2	$7,500
Headworks Grit Removal System-Plt1-4	GATE, BYPASS, CLARIFIER, PRIMARY	Replace	-15	4.0	2	$7,500
Headworks Grit Removal System-Plt1-4	GATE, INFLUENT, PLT6	Replace	-15	4.0	2	$7,500
Headworks Grit Removal System-Plt1-4	GATE, BYPASS, CLARIFIER, PRIMARY, PLT6	Replace	-15	4.0	2	$7,500
Primary Clarifier System-Plt2	GATE, COMMON MANHOLE TO EQ	Replace	-34	4.0	2	$7,500
Headworks Return Pump System-Plt1-4	GATE, INFLUENT, HIGH PEAK BASIN, NORTH EAST	Replace	-15	4.0	5	$7,500
Headworks Return Pump System-Plt1-4	GATE, INFLUENT, HIGH PEAK BASIN, NORTH WEST	Replace	-15	4.0	5	$7,500
Headworks Return Pump System-Plt1-4	GATE, EFFLUENT, HIGH PEAK EQ BASIN, SOUTH EAST	Replace	-15	4.0	5	$7,500
Headworks Return Pump System-Plt1-4	GATE, EFFLUENT, HIGH PEAK EQ BASIN, SOUTH WEST	Replace	-15	4.0	5	$7,500
Headworks Grit Removal System-Plt1-4	GATE, TRASH BIN, GRIT CHAMBER	Replace	-15	4.0	2	$7,500
Headworks Barscreen System-Plt1-4	GATE, TRASH BIN, BARSCREEN	Replace	-5	4.0	3	$7,500

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SCADA System	SCADA SYSTEM	Replace	0	3.5	5	$120,000
Standby Generators System	DETECTOR, TANK, FUEL, UST, PLT3/4, 2,500 GALLONS	Replace	-20	2.0	3	$3,500
Headworks Return Pump System-Plt1-4	FLOWMETER, EFFLUENT, HIGH PEAK EQ	Replace	-15	3.0	5	$4,000
Headworks Barscreen System-Plt1-4	PANEL, CONTROL, PLT1-4, BARSCREENS	Replace	-10	2.0	3	$15,000
SCADA System	UPS, NETWORK SWITCHES, PLT 5	Replace	-5	2.0	5	$3,000
Aeration Basin System-Plt3	DIFFUSERS AND PIPING, BASIN, AERATION, PLT3	Replace	-15	4.5	2	$200,000
Aeration Basin System-Plt4	DIFFUSERS AND PIPING, BASIN, AERATION, PLT4	Replace	-15	4.5	2	$200,000
Aeration Blower System	PANEL, CONTROL, AERATION BLOWER 1	Replace	-20	3.0	5	$15,000
Aeration Blower System	PANEL, CONTROL, AERATION BLOWER 2	Replace	-20	3.0	5	$15,000
UV System	SYSTEM, DISINFECTION, UV	Rebuild	5	2.0	1	$25,000
Gravity Filters System	TRANSMITTERS, PRESSURE, FILTERS, GRAVITY	Replace	-20	3.0	3	$2,000
RAS/WAS Pumping System-Plt2	PUMP, SUMP, WAS COLLECTION, PLT 2	Replace	-15	4.0	1	$500
Headworks Return Pump System-Plt1-4	PANEL, LEVEL, BUBBLER SYSTEM, BASINS, PRIMARY EQ	Replace	-20	3.0	5	$2,500
Headworks Grit Removal System-Plt1-4	PUMP, INFLUENT, 1-4 HEADWORKS, PLT1	Replace	-10	2.5	2	$125,000
BFP Sludge Feed System	PANEL, CONTROL, PUMP, GRINDER, SLUDGE FEED	Replace	-10	4.0	2	$15,000
Aeration Blower System	VALVE, ISOLATION, AIR, 18", PLT 1-2	Replace	-15	2.0	5	$17,500
Aeration Blower System	VALVE, ISOLATION, AIR, 18", PLT 3-4	Replace	-15	2.0	5	$17,500
Aeration Blower System	VALVE, ISOLATION, AIR, 18", PLT 3-4 TO PLANT 5	Replace	-15	2.0	5	$17,500
Aeration Blower System	VALVE, ISOLATION, AIR, 18", BLOWERS 3-4 TO PLANT 5	Replace	-15	2.0	5	$17,500

Aeration Blower System	PIPING GROUP, AERATION BLOWER SYSTEM	Replace	-10	2.0	5	$10,000
Aeration Blower System	VALVING GROUP, AERATION BLOWER SYSTEM	Replace	-15	2.0	5	$2,000
Sludge Holding Tank System	PIPING GROUP, SLUDGE HOLDING TANK SYSTEM	Replace	-30	1.0	3	$10,000
Sludge Holding Tank System	VALVING GROUP, SLUDGE HOLDING TANK SYSTEM	Replace	-35	3.0	3	$1,000
Compressed Air System	PIPING GROUP, COMPRESSED AIR SYSTEM	Replace	-10	2.0	3	$5,000
Compressed Air System	VALVING GROUP, COMPRESSED AIR SYSTEM	Replace	-15	2.0	3	$1,000
Gravity Filters Air Scour System	PIPING GROUP, GRAVITY FILTERS AIR SCOUR SYSTEM	Replace	-10	3.0	2	$10,000
Gravity Filters Air Scour System	VALVING GROUP, GRAVITY FILTERS AIR SCOUR SYSTEM	Replace	-15	3.0	2	$1,000
Gravity Filters System	PIPING GROUP, GRAVITY FILTERS SYSTEM	Replace	-10	3.0	3	$10,000
Gravity Filters System	VALVING GROUP, GRAVITY FILTERS SYSTEM	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, INFLUENT, 30", MAIN, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, EFFLUENT, 24", MAIN, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, INFLUENT, 12", FILTER 1, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, INFLUENT, 12", FILTER 2, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, INFLUENT, 12", FILTER 3, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, INFLUENT, 12", FILTER 4, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, INFLUENT, 12", FILTER 5, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, INFLUENT, 12", FILTER 6, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000

Gravity Filters System	VALVE, INFLUENT, 12", FILTER 7, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, INFLUENT, 12", FILTER 8, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, EFFLUENT, 8", FILTER 1, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, EFFLUENT, 8", FILTER 2, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, EFFLUENT, 8", FILTER 3, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, EFFLUENT, 8", FILTER 4, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, EFFLUENT, 8", FILTER 5, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, EFFLUENT, 8", FILTER 6, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, EFFLUENT, 8", FILTER 7, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, EFFLUENT, 8", FILTER 8, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, AERATION, 6", FILTER 1, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, AERATION, 6", FILTER 2, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, AERATION, 6", FILTER 3, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, AERATION, 6", FILTER 4, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, AERATION, 6", FILTER 5, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, AERATION, 6", FILTER 6, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, AERATION, 6", FILTER 7, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, AERATION, 6", FILTER 8, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000

Gravity Filters System	VALVE, BACKWASH, 12", FILTER 1, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, BACKWASH, 12", FILTER 2, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, BACKWASH, 12", FILTER 3, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, BACKWASH, 12", FILTER 4, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, BACKWASH, 12", FILTER 5, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, BACKWASH, 12", FILTER 6, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, BACKWASH, 12", FILTER 7, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, BACKWASH, 12", FILTER 8, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, WWW, 18", FILTER 1, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, WWW, 18", FILTER 2, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, WWW, 18", FILTER 3, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, WWW, 18", FILTER 4, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, WWW, 18", FILTER 5, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, WWW, 18", FILTER 6, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, WWW, 18", FILTER 7, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Gravity Filters System	VALVE, WWW, 18", FILTER 8, GRAVITY FILTERS	Replace	-15	3.0	3	$1,000
Influent Splitter Box System	PIPING GROUP, INFLUENT SPLITTER BOX SYSTEM	Replace	10	2.0	2	$10,000
Headworks Grit Removal System-Plt1-4	PIPING GROUP, HEADWORKS GRIT REMOVAL SYSTEM PLT 1-4	Replace	-10	3.0	2	$10,000

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Headworks Grit Removal System-Plt1-4	VALVING GROUP, HEADWORKS GRIT REMOVAL SYSTEM PLT 1-4	Replace	-15	3.0	2	$1,000
Plant Influent System-Plt1-4	PIPING GROUP, PLANT INFLUENT SYSTEM PLT 1-4	Replace	0	3.0	2	$20,000
Plant Influent System-Plt1-4	VALVING GROUP, PLANT INFLUENT SYSTEM PLT 1-4	Replace	-5	3.0	2	$1,000
Headworks Return Pump System-Plt1-4	VALVING GROUP, HEADWORKS RETURN PUMP SYSTEM PLT 1-4	Replace	-15	3.0	5	$1,000
Headworks Barscreen System-Plt1-4	PIPING GROUP, HEADWORKS BARSCREEN SYSTEM PLT 1-4	Replace	0	3.0	3	$10,000
Headworks Barscreen System-Plt1-4	VALVING GROUP, HEADWORKS BARSCREEN SYSTEM PLT 1-4	Replace	-5	3.0	3	$1,000
Standby Generators System	PIPING GROUP, STANDBY GENERATORS SYSTEM	Replace	-10	2.0	3	$10,000
Standby Generators System	VALVING GROUP, STANDBY GENERATORS SYSTEM	Replace	-15	2.0	3	$1,000
BFP Polymer System	PIPING GROUP, BFP POLYMER SYSTEM	Replace	0	3.0	5	$5,000
BFP Polymer System	VALVING GROUP, BFP POLYMER SYSTEM	Replace	-5	3.0	5	$1,000
Belt Filter Press System	PIPING GROUP, BELT FILTER PRESS SYSTEM	Replace	0	3.0	2	$10,000
Belt Filter Press System	VALVING GROUP, BELT FILTER PRESS SYSTEM	Replace	-5	3.0	2	$1,000
BFP Sludge Feed System	PIPING GROUP, BFP SLUDGE FEED SYSTEM	Replace	0	3.0	2	$10,000
BFP Sludge Feed System	VALVING GROUP, BFP SLUDGE FEED SYSTEM	Replace	-5	3.0	2	$1,000
GBT Polymer System	PIPING GROUP, GBT POLYMER SYSTEM	Replace	0	3.0	2	$5,000
GBT Polymer System	VALVING GROUP, GBT POLYMER SYSTEM	Replace	-5	3.0	2	$1,000
Gravity Belt Thickener System	PIPING GROUP, GRAVITY BELT THICKENER SYSTEM	Replace	0	3.0	2	$10,000
Gravity Belt Thickener System	VALVING GROUP, GRAVITY BELT THICKENER SYSTEM	Replace	-5	3.0	2	$1,000

Aeration Basin System-Plt2	PIPING GROUP, AERATION BASIN SYSTEM - PLT 2	Replace	-29	3.0	2	$10,000
Aeration Basin System-Plt2	VALVING GROUP, AERATION BASIN SYSTEM - PLT 2	Replace	-34	3.0	2	$1,000
Primary Clarifier System-Plt2	PIPING GROUP, PRIMARY CLARIFIER SYSTEM - PLT 2	Replace	-29	3.0	2	$10,000
Primary Clarifier System-Plt2	VALVING GROUP, PRIMARY CLARIFIER SYSTEM - PLT 2	Replace	-34	3.0	2	$1,000
Primary Sludge Pumping System-Plt2	PIPING GROUP, PRIMARY SLUDGE PUMPING SYSTEM - PLT 2	Replace	5	4.0	2	$10,000
Secondary Clarifier System-Plt2	PIPING GROUP, SECONDARY CLARIFIER SYSTEM - PLT 2	Replace	-29	3.0	2	$10,000
Secondary Clarifier System-Plt2	VALVING GROUP, SECONDARY CLARIFIER SYSTEM - PLT 2	Replace	-34	3.0	2	$1,000
RAS/WAS Pumping System-Plt2	PIPING GROUP, RAS/WAS PUMPING SYSTEM - PLT 2	Replace	0	3.0	1	$10,000
Aeration Basin System-Plt3	PIPING GROUP, AERATION BASIN SYSTEM - PLT 3	Replace	-10	3.5	2	$10,000
Aeration Basin System-Plt3	VALVING GROUP, AERATION BASIN SYSTEM - PLT 3	Replace	-15	3.5	2	$1,000
Primary EQ Basin/Pump System-Plt3	PIPING GROUP, PRIMARY EQ BASIN/PUMP SYSTEM - PLT 3	Replace	-10	3.0	2	$10,000
Primary Clarifier System-Plt3	PIPING GROUP, PRIMARY CLARIFIER SYSTEM - PLT 3	Replace	-10	3.5	2	$10,000
Primary Clarifier System-Plt3	VALVING GROUP, PRIMARY CLARIFIER SYSTEM - PLT 3	Replace	-15	3.5	2	$1,000
Primary Sludge Pumping System-Plt3	PIPING GROUP, PRIMARY SLUDGE PUMPING SYSTEM - PLT 3	Replace	-10	3.5	3	$10,000
Primary Sludge Pumping System-Plt3	VALVING GROUP, PRIMARY SLUDGE PUMPING SYSTEM - PLT 3	Replace	-15	3.5	3	$1,000
Primary Scum Pumping System-Plt3	PIPING GROUP, PRIMARY SCUM PUMPING SYSTEM - PLT 3	Replace	-10	3.5	2	$10,000
Primary Scum Pumping System-Plt3	VALVING GROUP, PRIMARY SCUM PUMPING SYSTEM - PLT 3	Replace	-15	3.5	2	$1,000
Secondary Clarifier System-Plt3	PIPING GROUP, SECONDARY CLARIFIER SYSTEM - PLT 3	Replace	-10	3.5	3	$10,000

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Secondary Clarifier System-Plt3	VALVING GROUP, SECONDARY CLARIFIER SYSTEM - PLT 3	Replace	-15	3.5	3	$1,000
Secondary Scum Pumping System-Plt3	PIPING GROUP, SECONDARY SCUM PUMPING SYSTEM - PLT 3	Replace	-10	3.5	2	$10,000
Secondary Scum Pumping System-Plt3	VALVING GROUP, SECONDARY SCUM PUMPING SYSTEM - PLT 3	Replace	-15	3.5	2	$1,000
Aeration Basin System-Plt4	PIPING GROUP, AERATION BASIN SYSTEM - PLT 4	Replace	-10	3.5	2	$10,000
Aeration Basin System-Plt4	VALVING GROUP, AERATION BASIN SYSTEM - PLT 4	Replace	-15	3.5	2	$1,000
Primary EQ Basin/Pump System-Plt4	PIPING GROUP, PRIMARY EQ BASIN/PUMP SYSTEM - PLT 4	Replace	-10	3.0	2	$10,000
Primary Clarifier System-Plt4	PIPING GROUP, PRIMARY CLARIFIER SYSTEM - PLT 4	Replace	-10	3.5	3	$10,000
Primary Clarifier System-Plt4	VALVING GROUP, PRIMARY CLARIFIER SYSTEM - PLT 4	Replace	-15	3.5	3	$1,000
Primary Sludge Pumping System-Plt4	PIPING GROUP, PRIMARY SLUDGE PUMPING SYSTEM - PLT 4	Replace	-10	3.5	3	$10,000
Primary Sludge Pumping System-Plt4	VALVING GROUP, PRIMARY SLUDGE PUMPING SYSTEM - PLT 4	Replace	-15	3.5	3	$1,000
Primary Scum Pumping System-Plt4	PIPING GROUP, PRIMARY SCUM PUMPING SYSTEM - PLT 4	Replace	-10	3.5	2	$10,000
Primary Scum Pumping System-Plt4	VALVING GROUP, PRIMARY SCUM PUMPING SYSTEM - PLT 4	Replace	-15	3.5	2	$1,000
Secondary Clarifier System-Plt4	PIPING GROUP, SECONDARY CLARIFIER SYSTEM - PLT 4	Replace	-10	3.5	3	$10,000
Secondary Clarifier System-Plt4	VALVING GROUP, SECONDARY CLARIFIER SYSTEM - PLT 4	Replace	-15	3.5	3	$1,000
Secondary Scum Pumping System-Plt4	PIPING GROUP, SECONDARY SCUM PUMPING SYSTEM - PLT 4	Replace	-10	3.5	2	$10,000
Secondary Scum Pumping System-Plt4	VALVING GROUP, SECONDARY SCUM PUMPING SYSTEM - PLT 4	Replace	-15	3.5	2	$1,000
Primary Sludge Pumping System-Plt3	VALVE, INLET, 6", PUMP, SLUDGE, PRIMARY, PLT 3	Replace	-15	3.5	3	$1,000
Primary Sludge Pumping System-Plt3	VALVE, OUTLET, 4", PUMP, SLUDGE, PRIMARY, PLT 3	Replace	-15	3.5	3	$1,000

Primary Sludge Pumping System-Plt3	VALVE, INLET, MOV, MAIN, 6", PLT 3-4	Replace	-15	3.5	3	$1,000
Primary Sludge Pumping System-Plt3	VALVE, OUTLET, MAIN, 6", PLT 3-4	Replace	-15	3.5	3	$1,000
Primary Sludge Pumping System-Plt3	VALVE, ISOLATION, 6", PLT 3-4	Replace	-15	3.5	3	$1,000
Primary Sludge Pumping System-Plt4	VALVE, INLET, 6", PUMP, SLUDGE, PRIMARY, PLT 4	Replace	-15	3.5	3	$1,000
Primary Sludge Pumping System-Plt4	VALVE, OUTLET, 4", PUMP, SLUDGE, PRIMARY, PLT 4	Replace	-15	3.5	3	$1,000
Sludge Holding Tank System	SENSOR, LEVEL, ULTRASONIC, TANK, HOLDING, SLUDGE, NORTH	Replace	0	3.0	3	$2,500
	PROJECT TOTAL:					**$12,366,200**

S1 Condition assessment score

Veolia [1]

1	Like New Condition
2	Good Condition, Early in Aging
3	Good Condition, Later in Aging
4	Indications of Wear, Degradation, or Decrease in Performance
5	Failed or Imminently Failing

CA WAY [2]

0	Abandoned	Asset abandoned (no longer in use).
1	Inoperable	Not Serviceable. Immediate replacement if necessary for Facility operations.
2	Poor, Very Poor	Asset runs, but not at the desired performance parameters. High risk of short-term failure or failure· is imminent. Likely to have significant deterioration in performance within 0 to 2 years.
3	Fair	Functionally sound, but showing wear and diminished performance. Moderate short-
4	Good to Excellent	Meets current needs and performance parameters. Shows minor wear that has minimal impact on performance. Asset expected to perform within performance parameters with routine maintenance for 10 years or more.

Note

1 2015-2019 Capital Plan Report Veolia, 2014

2 CA Section J, 2012

Condition Assessment Based on Operator's Asset management Repot Cards
EQUIPMENT at the City of Rialto WWTP
VEOLIA GRADING SYSTEM breakdown

Summary breakdown

CA	($)	(%)
VEOLIA		
Class 1	$70,000	1%
Class 2	$1,797,100	15%
Class 3	$5,685,100	46%
Class 4	$4,602,000	37%
Class 5	$212,000	2%
TOTAL	$ 12,366,200	98%

Detailed breakdown

CA	($)	(%)
VEOLIA		
Class 1	$70,000	1%
Class 2	$749,600	6%
Class 2 to 3	$1,047,500	8%
Class 3	$1,019,850	8%
Class 3 to 4	$4,665,250	38%
Class 4	$2,468,000	20%
Class 4 to 5	$2,134,000	17%
Class 5	$212,000	2%
TOTAL	$ 12,366,200	98%

Concession Agreement GRADING SYSTEM breakdown
Data received 4.1.16

CA	($)	(%)
Class 0	0	0
Class 1	$ 2,900,000.00	23%
Class 2	$ 1,924,500.00	16%
Class 3	$ 7,309,700.00	59%
Class 4	$ 232,000.00	2%
TOTAL	$ 12,366,200	100%

Veolia 2013 baseline asset list Condition assessment summary
Sewer assets

					Veolia asset replacement value estimate
STRUCTURES					14,074,000
wwtp equipment					12,452,000
ps					1,622,000
		Good cond	replacement due		
		61%	39%		
wwtp		16,295,174	10,418,226		26,713,400
ps		387,350	247,650		635,000

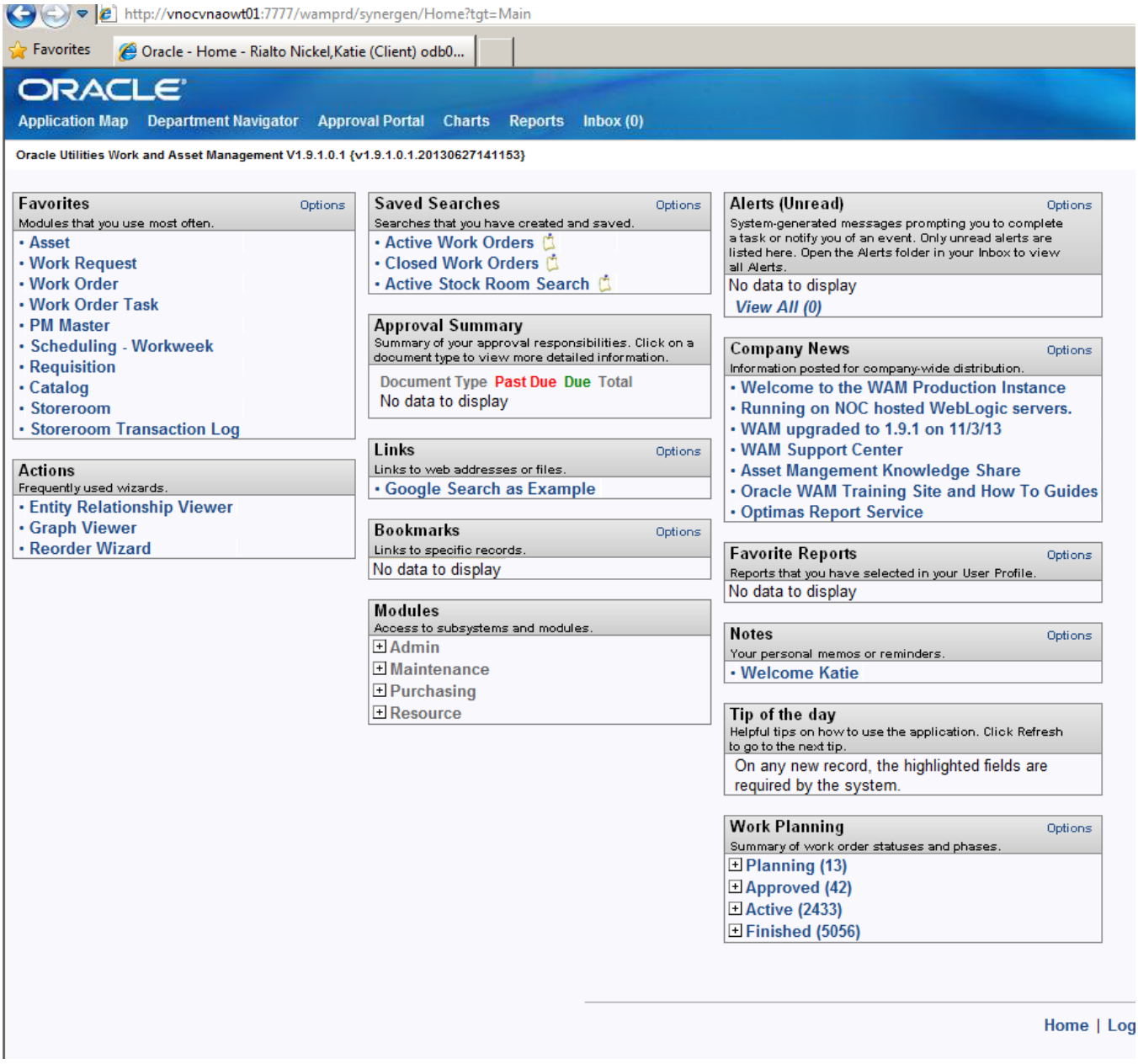
APPENDIX E

OWAM Asset Specification Review Documents

OWAM asset management typical asset and work order samples

Typical OWAM samples ere attached for illustration purposes. They are generated based on a spot check of both water and sewer assets.

OWAM Opening screen arranged by IT operator:



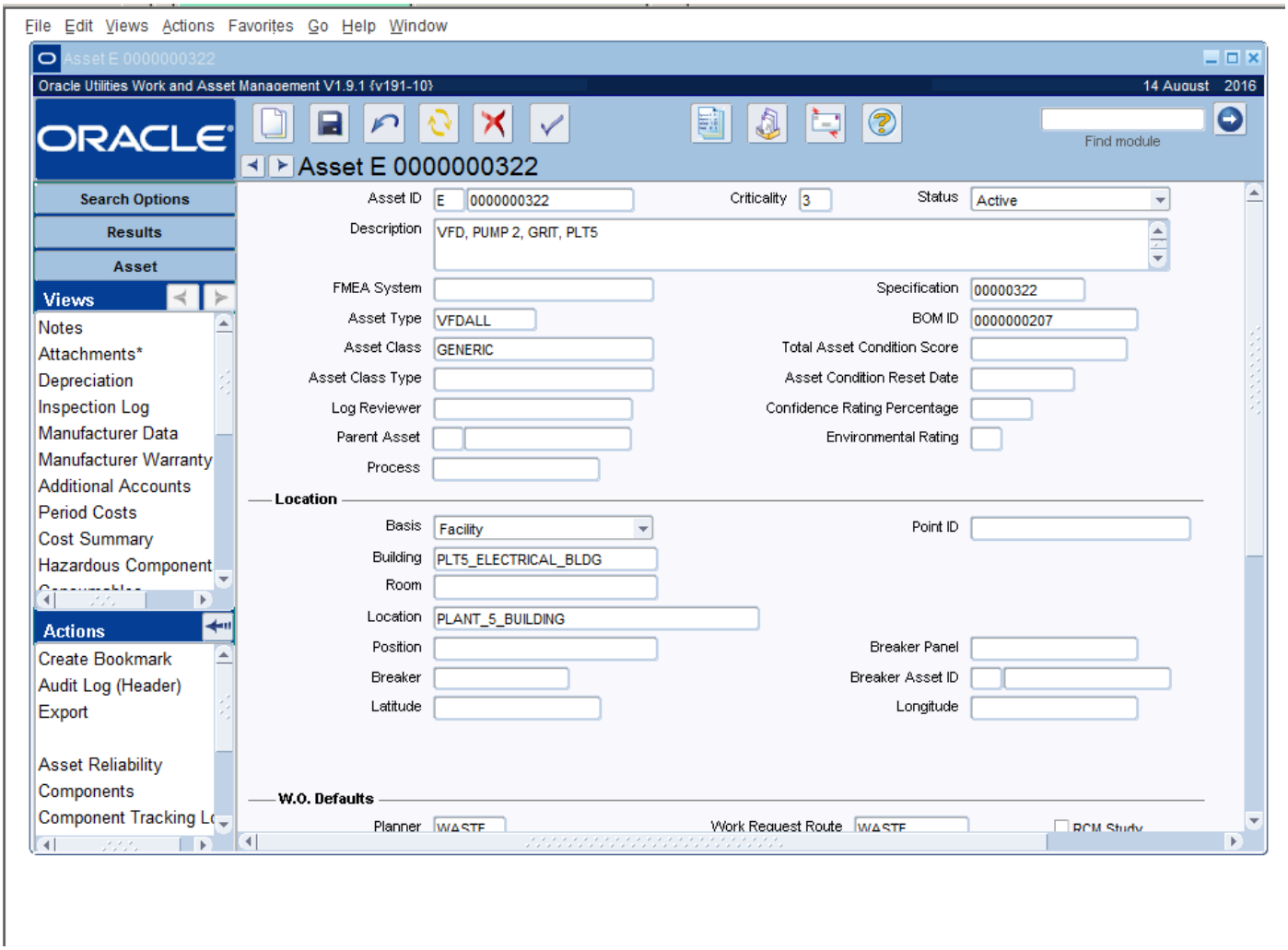
The list of Asset spot checks is attached below:

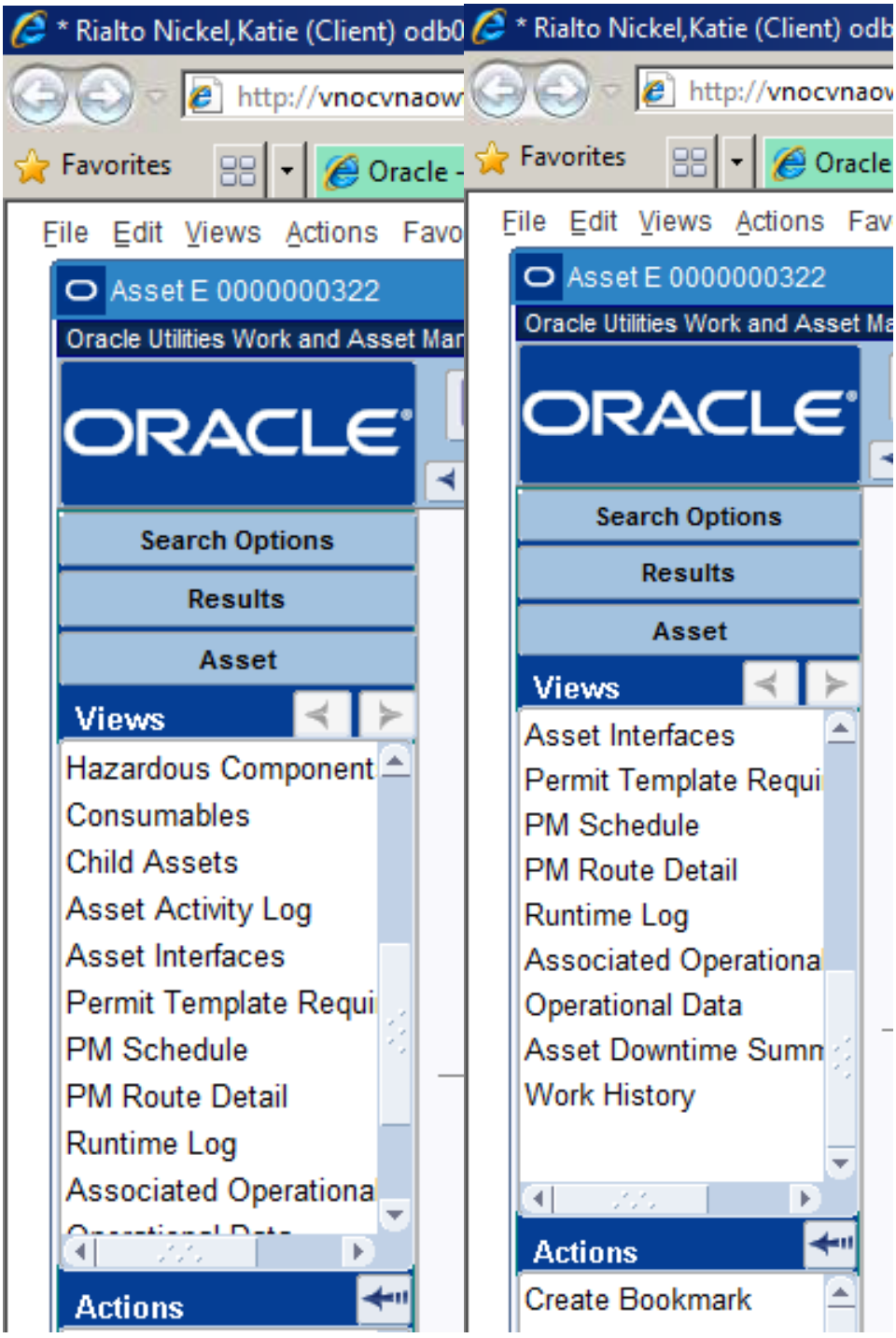
Table I1: List of spot checked Assets in OWAM Veolia CMMS system for the city of Rialto sewer stystem

	Asset ID	Asset Description	Specifications Technical Info
WASTEWATER	322	VFD, PUMP2, GRIT, PLT 5	NO
WASTEWATER	630	PUMP, GRINDER, SLUDGE FEED	NO
WASTEWATER	912	FLARE, GAS, METHANE	NO
WATER	1217	PUMP 2, SUBMERSIBLE, AYALA	NO
WASTEWATER	1269	DIFFUSERS AND PIPING, BASIN, AERATION, PLT 4	NO
WATER	1343	WELL, CITY 1	NO
WASTEWATER	441	PUMP 1, STORMWATER PLT 5	NO
WASTEWATER	532	COMPRESSOR, SUPPORT, DIGESTER, 2 (BPI)	NO
WATER	2047	PUMP, BOOSTER 9	NO
WASTEWATER	414	PUMP, INFLUENT, PLT 2	NO

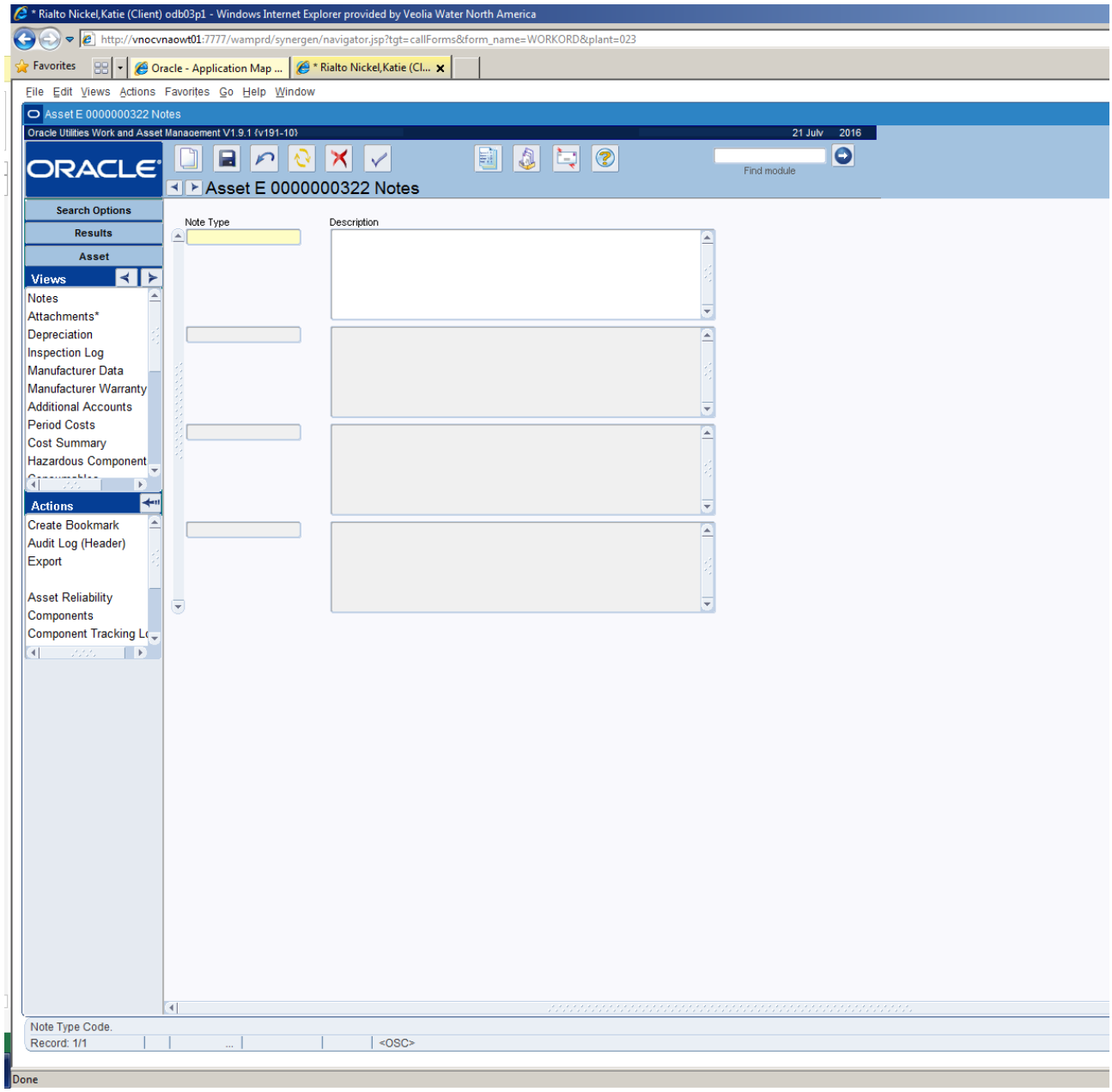
OWAM asset management typical asset and work order samples

Typical Asset sample from OWAM CMMS by Veolia

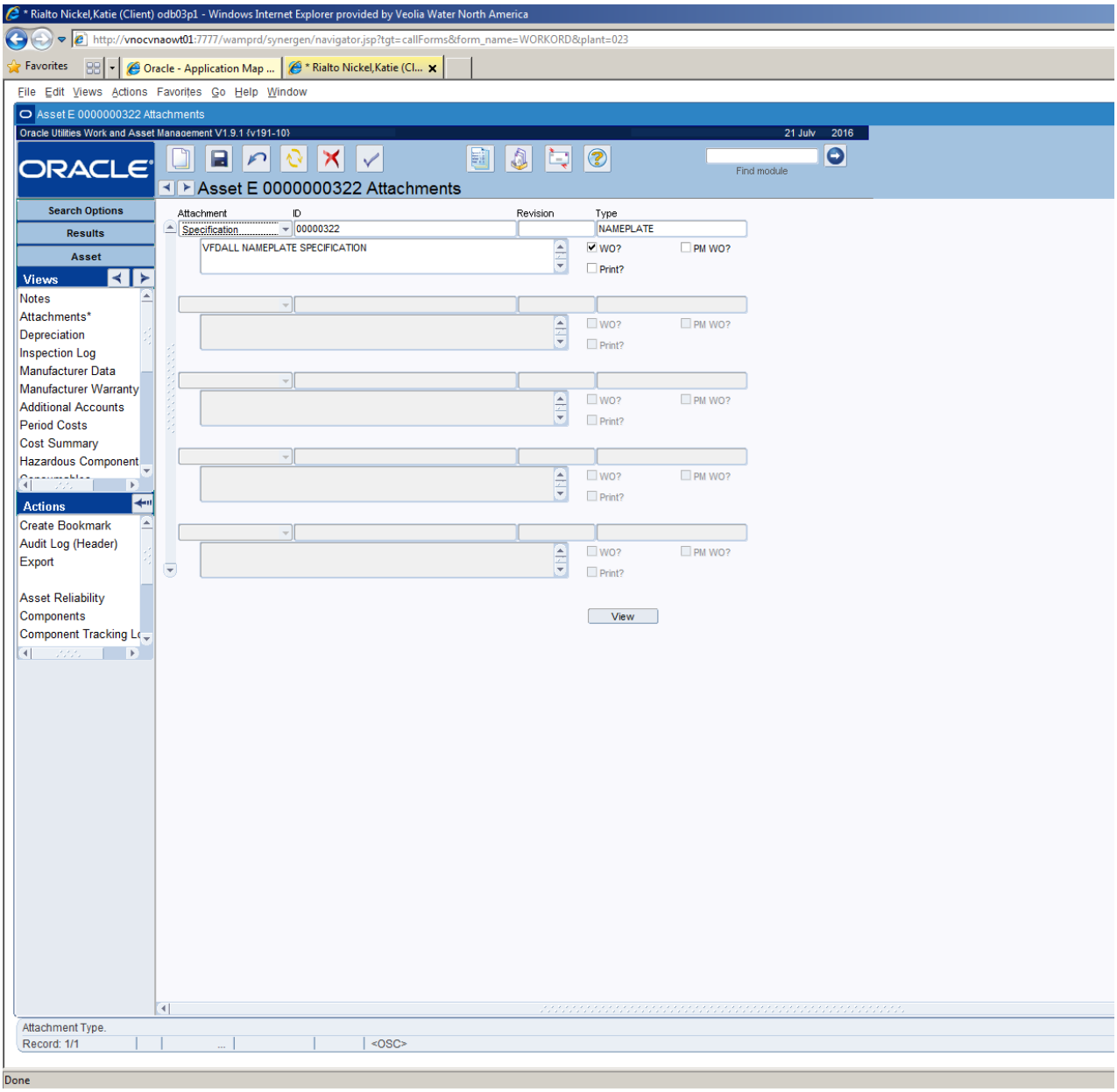



* Rialto Nickel,Katie (Client) odb0
http://vnocvnaow
Favorites
Oracle -
File Edit Views Actions Favo
Asset E 0000000322
Oracle Utilities Work and Asset Mar
ORACLE
Search Options
Results
Asset
Views
Hazardous Component
Consumables
Child Assets
Asset Activity Log
Asset Interfaces
Permit Template Requi
PM Schedule
PM Route Detail
Runtime Log
Associated Operationa
Actions
* Rialto Nickel,Katie (Client) odb
http://vnocvnaow
Favorites
Oracle
File Edit Views Actions Fav
Asset E 0000000322
Oracle Utilities Work and Asset Ma
ORACLE
Search Options
Results
Asset
Views
Asset Interfaces
Permit Template Requi
PM Schedule
PM Route Detail
Runtime Log
Associated Operationa
Operational Data
Asset Downtime Summ
Work History
Actions
Create Bookmark

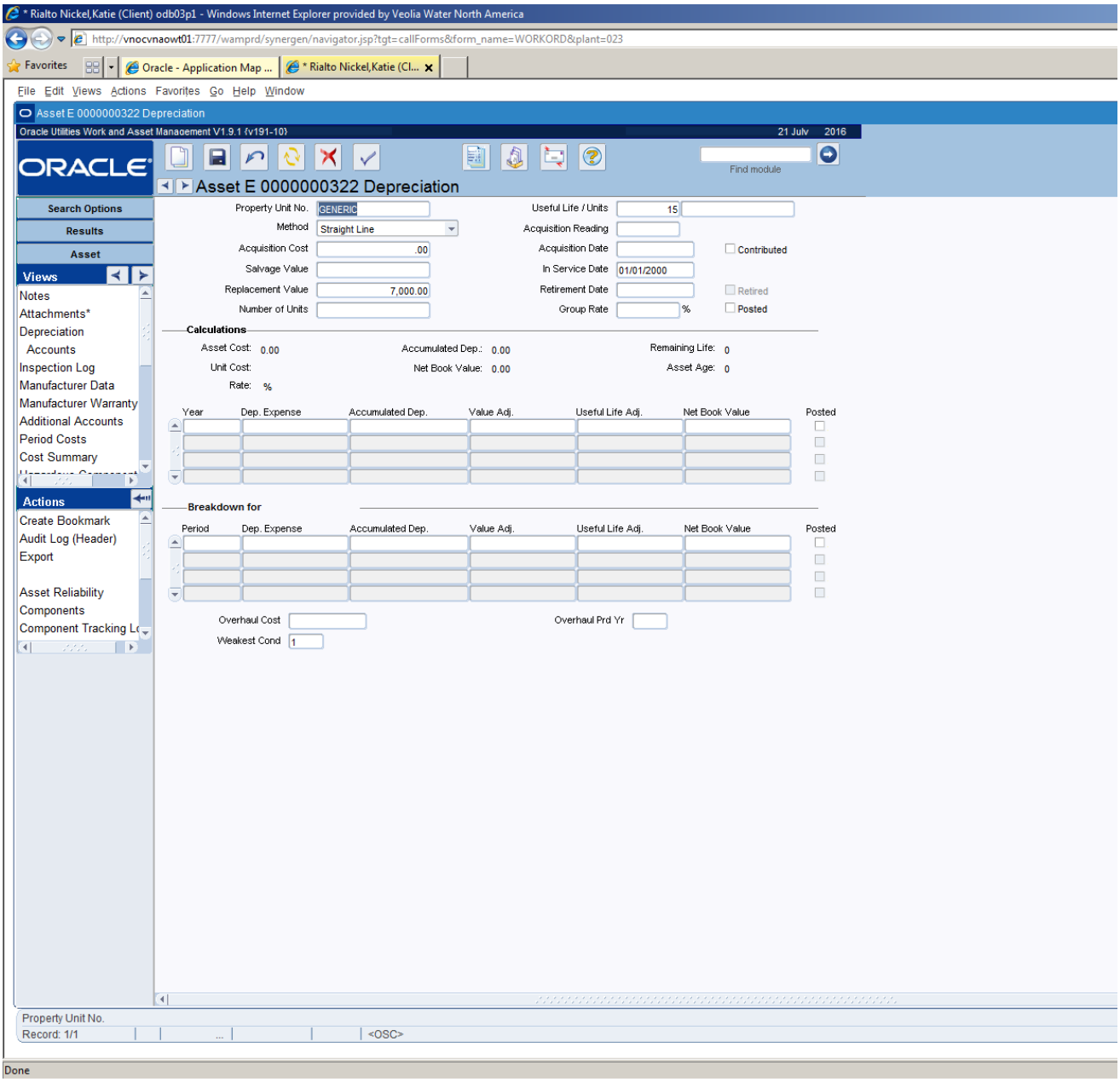
Notes are not pypically included ias shown in example.



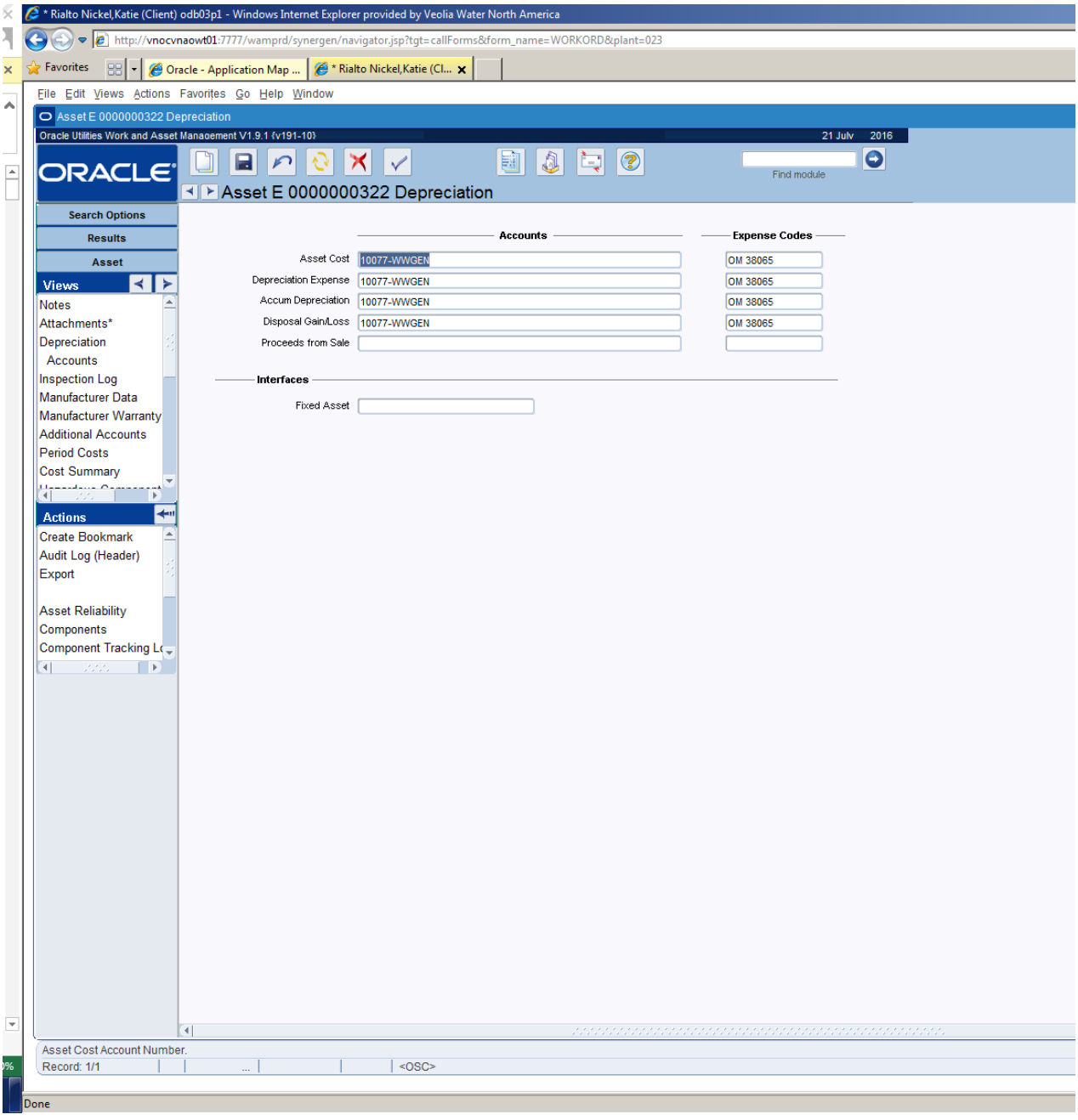
Attachments including photo log is not included in typical sample.



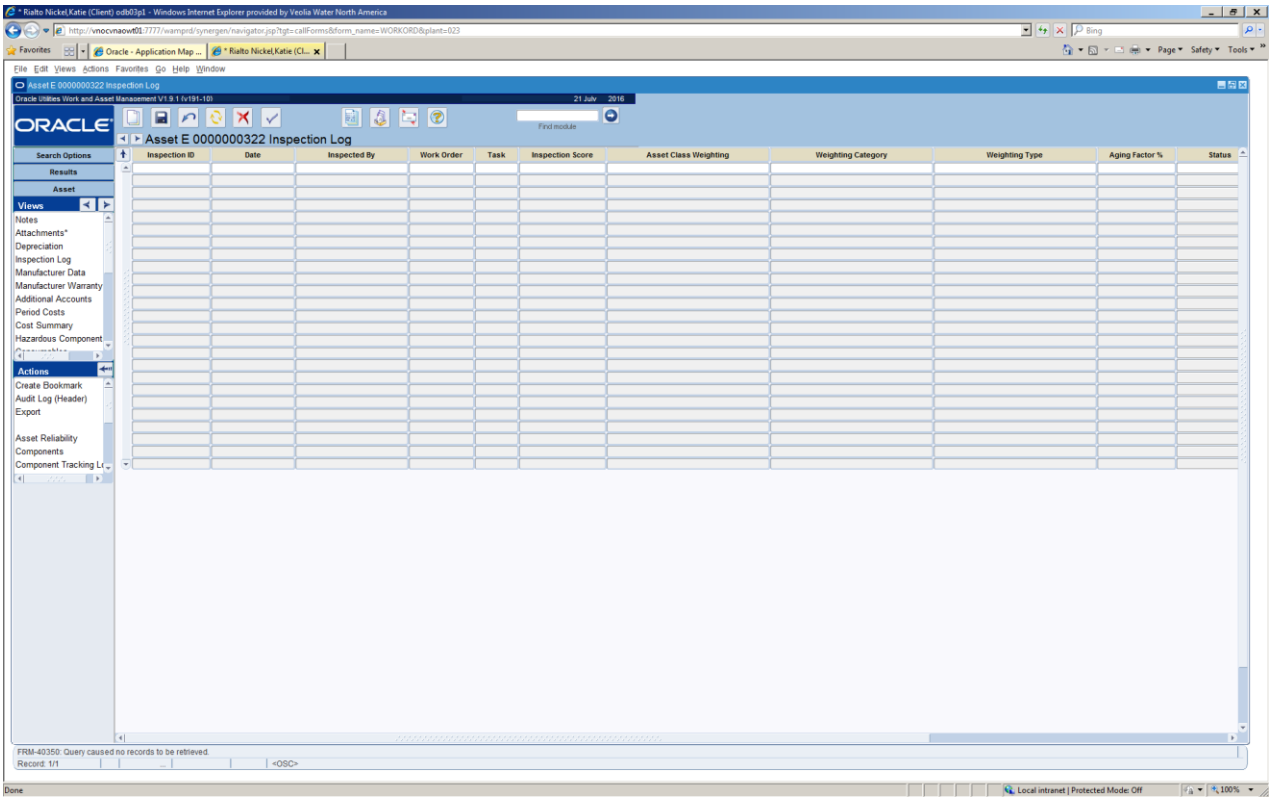
Estimate of depreciation is not provided in typical sample



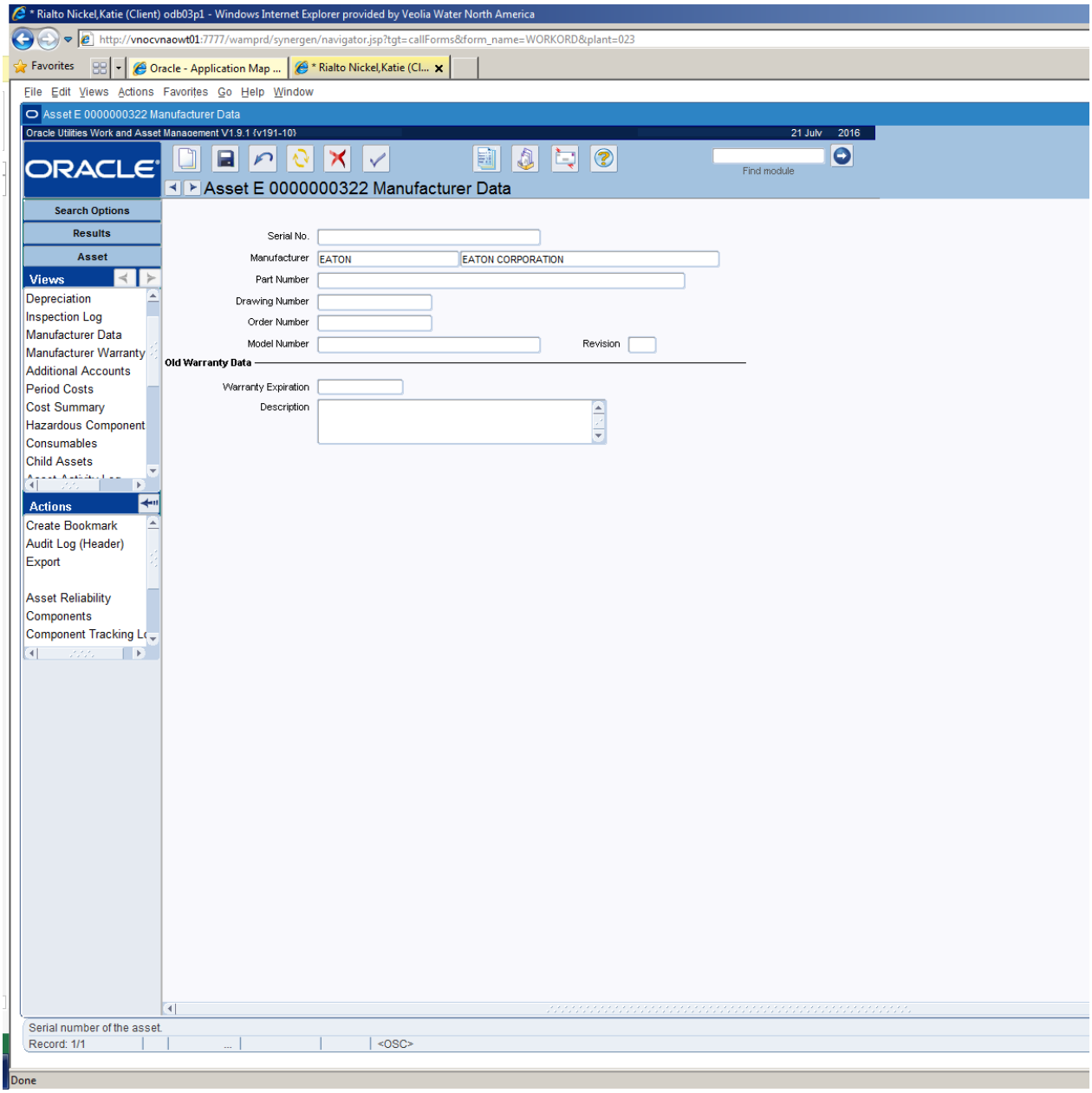
Depreciation is offered in a coded form not providing insight in the estimation procedure.



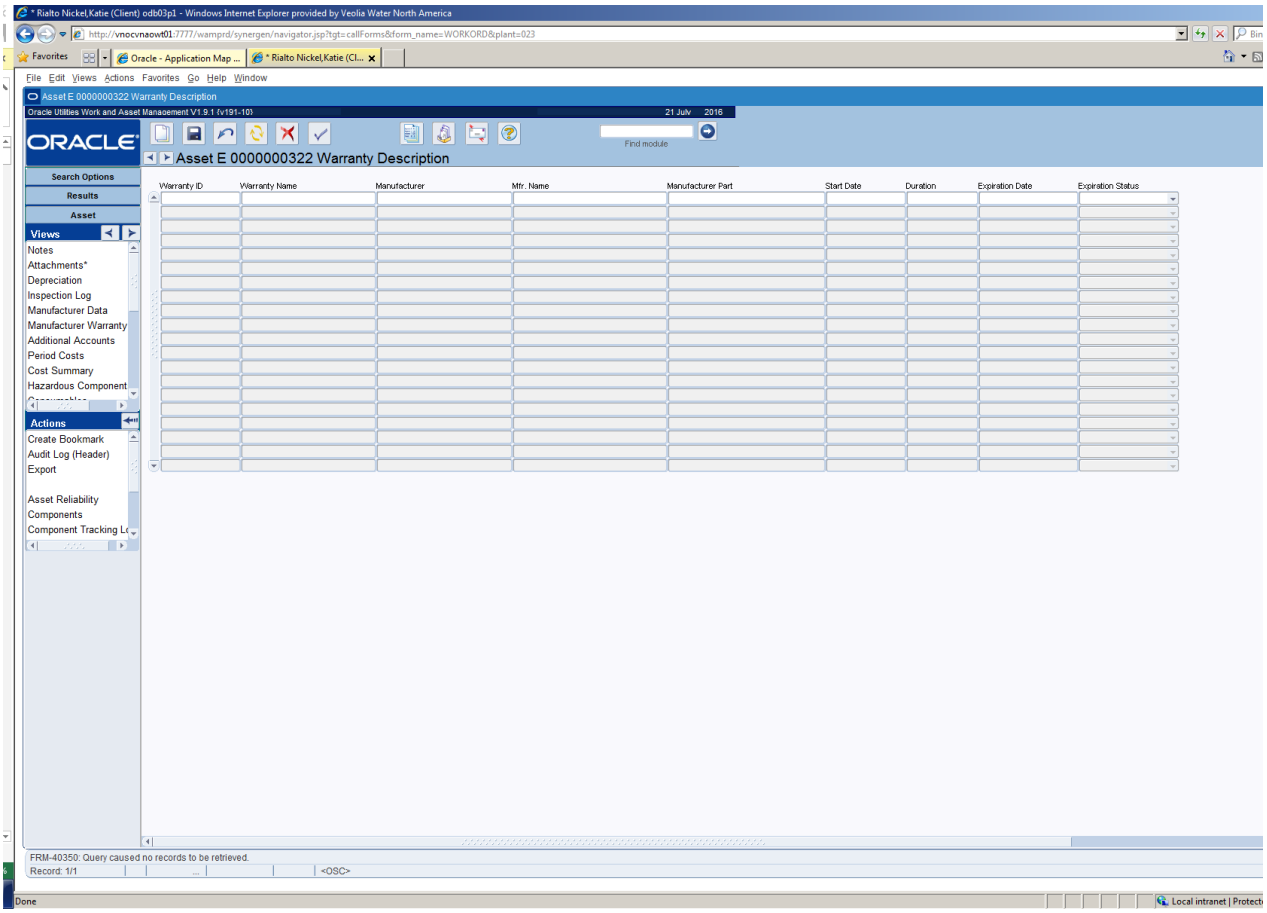
Inspection log was not populated



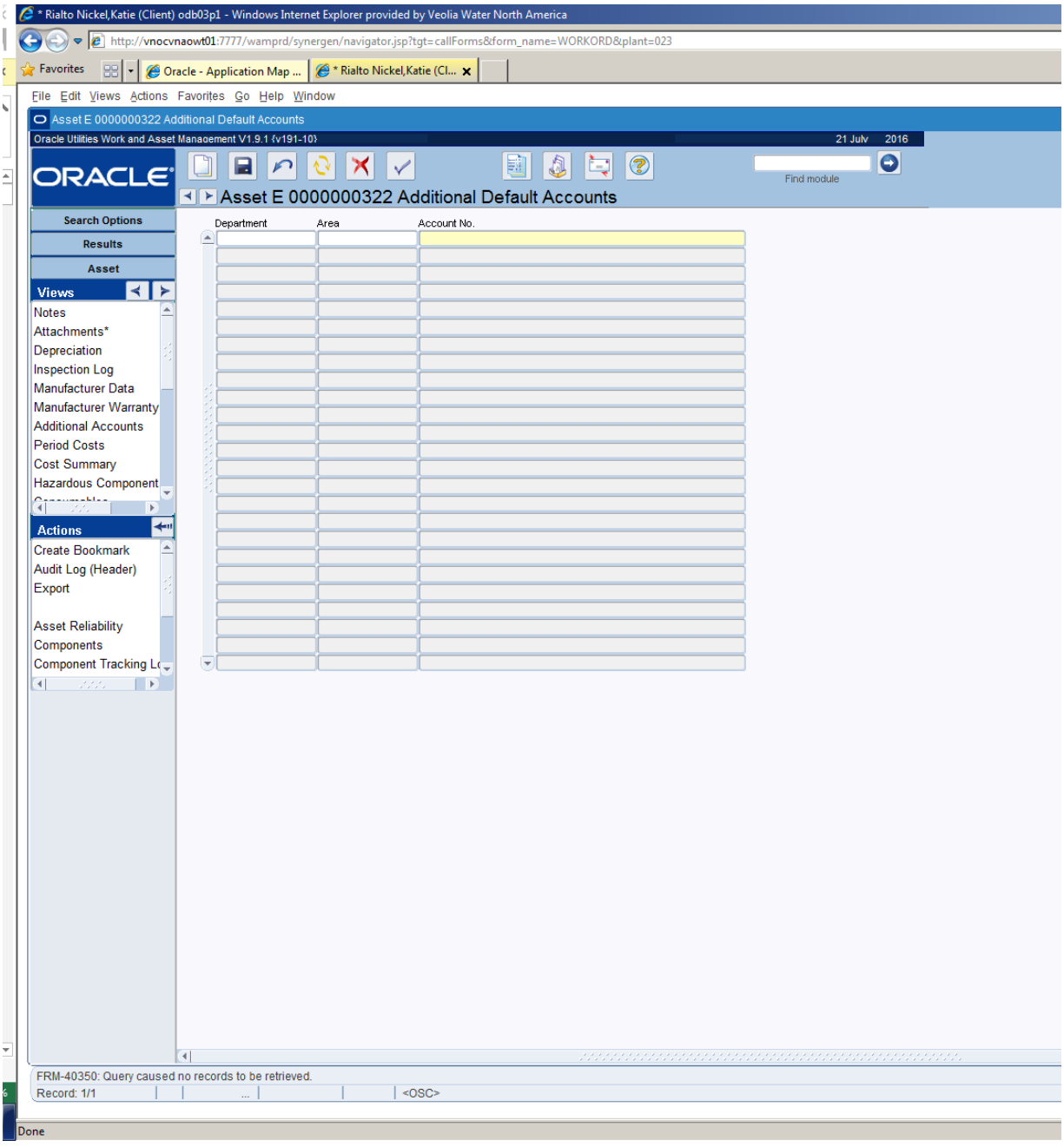
Just basic manufacturer data is populated and no contact information or address is offered



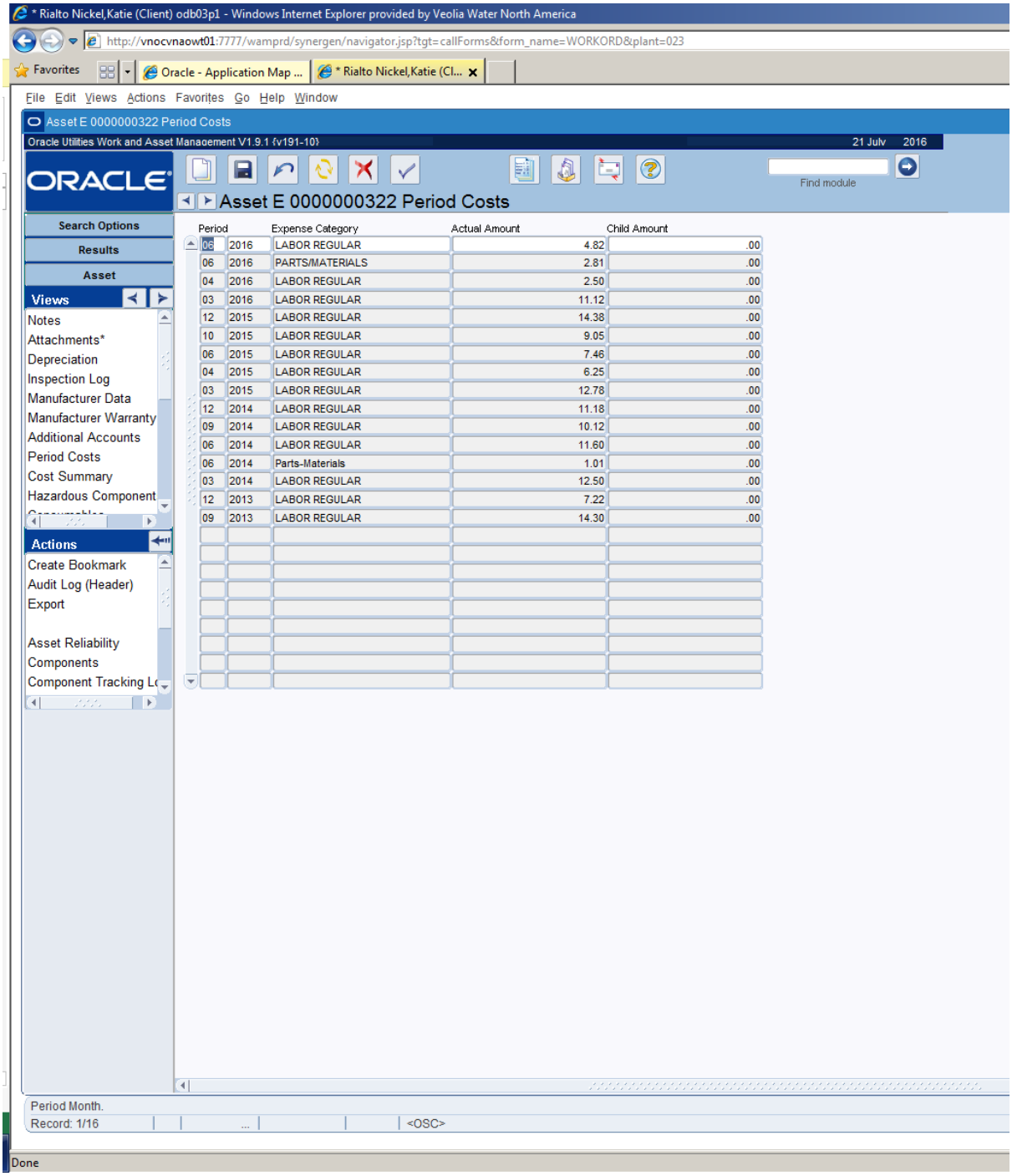
Warranty fields are not populated in typical examples



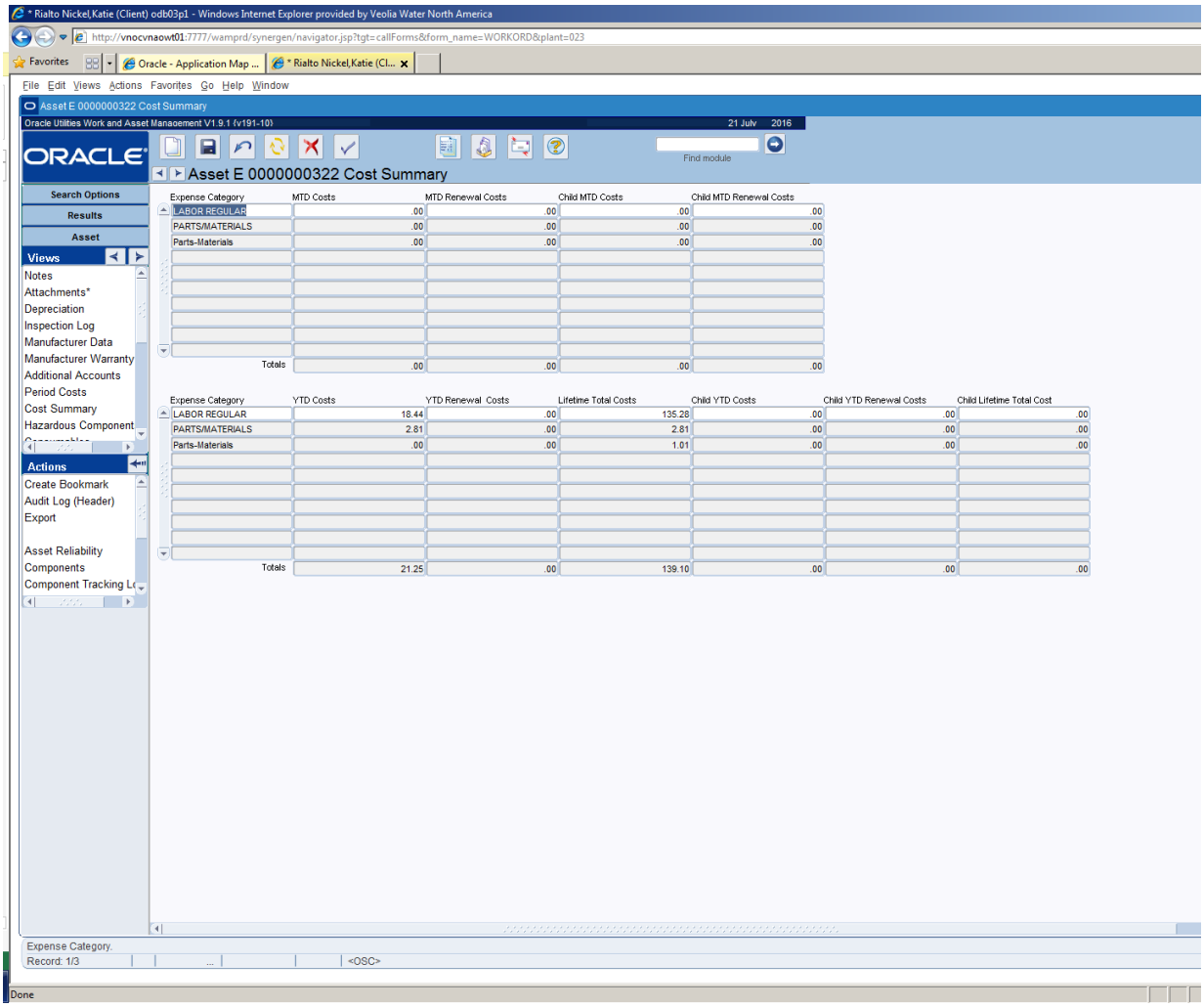
OWAM asset management typical asset and work order samples



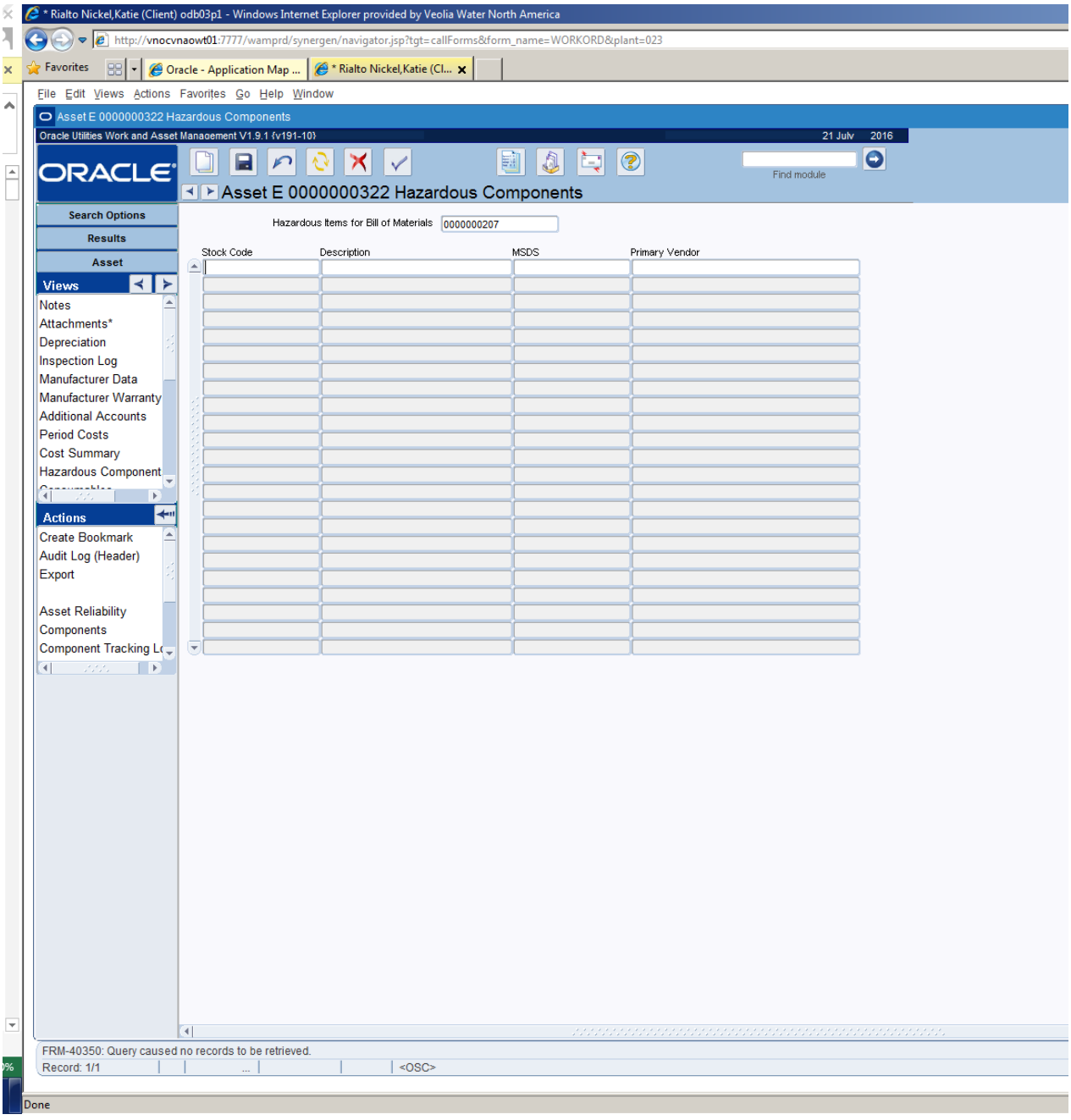
Period costs - Typically parts or material cost are not included or if included may not be realistic.



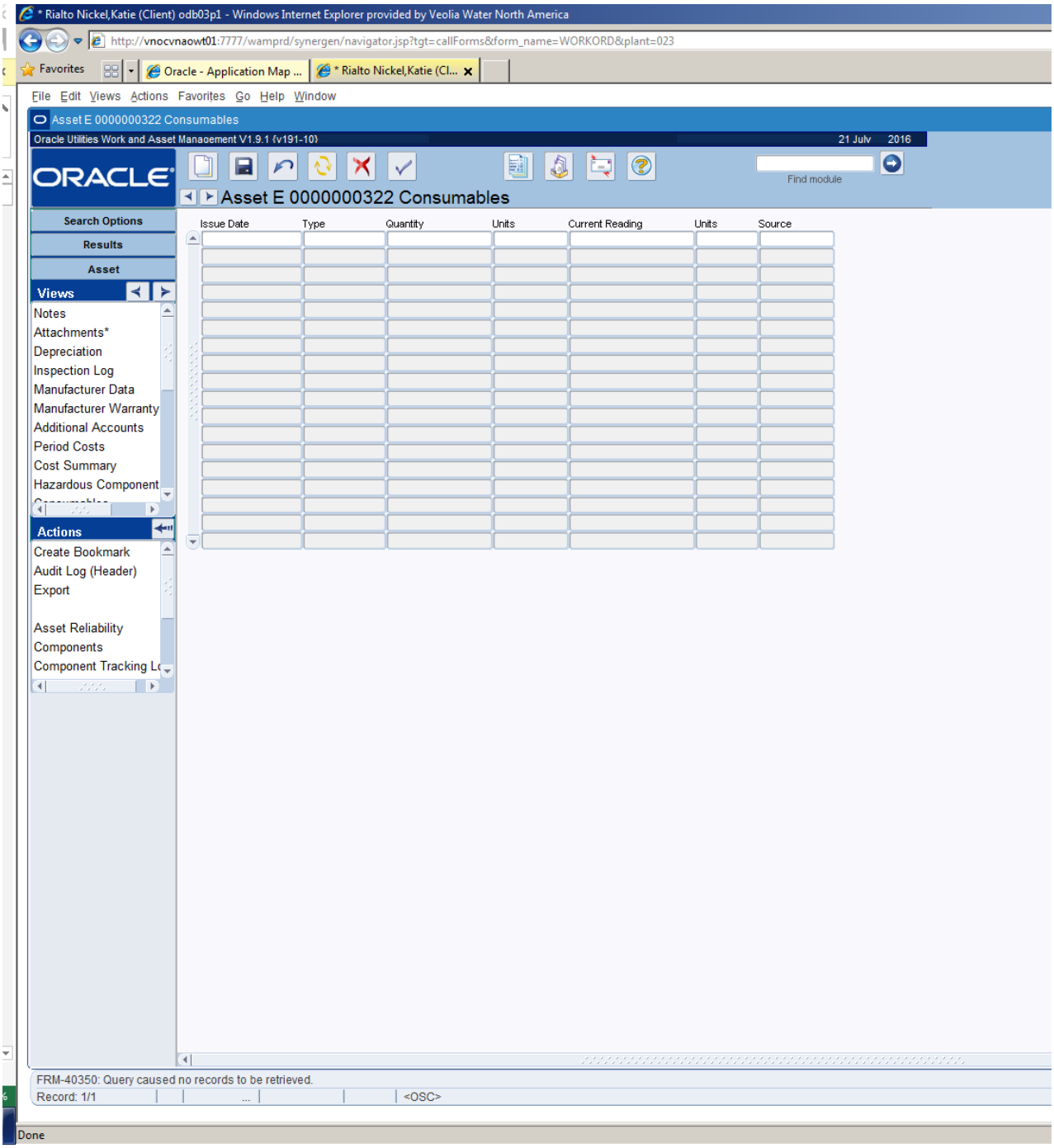
Cost summary sparsly populated with values that may not need further confirmation



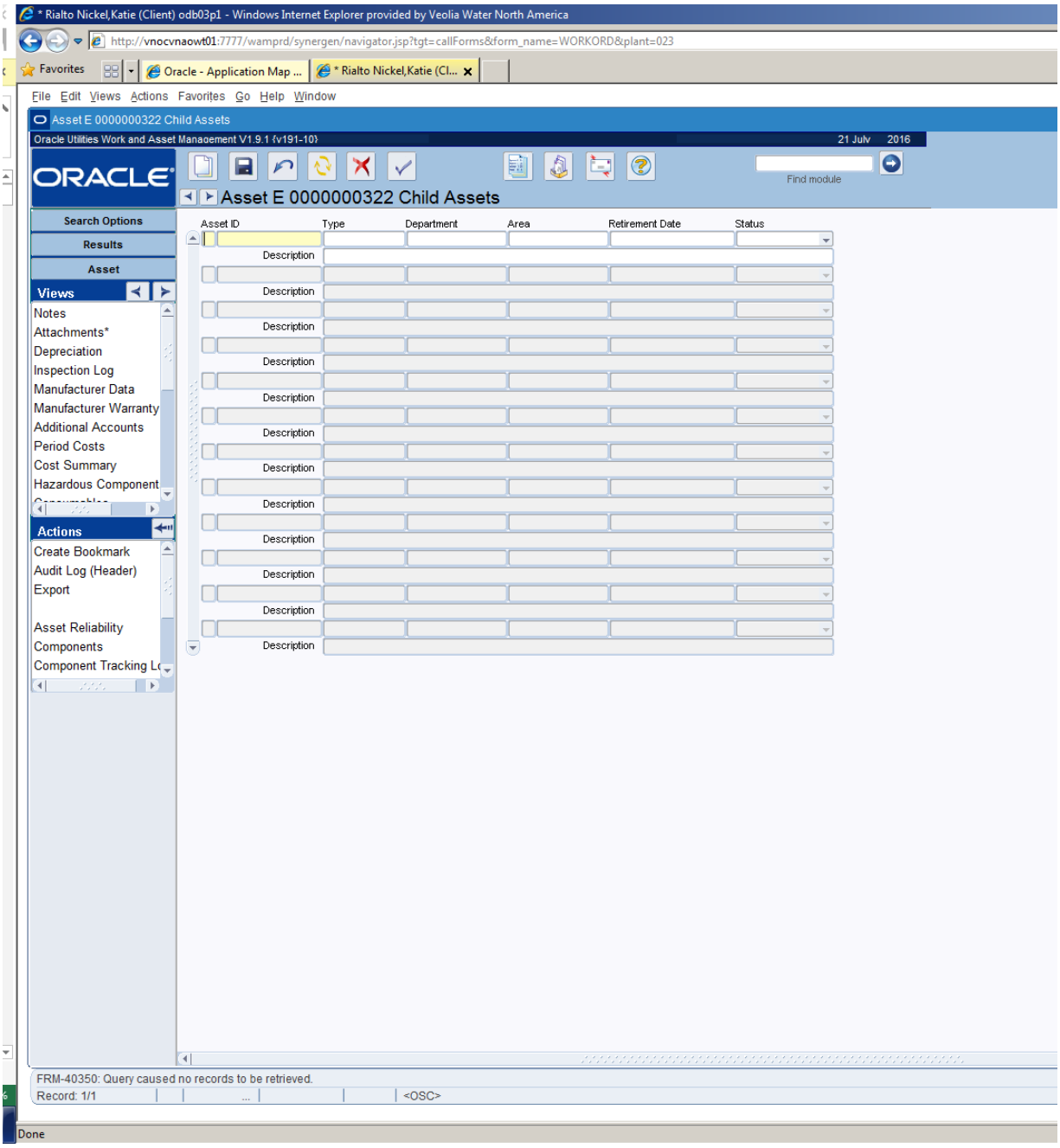
Hazardous components not populated



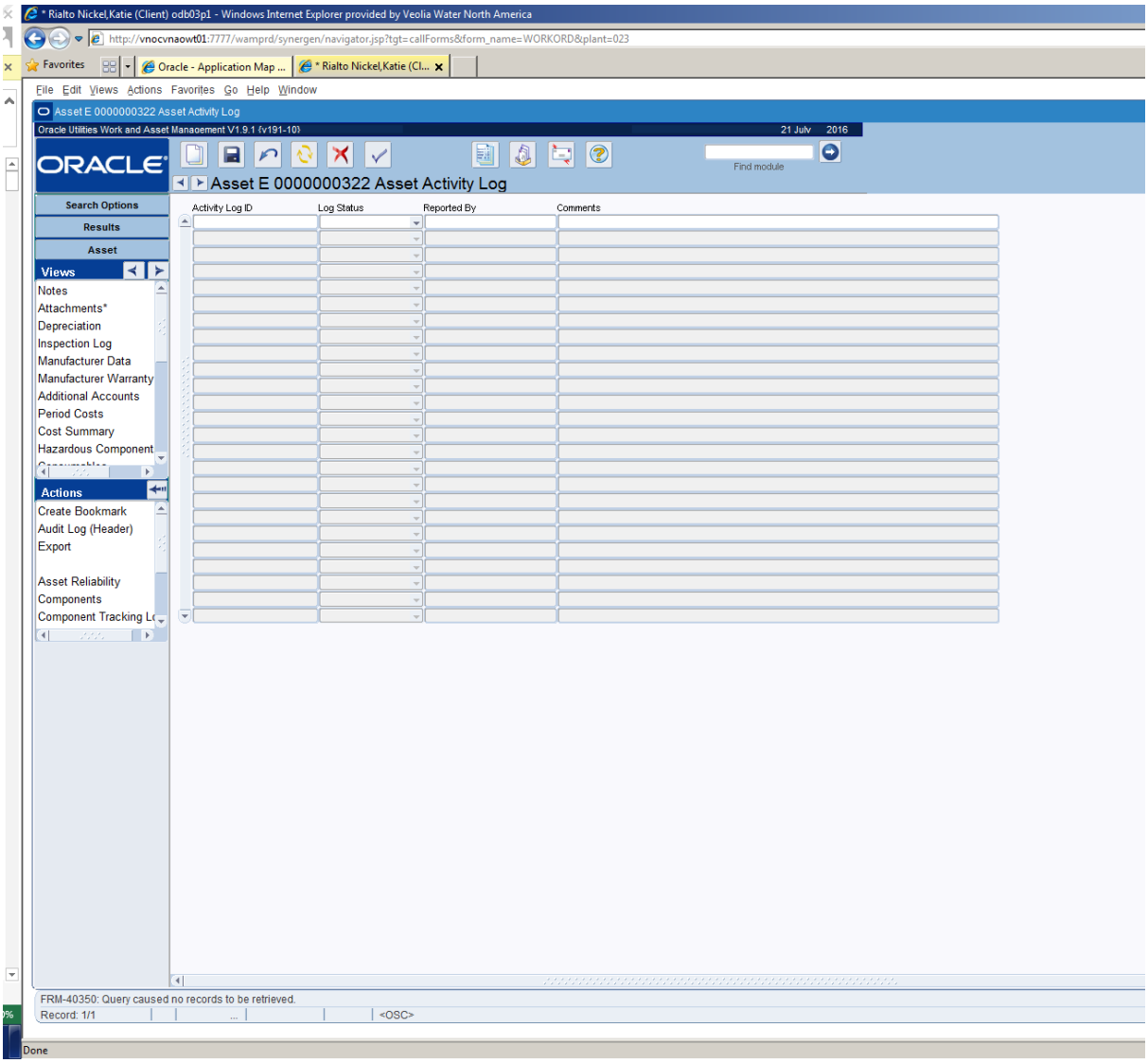
Consumeables not populated



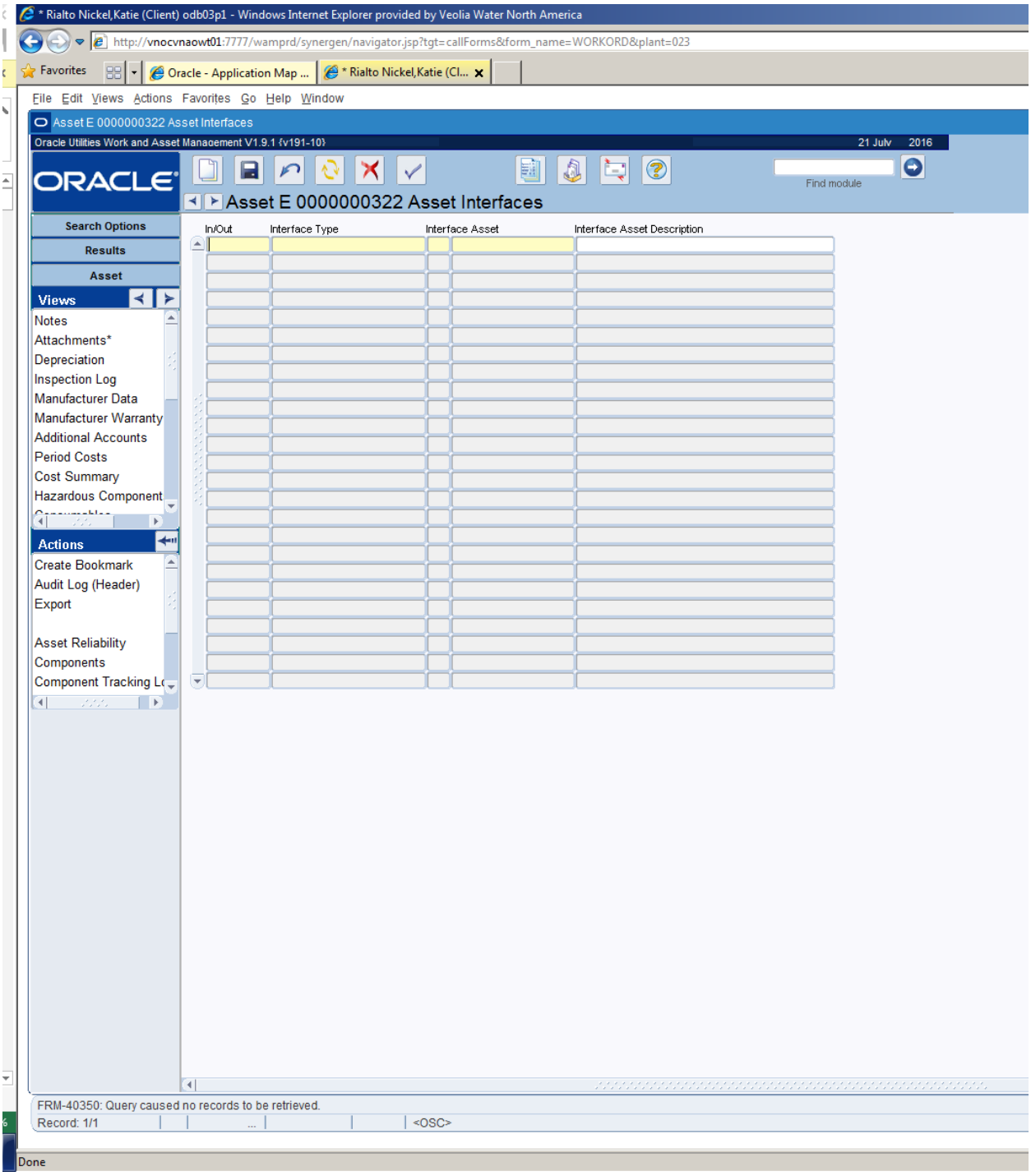
Child assets not populated



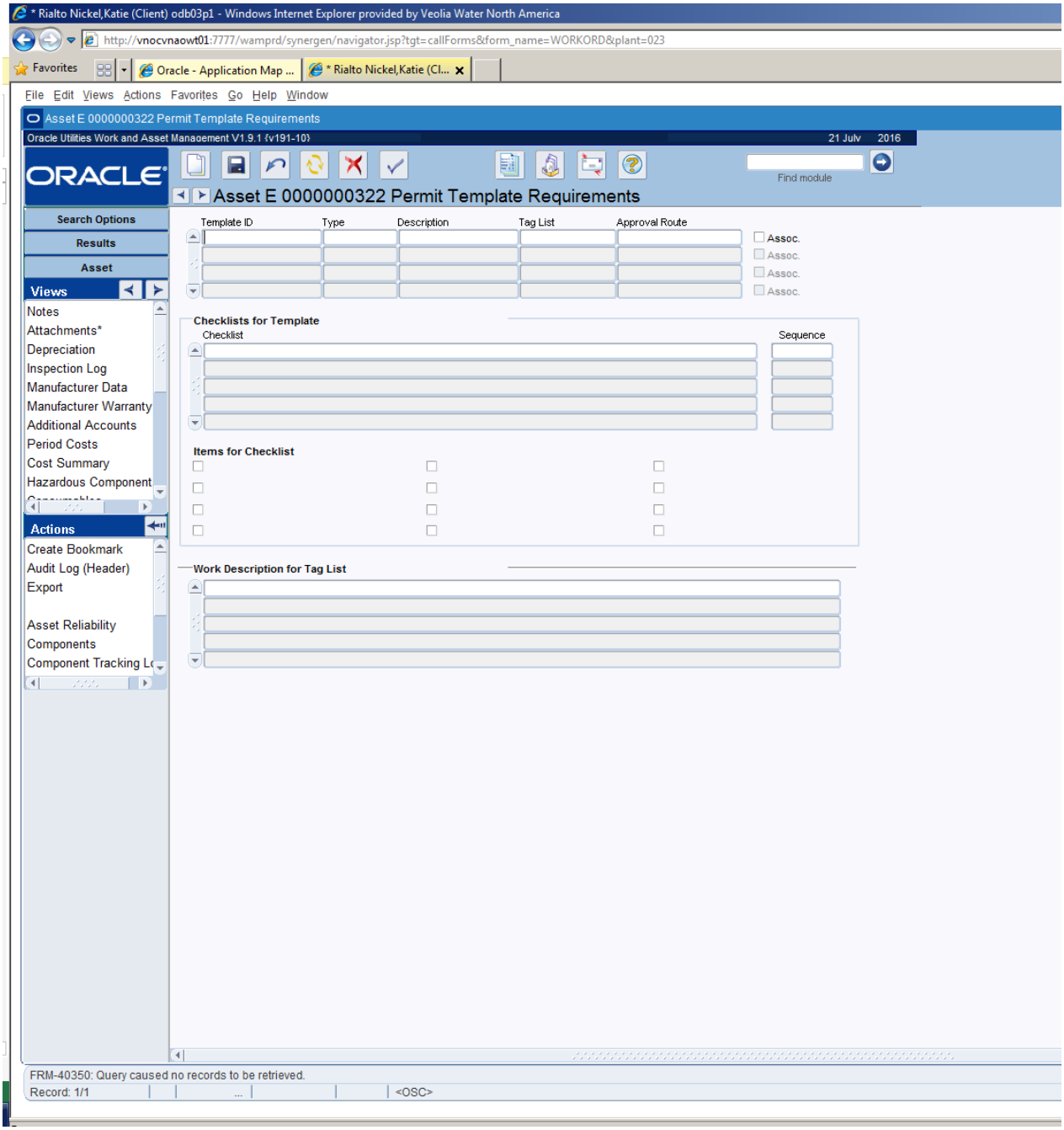
Asset activity log not populated



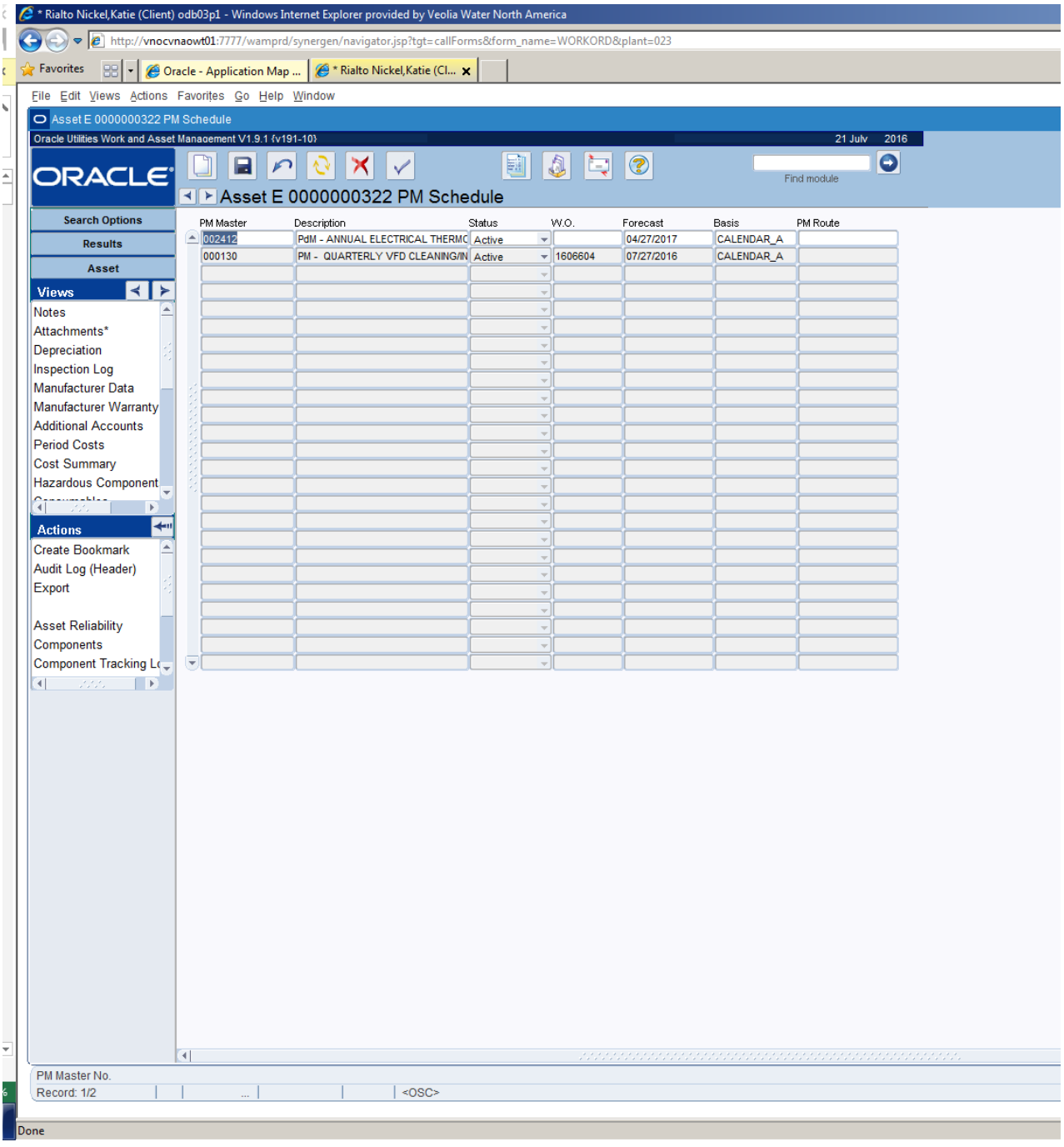
Asset interfaces not populated



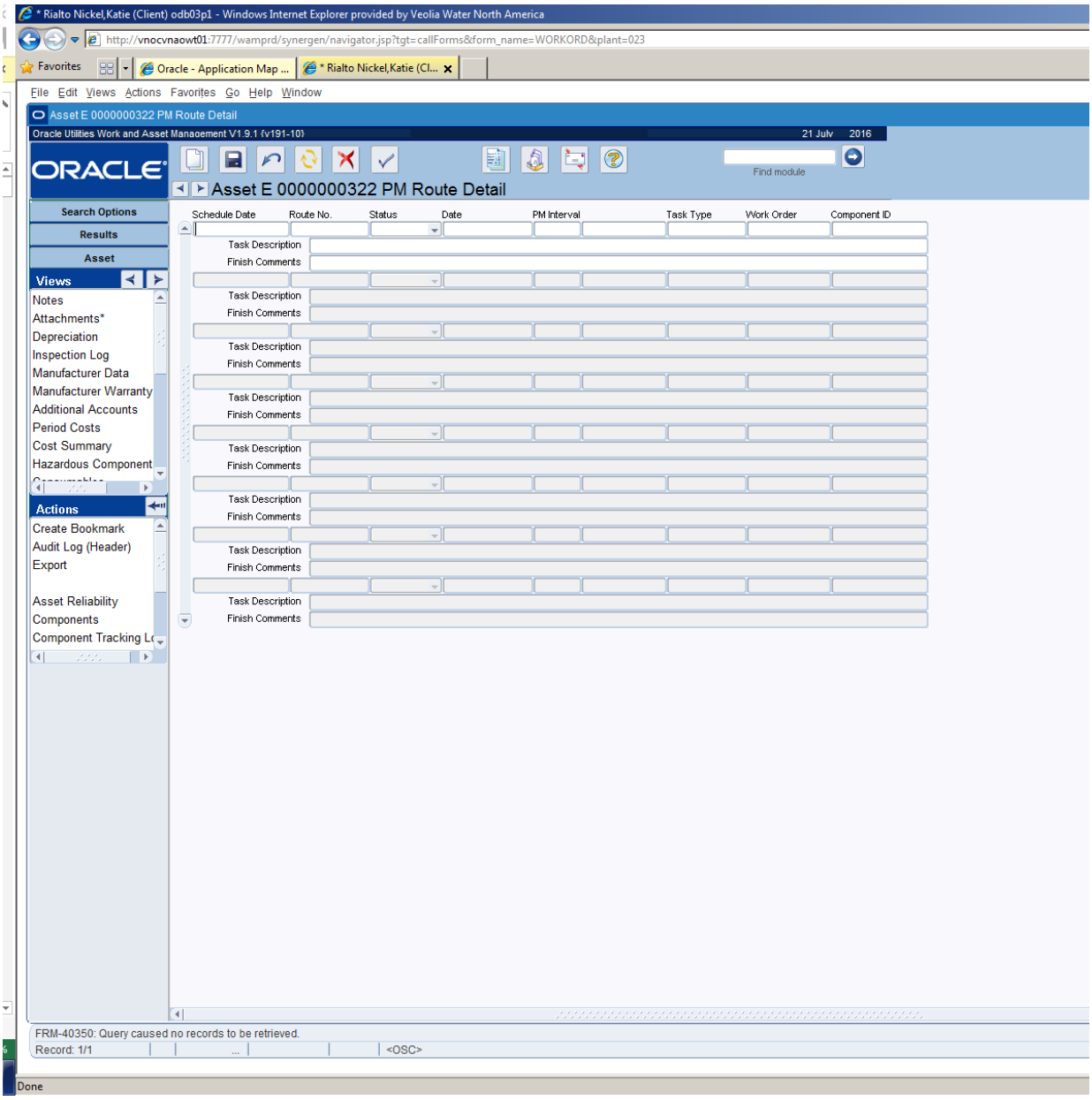
Permit template requirements not populated



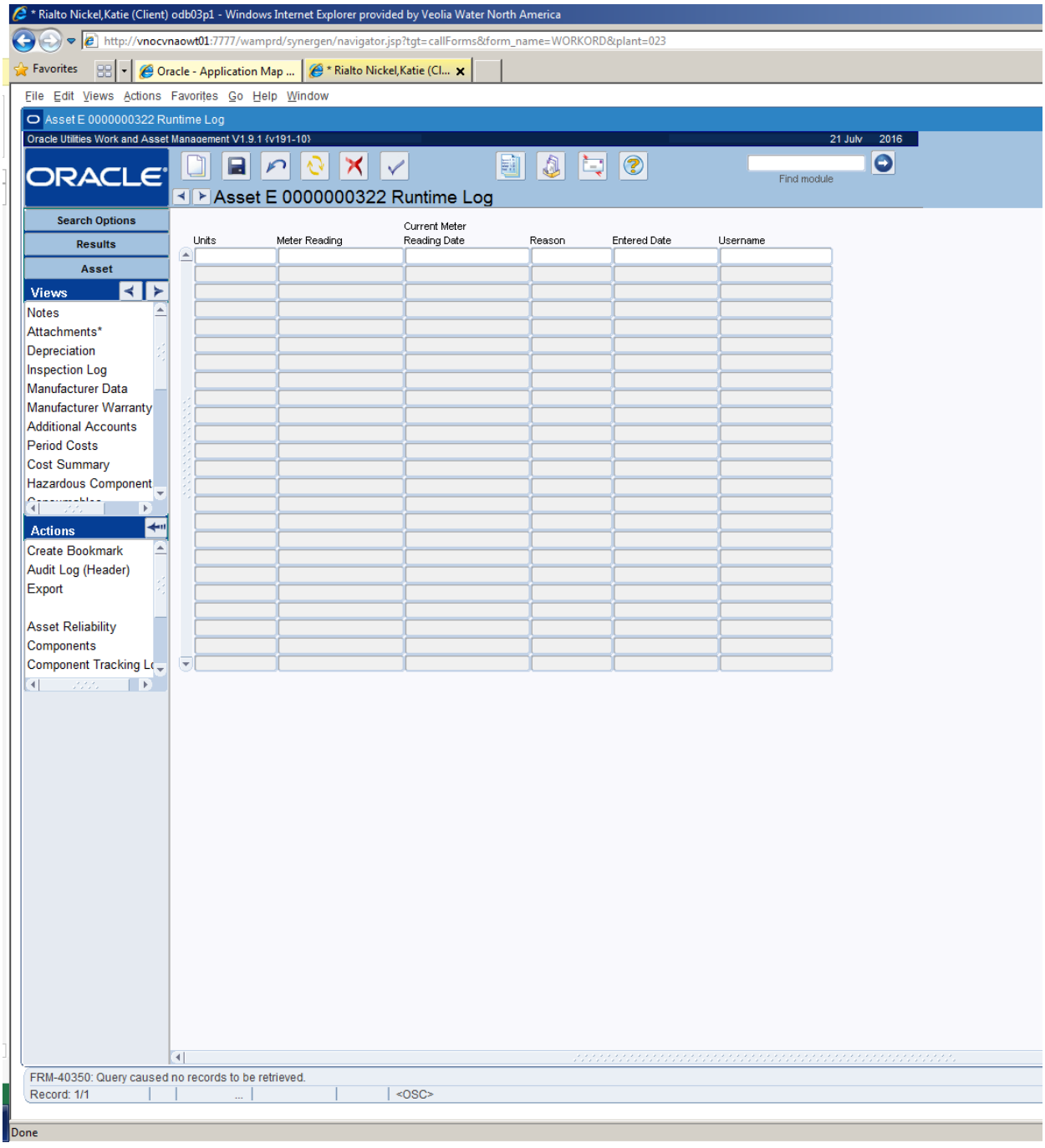
PM schedule listing forcast activities for the 2016 and 2017 only



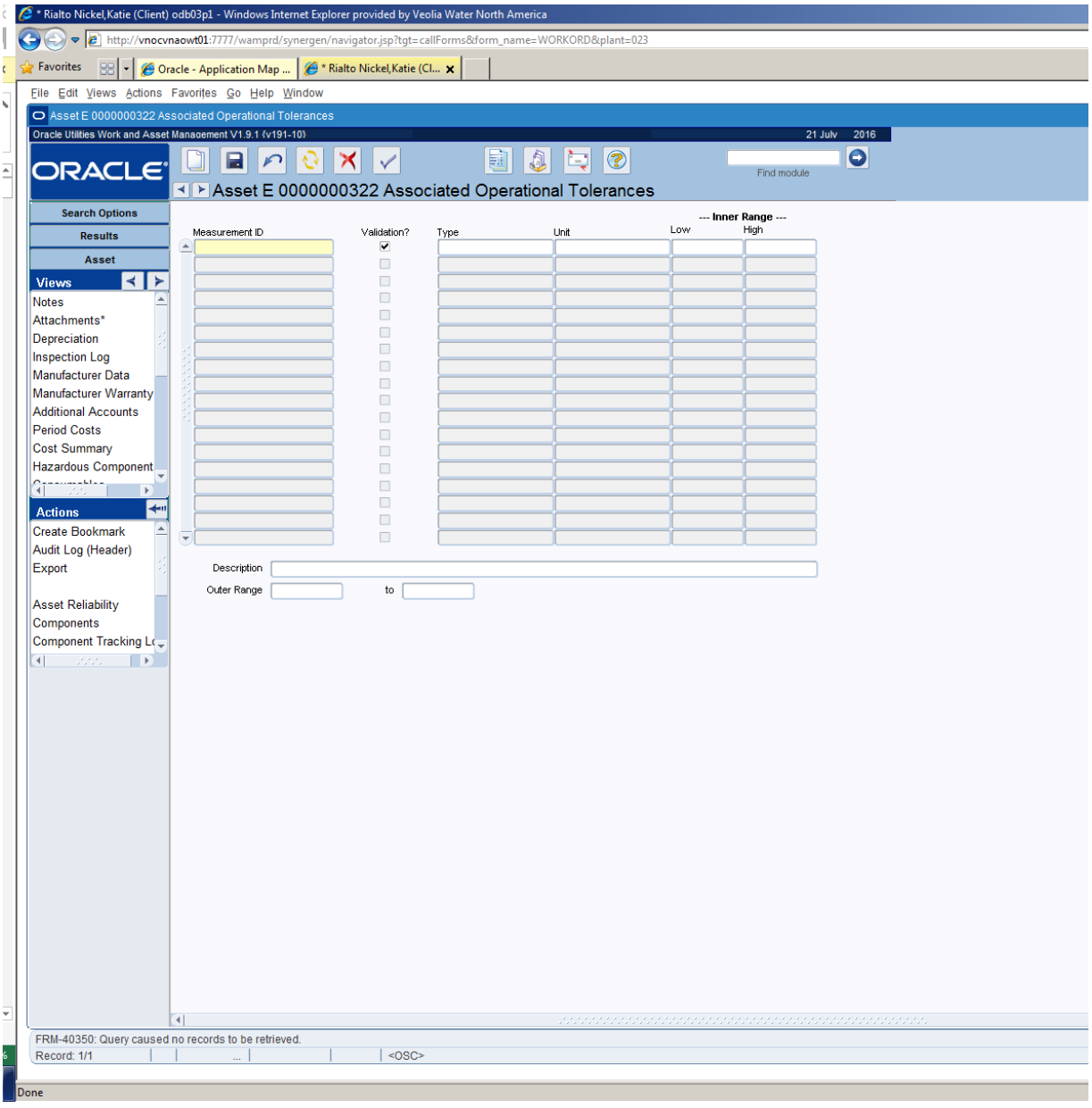
PM route not providing data



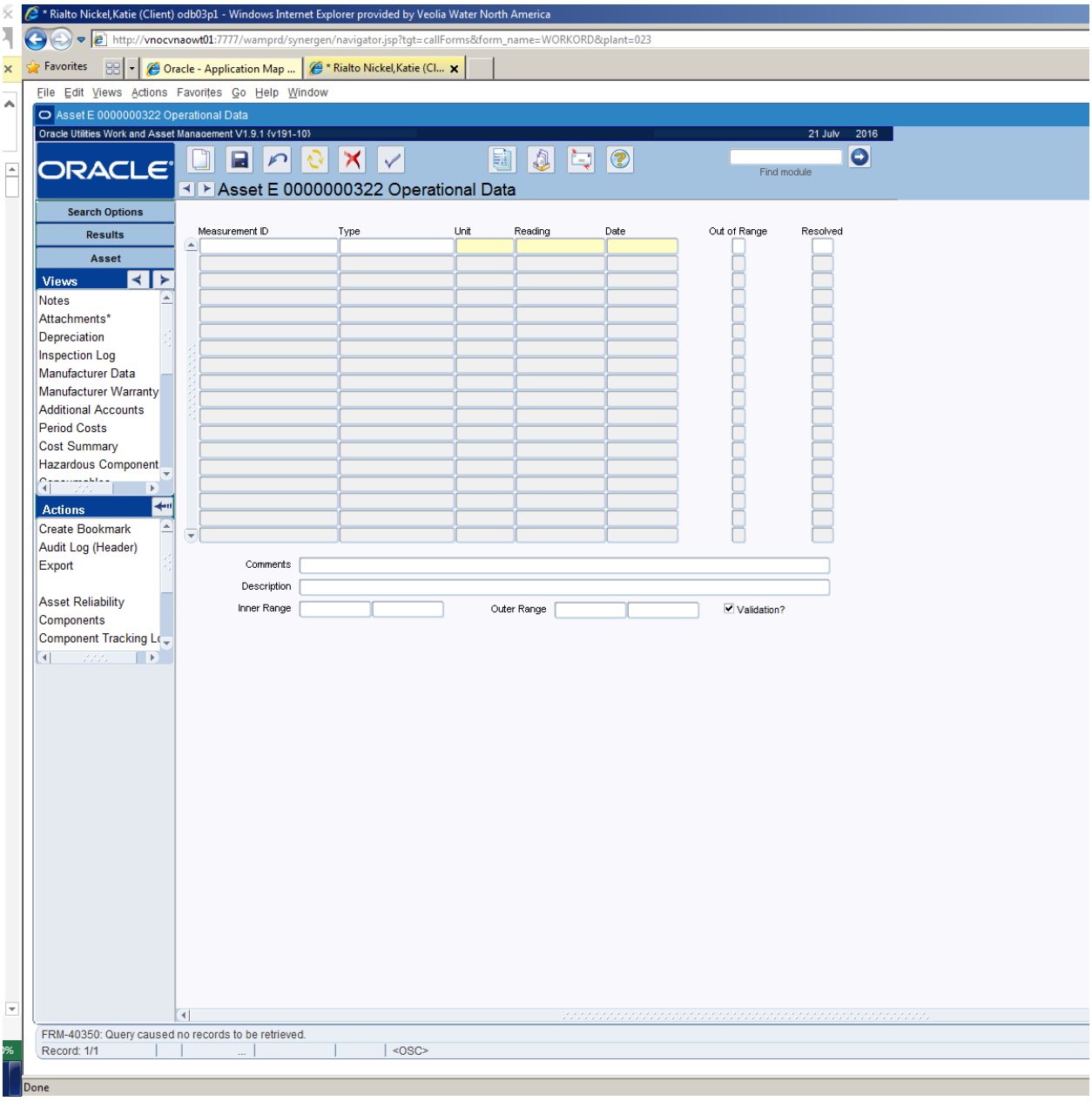
Run time log empty



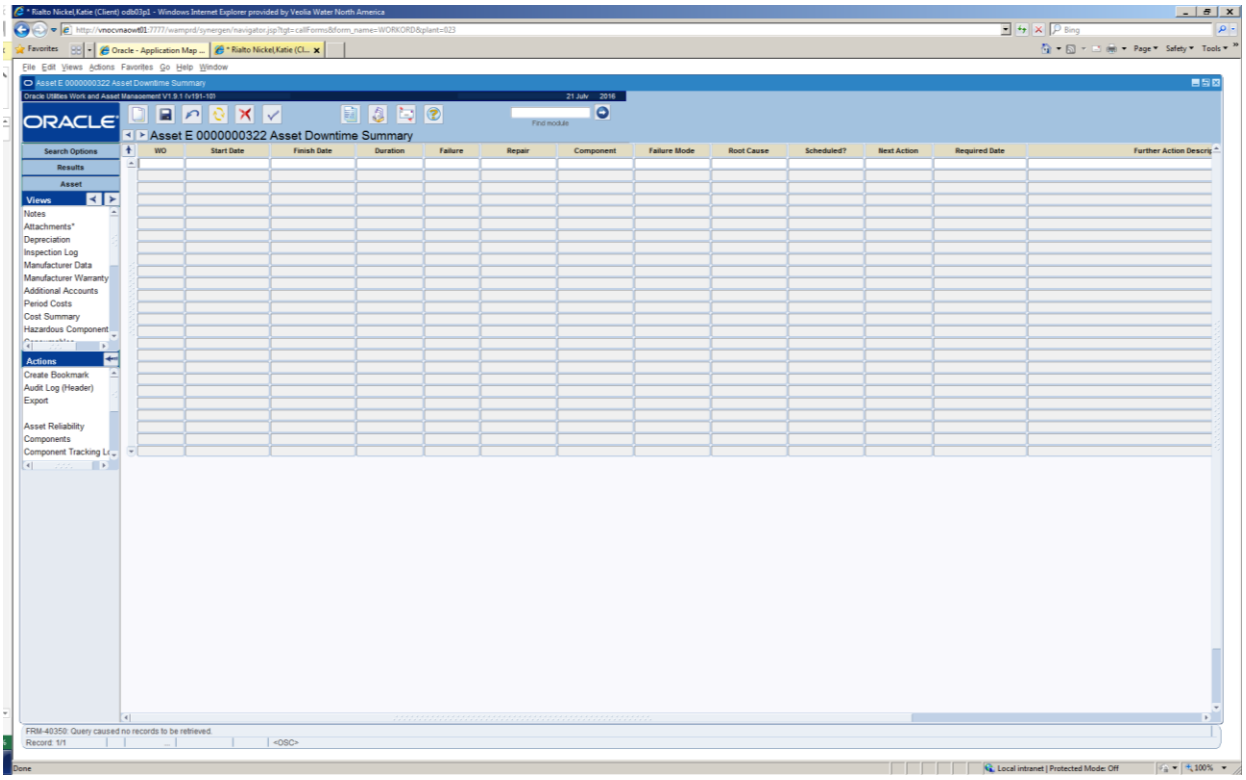
Associated operation not populated



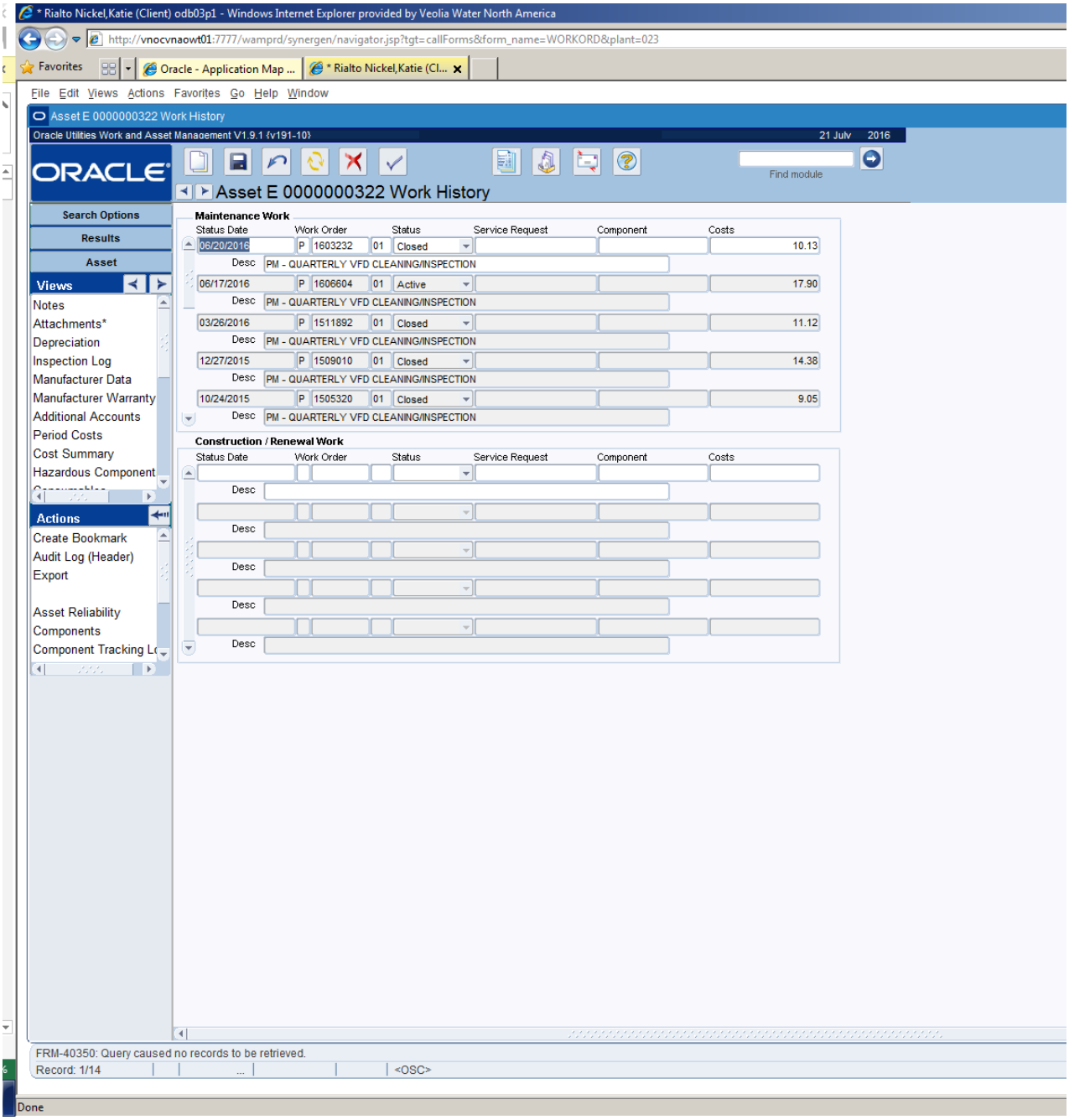
Operational data empty



Asset downtime summary not populated



Work history information is provided in chronological order with insufficient material and technical information. Cost information for maintenance w/o reference to unit cost would require additional con firmation



Work Order Cost summary did not offer material cost. It is not clear how could WO offer summaries using asset information that is not complete?

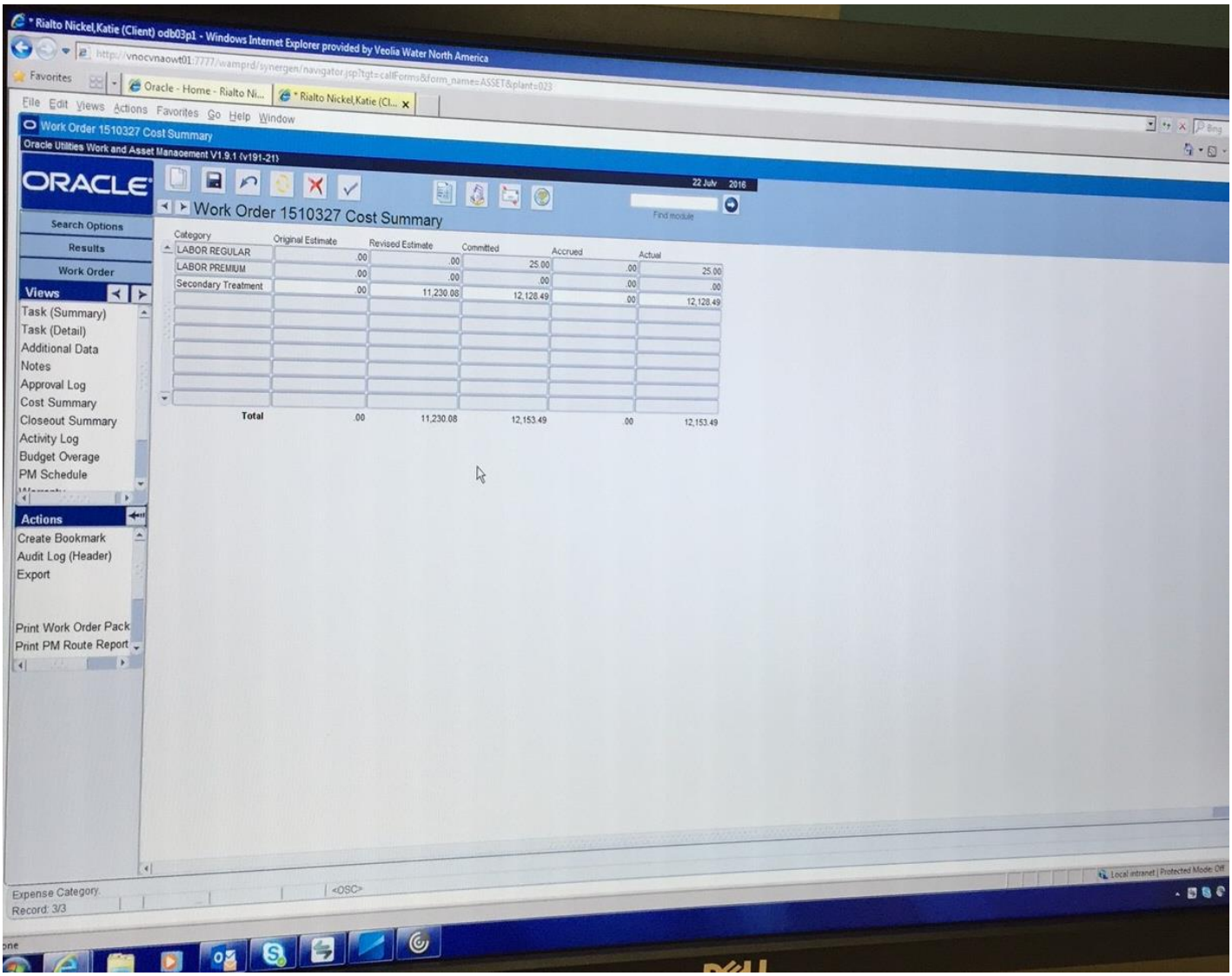
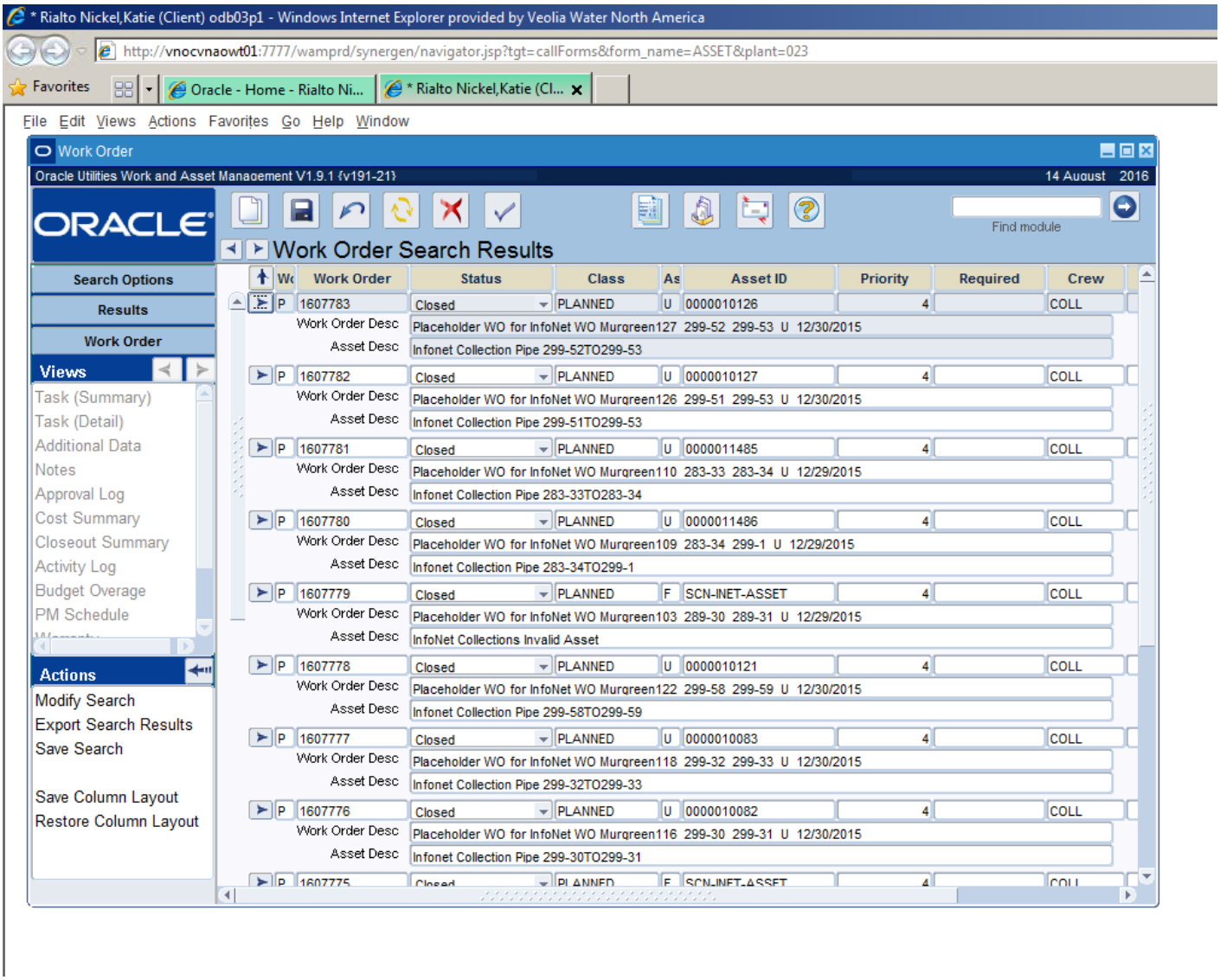


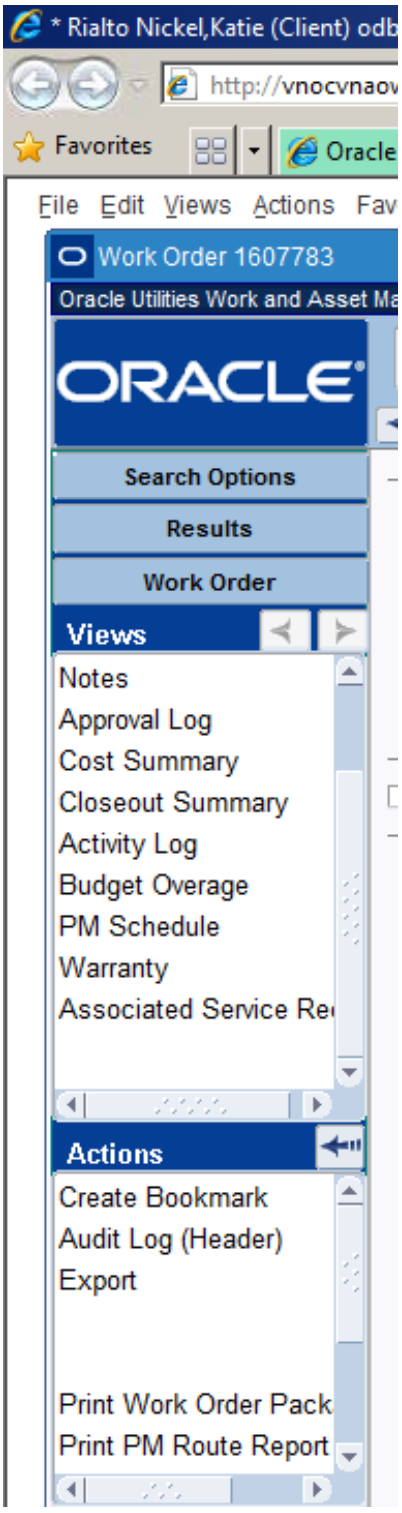
Table I2: List of spot checked Work Orders in OWAM Veolia- CMMS system for the city of Rialto sewer stystem

	WO ID	WO Description	Specifications Technical Info
WATER	1403397	Meter, flow, paddle, 6", booster 4 pump, cactus reservoir	NO
WATER	1602357	Info Net Meter 009-0705-02	NO
WASTEWATER	1607776	Info Net Collection Pipe	NO
WASTEWATER	1607648	Info Net Collection Pipe	NO
WASTEWATER	1300184	PM 6 month greasing lub lab s350	NO (Notes , Asset list provided)
WATER	1407197	Placeholder WO for Ino Net WO Booster 3 PS 2030	NO
WASTEWATER	1501718	PDM ANNUAL ELECTRICAL THERMOGRAPHIC INSPECTION	NO (Notes included,)
WASTEWATER	1502432	PDM ANNUAL VIBRATION ANALYSIS	NO (Notes included)
WASTEWATER	1502695	Aerator 3, floating, primary EQ East MCC K1-21	NO (Notes included
WATER	1606290	PDN INet Asset	NO

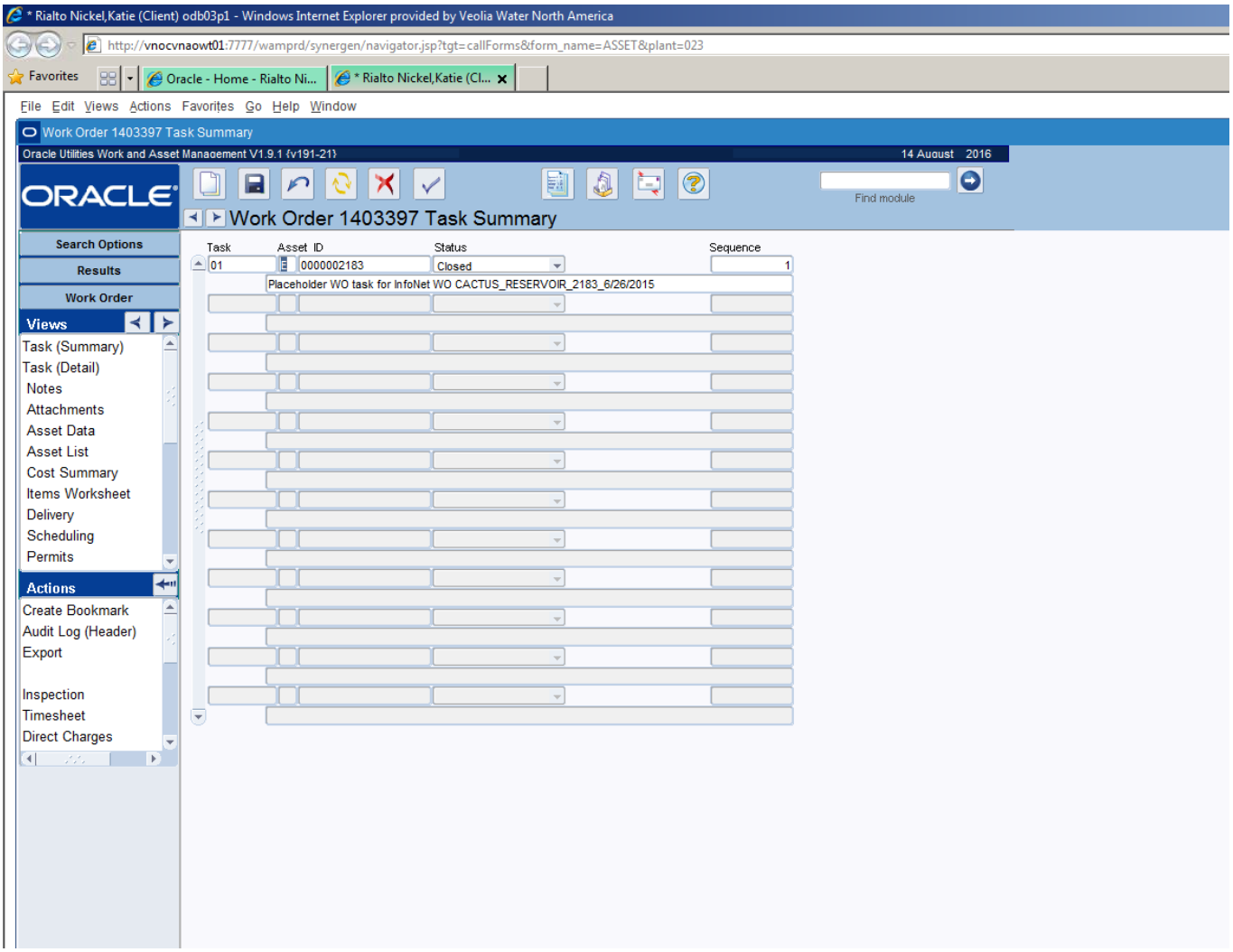
Work Order Opening screen for search results "closed" WO



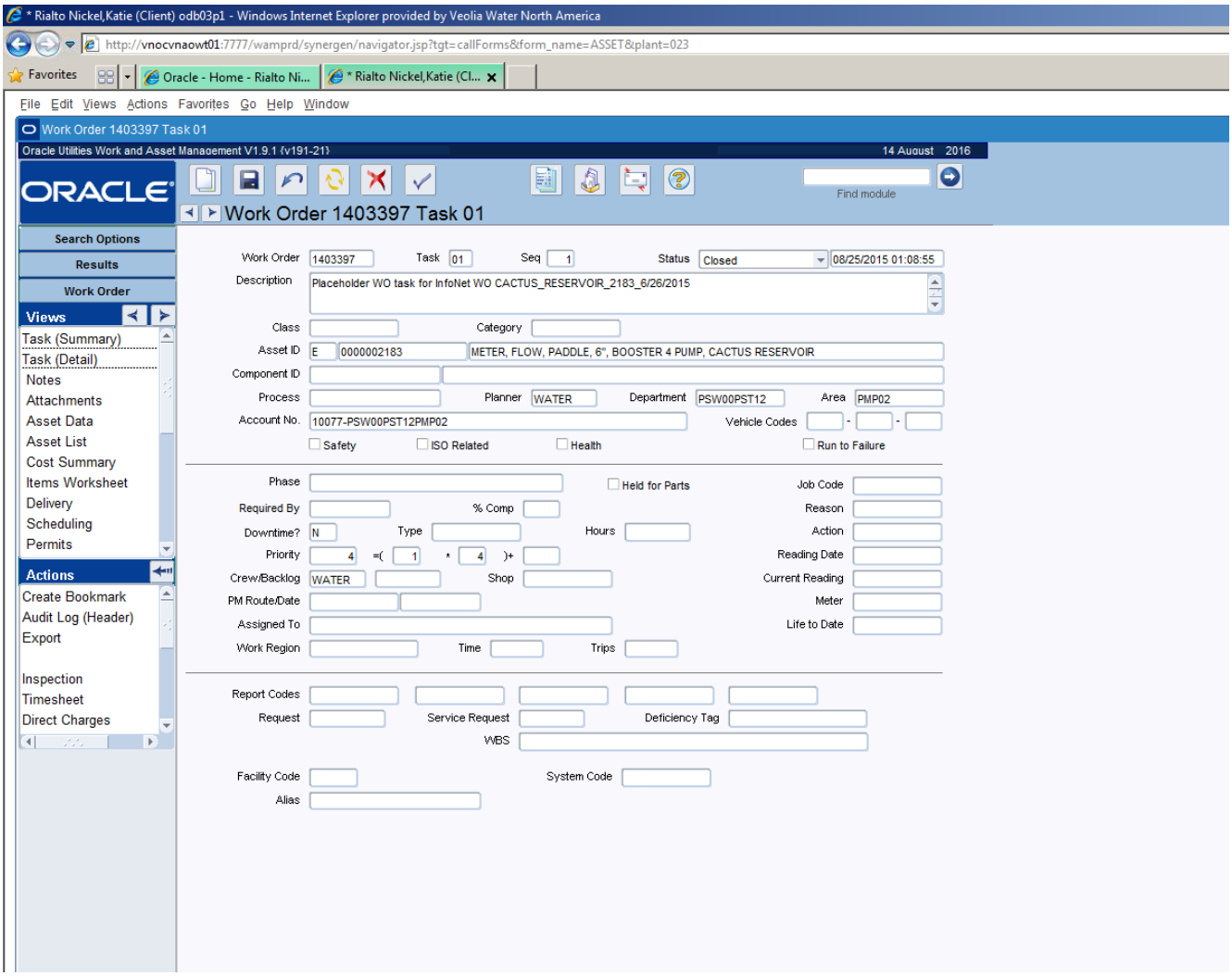
Views menu in WO screen


* Rialto Nickel,Katie (Client) odb
http://vnocvnaov
Favorites
Oracle
File Edit Views Actions Fav
Work Order 1607783
Oracle Utilities Work and Asset Ma
ORACLE
Search Options
Results
Work Order
Views
Notes
Approval Log
Cost Summary
Closeout Summary
Activity Log
Budget Overage
PM Schedule
Warranty
Associated Service Re
Actions
Create Bookmark
Audit Log (Header)
Export
Print Work Order Pack
Print PM Route Report

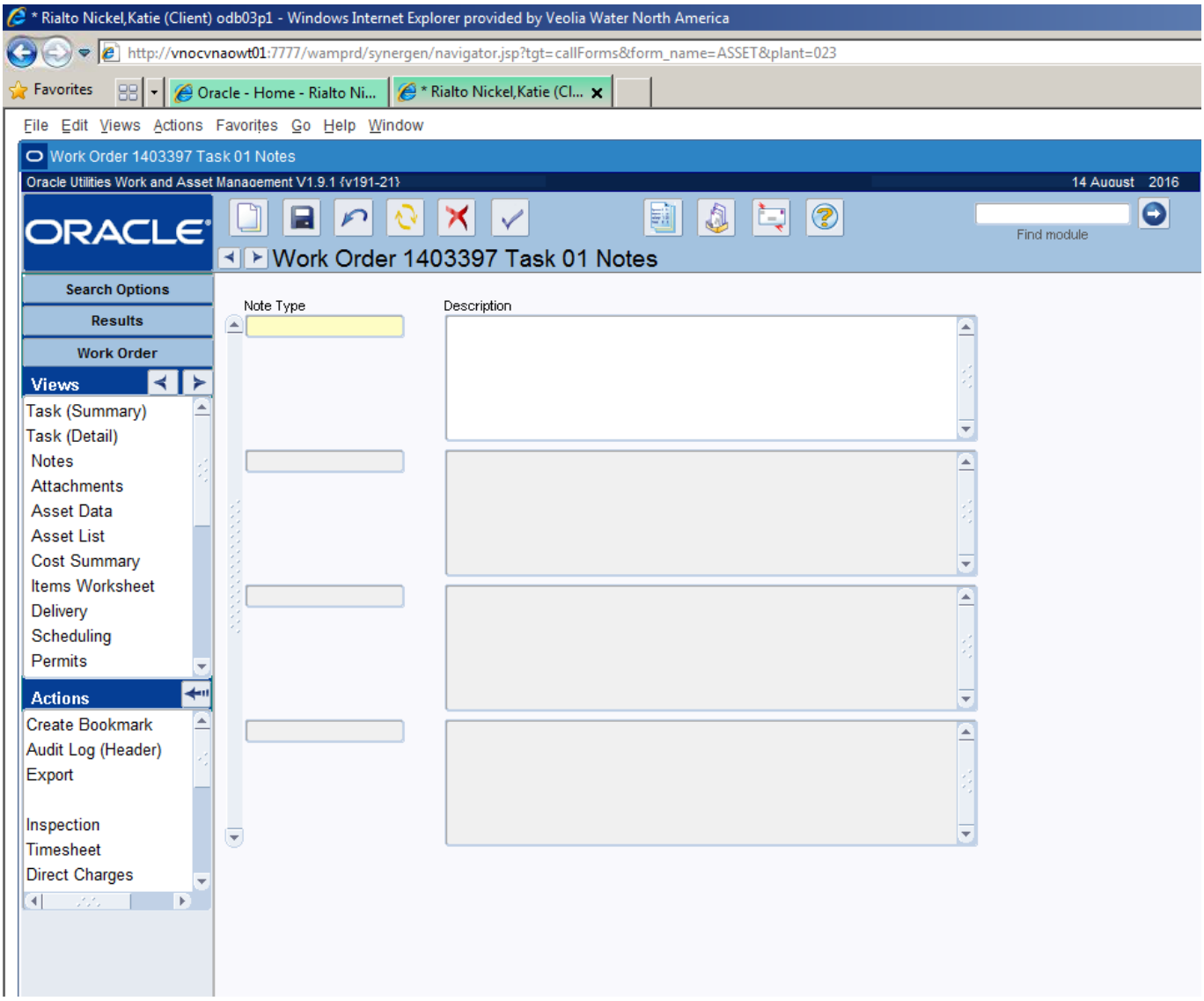
Work Order Task summary: Summary is not making reference to physical location of parts and labor



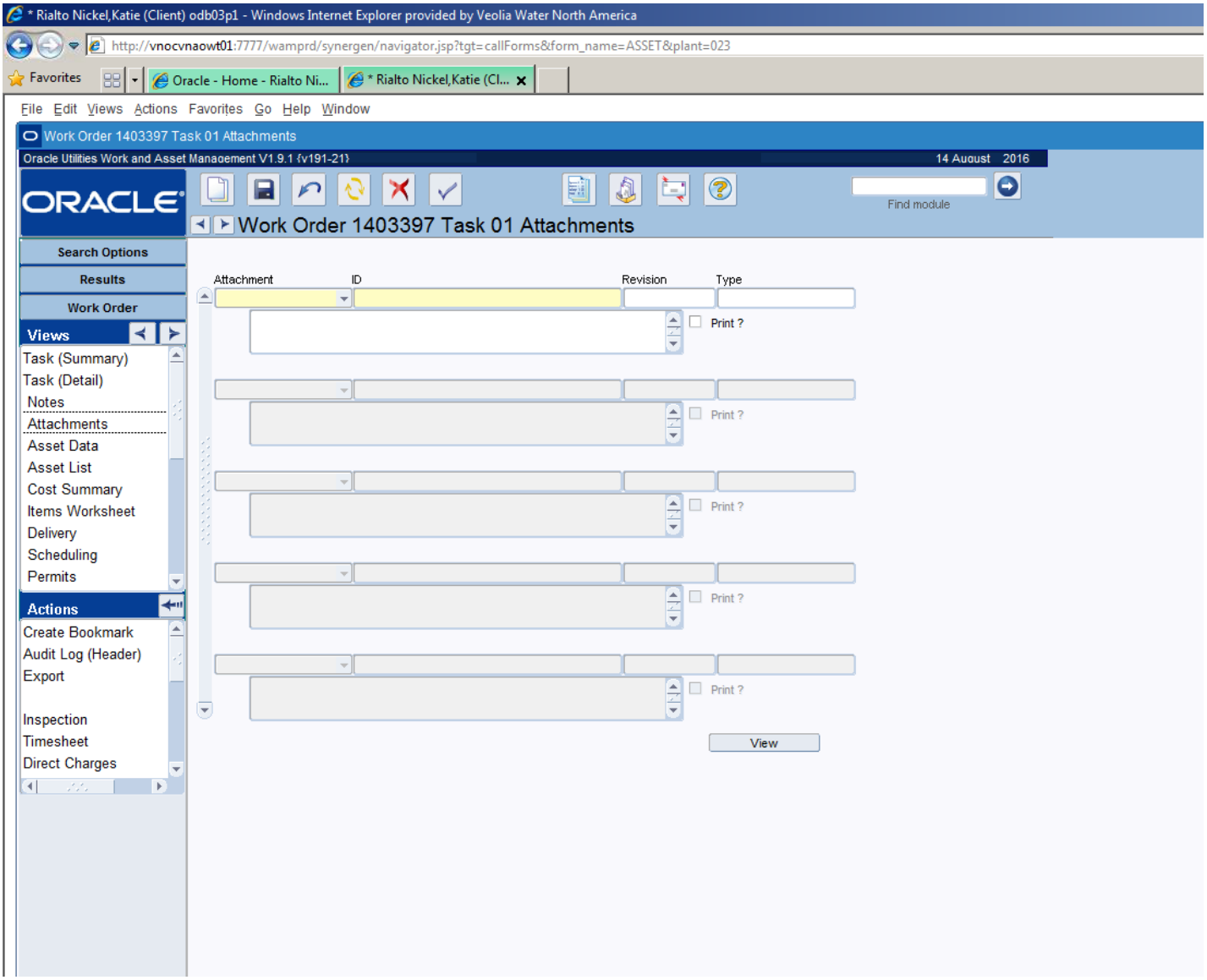
WO Task Detail populated with OWAM and Info Net set of codes. OWAM and INet codes are not related and there is no key map or instruction for assets to relate a code for physical site location and origin with no guide. Priority populated with calculation fields, no indication of how is it utilized:



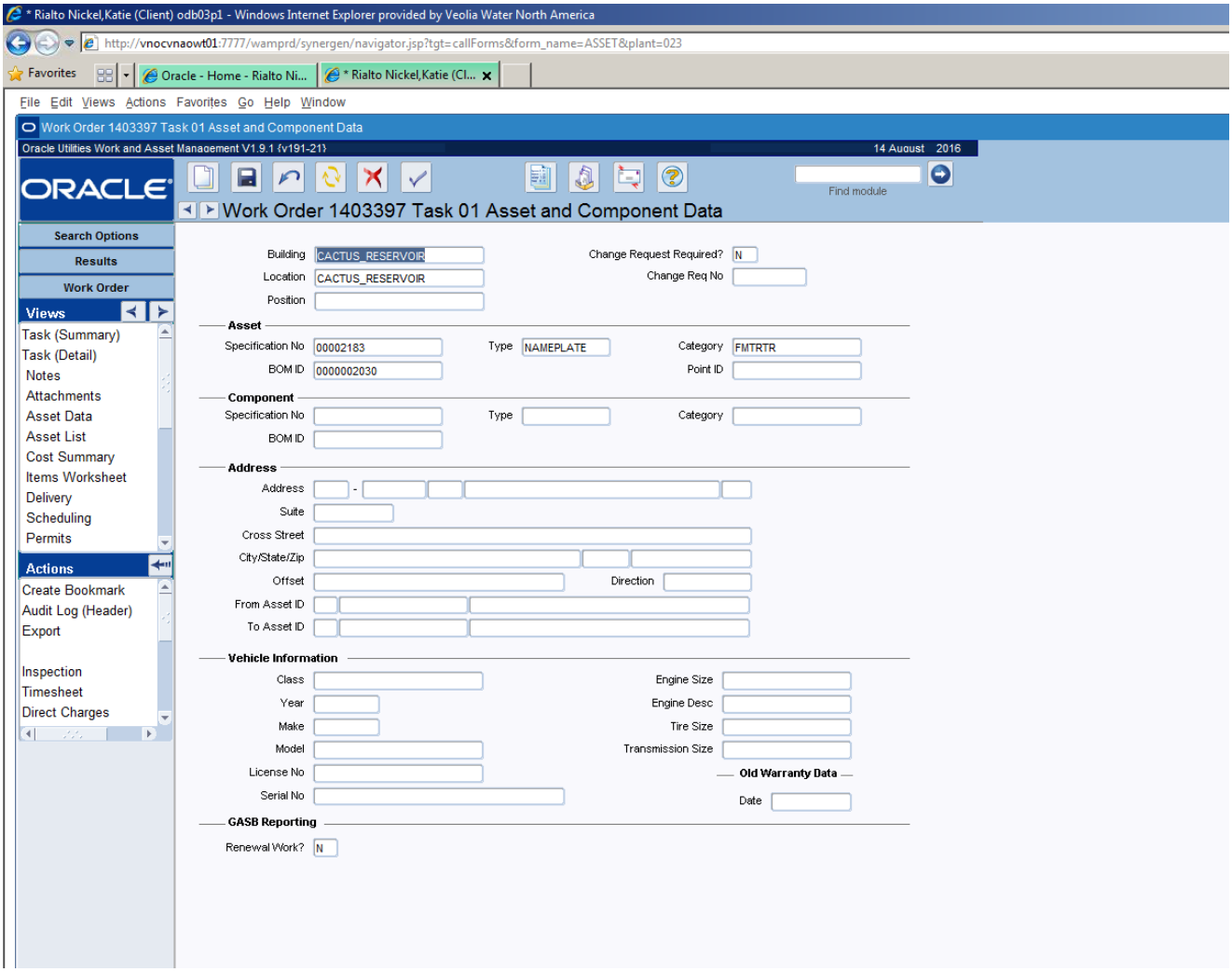
WO Notes not populated:



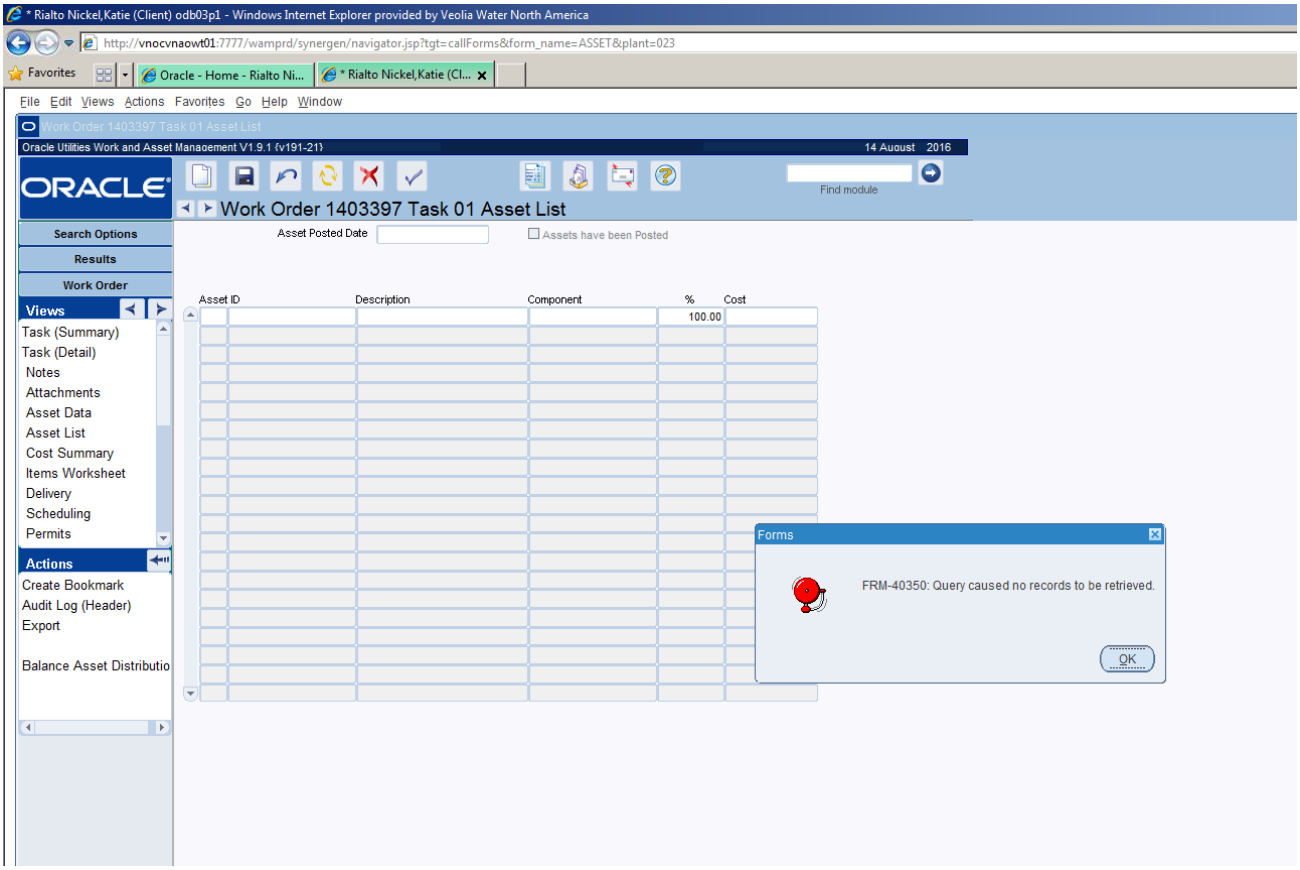
WO Attachments not populated:



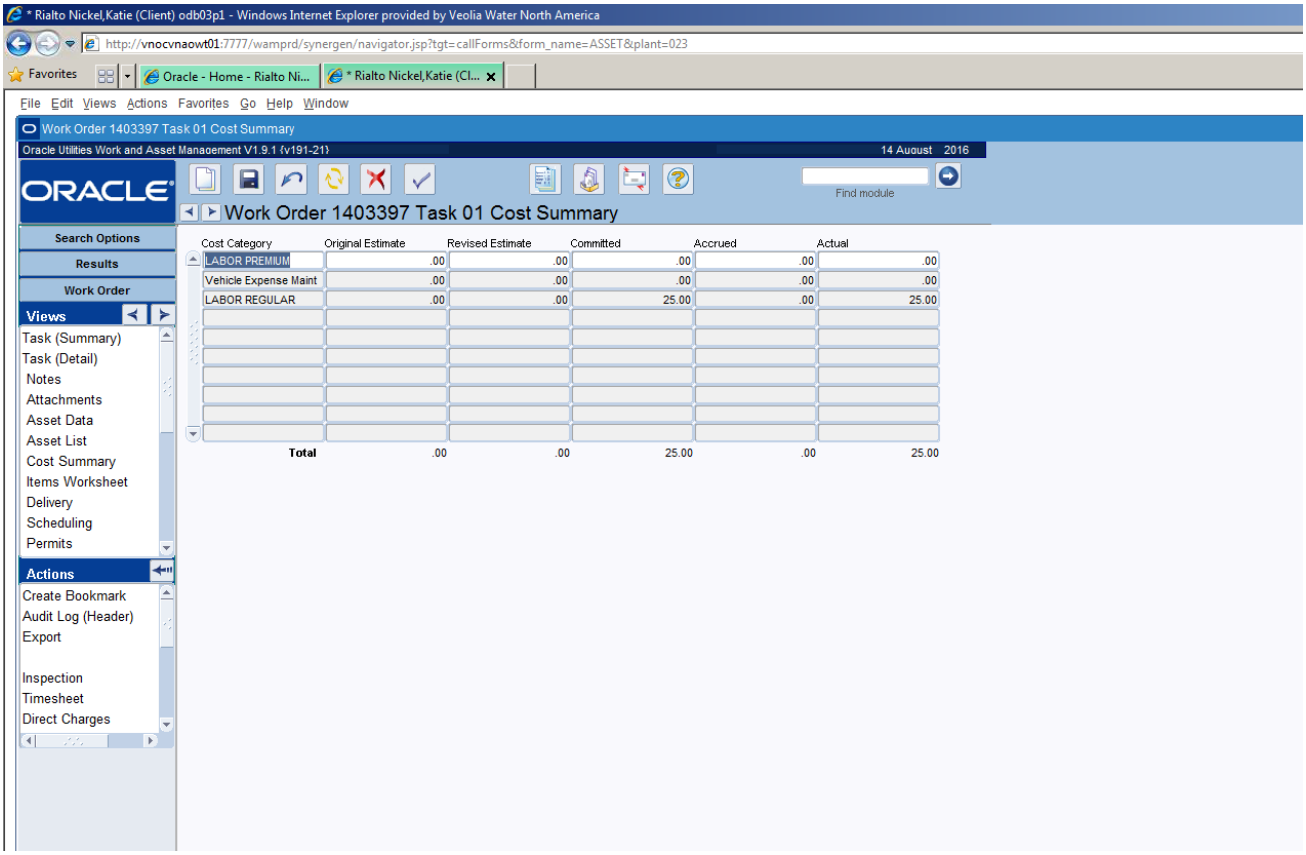
Asset data not populated:



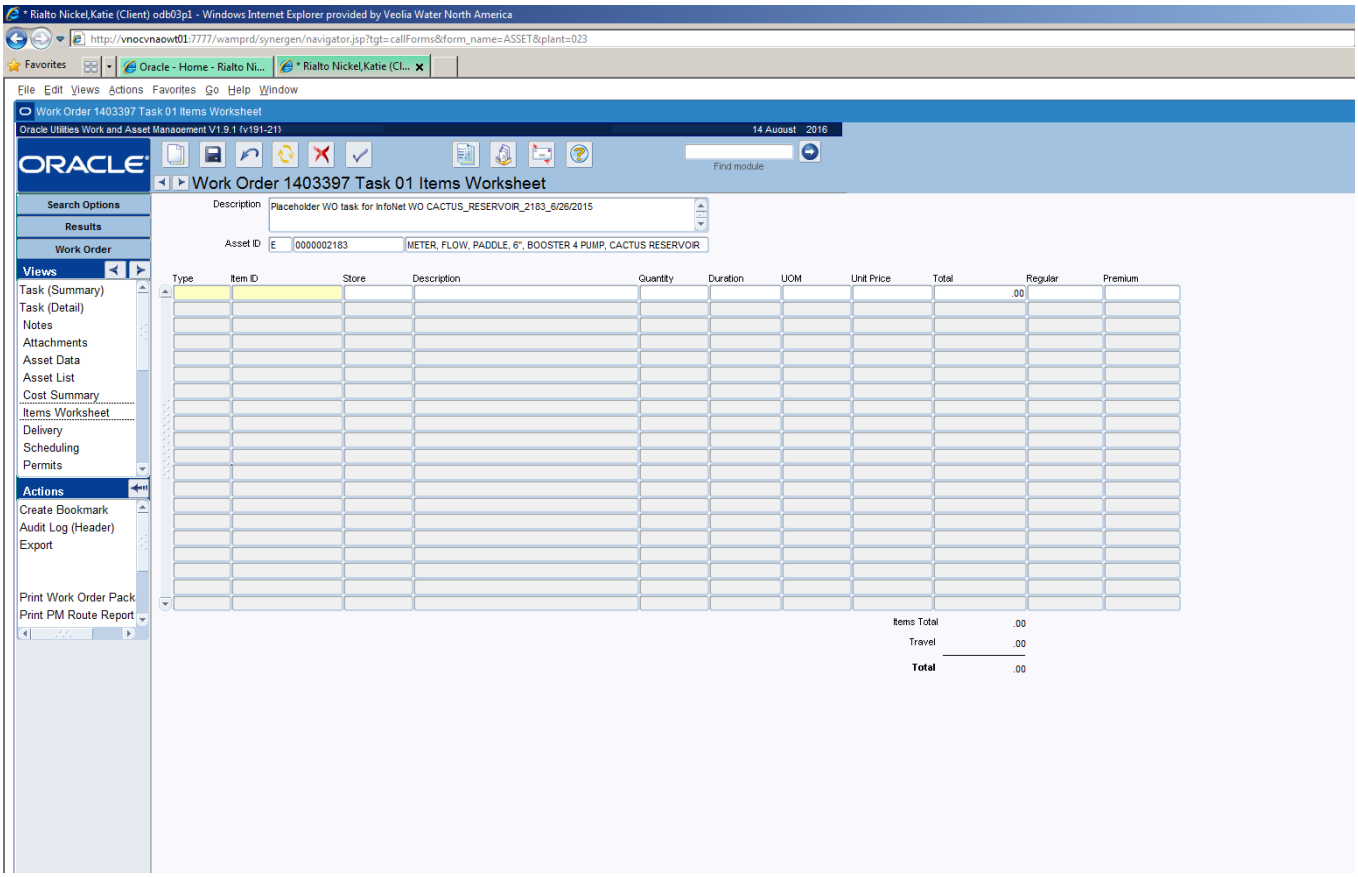
Asset list no records:



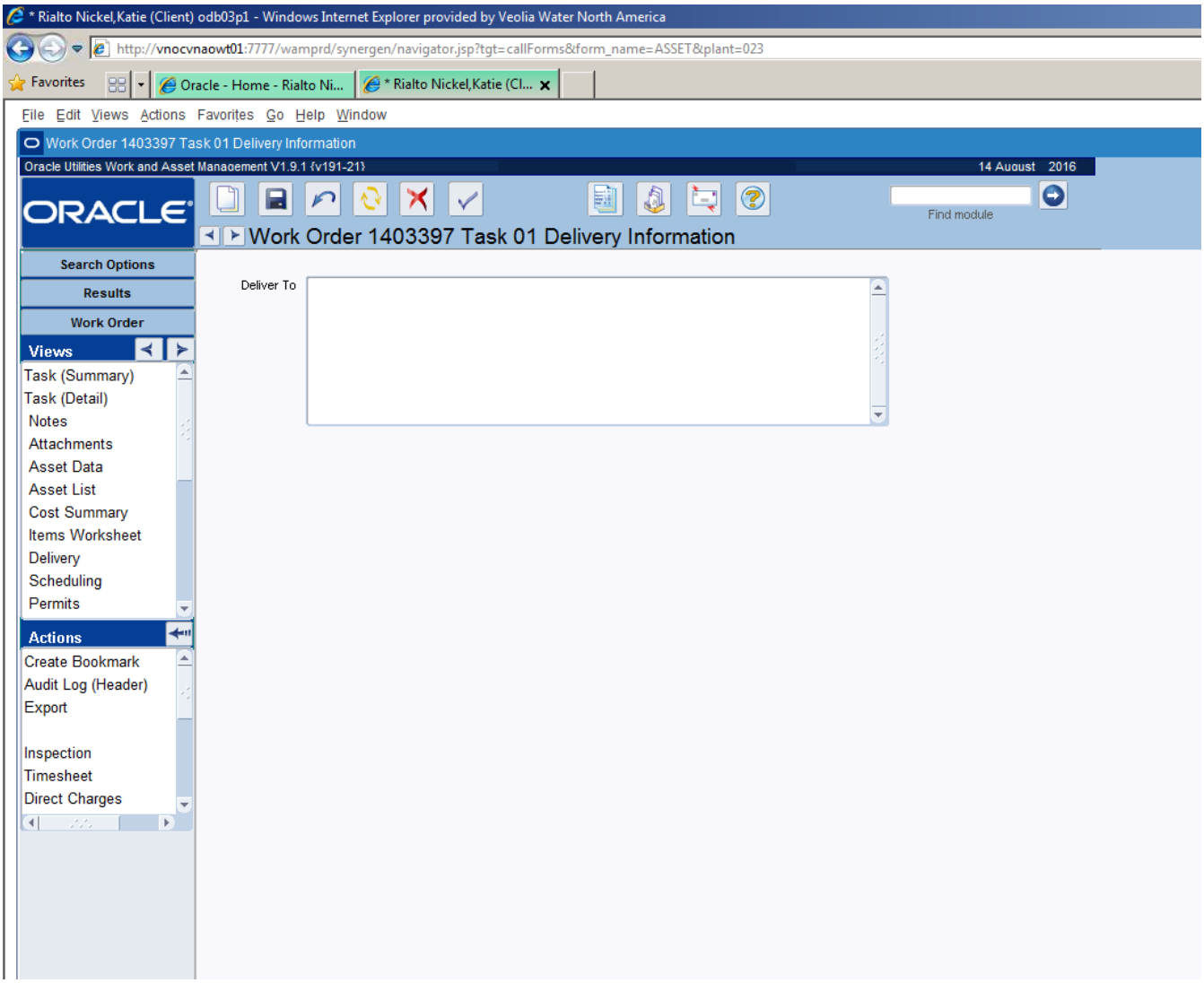
Cost summary sparsely populated, available data would require confirmation



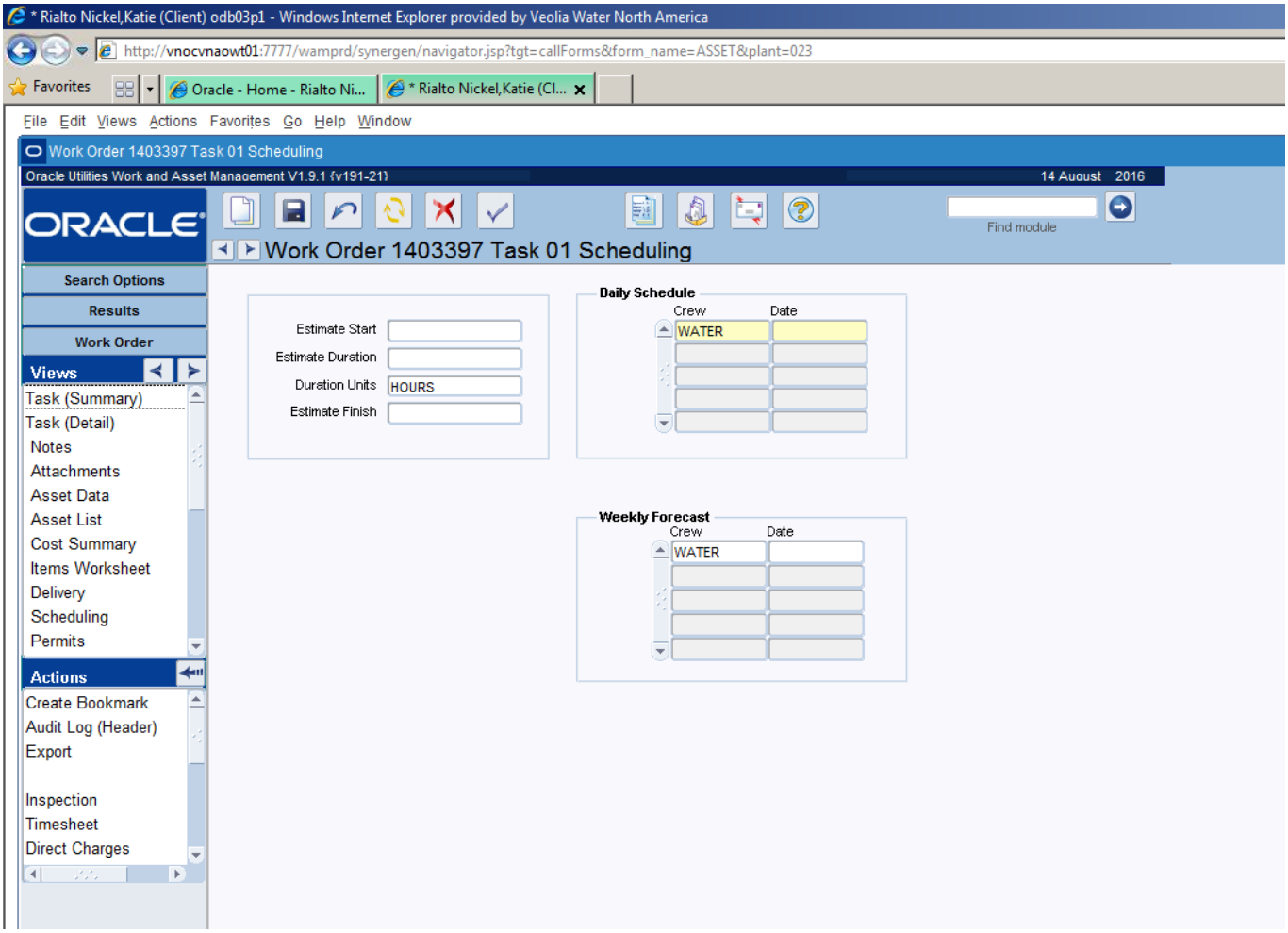
Items worksheet not used:



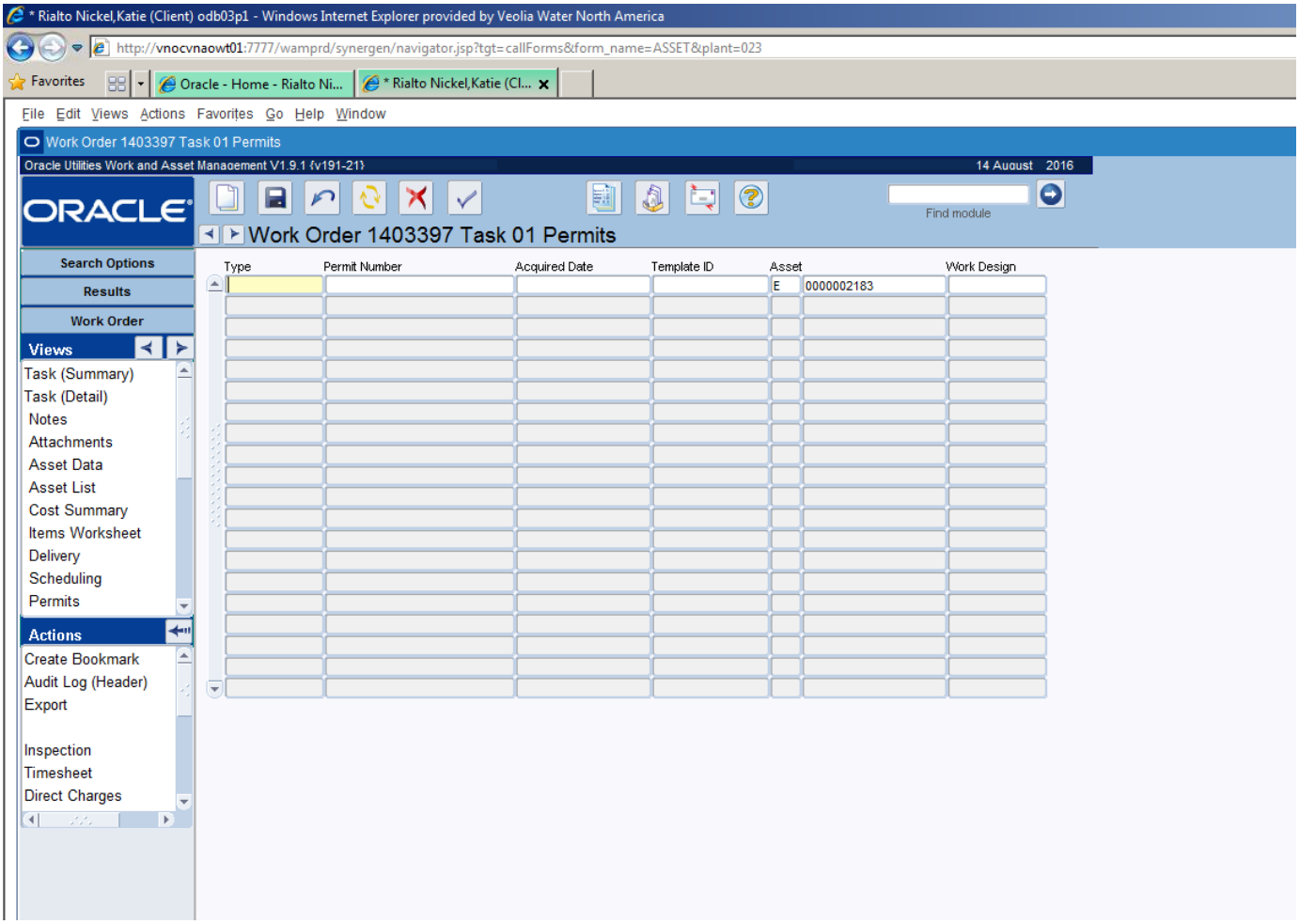
Delivery not populated:



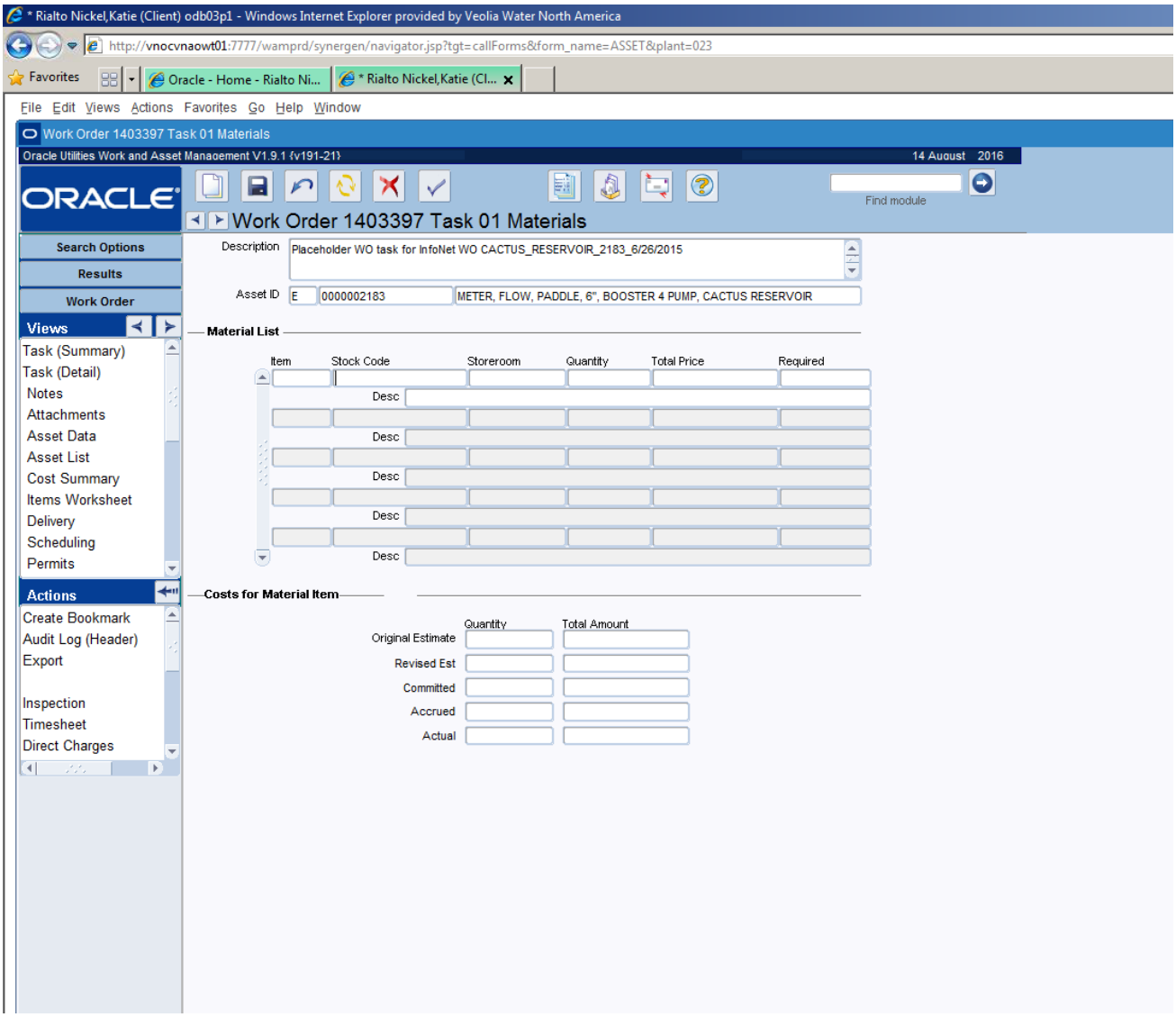
Scheduling not populated:



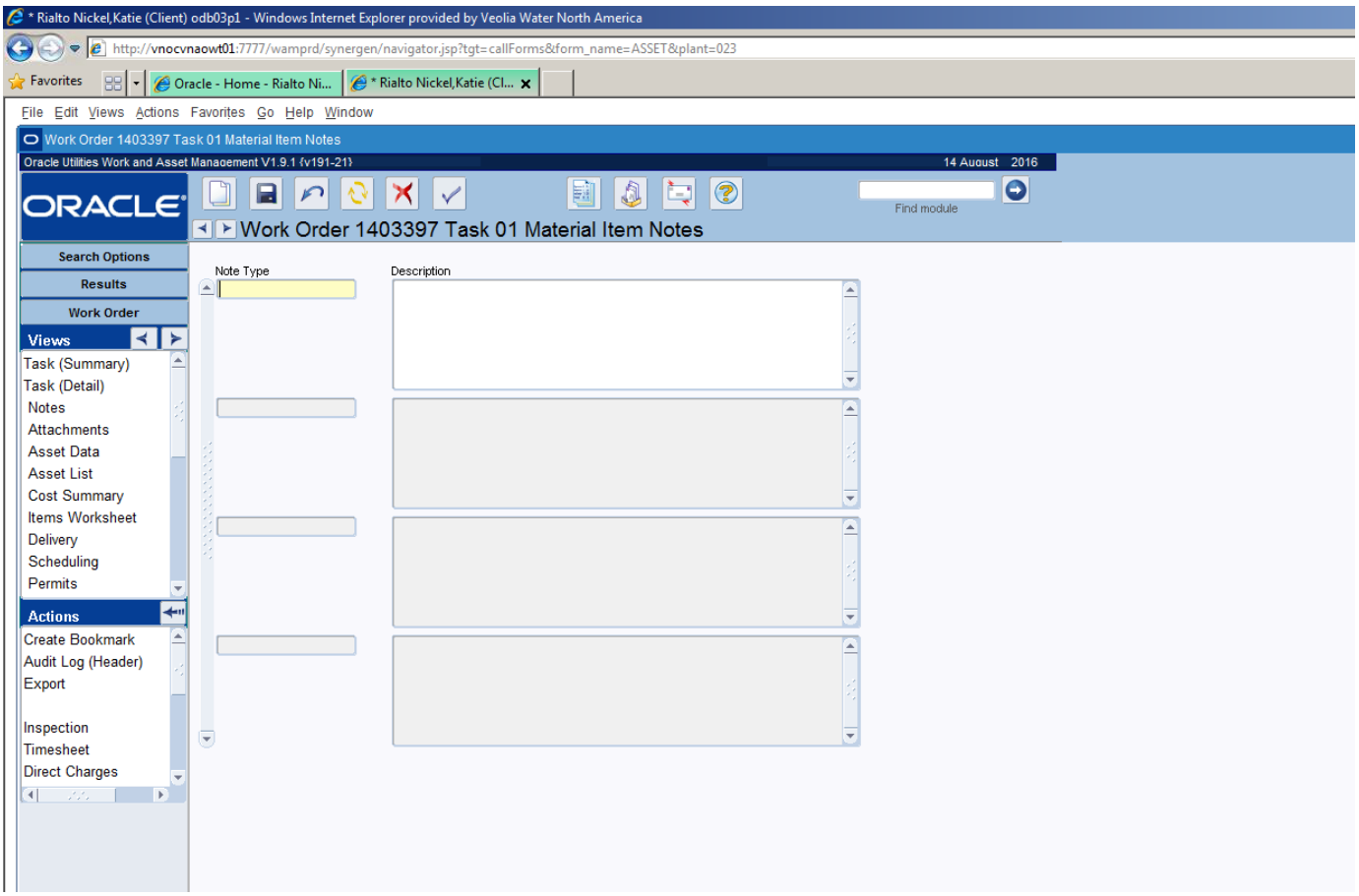
Permits not populated:



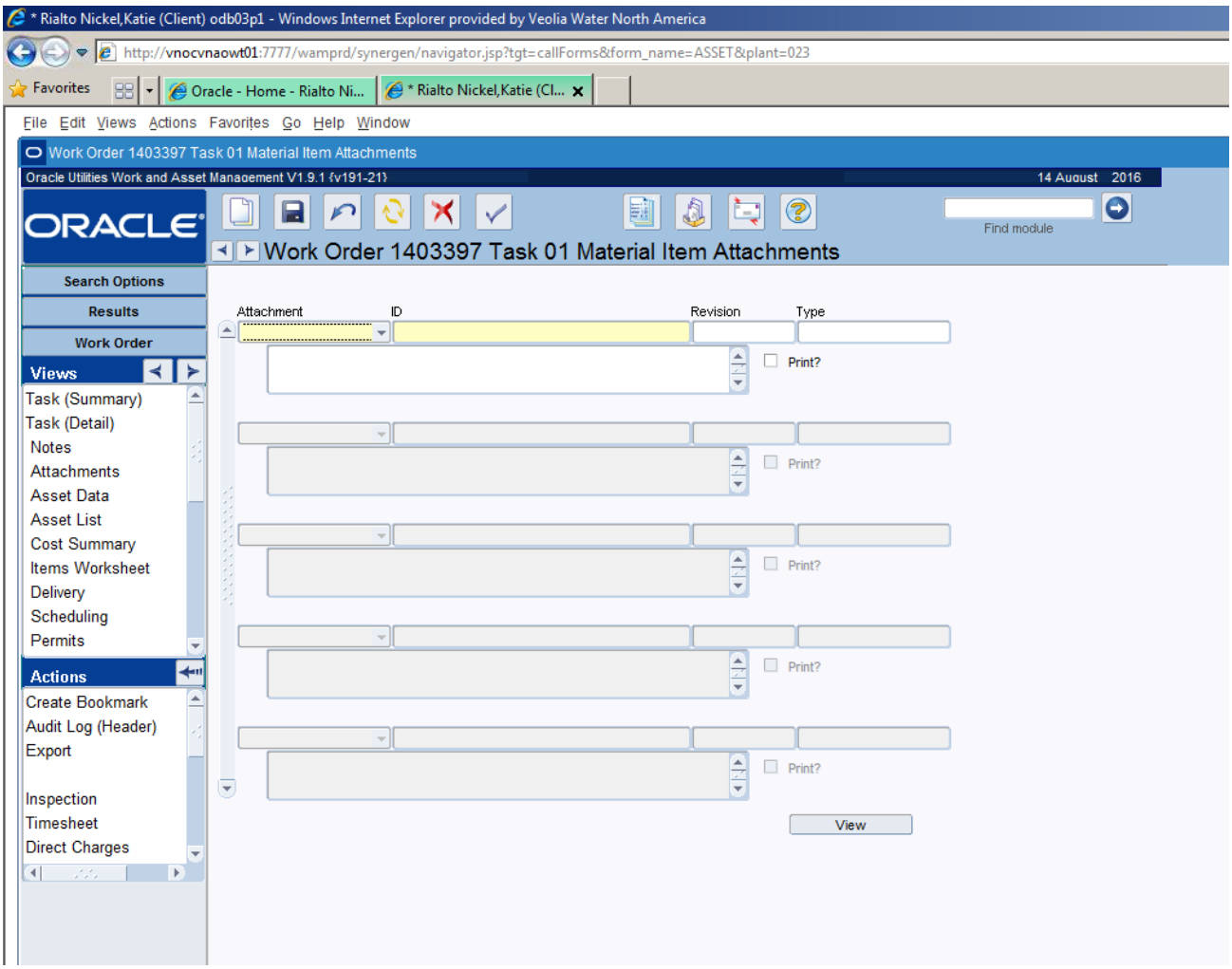
Materials list not populated:



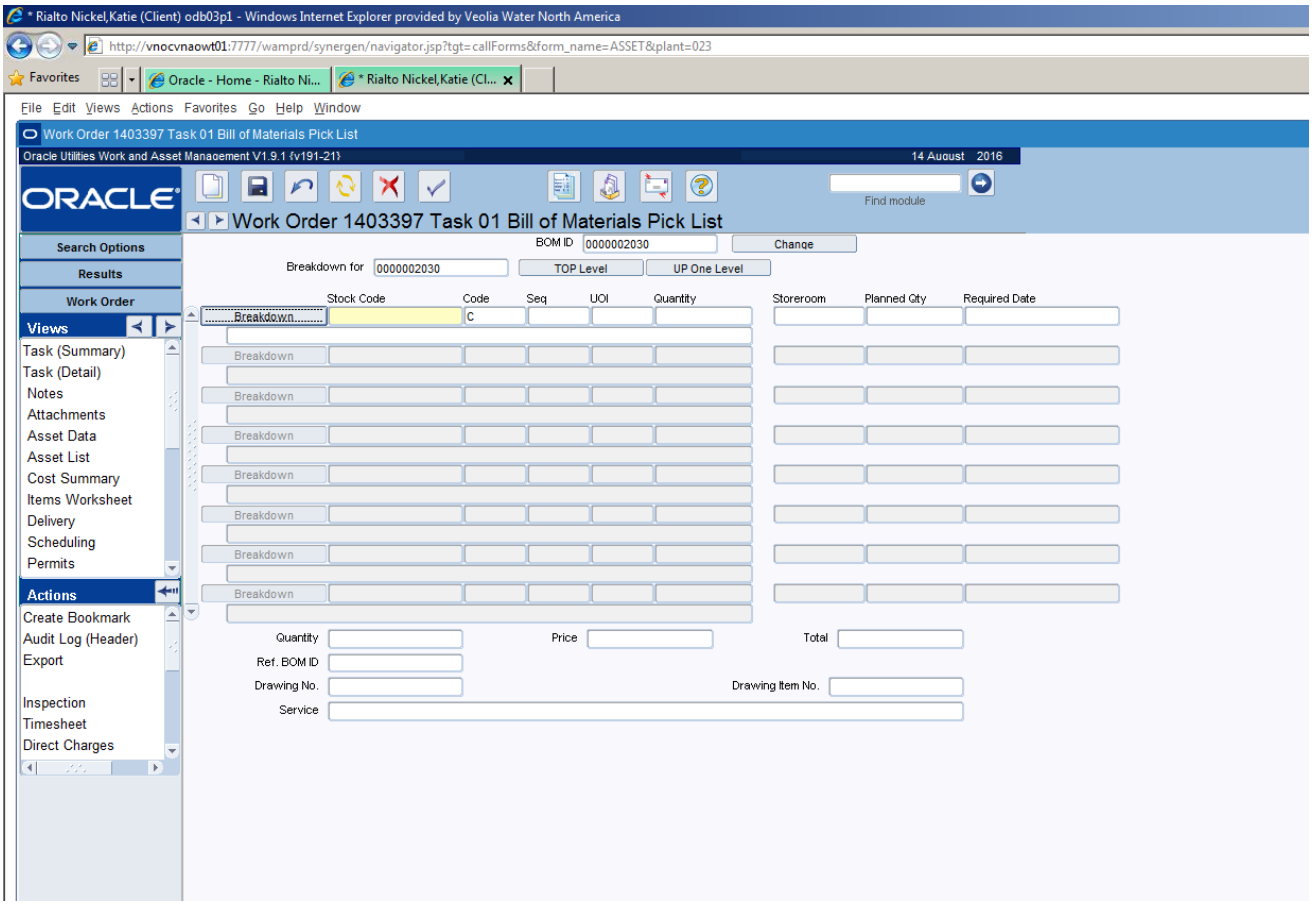
Material item notes not included:



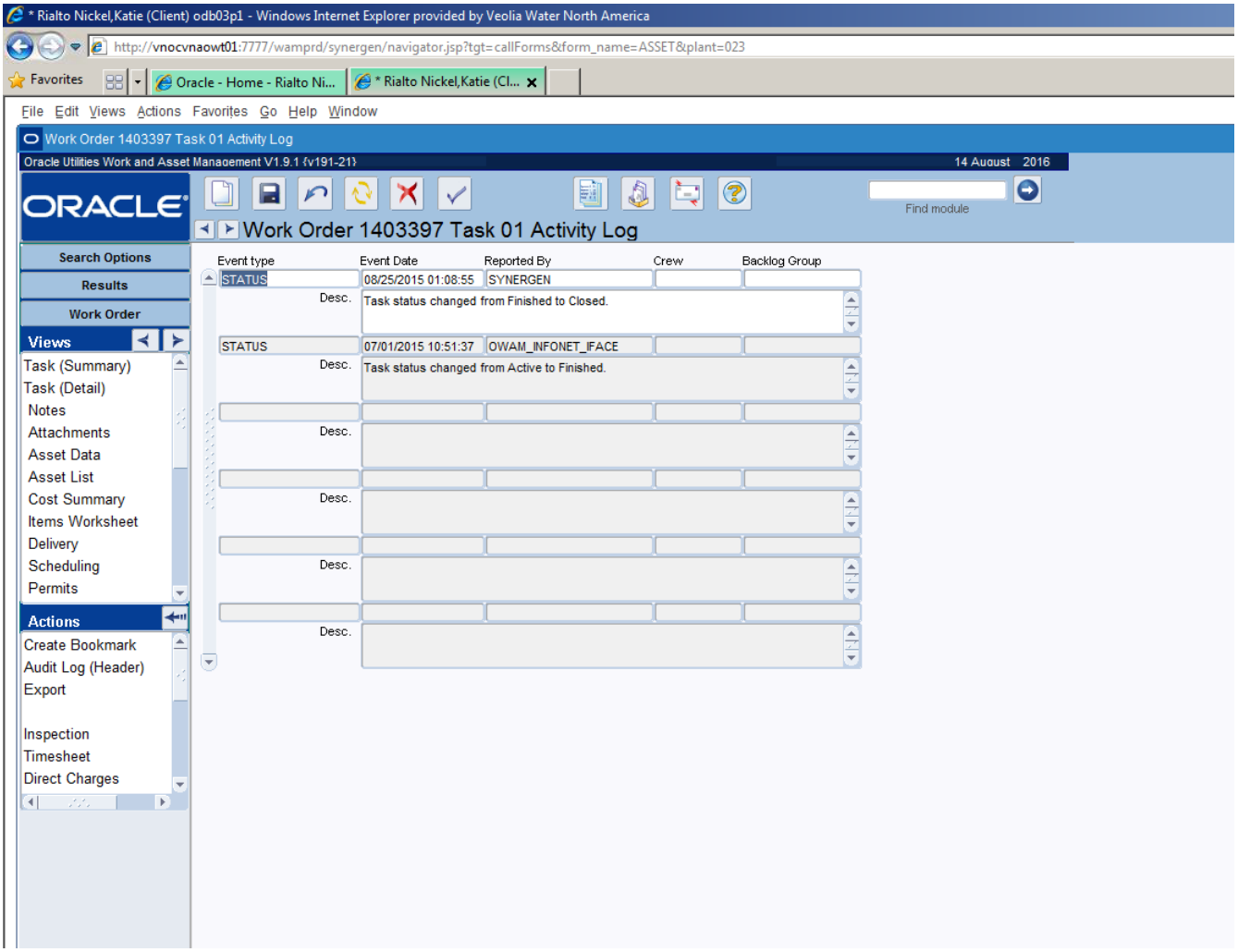
Material item attachments not populated:



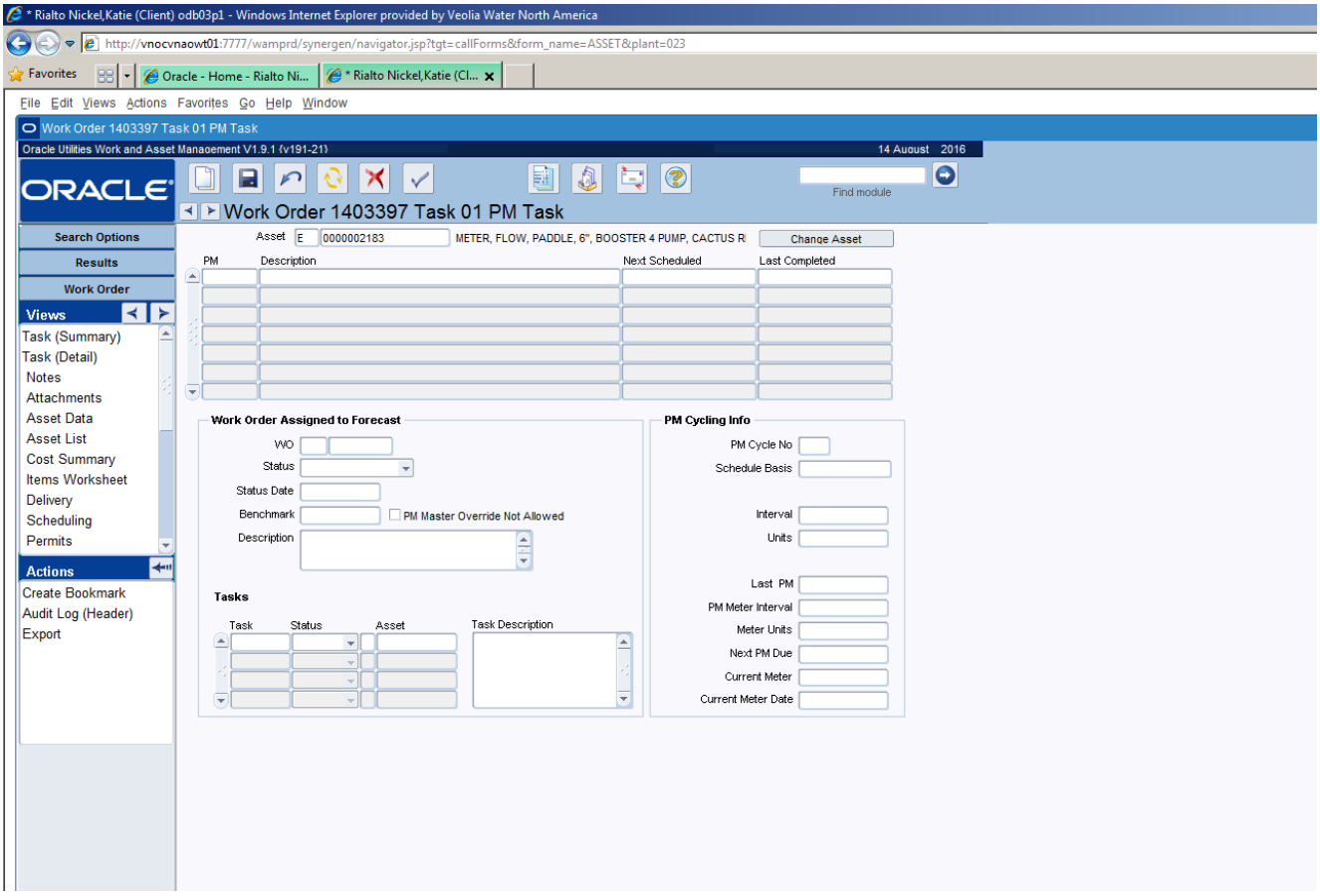
Bill of Materials pick list not populated:



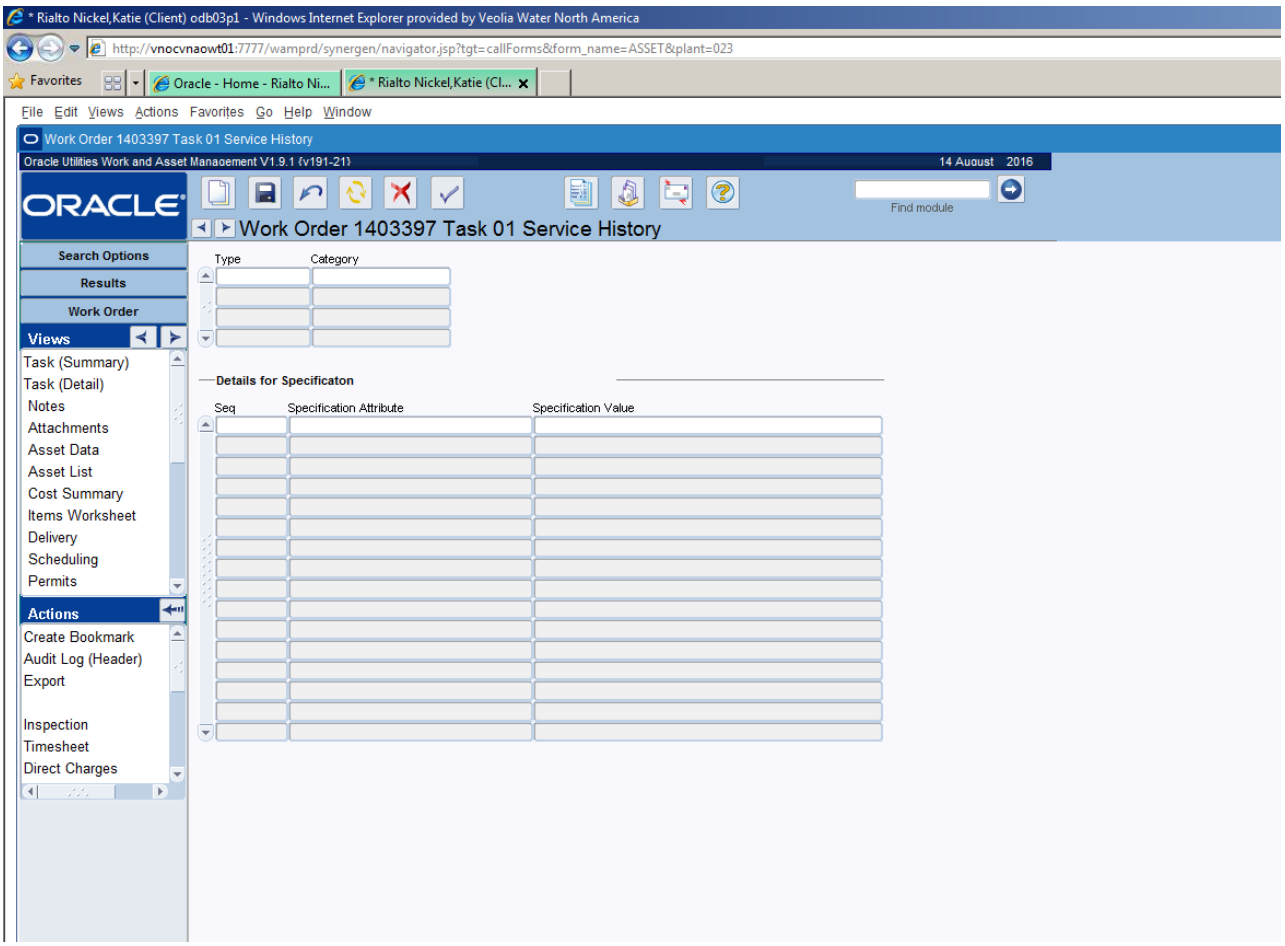
Activity log indicating status change code relative to Info Net:



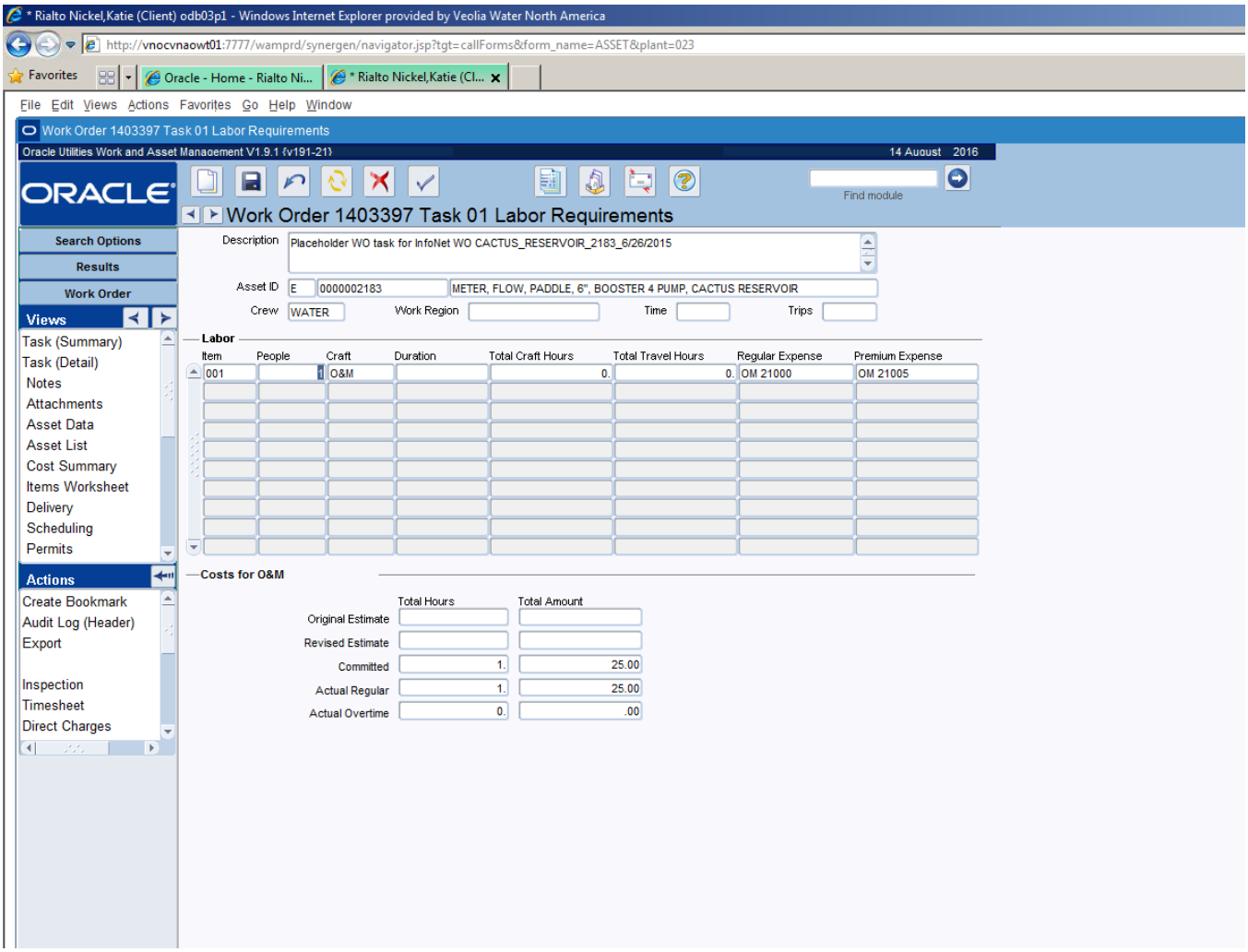
PM schedule not populated:



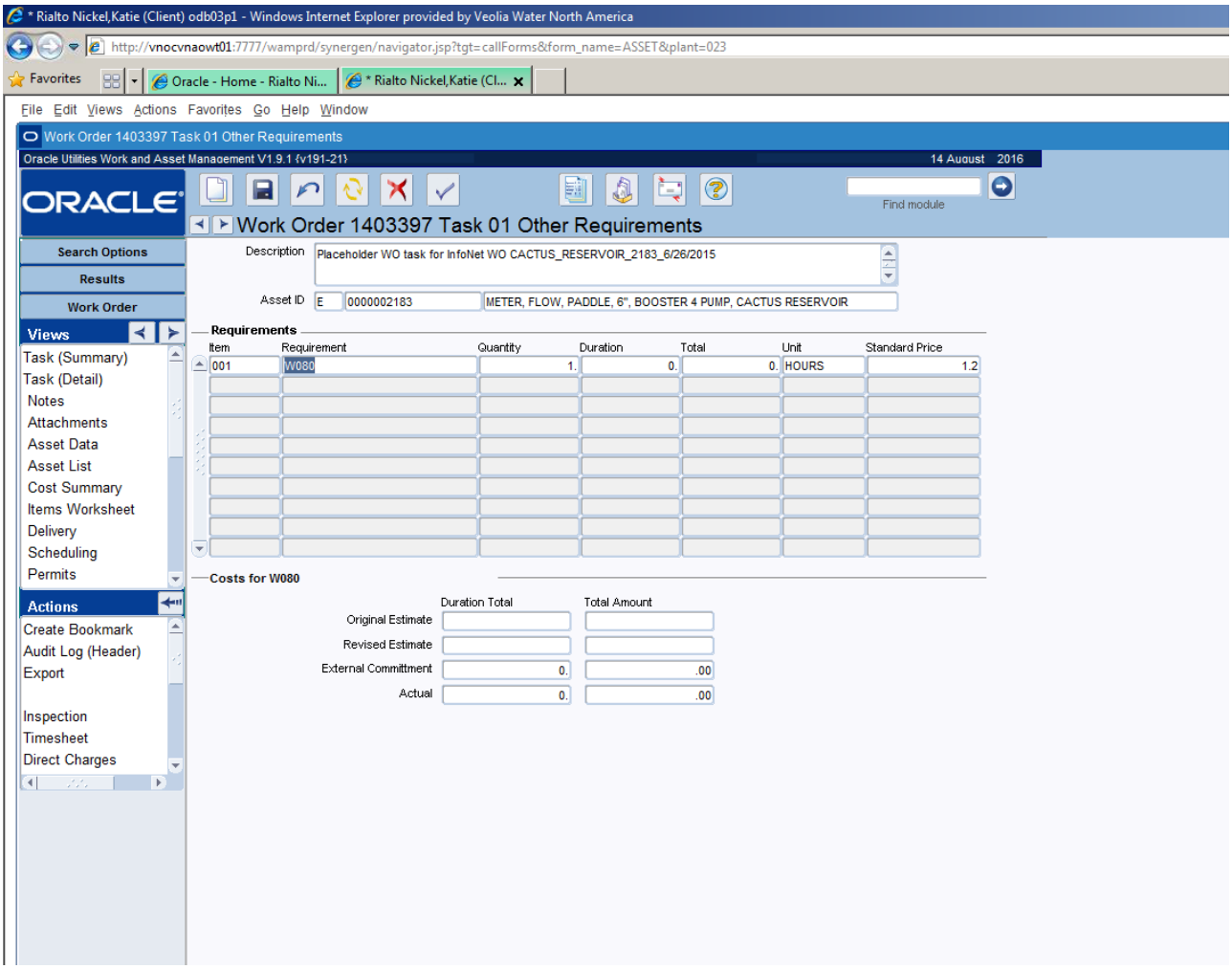
Service history is not populated:



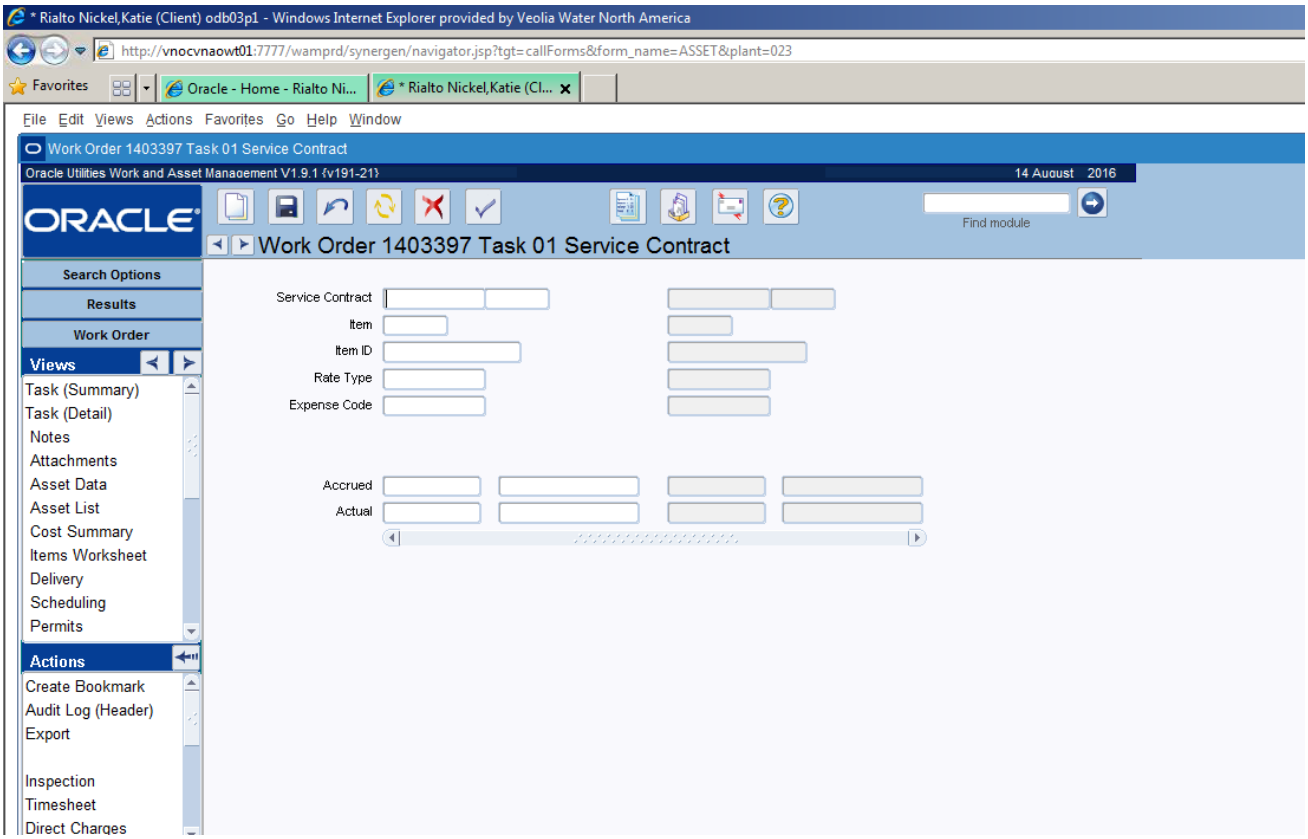
Labor requirement populated with information that would require further confirmation:



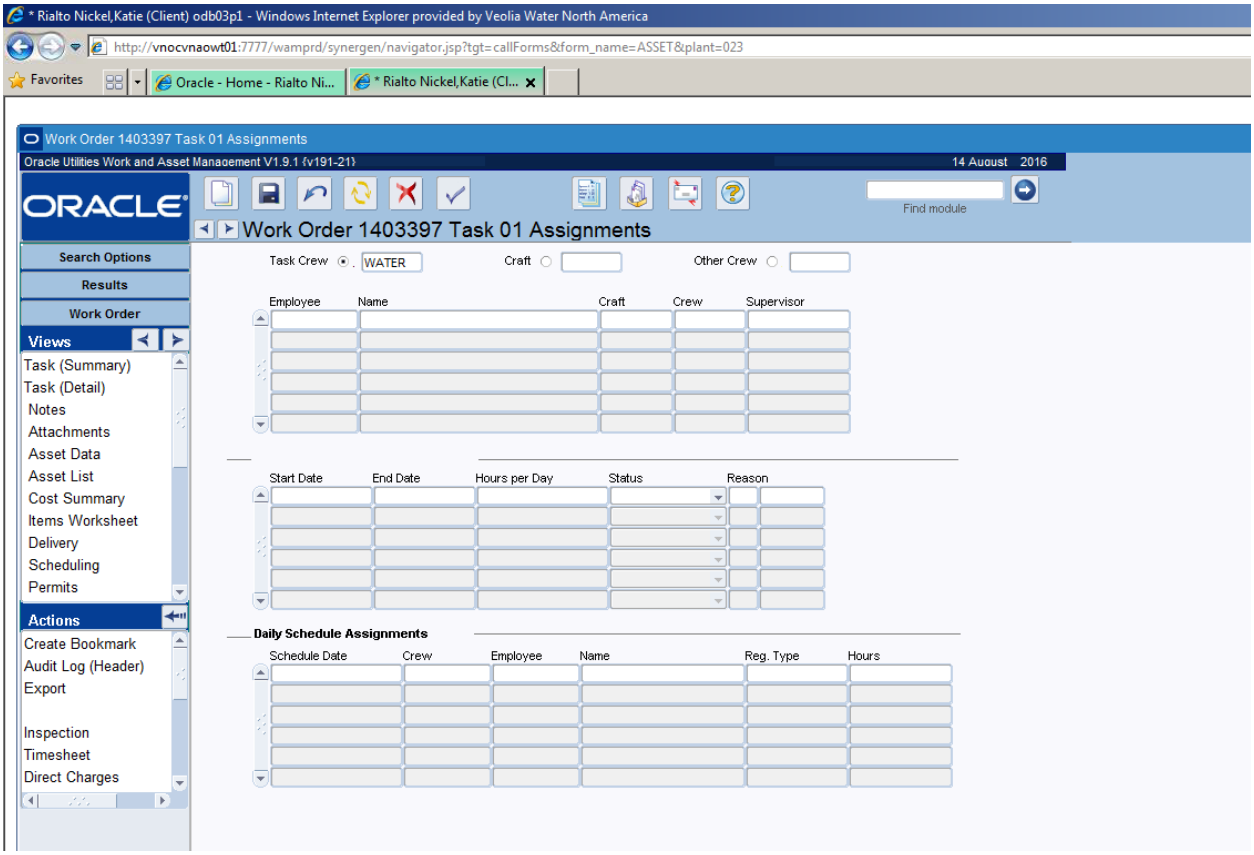
Other requirements not populated other than title block:



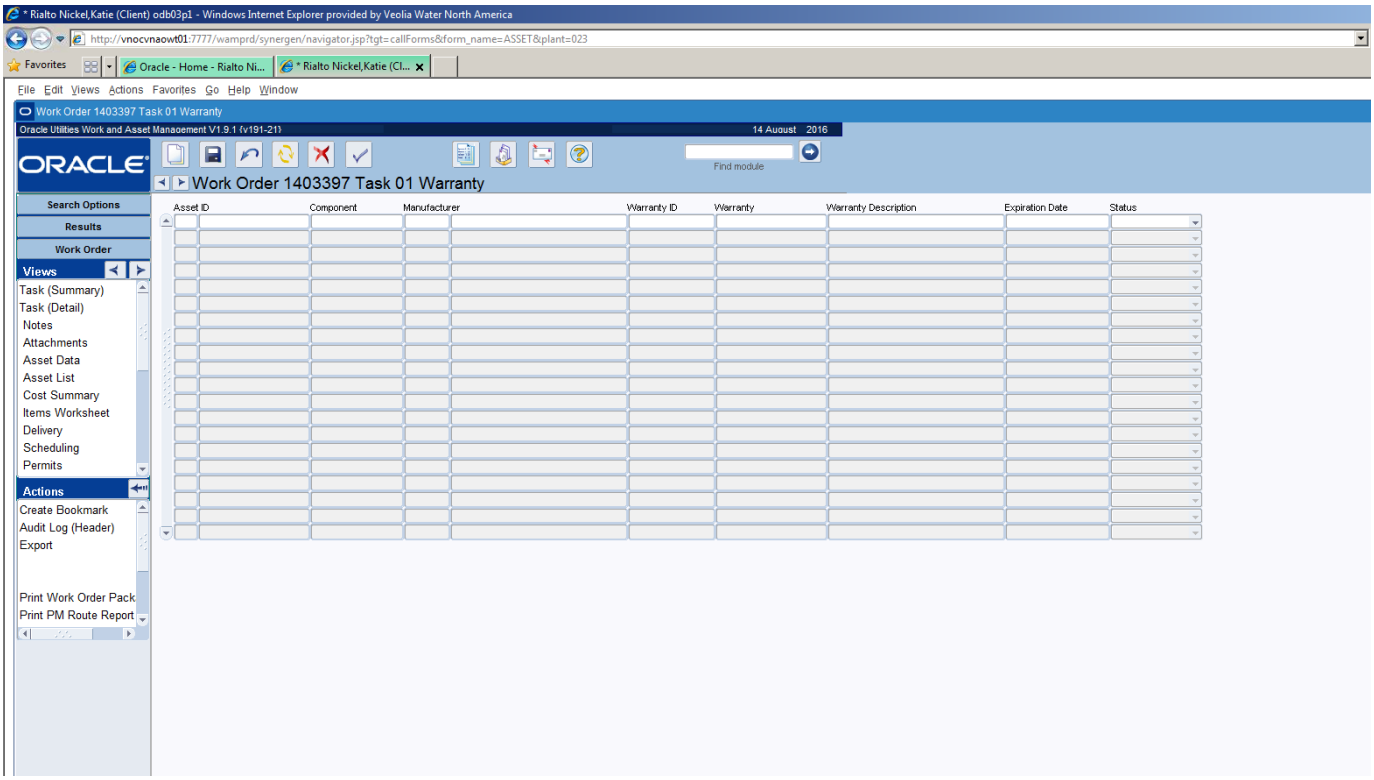
Service contract not populated:



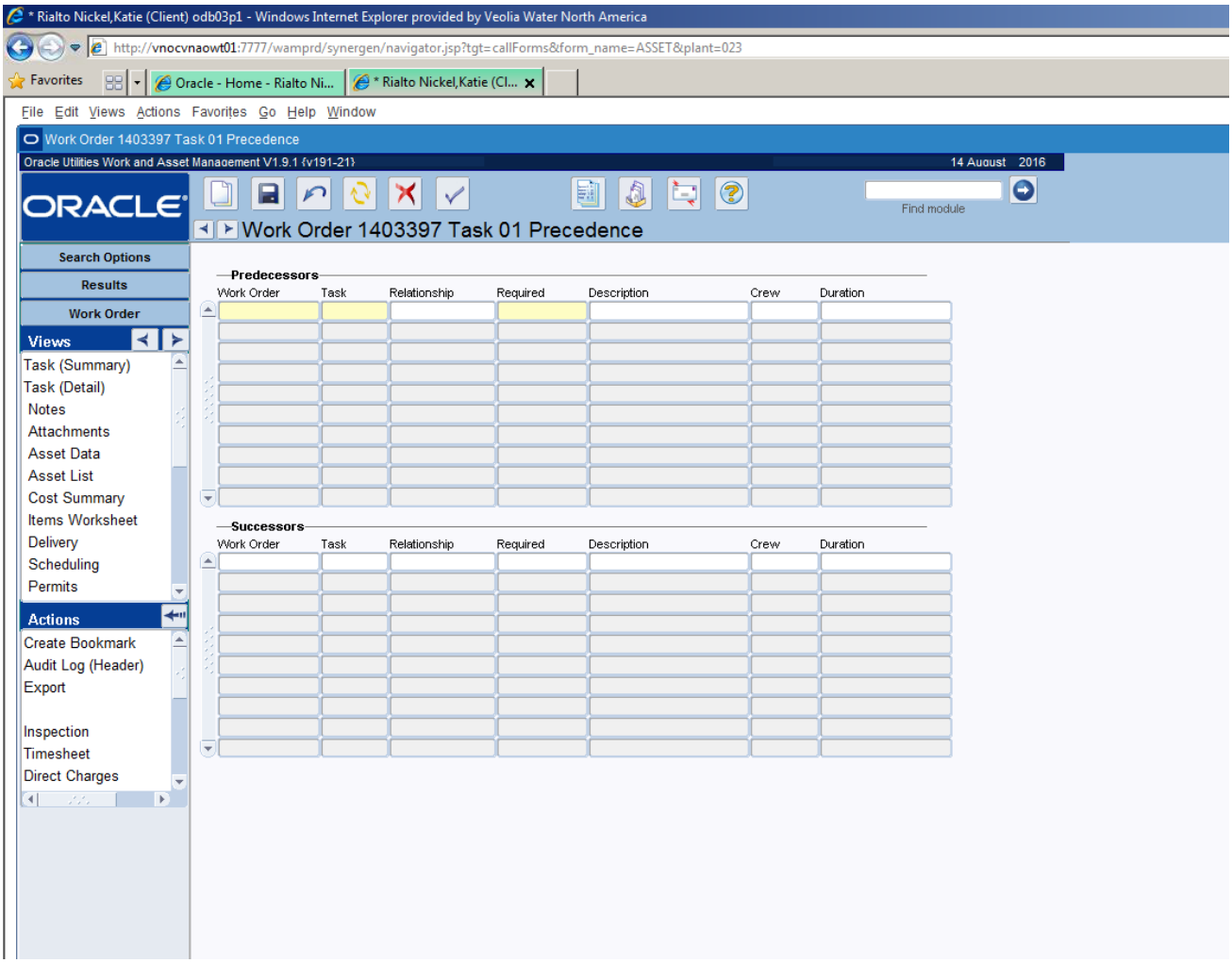
Assignments is not populated:

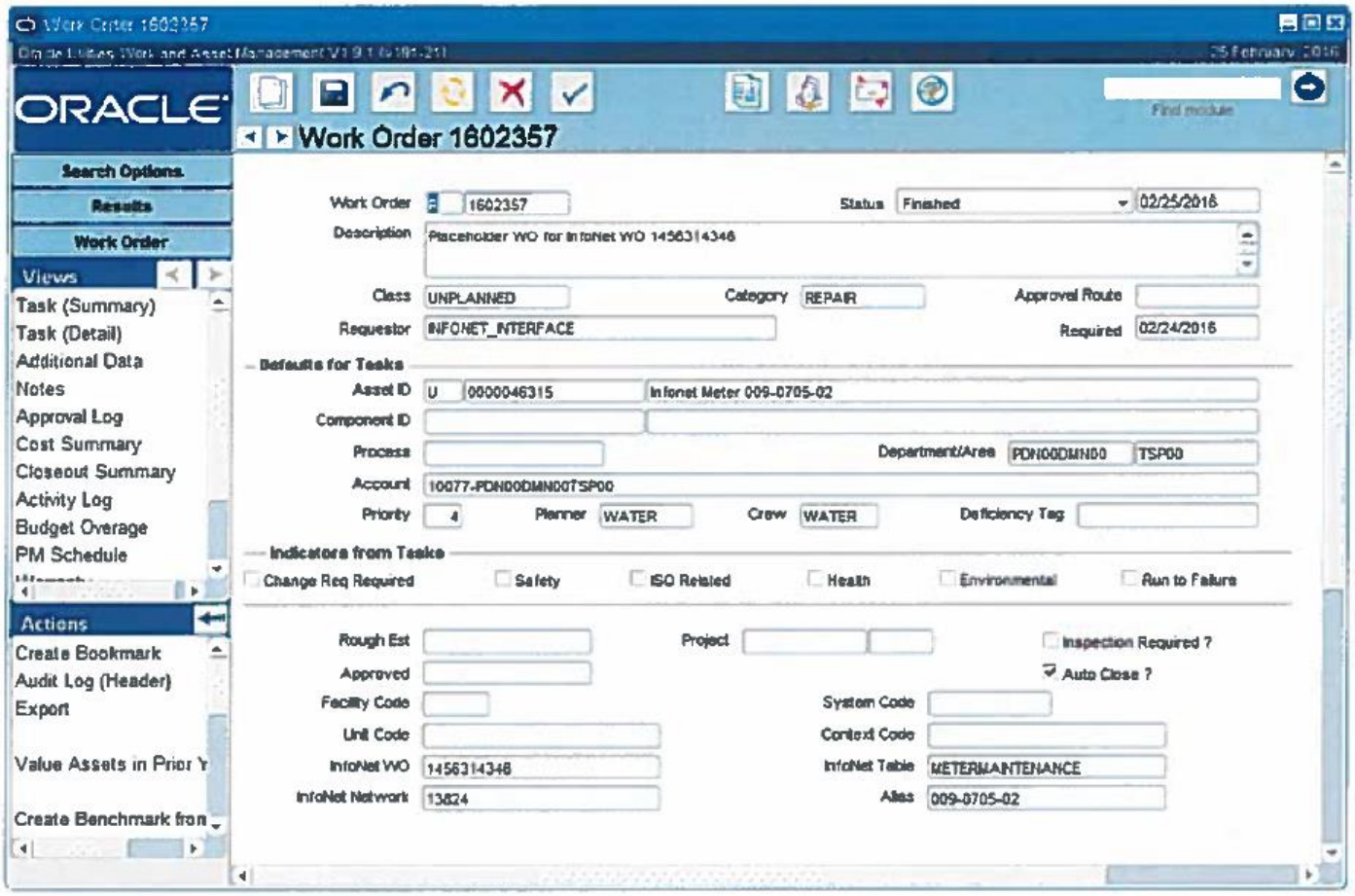


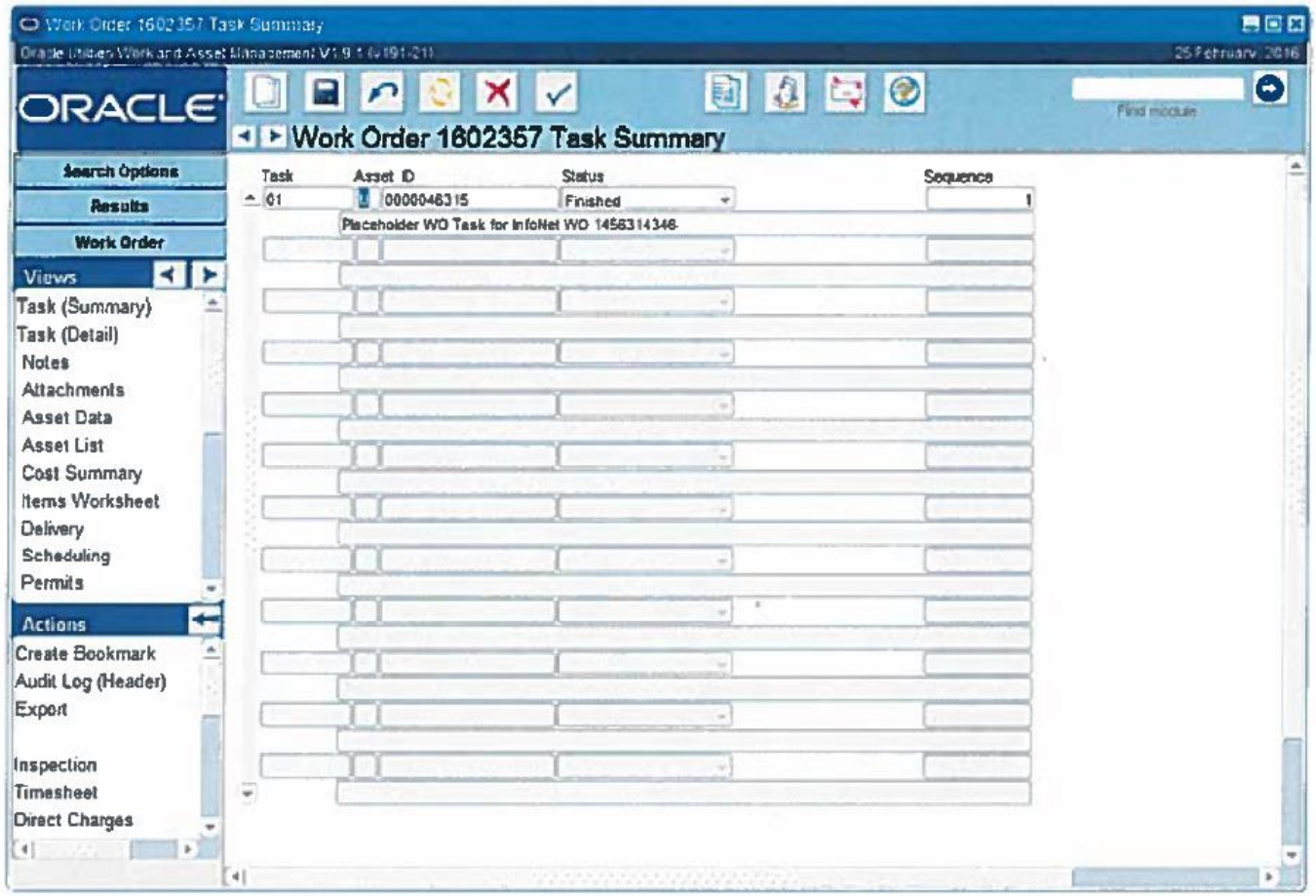
Warranty is not populated:

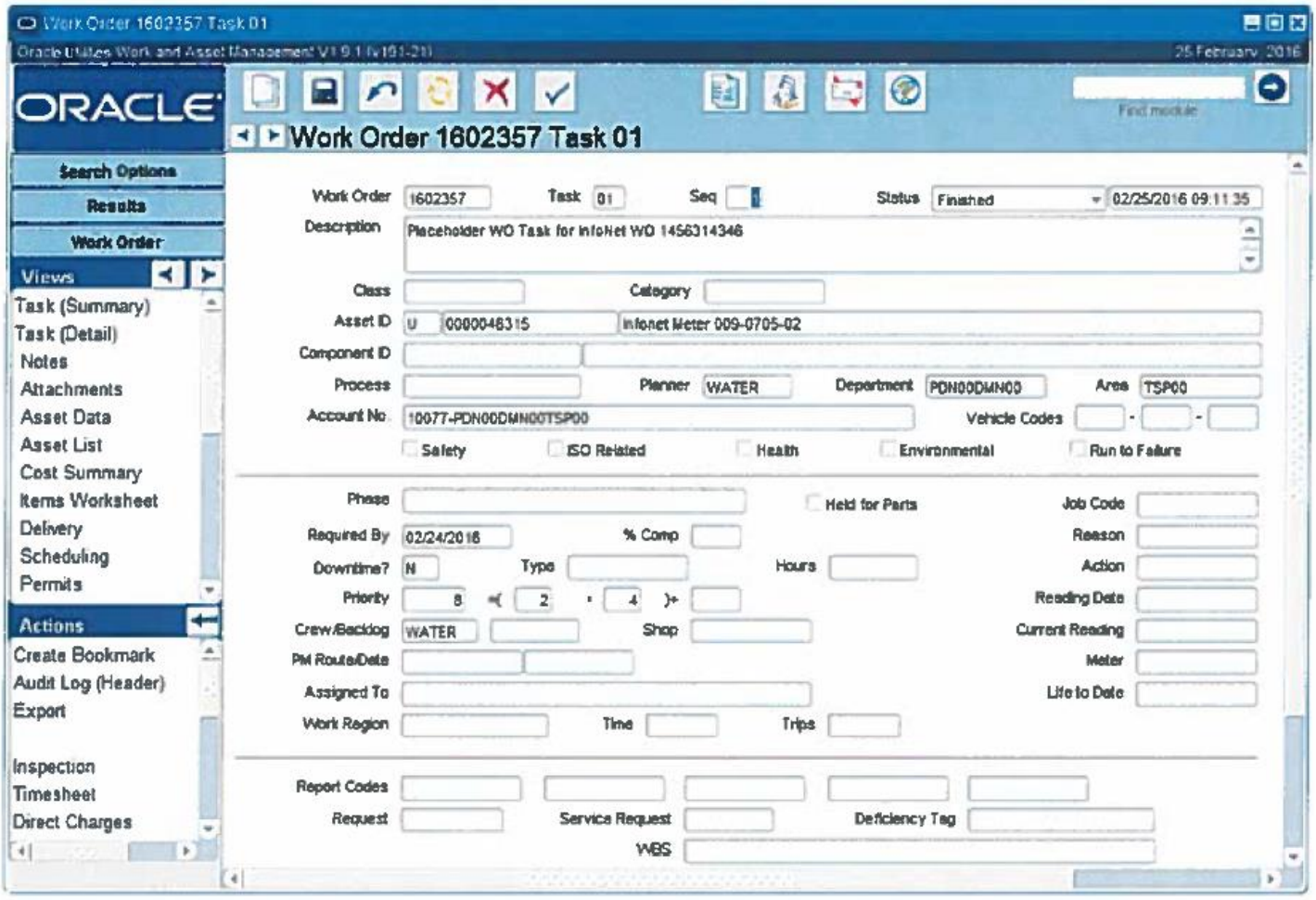


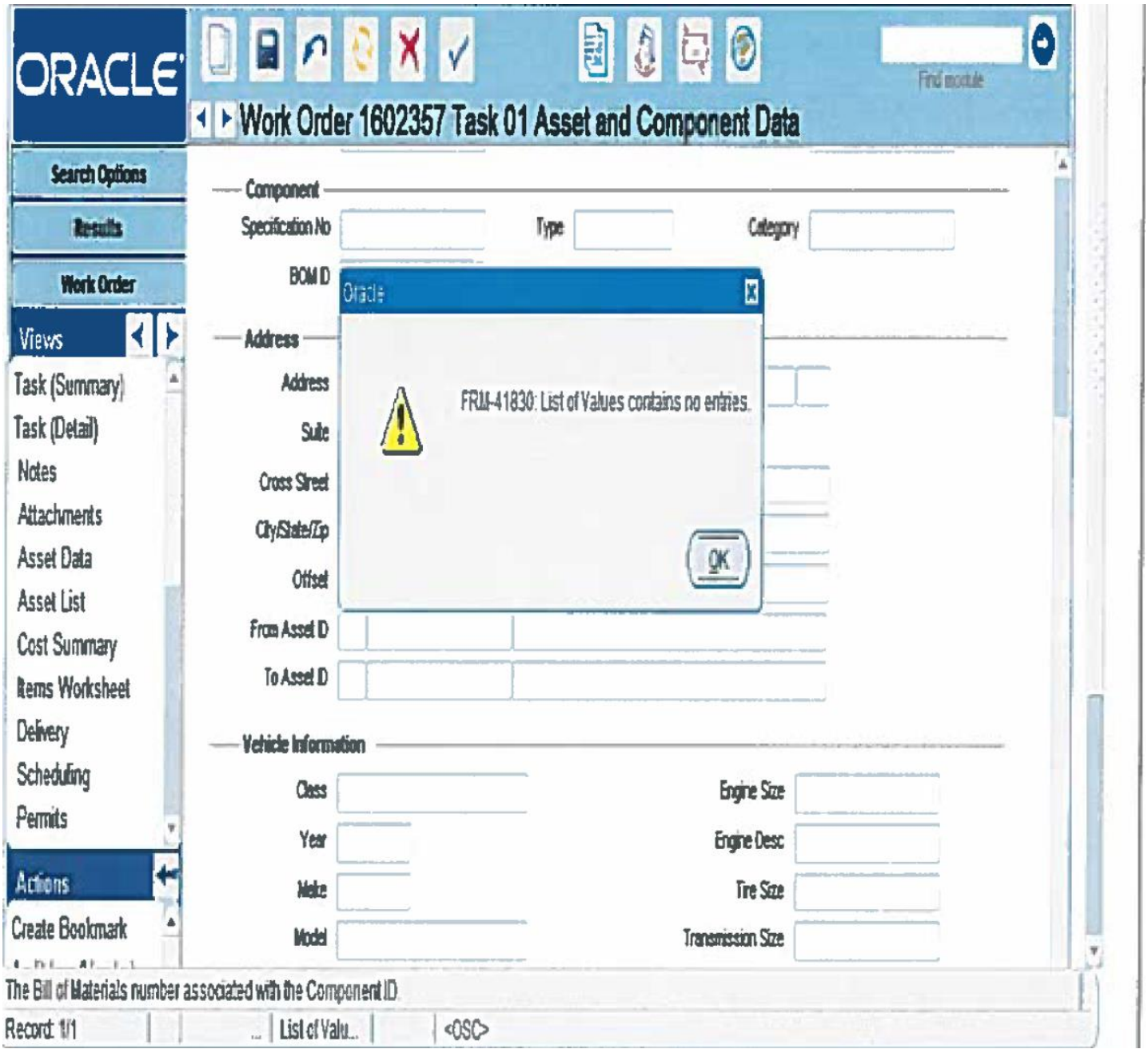
Presedence is not populated:



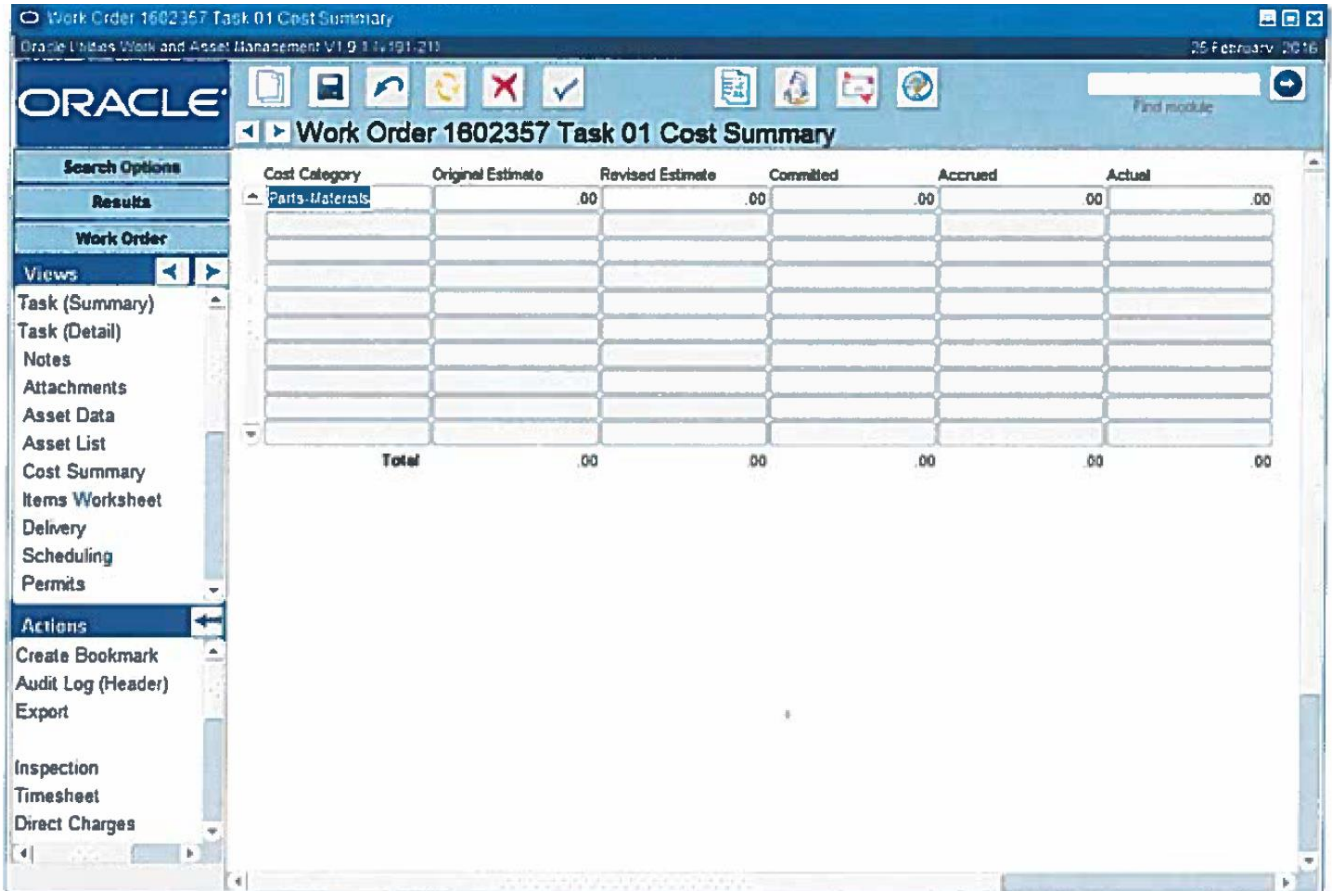

ORACLE
Work Order 1602357
Search Options
Results
Work Order
Views
Task (Summary)
Task (Detail)
Additional Data
Notes
Approval Log
Cost Summary
Closeout Summary
Activity Log
Budget Overage
PM Schedule
Actions
Create Bookmark
Audit Log (Header)
Export
Value Assets in Prior Y
Create Benchmark from
Work Order 1602357
Status Finished 02/25/2016
Description Placeholder WO for InfoNet WO 1456314346
Class UNPLANNED
Category REPAIR
Approval Route
Requestor INFONET_INTERFACE
Required 02/24/2016
Defaults for Tasks
Asset ID U 0000046315 Infonet Meter 009-0705-02
Component ID
Process
Department/Area PDN00DMN00 TSP00
Account 10077-PDN00DMN00TSP00
Priority 4
Planner WATER
Crew WATER
Deficiency Tag
Indicators from Tasks
Change Req Required
Safety
ISO Related
Health
Environmental
Run to Failure
Rough Est
Project
Inspection Required ?
Approved
Auto Close ?
Facility Code
System Code
Unit Code
Context Code
InfoNet WO 1456314346
InfoNet Table METERMAINTENANCE
InfoNet Network 13824
Alias 009-0705-02


Work Order 1602357 Task Summary
ORACLE
Work Order 1602357 Task Summary
Search Options
Results
Work Order
Views
Task (Summary)
Task (Detail)
Notes
Attachments
Asset Data
Asset List
Cost Summary
Items Worksheet
Delivery
Scheduling
Permits
Actions
Create Bookmark
Audit Log (Header)
Export
Inspection
Timesheet
Direct Charges
Task
Asset ID
Status
Sequence
01
000004831S
Finished
Placeholder WO Task for InfoNet WO 1458314348

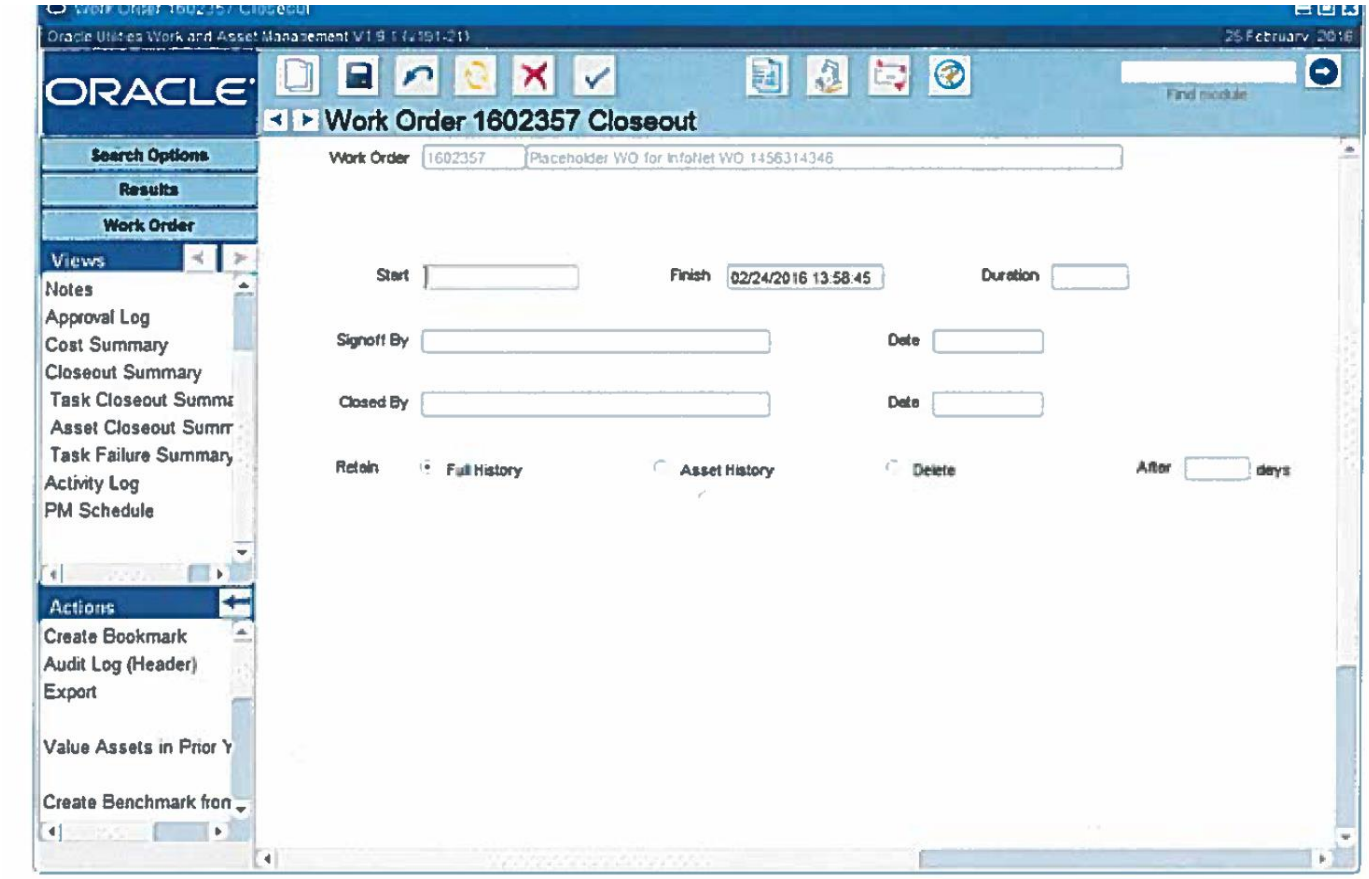

Work Order 1602357 Task 01
ORACLE
Work Order 1602357 Task 01
Search Options
Results
Work Order
Views
Task (Summary)
Task (Detail)
Notes
Attachments
Asset Data
Asset List
Cost Summary
Items Worksheet
Delivery
Scheduling
Permits
Actions
Create Bookmark
Audit Log (Header)
Export
Inspection
Timesheet
Direct Charges
Work Order 1602357 Task 01 Seq Status Finished 02/25/2016 09:11:35
Description Placeholder WO Task for InfoNet WO 1456314346
Class Category
Asset ID U 000004831S InfoNet Meter 009-0705-02
Component ID
Process Planner WATER Department PDN00DMN00 Area TSP00
Account No 10077-PDN00DMN00TSP00 Vehicle Codes
Safety ISO Related Health Environmental Run to Failure
Phase Held for Parts Job Code
Required By 02/24/2016 % Comp Reason
Downtime? N Type Hours Action
Priority 8 2 4 Reading Date
Crew/Backlog WATER Shop Current Reading
PM Route/Date Meter
Assigned To Life to Date
Work Region Time Trips
Report Codes
Request Service Request Deficiency Tag
WBS

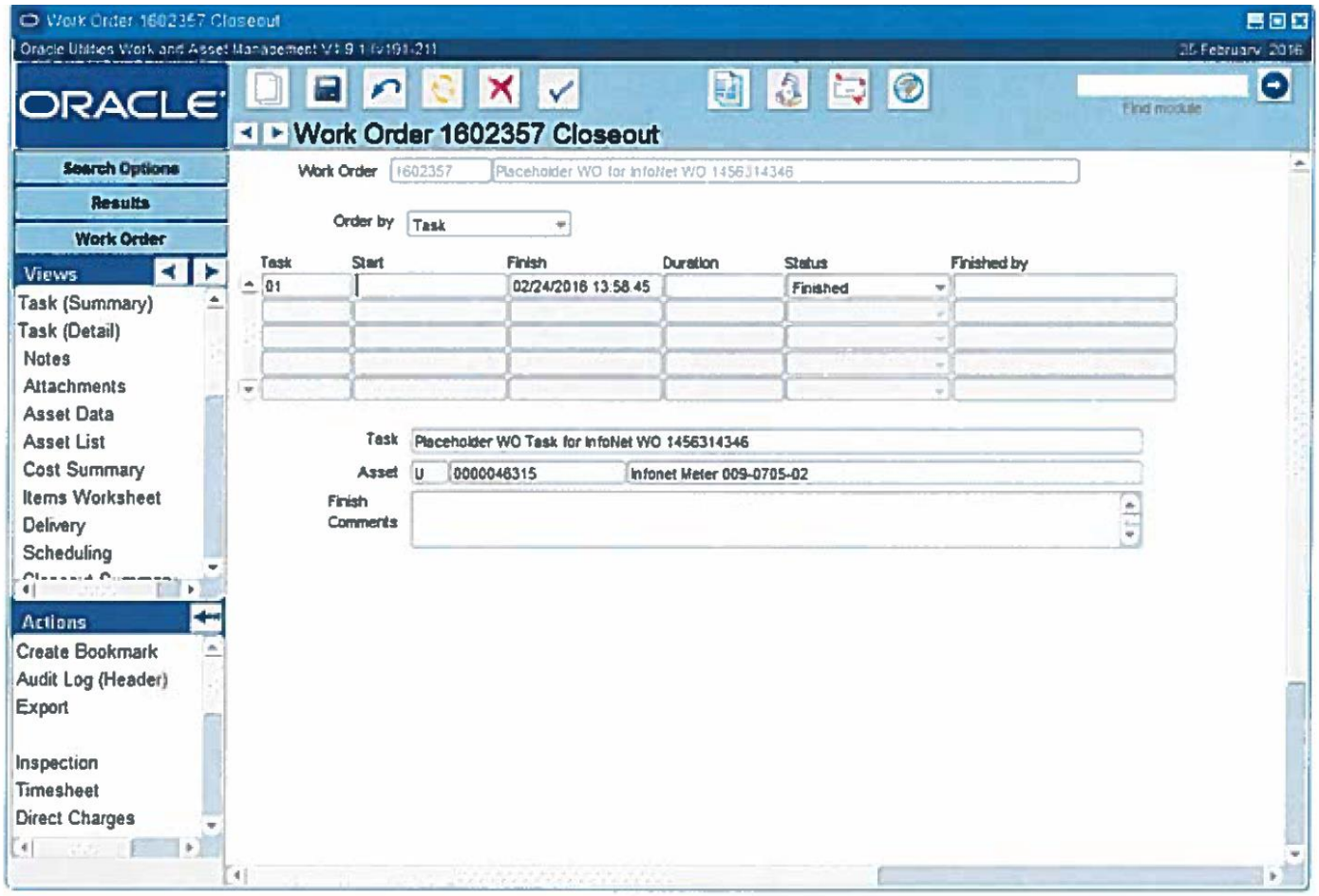

ORACLE
Work Order 1602357 Task 01 Asset and Component Data
Search Options
Results
Work Order
Views
Task (Summary)
Task (Detail)
Notes
Attachments
Asset Data
Asset List
Cost Summary
Items Worksheet
Delivery
Scheduling
Permits
Actions
Create Bookmark
Component
Specification No
Type
Category
BOM ID
Address
Address
Suite
Cross Street
City/State/Zip
Offset
From Asset ID
To Asset ID
Vehicle Information
Class
Year
Make
Model
Engine Size
Engine Desc
Tire Size
Transmission Size
Oracle
FRM-41830: List of Values contains no entries.
OK
The Bill of Materials number associated with the Component ID
Record: 1/1
List of Valu...
<OSC>

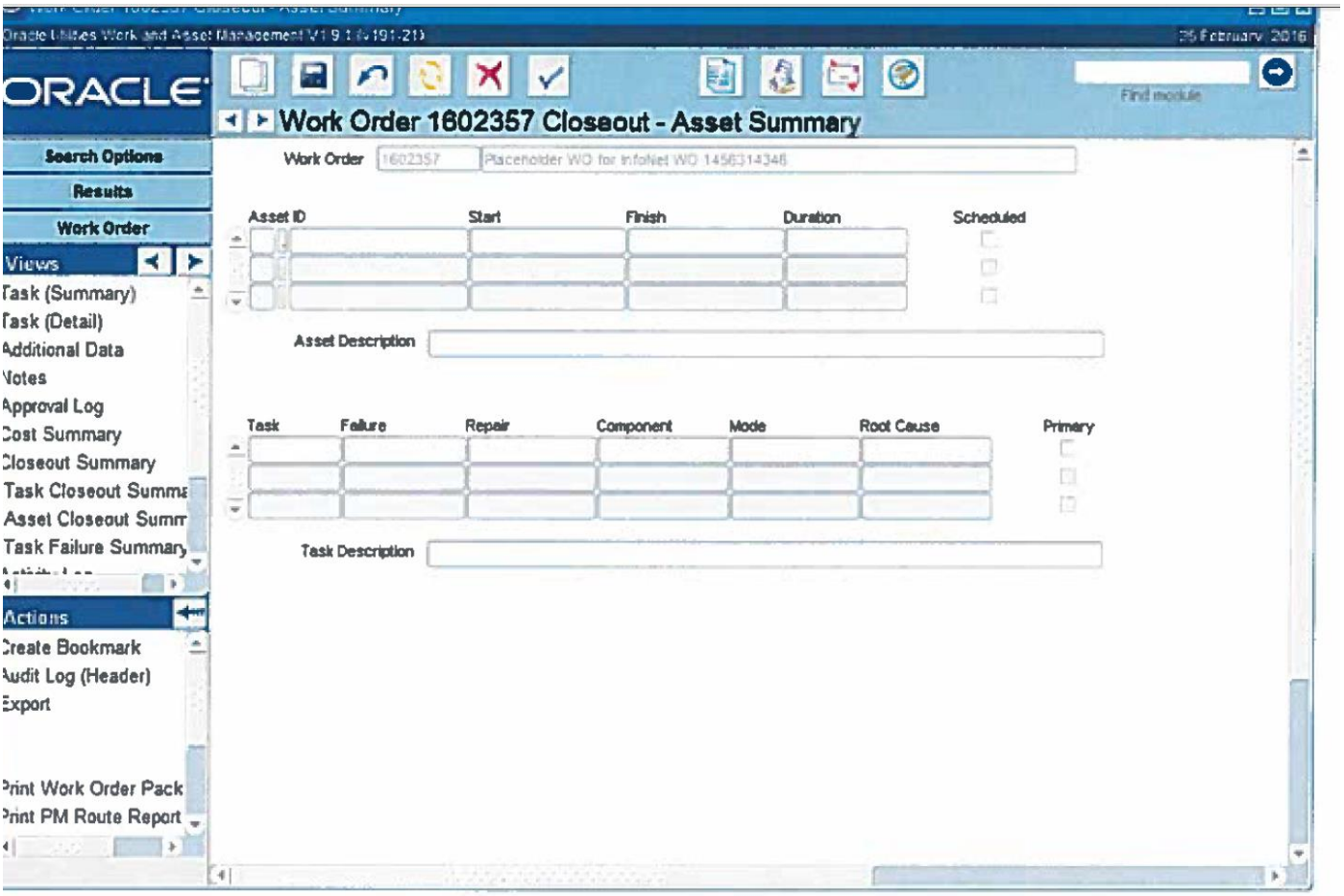
Cost summary is not populated. No information related to material costs. No indication of link to Inventories. Cost summary units should be indicated ($). How is information form INet conveyed to OWAM? Data transfer and communication is not clear.



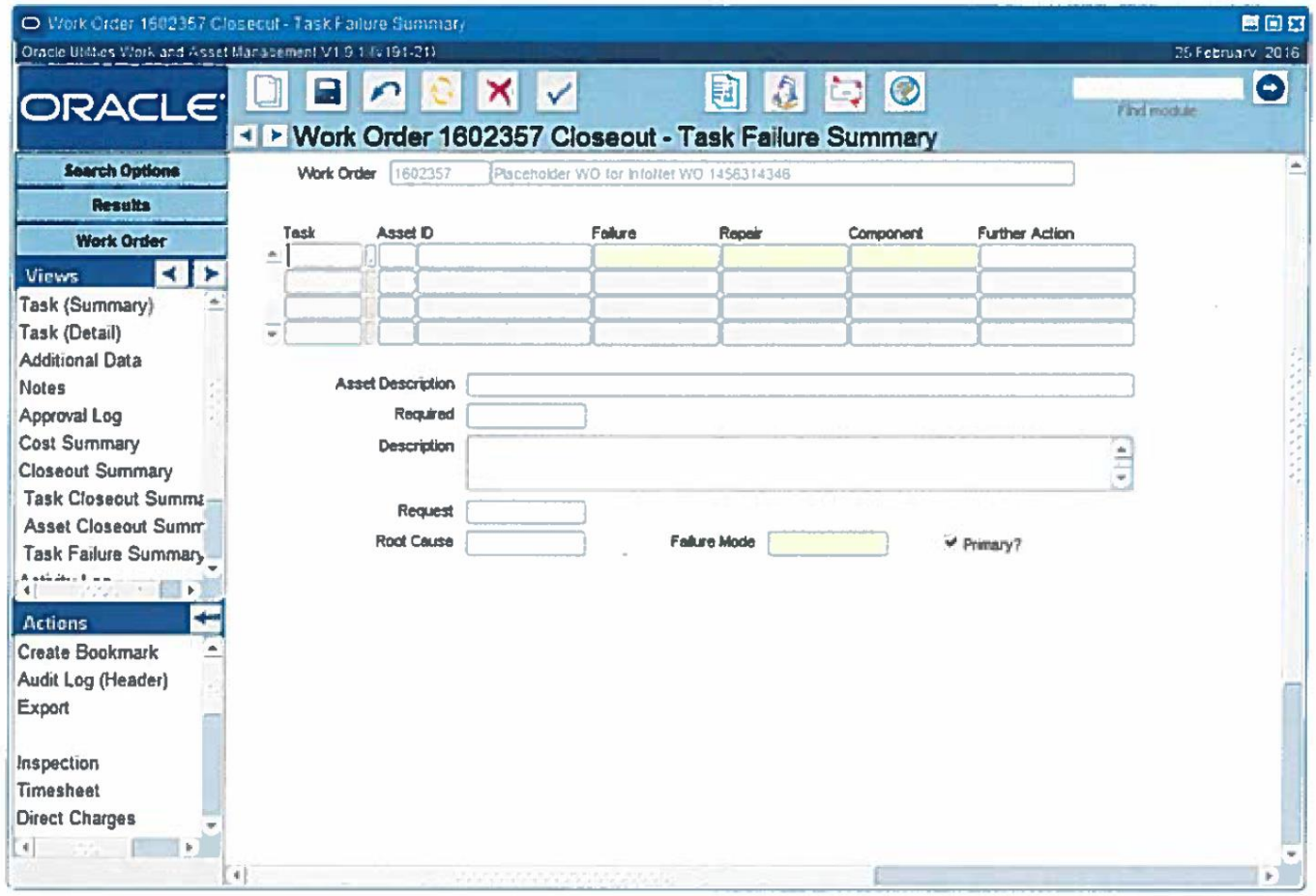
Start and finish dates in different format. How is subcontractor's work included in Work Order close out? We could not identify a sub contractor's scope and item. Prioritization of parts (ABC class) is not elaborated.

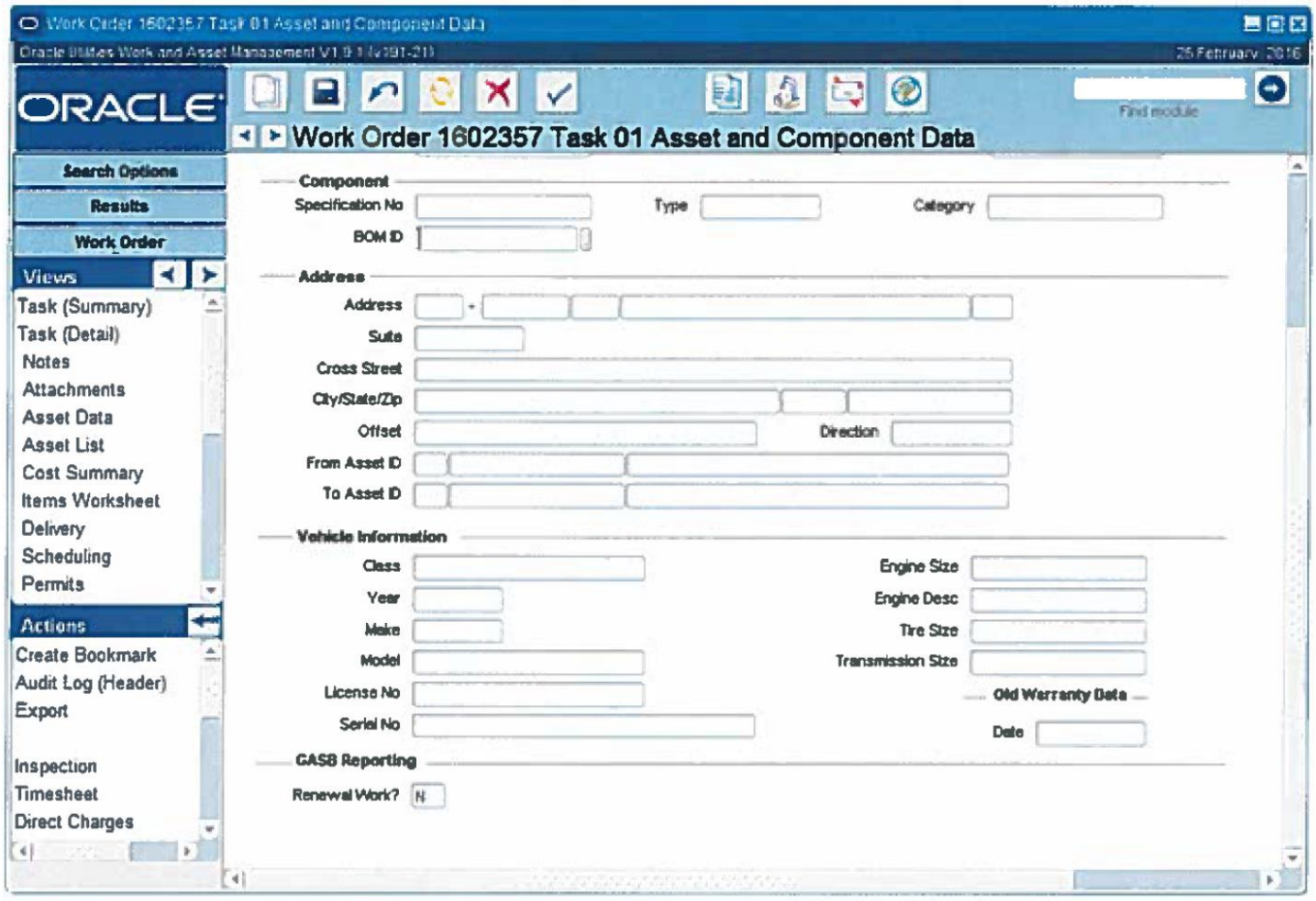



Work Order 1602357 Closeout
Oracle Utilities Work and Asset Management
25 February 2016
ORACLE
Find module
Work Order 1602357 Closeout
Search Options
Results
Work Order
Views
Task (Summary)
Task (Detail)
Notes
Attachments
Asset Data
Asset List
Cost Summary
Items Worksheet
Delivery
Scheduling
Actions
Create Bookmark
Audit Log (Header)
Export
Inspection
Timesheet
Direct Charges
Work Order
1602357
Placeholder WO for InfoNet WO 1456314346
Order by
Task
Task
Start
Finish
Duration
Status
Finished by
01
02/24/2016 13:58:45
Finished
Task
Placeholder WO Task for InfoNet WO 1456314346
Asset
U
0000046315
Infonet Meter 009-0705-02
Finish Comments

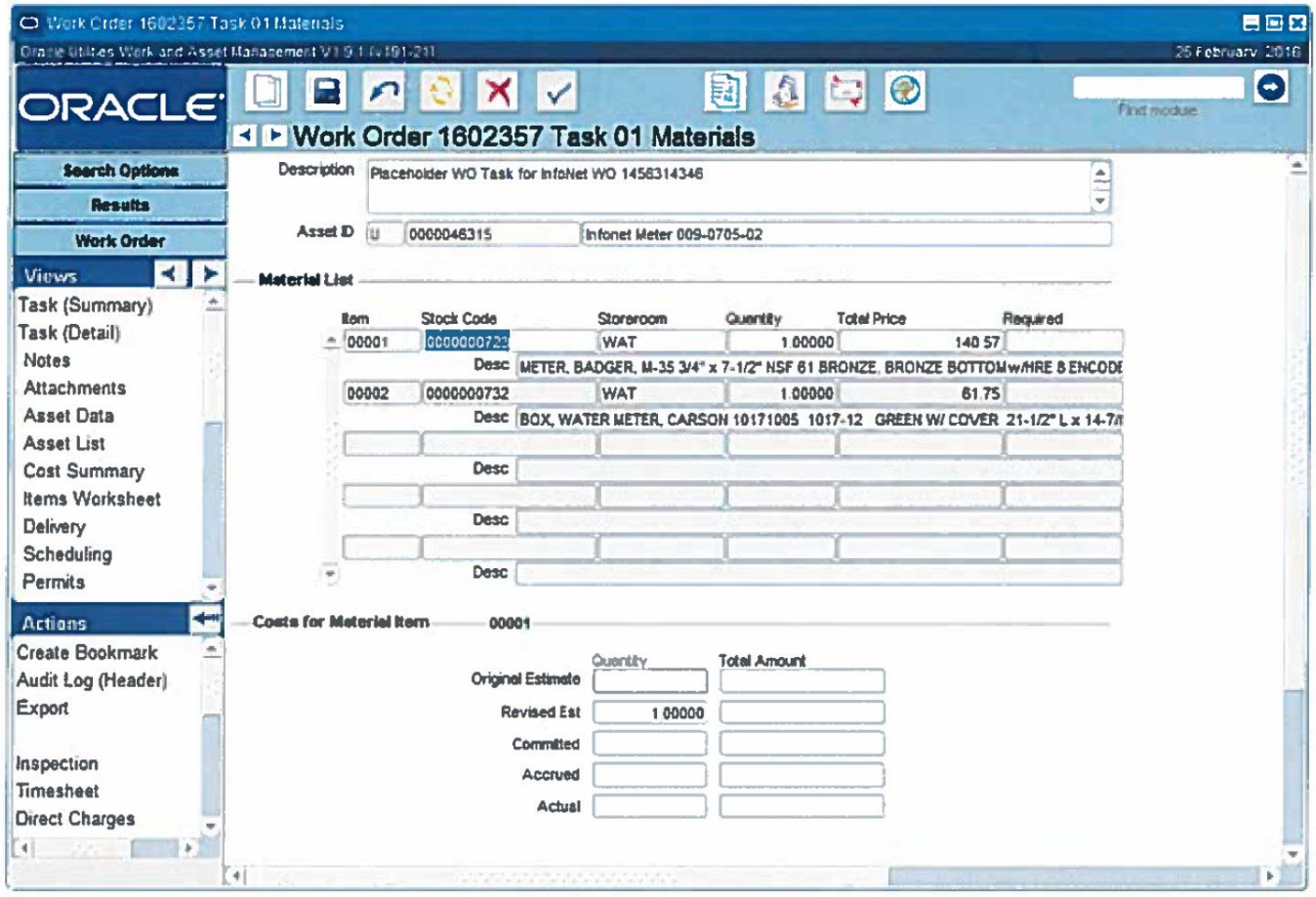

ORACLE
Work Order 1602357 Closeout - Asset Summary
Search Options
Results
Work Order
Views
Task (Summary)
Task (Detail)
Additional Data
Notes
Approval Log
Cost Summary
Closeout Summary
Task Closeout Summa
Asset Closeout Summ
Task Failure Summary
Actions
Create Bookmark
Audit Log (Header)
Export
Print Work Order Pack
Print PM Route Report
Work Order
Asset ID
Start
Finish
Duration
Scheduled
Asset Description
Task
Failure
Repair
Component
Mode
Root Cause
Primary
Task Description

No information offered in failure summary data base

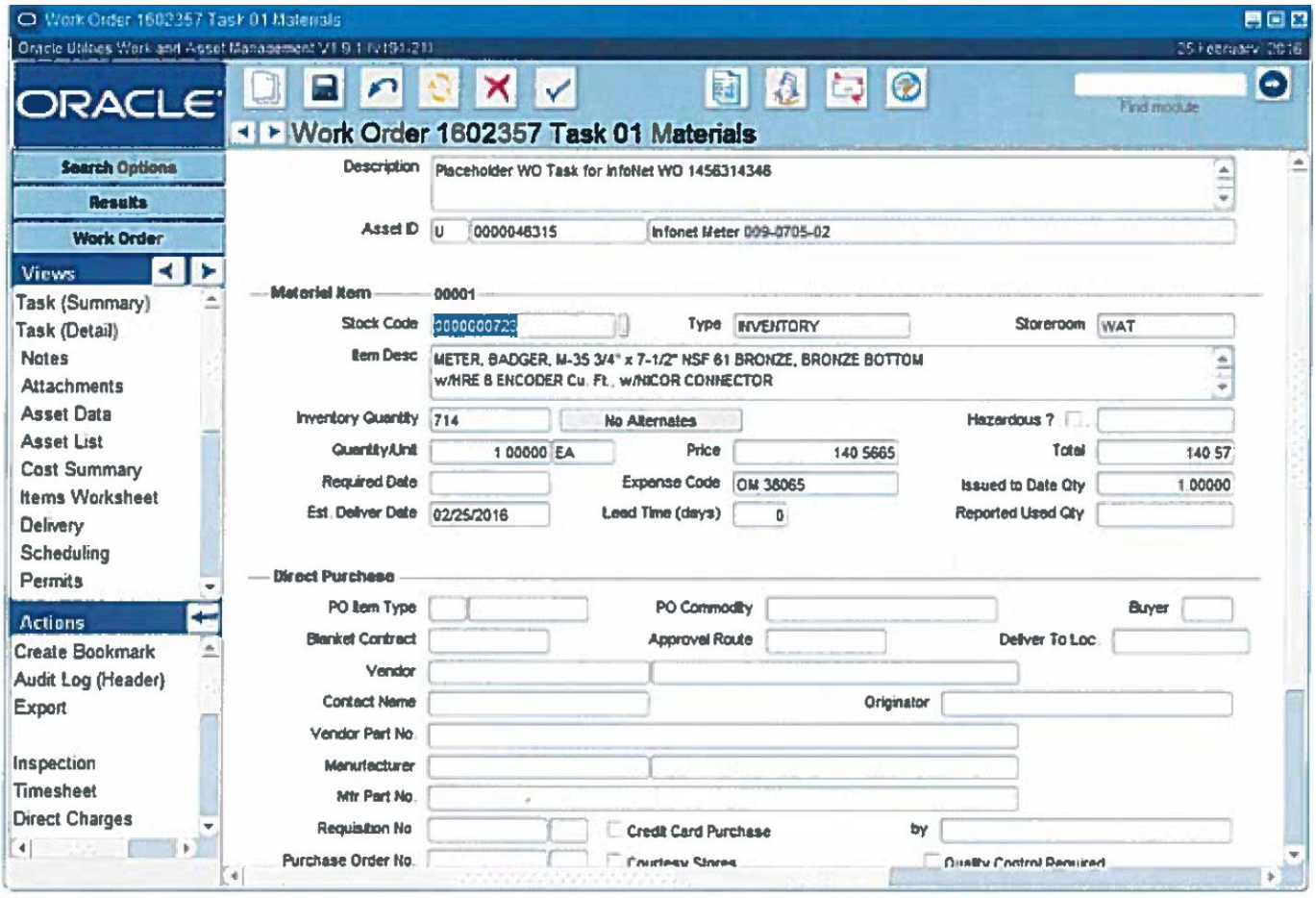


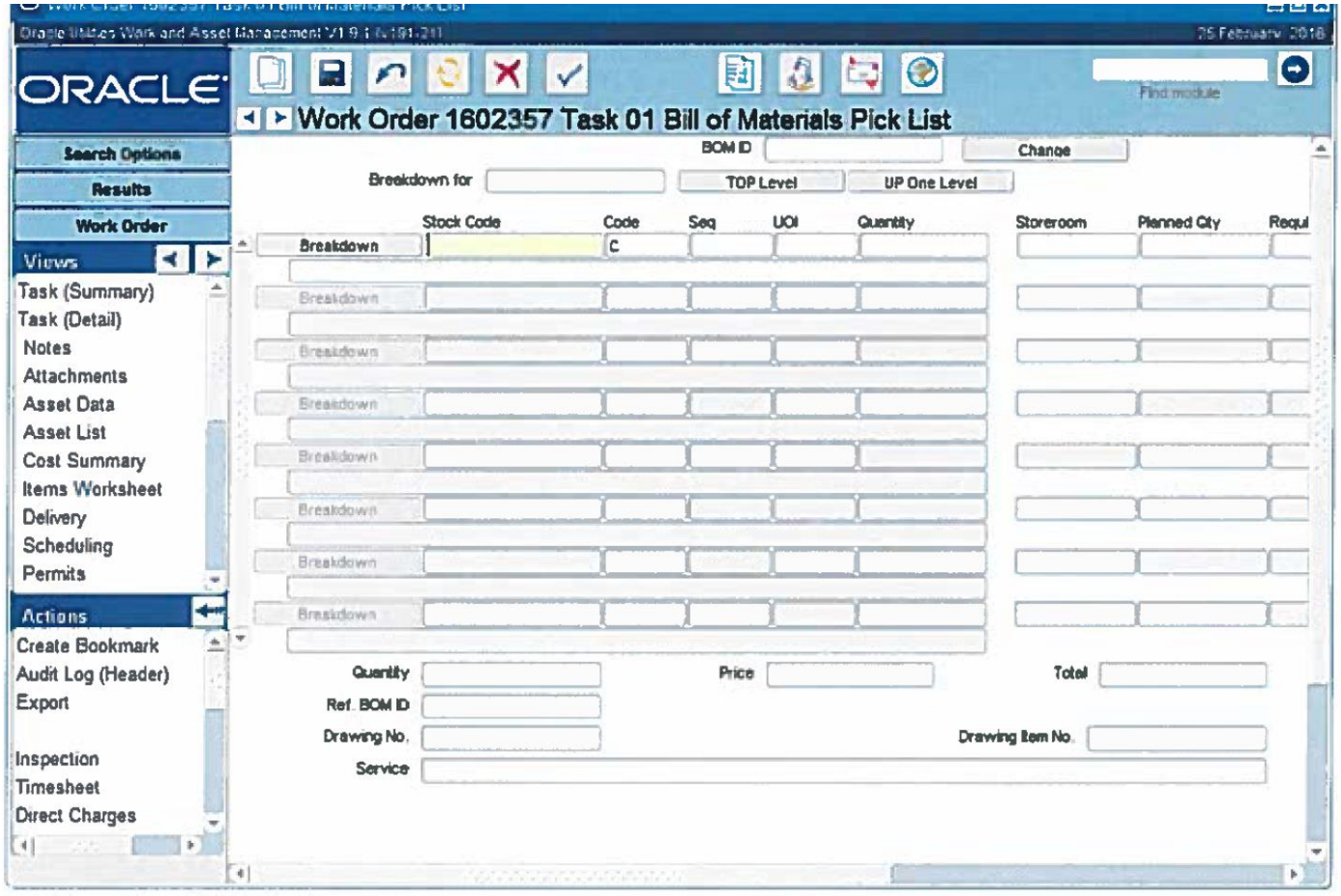

Work Order 1602357 Task 01 Asset and Component Data
Oracle Utilities Work and Asset Management V1.9.1 (v391-21)
25 February 2016
ORACLE
Find module
Work Order 1602357 Task 01 Asset and Component Data
Search Options
Results
Work Order
Views
Task (Summary)
Task (Detail)
Notes
Attachments
Asset Data
Asset List
Cost Summary
Items Worksheet
Delivery
Scheduling
Permits
Actions
Create Bookmark
Audit Log (Header)
Export
Inspection
Timesheet
Direct Charges
Component
Specification No
Type
Category
BOM ID
Address
Address
Suite
Cross Street
City/State/Zip
Offset
Direction
From Asset ID
To Asset ID
Vehicle Information
Class
Year
Make
Model
License No
Serial No
Engine Size
Engine Desc
Tire Size
Transmission Size
Old Warranty Data
Date
GASB Reporting
Renewal Work?
N

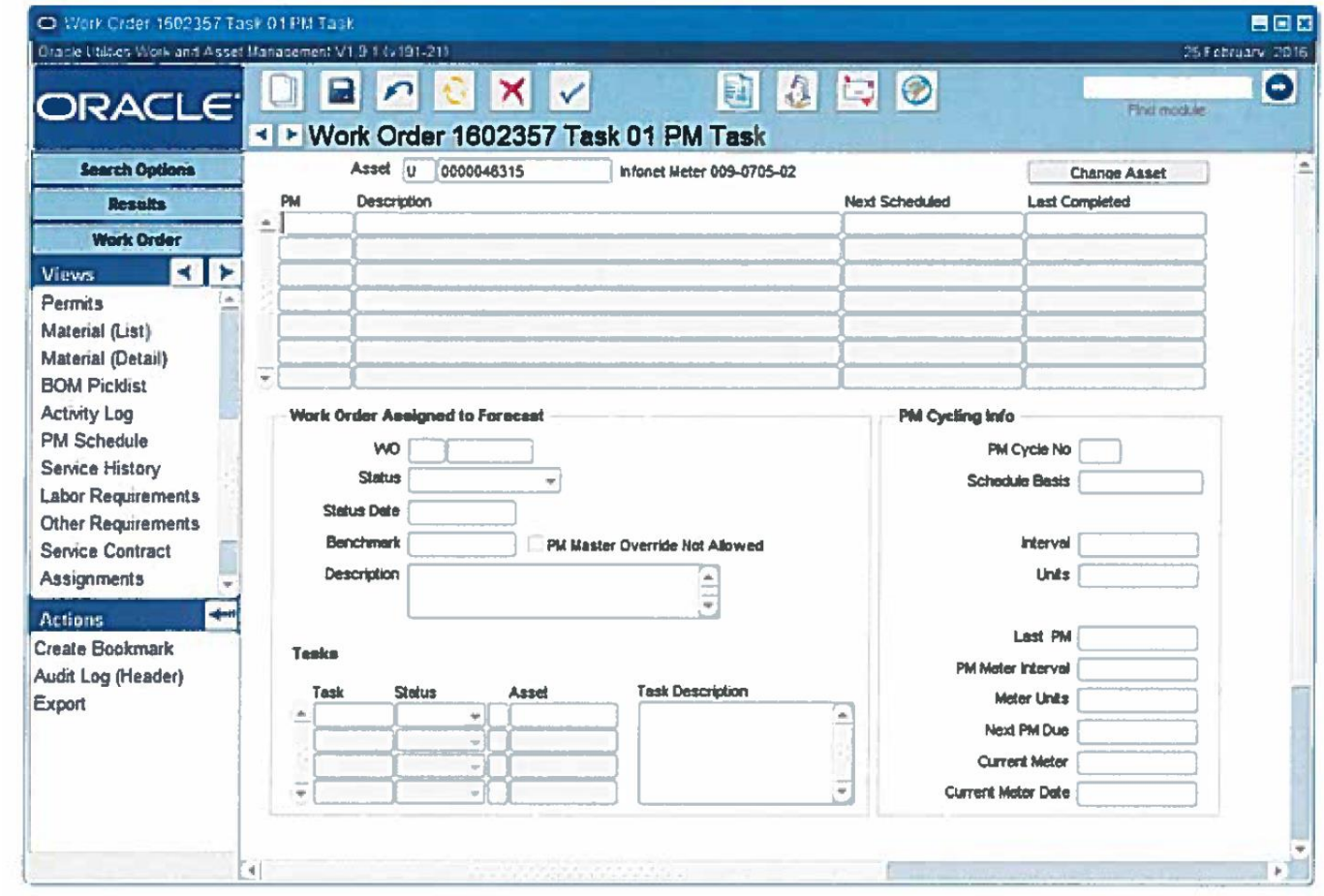
Materials specification is descriptive and is tied to Info Net coded address. It is difficult to understand relationship between two codes.

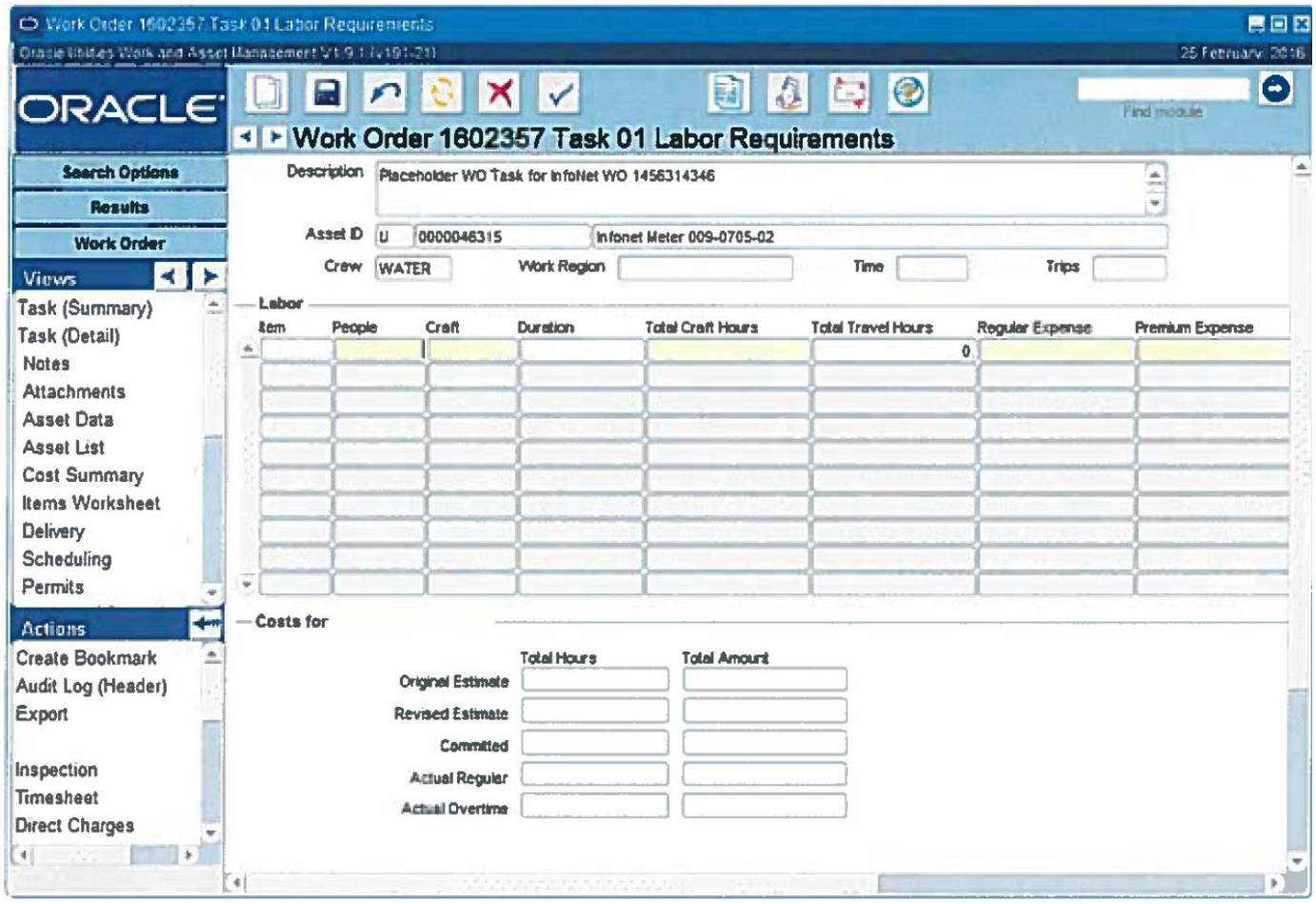


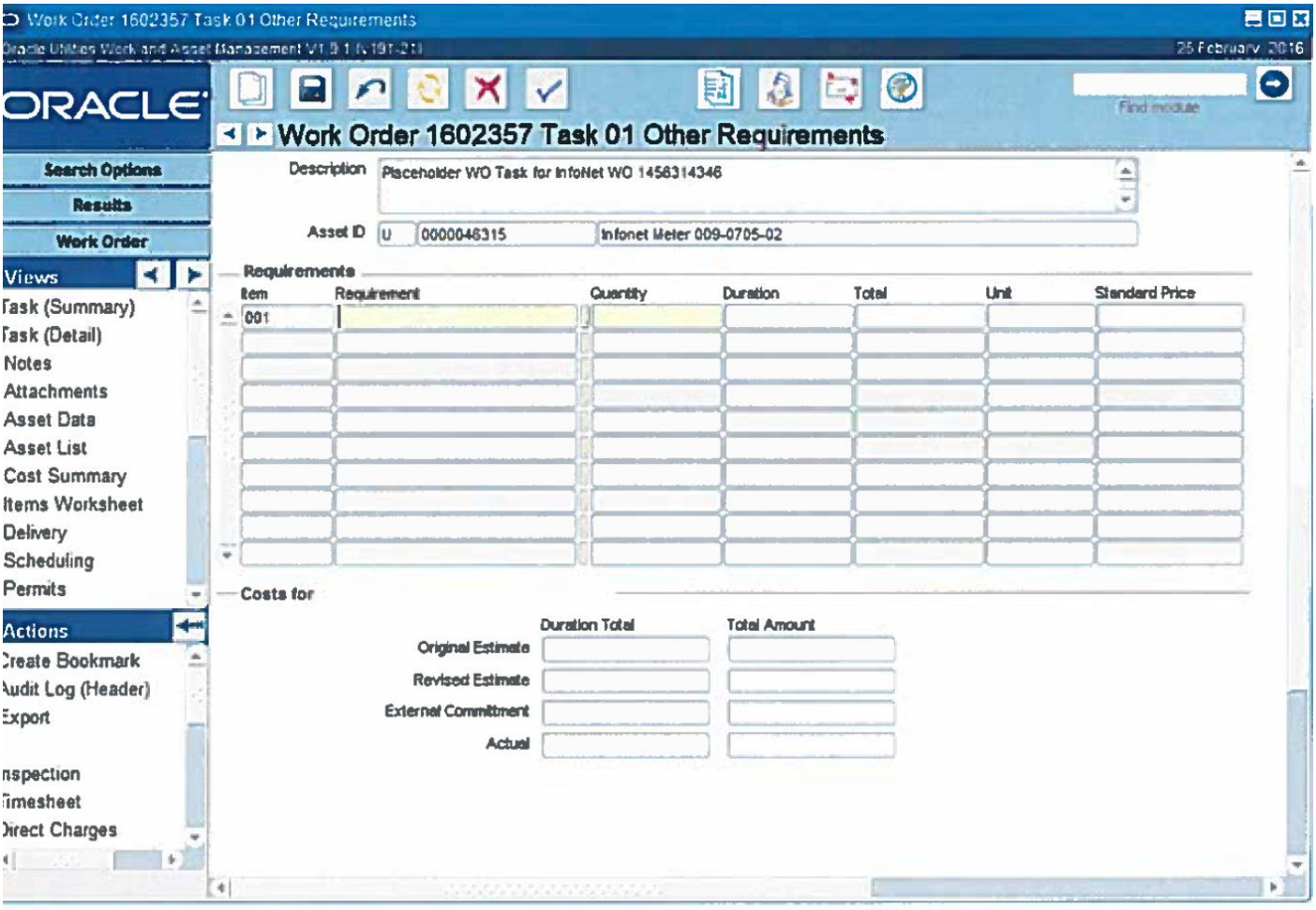
Materials specification is descriptive and is tied to Info Net coded address. It is difficult to understand relationship between two codes.




ORACLE
Work Order 1602357 Task 01 Bill of Materials Pick List
Search Options
Results
Work Order
Views
Task (Summary)
Task (Detail)
Notes
Attachments
Asset Data
Asset List
Cost Summary
Items Worksheet
Delivery
Scheduling
Permits
Actions
Create Bookmark
Audit Log (Header)
Export
Inspection
Timesheet
Direct Charges
BOM ID
Change
Breakdown for
TOP Level
UP One Level
Stock Code
Code
Seq
UOI
Quantity
Storeroom
Planned Qty
Breakdown
Quantity
Price
Total
Ref. BOM ID
Drawing No.
Drawing Item No.
Service


Work Order 1602357 Task 01 PM Task
ORACLE
Work Order 1602357 Task 01 PM Task
Search Options
Results
Work Order
Views
Permits
Material (List)
Material (Detail)
BOM Picklist
Activity Log
PM Schedule
Service History
Labor Requirements
Other Requirements
Service Contract
Assignments
Actions
Create Bookmark
Audit Log (Header)
Export
Asset
0000046315
Infonet Meter 009-0705-02
Change Asset
PM
Description
Next Scheduled
Last Completed
Work Order Assigned to Forecast
WO
Status
Status Date
Benchmark
PM Master Override Not Allowed
Description
Tasks
Task
Status
Asset
Task Description
PM Cycling Info
PM Cycle No
Schedule Basis
Interval
Units
Last PM
PM Meter Interval
Meter Units
Next PM Due
Current Meter
Current Meter Date


Work Order 1602357 Task 01 Labor Requirements
ORACLE
Work Order 1602357 Task 01 Labor Requirements
Search Options
Results
Work Order
Views
Task (Summary)
Task (Detail)
Notes
Attachments
Asset Data
Asset List
Cost Summary
Items Worksheet
Delivery
Scheduling
Permits
Actions
Create Bookmark
Audit Log (Header)
Export
Inspection
Timesheet
Direct Charges
Description
Placeholder WO Task for InfoNet WO 1456314346
Asset ID
0000046315
Infonet Meter 009-0705-02
Crew
WATER
Work Region
Time
Trips
Labor
Item
People
Craft
Duration
Total Craft Hours
Total Travel Hours
Regular Expense
Premium Expense
Costs for
Total Hours
Total Amount
Original Estimate
Revised Estimate
Committed
Actual Regular
Actual Overtime


Work Order 1602357 Task 01 Other Requirements
25 February 2016
ORACLE
Find module
Work Order 1602357 Task 01 Other Requirements
Search Options
Results
Work Order
Views
Task (Summary)
Task (Detail)
Notes
Attachments
Asset Data
Asset List
Cost Summary
Items Worksheet
Delivery
Scheduling
Permits
Actions
Create Bookmark
Audit Log (Header)
Export
Inspection
Timesheet
Direct Charges
Description
Placeholder WO Task for InfoNet WO 1458314346
Asset ID
U
0000046315
Infonet Meter 009-0705-02
Requirements
Item
Requirement
Quantity
Duration
Total
Unit
Standard Price
001
Costs for
Duration Total
Total Amount
Original Estimate
Revised Estimate
External Commitment
Actual

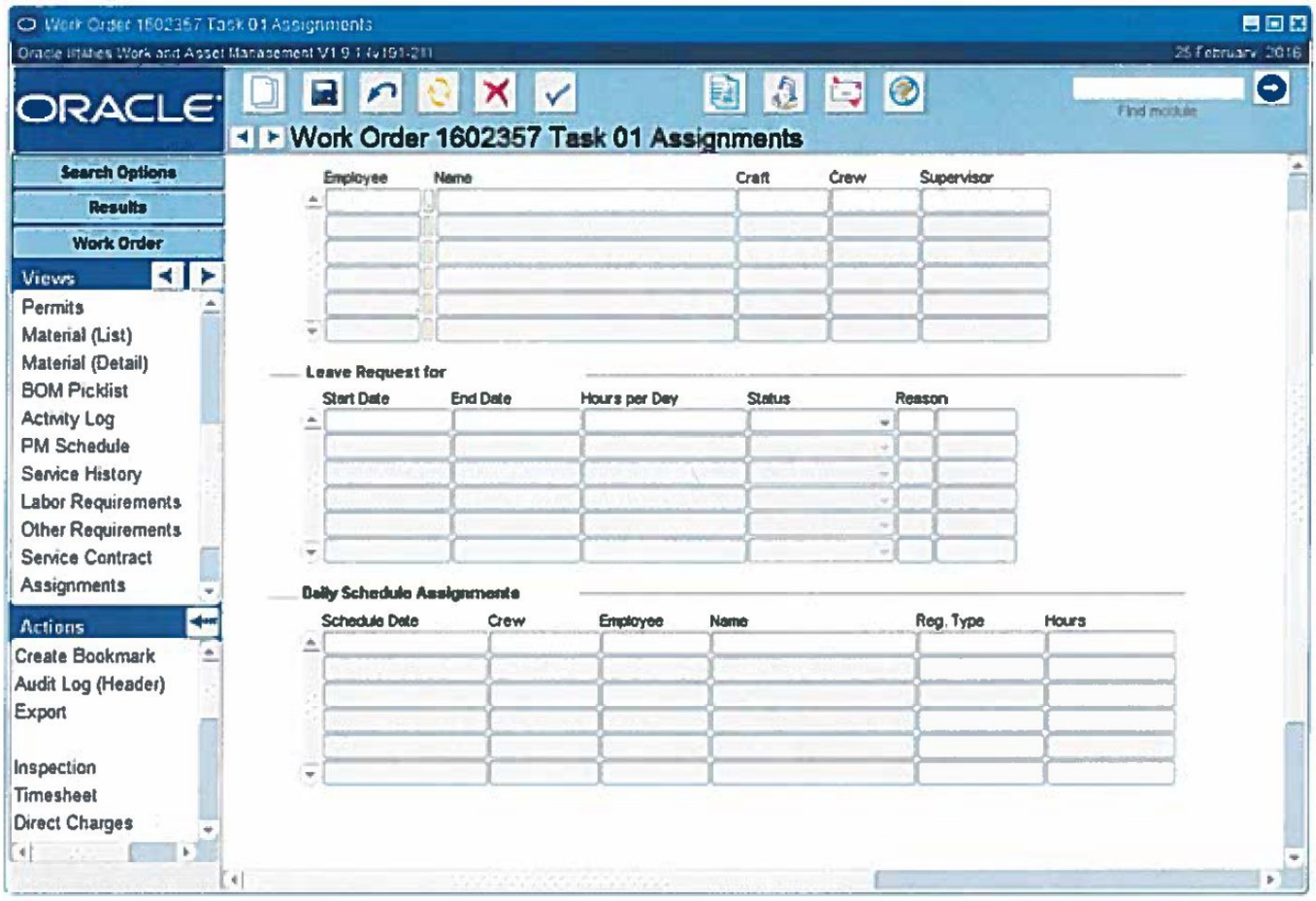
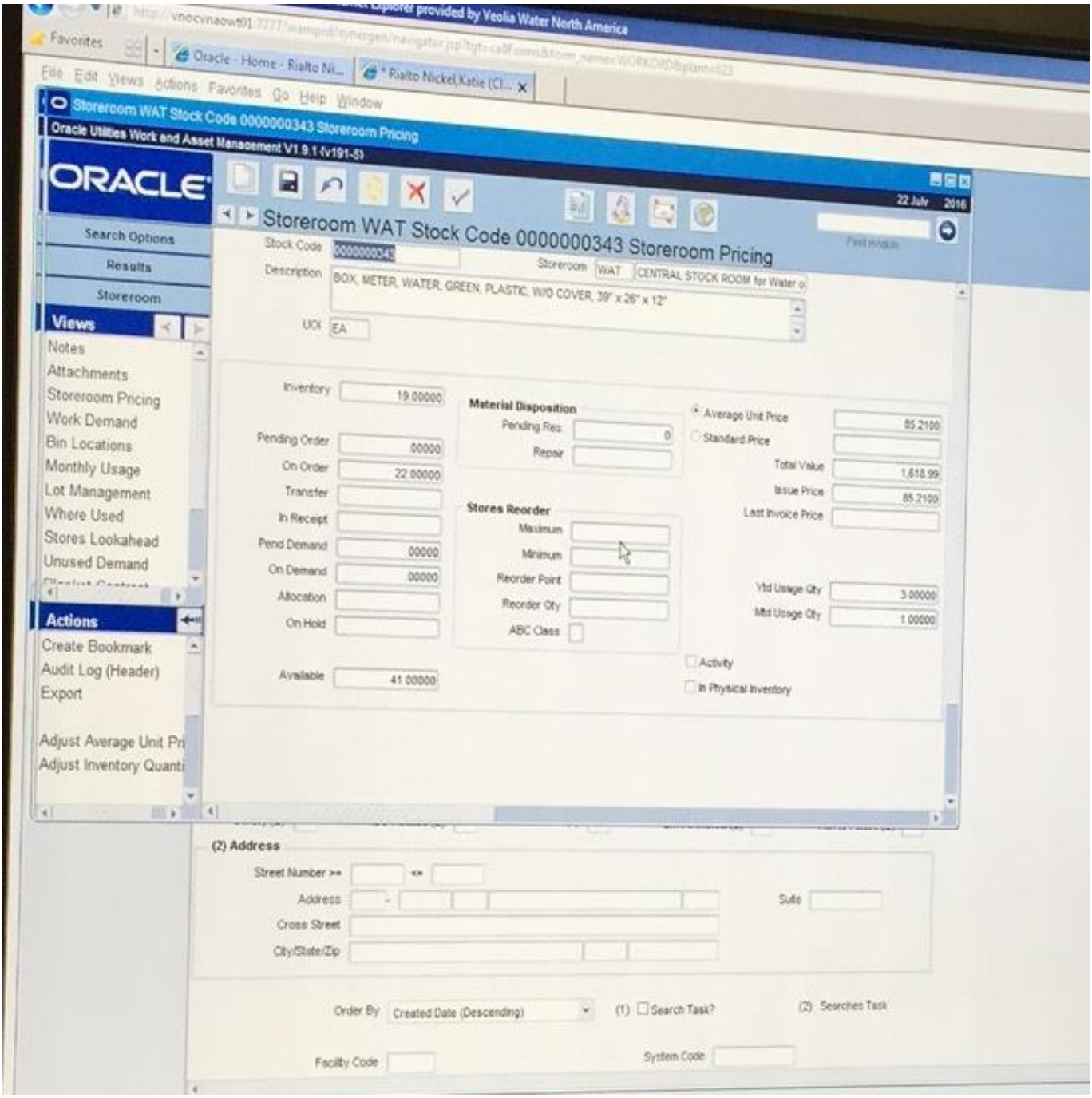

Work Order 1602357 Task 01 Assignments
ORACLE
Work Order 1602357 Task 01 Assignments
Search Options
Results
Work Order
Views
Permits
Material (List)
Material (Detail)
BOM Picklist
Activity Log
PM Schedule
Service History
Labor Requirements
Other Requirements
Service Contract
Assignments
Actions
Create Bookmark
Audit Log (Header)
Export
Inspection
Timesheet
Direct Charges
Employee
Name
Craft
Crew
Supervisor
Leave Request for
Start Date
End Date
Hours per Day
Status
Reason
Daily Schedule Assignments
Schedule Date
Crew
Employee
Name
Reg. Type
Hours

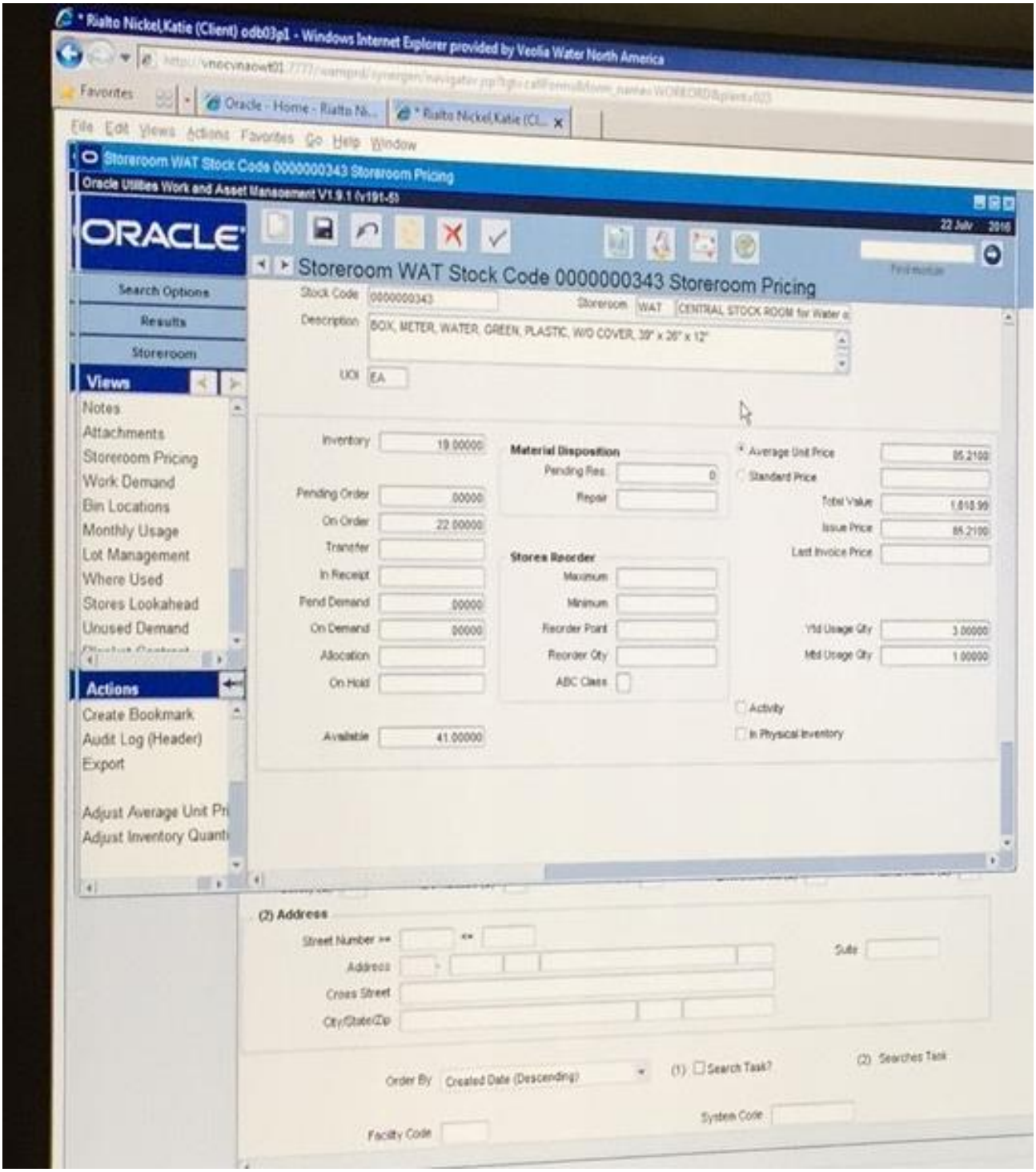
Table I3: List of spot checked Assets in Storeroom OWAM Veolia CMMS system for the city of Rialto sewer stystem

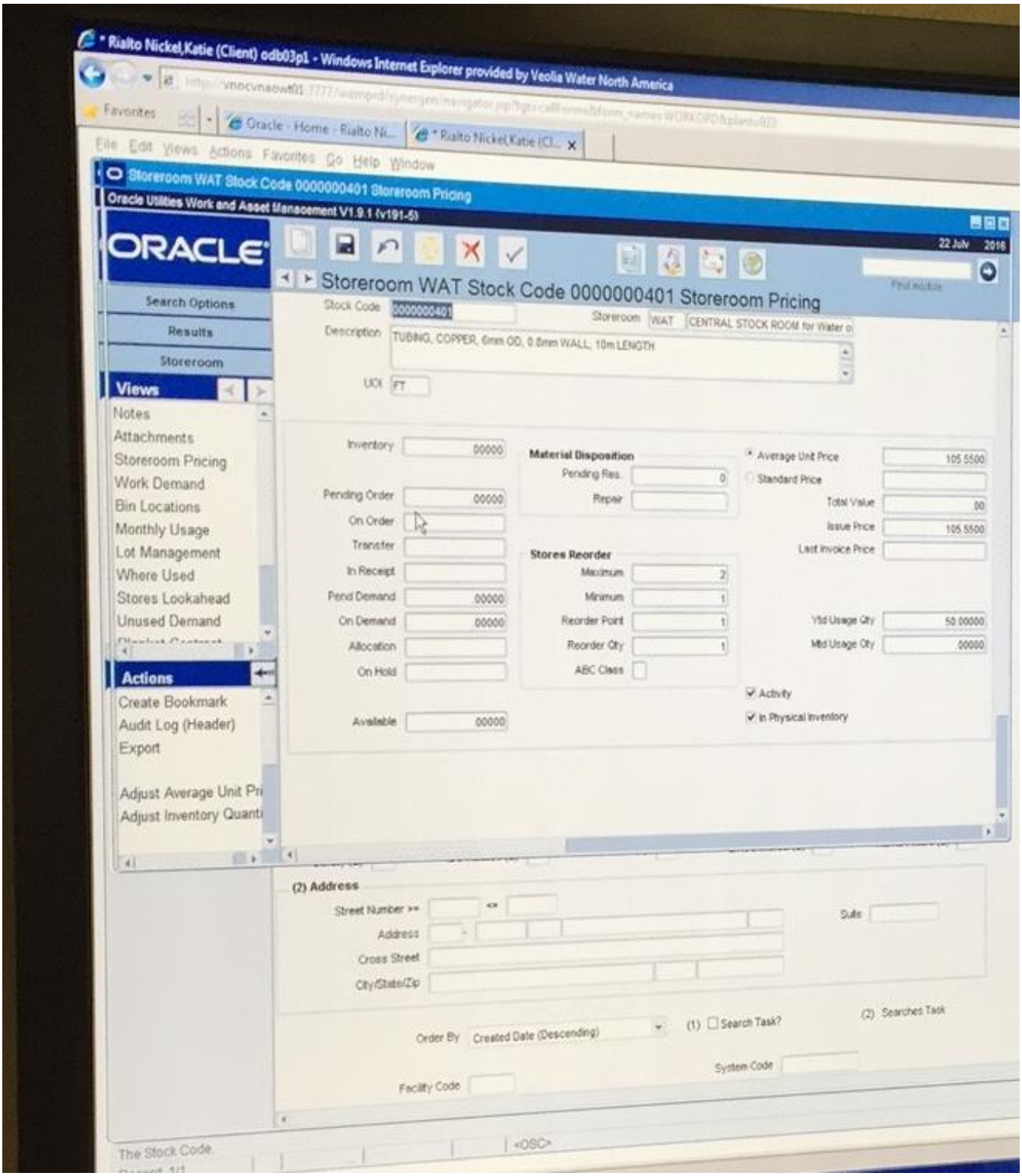
	Stock code	Asset Type / Description	Specifications Technical Info
	000000006	Motor, 5 hp, 460 V, 1725 rpm, 184 c tefc baldor	NO
	000000018	Switch float no/nc 20' cord	NO
	000000028	Element heater 001304	NO
	0000000189	Tubing peristatic 9020064032 watson marlow (sbs only)	NO
	0000000306	Belt V 4L 230, 23" Dayton	NO
	0000000409	Valve brass 1"	NO
	0000000500	Sensor, vibration, Blower	NO
	0000000593	Tubing PVC 3/16"x1/4"x1/32"	NO
	0000000709	Nipple, ¾"x close brass no lead	NO
	0000002013	Cla Valve 3"	NO

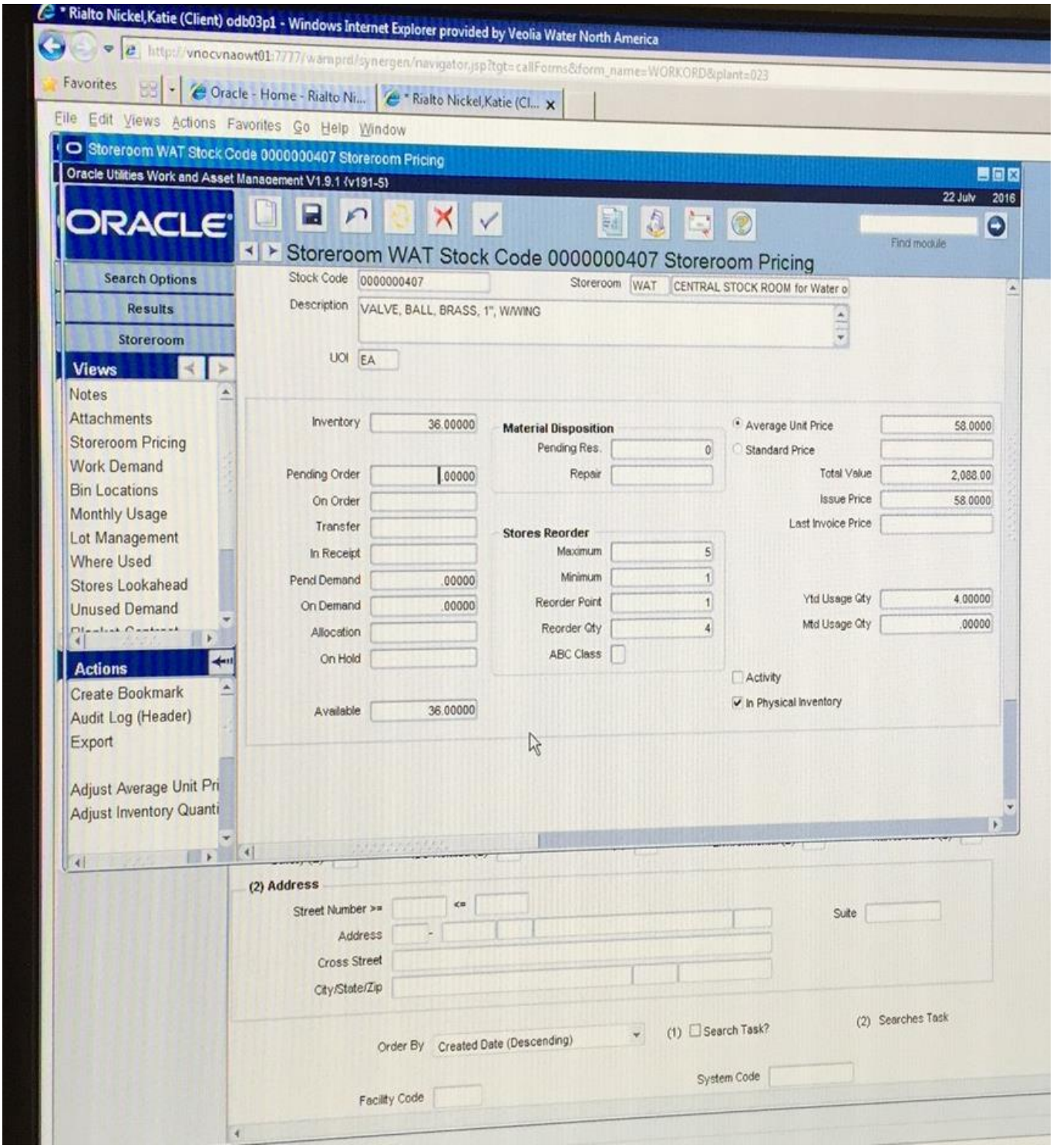
Storeroom inventories minimum and maximum quantities are not populated, or when they are populated in conflict with order no



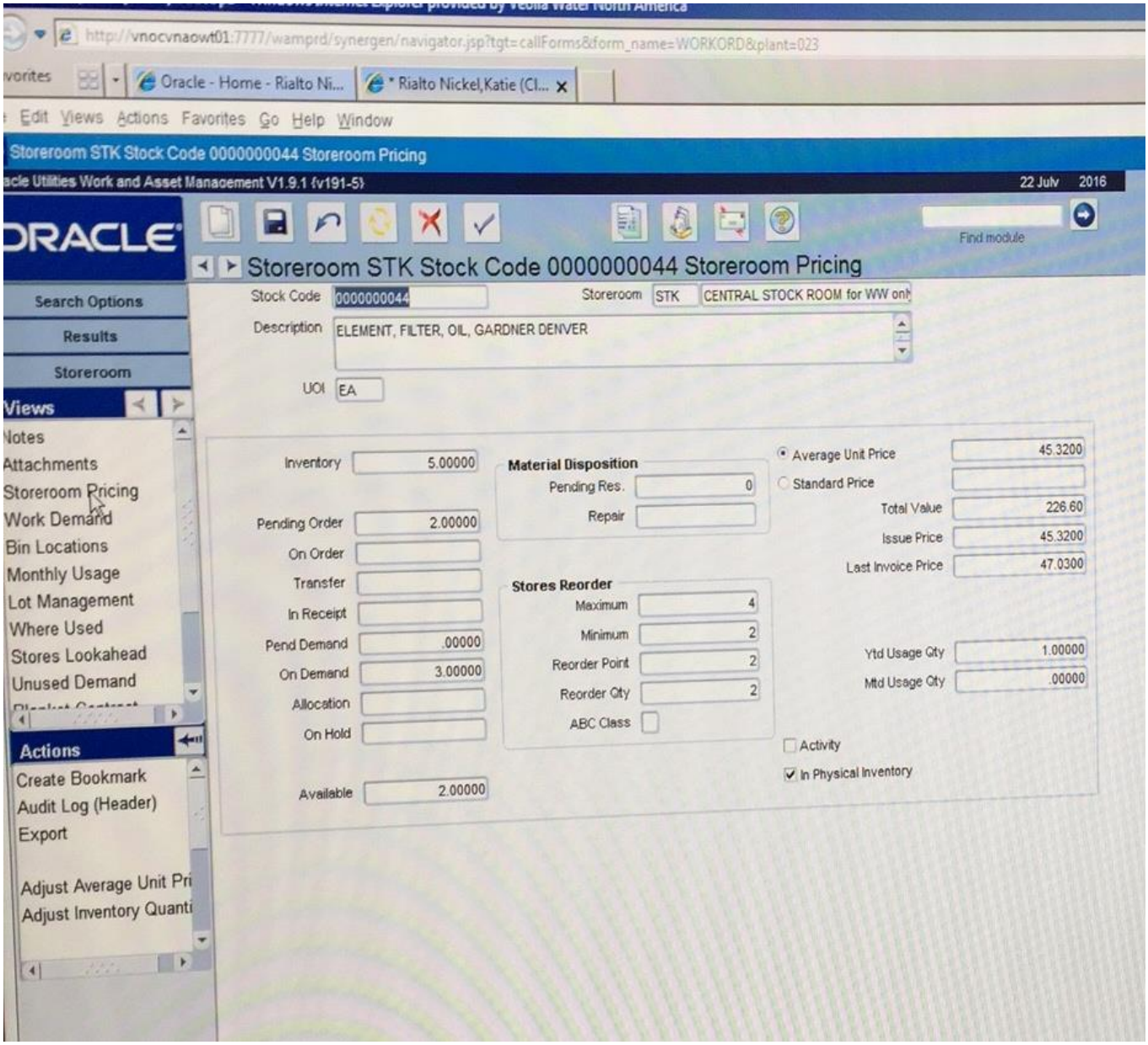
Store room pricing is not referenced to manufactureer or source



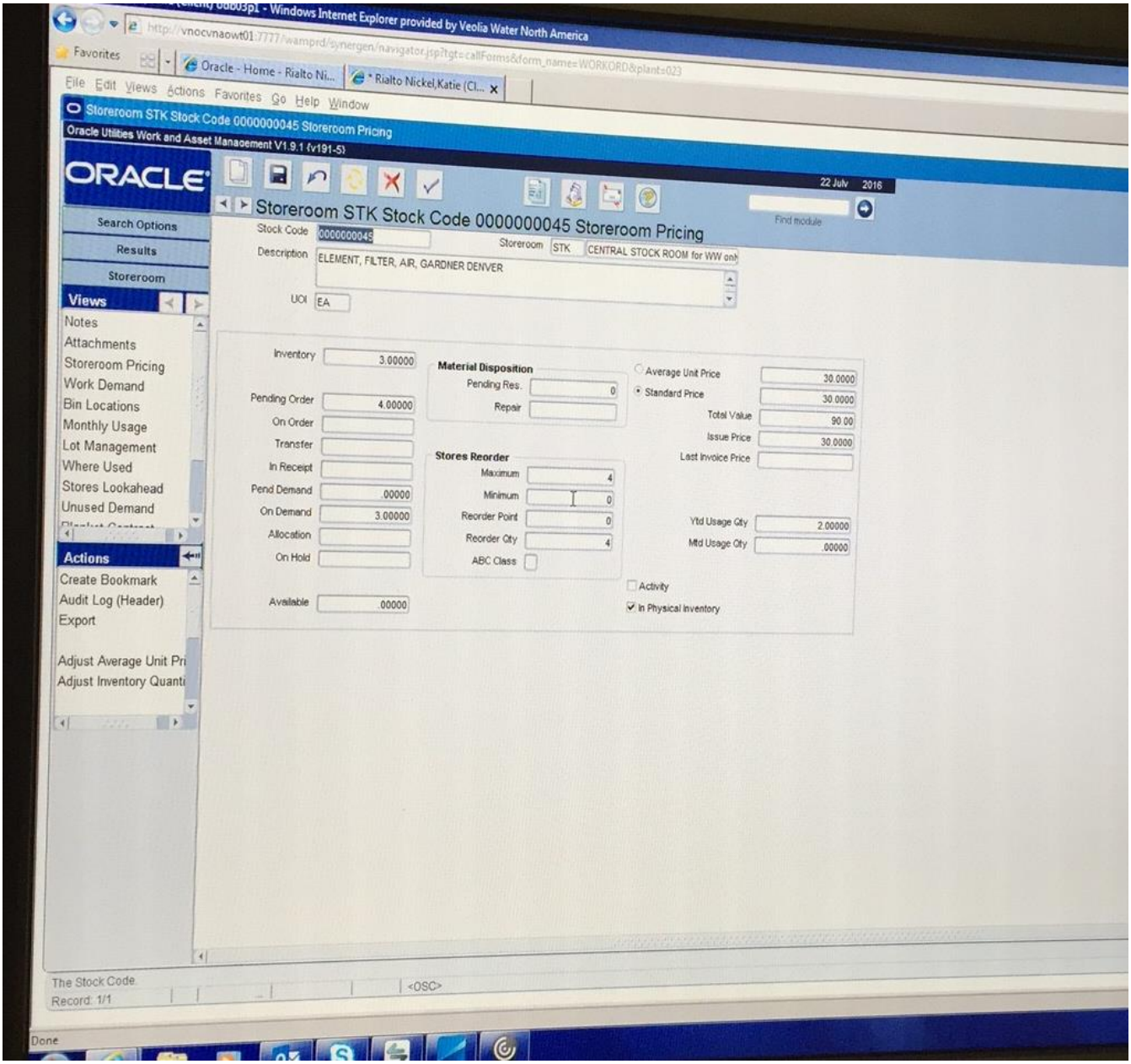

Rialto Nickel,Katie (Client) odb03p1 - Windows Internet Explorer provided by Veolia Water North America
Storeroom WAT Stock Code 0000000401 Storeroom Pricing
Oracle Utilities Work and Asset Management V1.9.1 (v191-5)
ORACLE
22 July 2016
Storeroom WAT Stock Code 0000000401 Storeroom Pricing
Search Options
Results
Storeroom
Views
Notes
Attachments
Storeroom Pricing
Work Demand
Bin Locations
Monthly Usage
Lot Management
Where Used
Stores Lookahead
Unused Demand
Actions
Create Bookmark
Audit Log (Header)
Export
Stock Code 0000000401
Storeroom WAT CENTRAL STOCK ROOM for Water o
Description TUBING, COPPER, 6mm OD, 0.8mm WALL, 10m LENGTH
UOI FT
Inventory 00000
Pending Order 00000
On Order
Transfer
In Receipt
Pend Demand 00000
On Demand 00000
Allocation
On Hold
Available 00000
Material Disposition
Pending Res 0
Repair
Stores Reorder
Maximum 2
Minimum 1
Reorder Point 1
Reorder Qty 1
ABC Class
Average Unit Price 105.5500
Standard Price
Total Value 00
Issue Price 105.5500
Last Invoice Price
Ytd Usage Qty 50.00000
Mtd Usage Qty 00000
Activity
In Physical Inventory
(2) Address
Street Number
Address
Cross Street
City/State/Zip
Suite
Order By Created Date (Descending)
(1) Search Task?
(2) Searches Task
System Code
Facility Code
The Stock Code


Rialto Nickel,Katie (Client) odb03p1 - Windows Internet Explorer provided by Veolia Water North America
Favorites
Oracle - Home - Rialto Ni...
Rialto Nickel,Katie (Cl...
File Edit Views Actions Favorites Go Help Window
Storeroom WAT Stock Code 0000000407 Storeroom Pricing
Oracle Utilities Work and Asset Management V1.9.1 (v191-5)
ORACLE
22 July 2016
Find module
Storeroom WAT Stock Code 0000000407 Storeroom Pricing
Search Options
Results
Storeroom
Views
Notes
Attachments
Storeroom Pricing
Work Demand
Bin Locations
Monthly Usage
Lot Management
Where Used
Stores Lookahead
Unused Demand
Actions
Create Bookmark
Audit Log (Header)
Export
Adjust Average Unit Pri
Adjust Inventory Quanti
Stock Code 0000000407
Storeroom WAT CENTRAL STOCK ROOM for Water o
Description VALVE, BALL, BRASS, 1", W/WING
UOI EA
Inventory 36.00000
Pending Order .00000
On Order
Transfer
In Receipt
Pend Demand .00000
On Demand .00000
Allocation
On Hold
Available 36.00000
Material Disposition
Pending Res. 0
Repair
Stores Reorder
Maximum 5
Minimum 1
Reorder Point 1
Reorder Qty 4
ABC Class
Average Unit Price 58.0000
Standard Price
Total Value 2,088.00
Issue Price 58.0000
Last Invoice Price
Ytd Usage Qty 4.00000
Mtd Usage Qty .00000
Activity
In Physical Inventory
(2) Address
Street Number >=
Address
Cross Street
City/State/Zip
Suite
Order By Created Date (Descending)
(1) Search Task?
(2) Searches Task
Facility Code
System Code

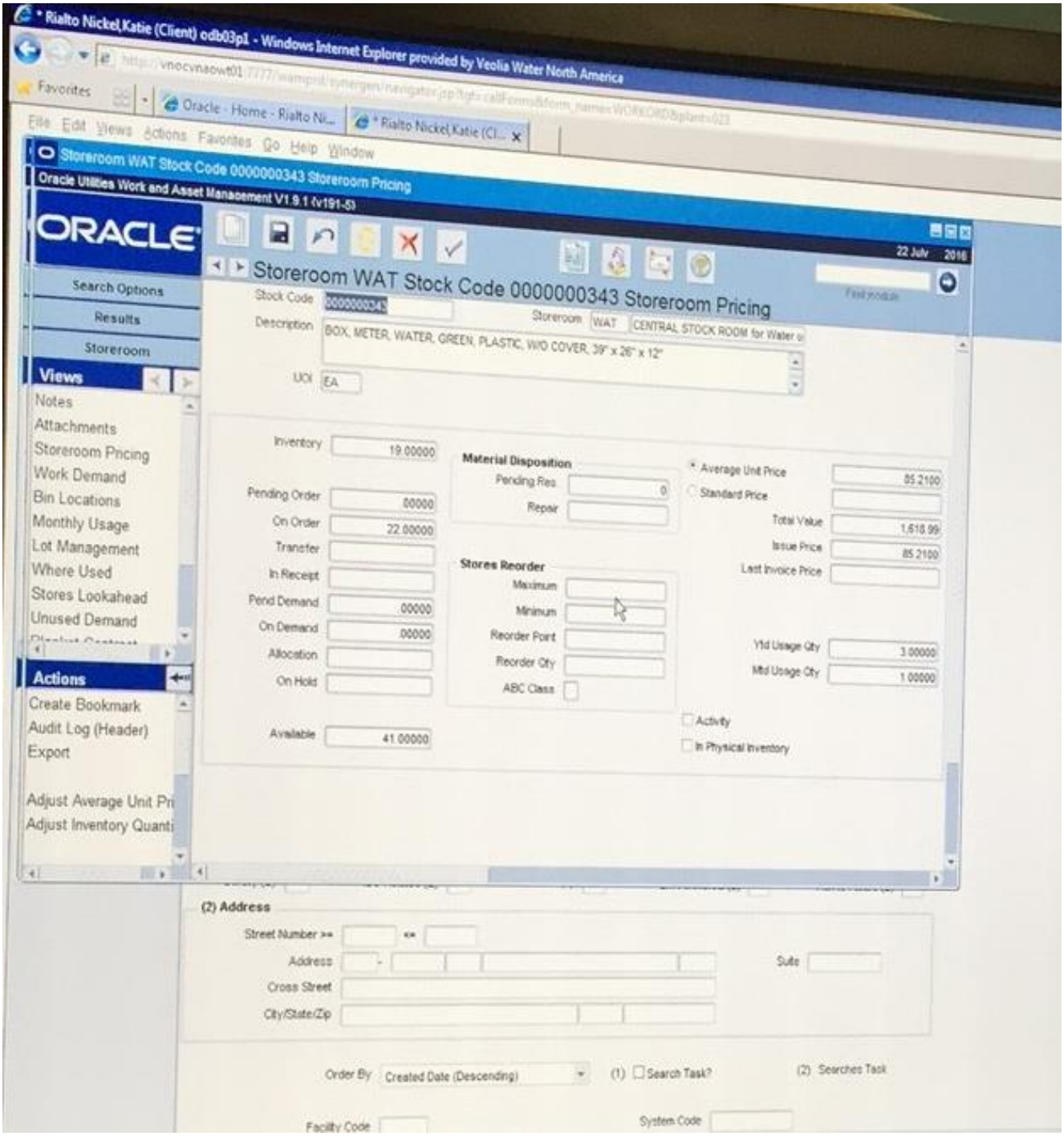
Inventory 5 pieces, max 4 and min 2 order 2 to have on demand 3 – inventory math does not seem to work well



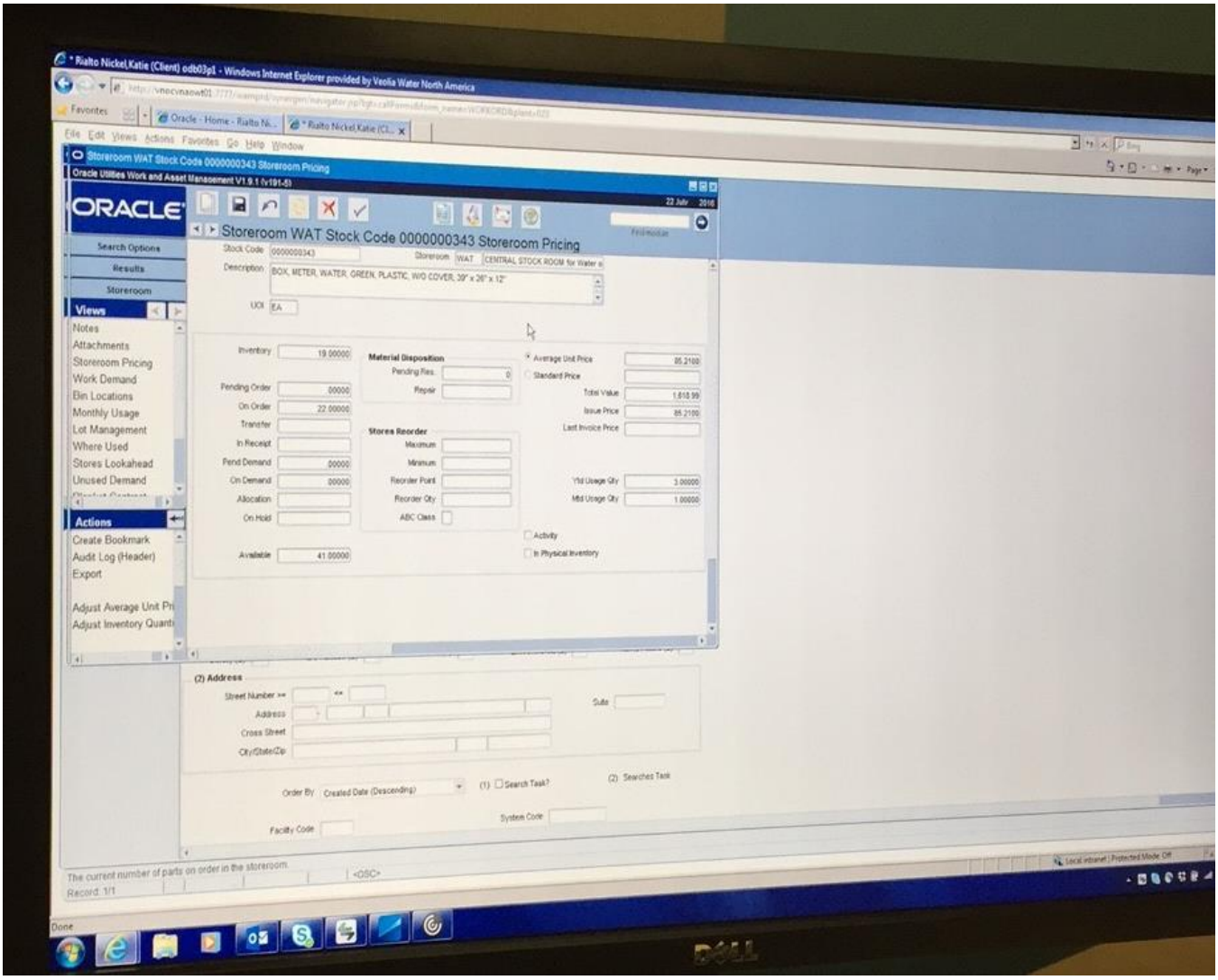
Inventory 3 pieces, max 4 and min 0 order 2 to have pending order 4 – inventory math does not seem to work well



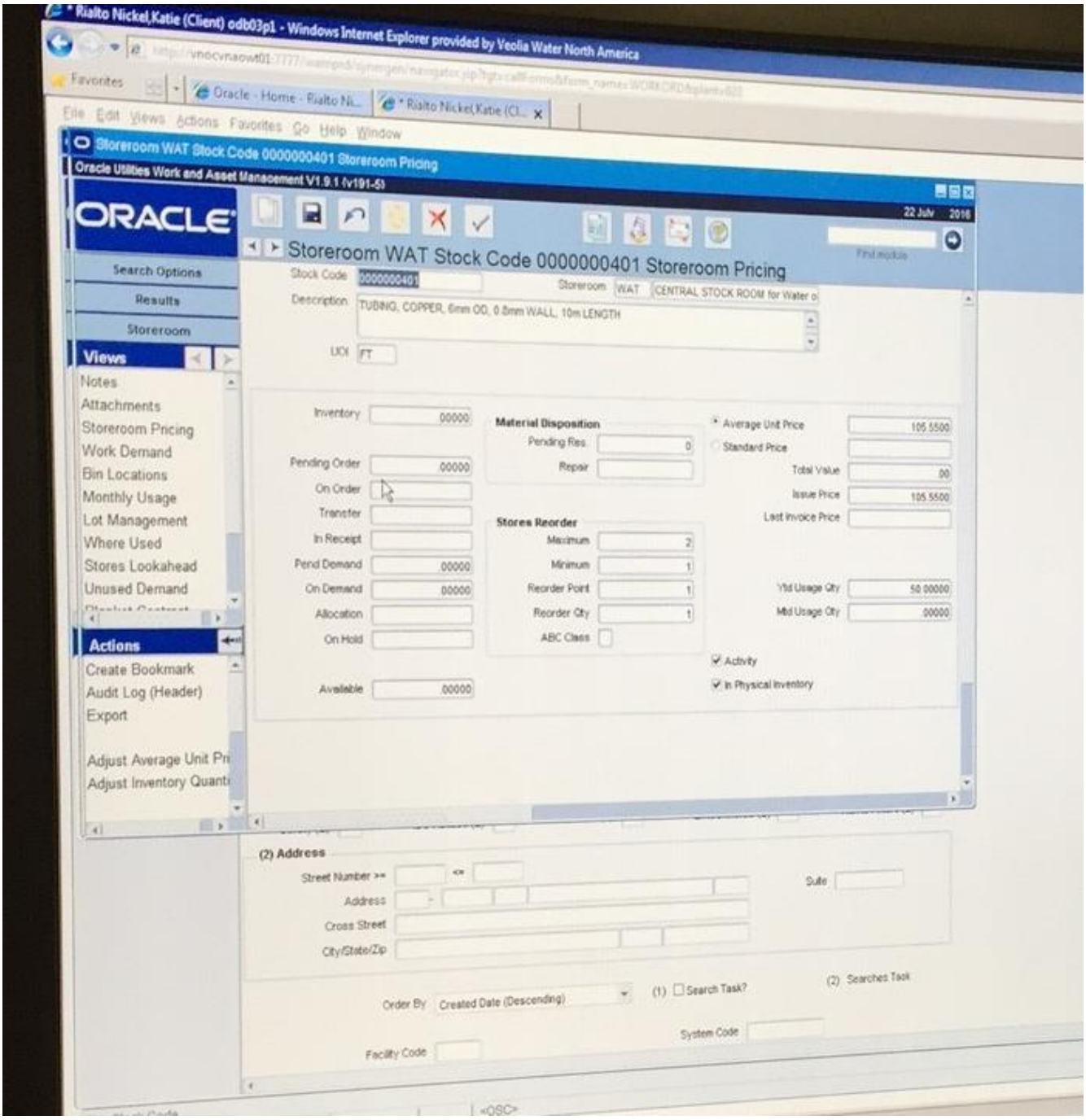
Storeroom WAT stock samples-CMMS automated re stocking and stock min and max quota could not be confirmed.



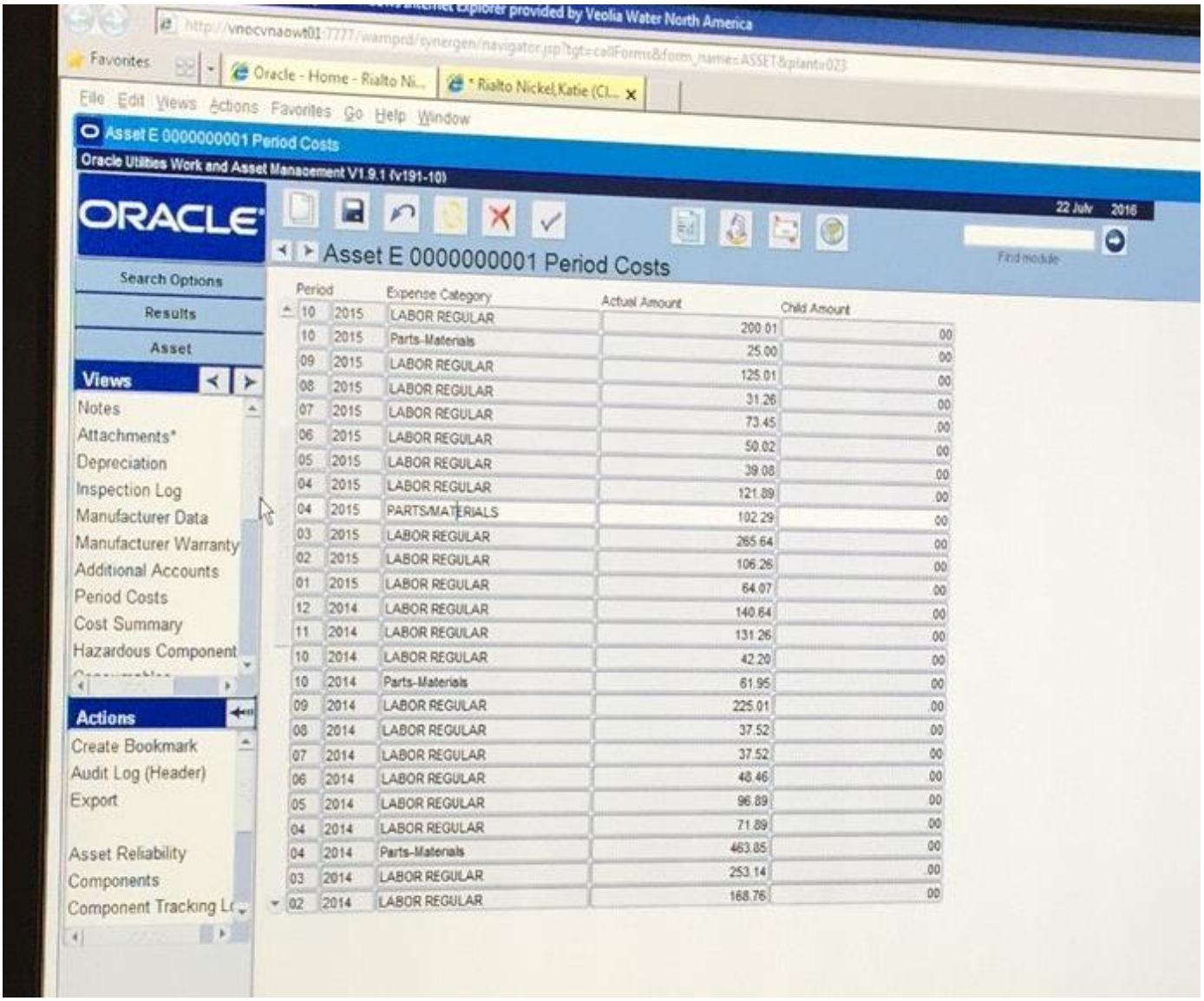
Storeroom WAT stock samples-CMMS automated re stocking and stock min and max quota could not be confirmed.



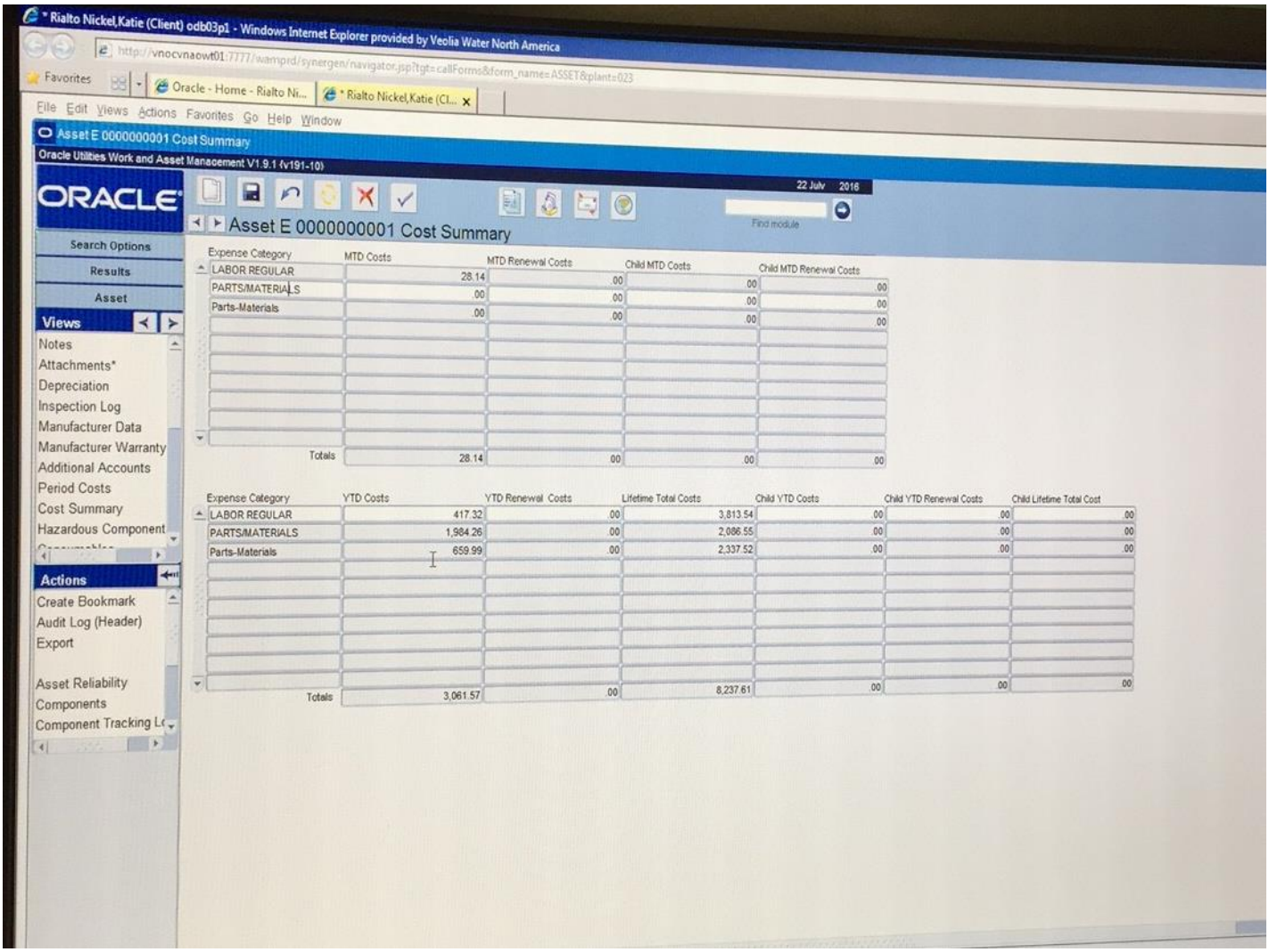
Store room pricing source was not provided



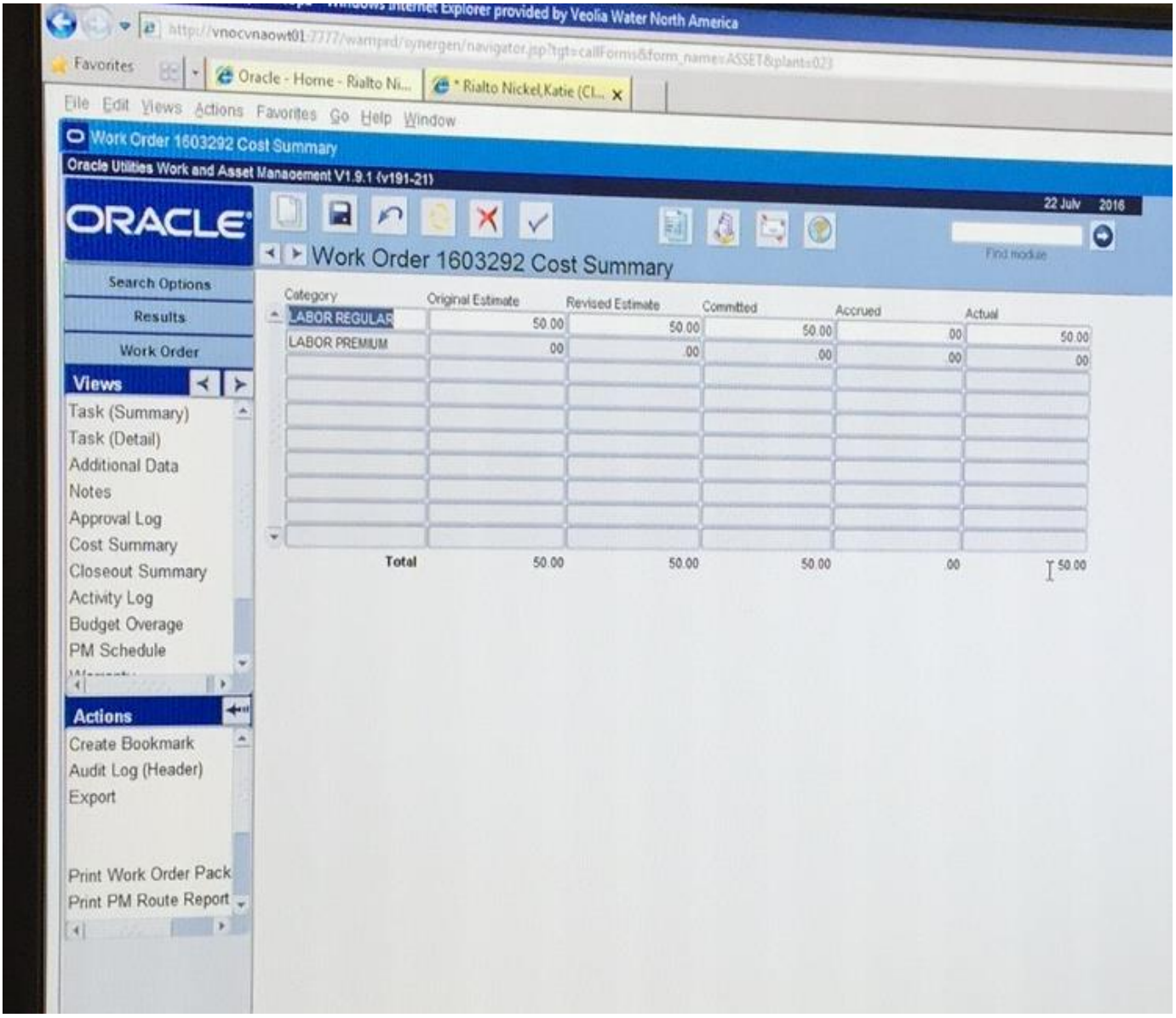
Asset period costs would not include material cost or material cost would be insignificant. Also connection to Inventories not clearly displayed.



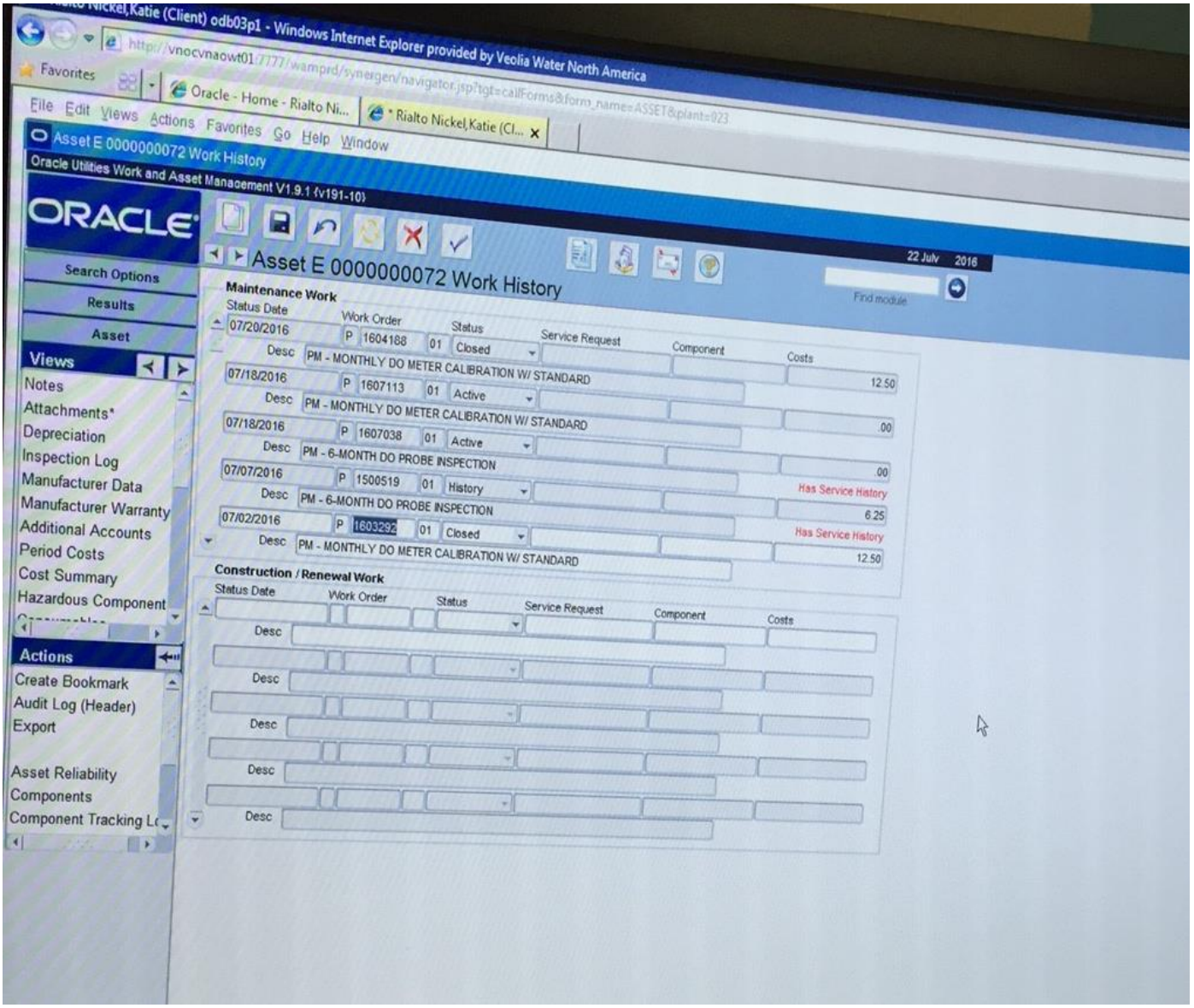
Asset with no material costs included in a Cost summary



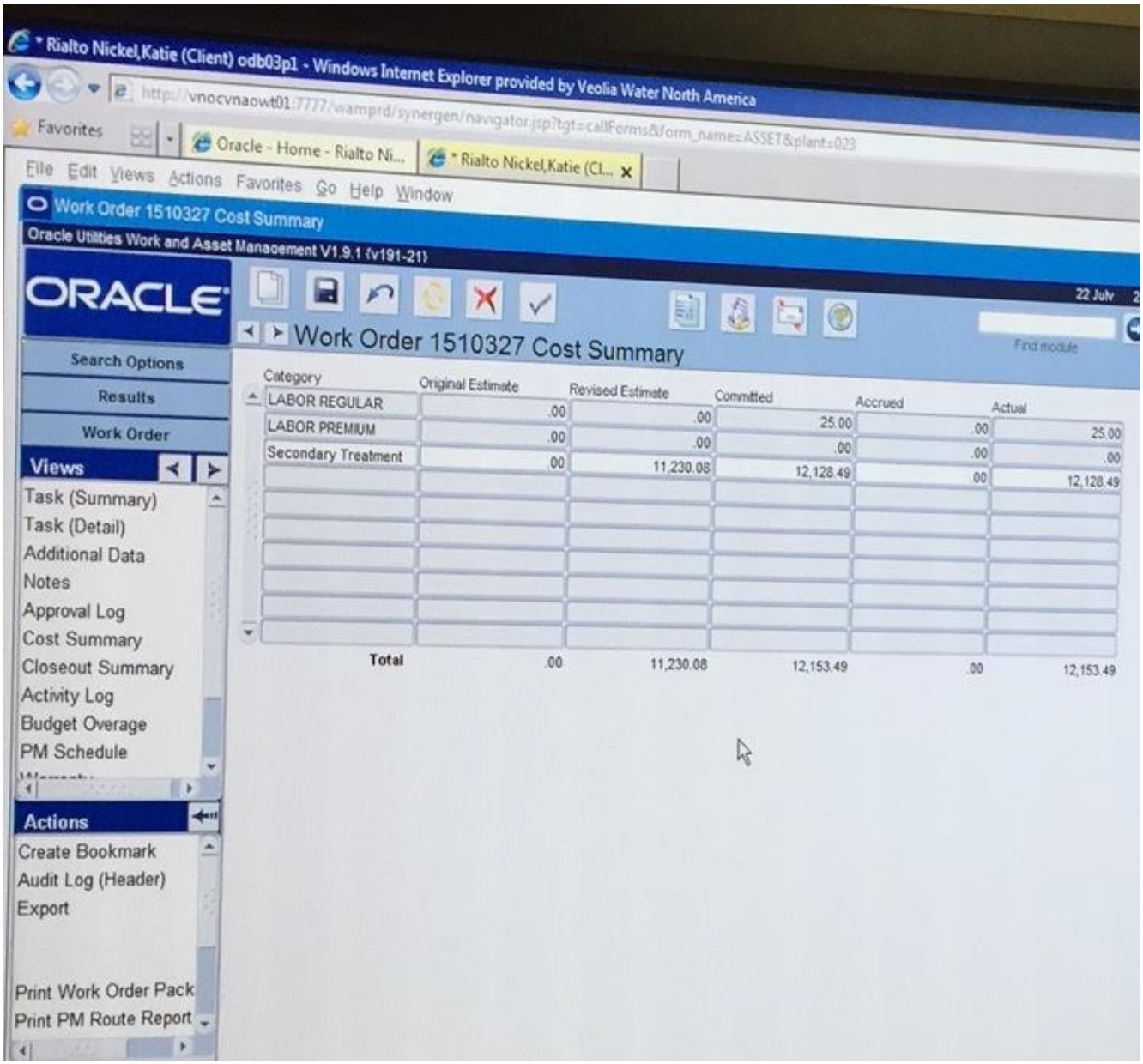
Typical cost summary with no information about material cost



Work history is provided with reference to WO



Typical sample of large work order cost summary with no material cost breakdown



Access to OWAM was provided by Veolia IT on 7.22.16:

Fri 7/22/2016 6:24 AM

Douglas Campbell <Douglas.Campbell@veolia.com>

OWAM Dashboard is Configured

To Momo Savovic

Cc Katie Nickel

You forwarded this message on 7/22/2016 8:11 AM.

Morning Momo,

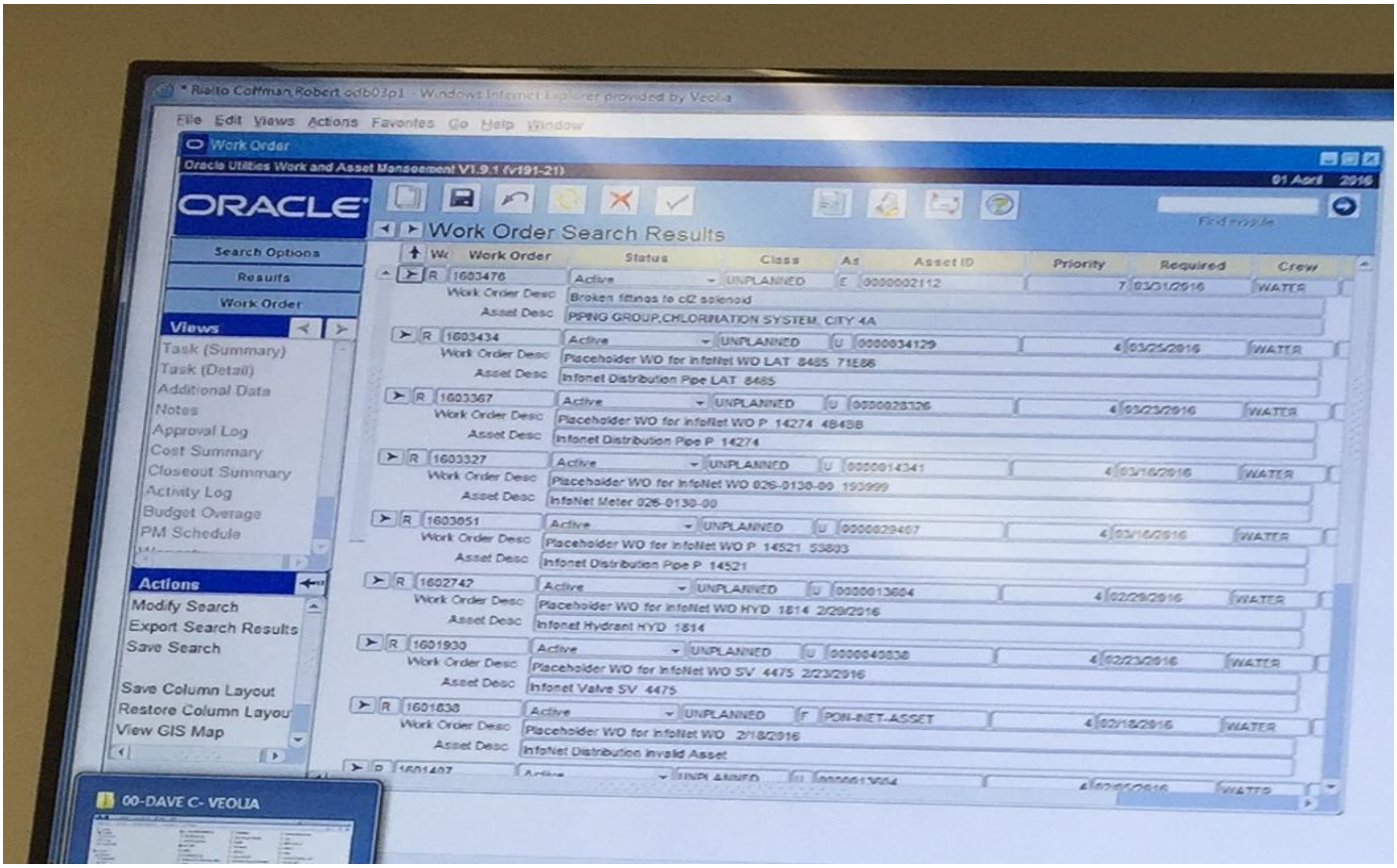
I've done the best I could to create a representative Dashboard from the same images you had from the photo. The problem is the Client user access given doesn't allow every module that is available to be seen or used. Since Dashboards are personal, I also couldn't create some of those examples in the photo. Out of the thousands of users, no two dashboards need be the same. It was intended to be of personal choice down to even the color. You were just dealing with a blank Dashboard to start with. There were some modules not shown in the demonstration. I added what might have been of use in Column Three below what was in the photo. The first photo requires Oracle Client access and Crystal Reports or some other kind of software like Maximo. This setup isn't for the faint of heart, and I'm the one that created the procedure for installing these types of software... I could be wrong, but I don't believe that was a part of the access being requested. VPN and ODBC setup plus the software purchase would be required to provide this kind of access. I at least don't know of any clients with this access.

The help menu within the modules should provide assistance. This said, the OWAM GUI doesn't lend to an intuitive interface. The training received when we first tested and starting using OWAM was several Days of hands on. My facility was one of the first to use it. What is important, I believe, is that searches can be saved once created, and then modified to create a new one. After a long time of use, it becomes far more instinctive and easier to use. The most difficult part of OWAM is learning what 'love handles' to look at to get the search results desired. Until you check in a box, you won't see what is available. I have no idea where the naming for the options came from, but it has stuck.

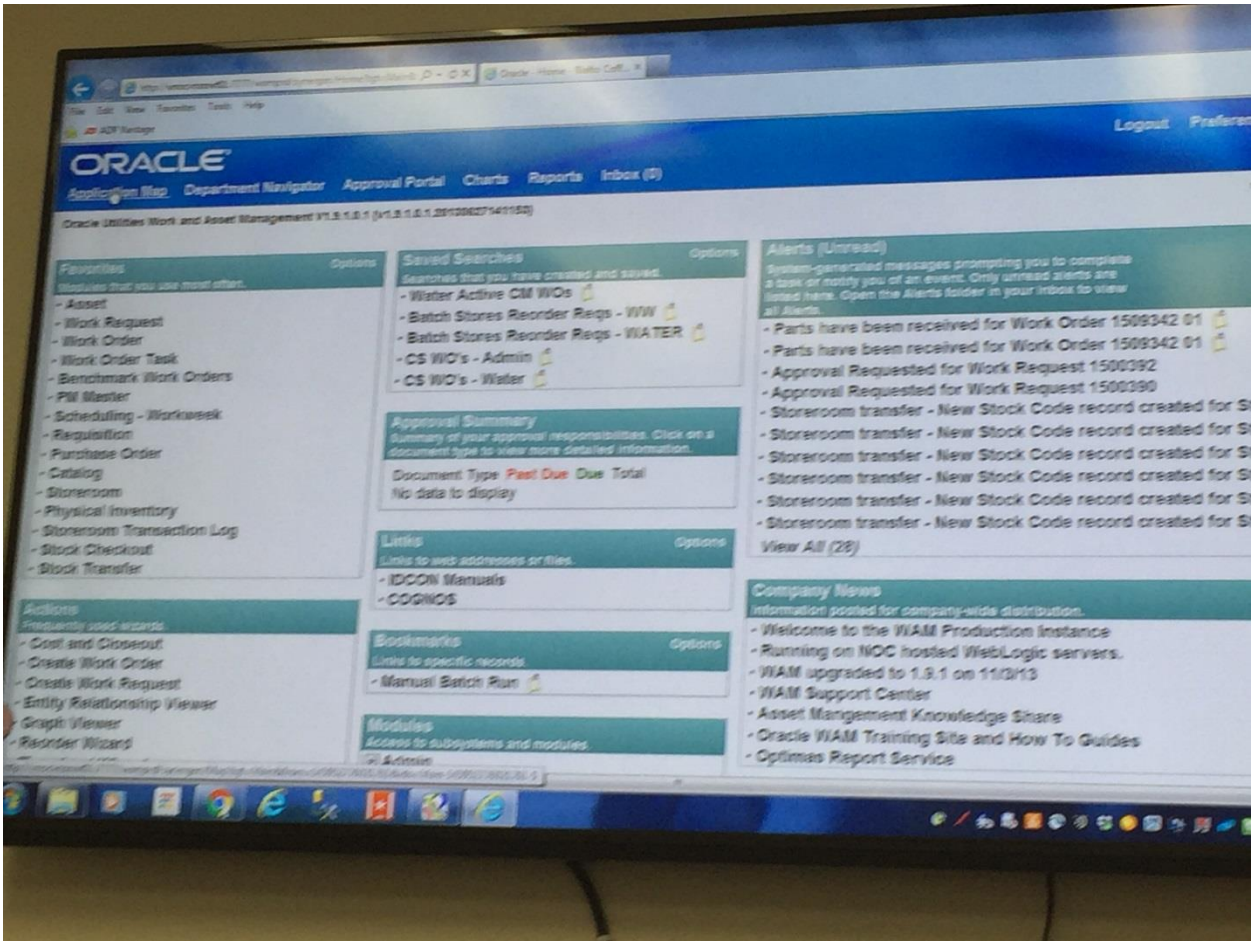
I'm anything but an expert in OWAM, but if I can be of help please reach out. If I don't have the answer, I at least have the resources to get the answers hopefully.

Douglas R. Campbell
VW-Sr. Database Analyst, VE Water NA
Municipal & Commercial Business
VEOLIA NORTH AMERICA
tel +1 (360) 975-6354 / cell +1 360 772-0387

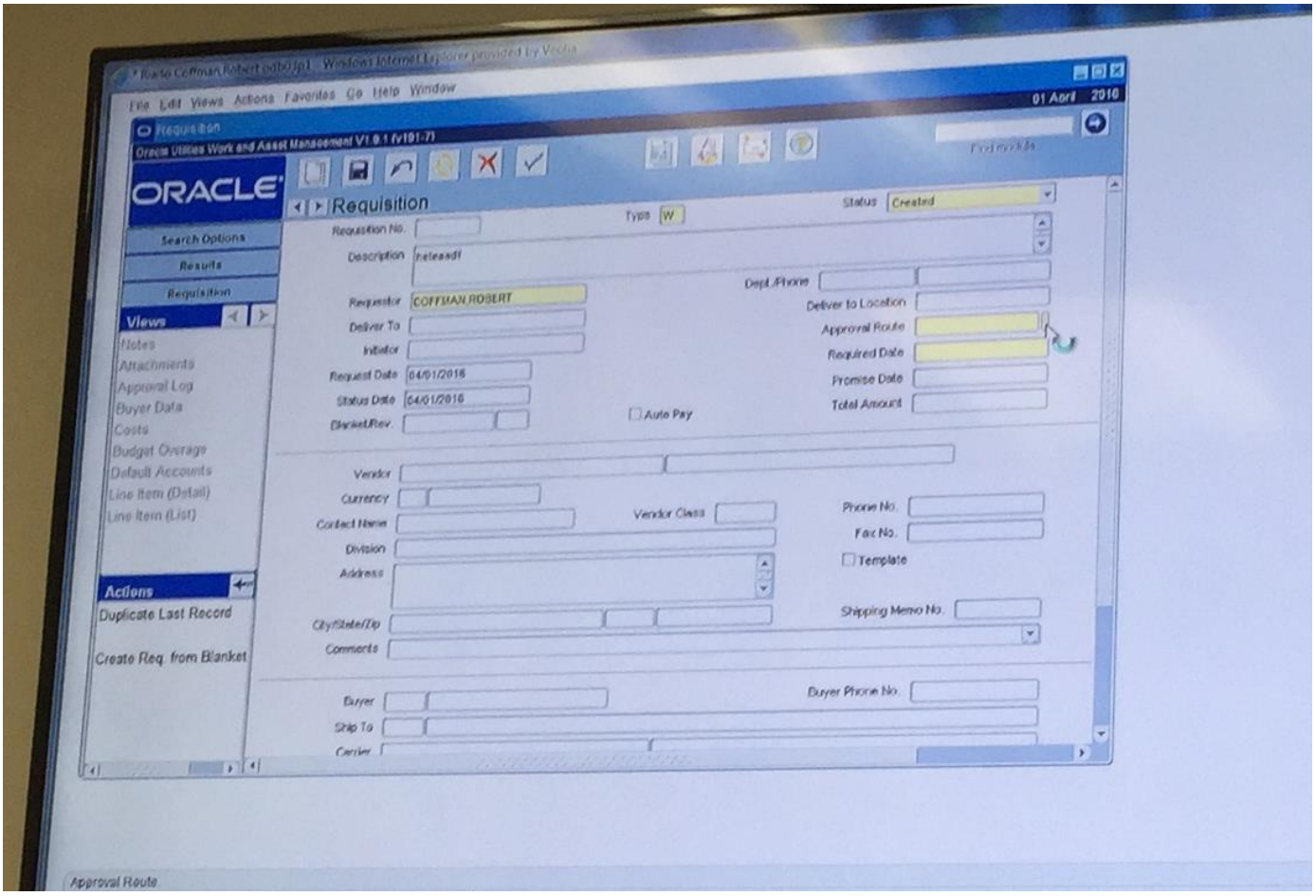
Veolia conference room at the city of Rialto WWTP, 4.1.16 asset management system presentation



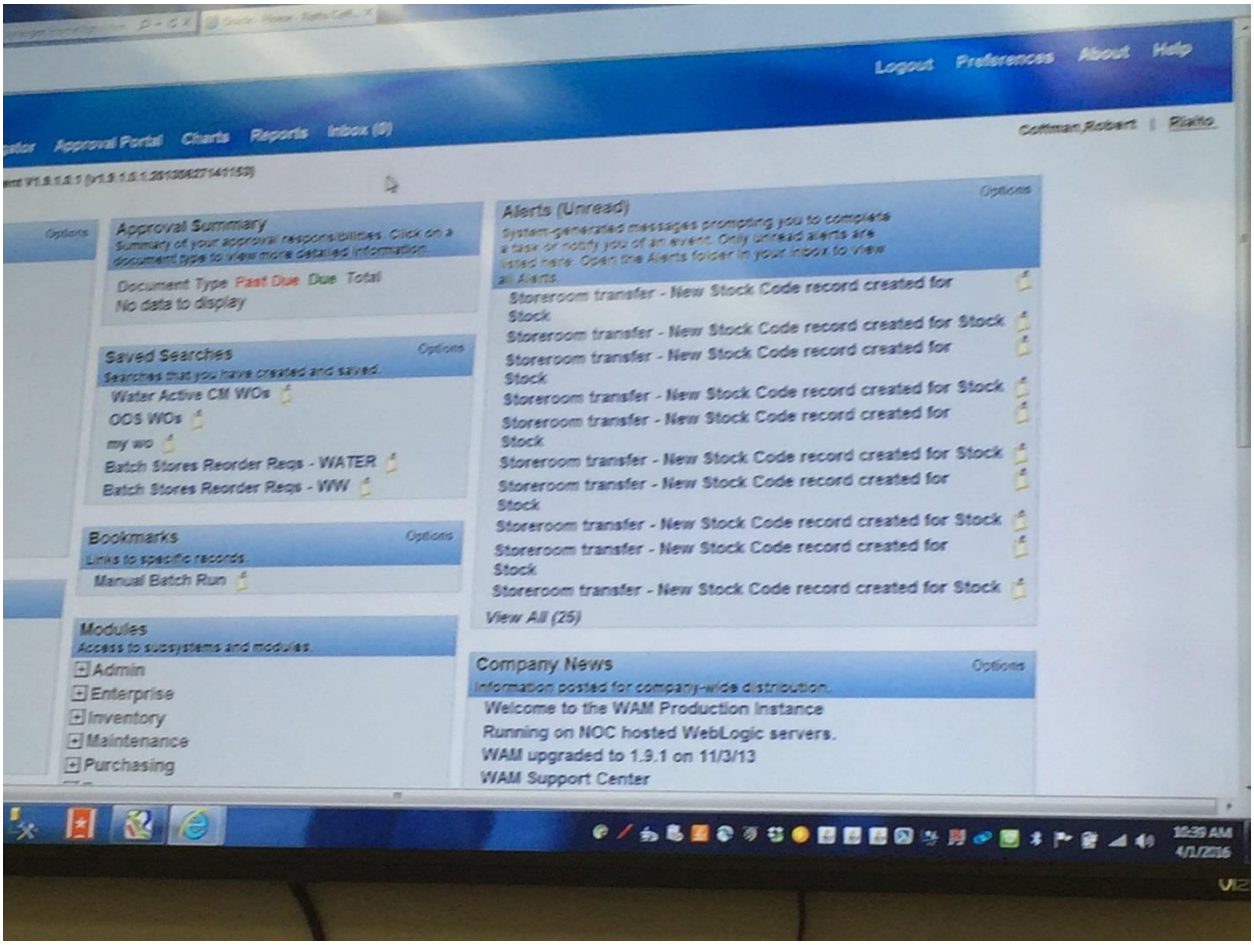
Veolia conference room at the city of Rialto WWTP, 4.1.16 asset management system presentation cont'd



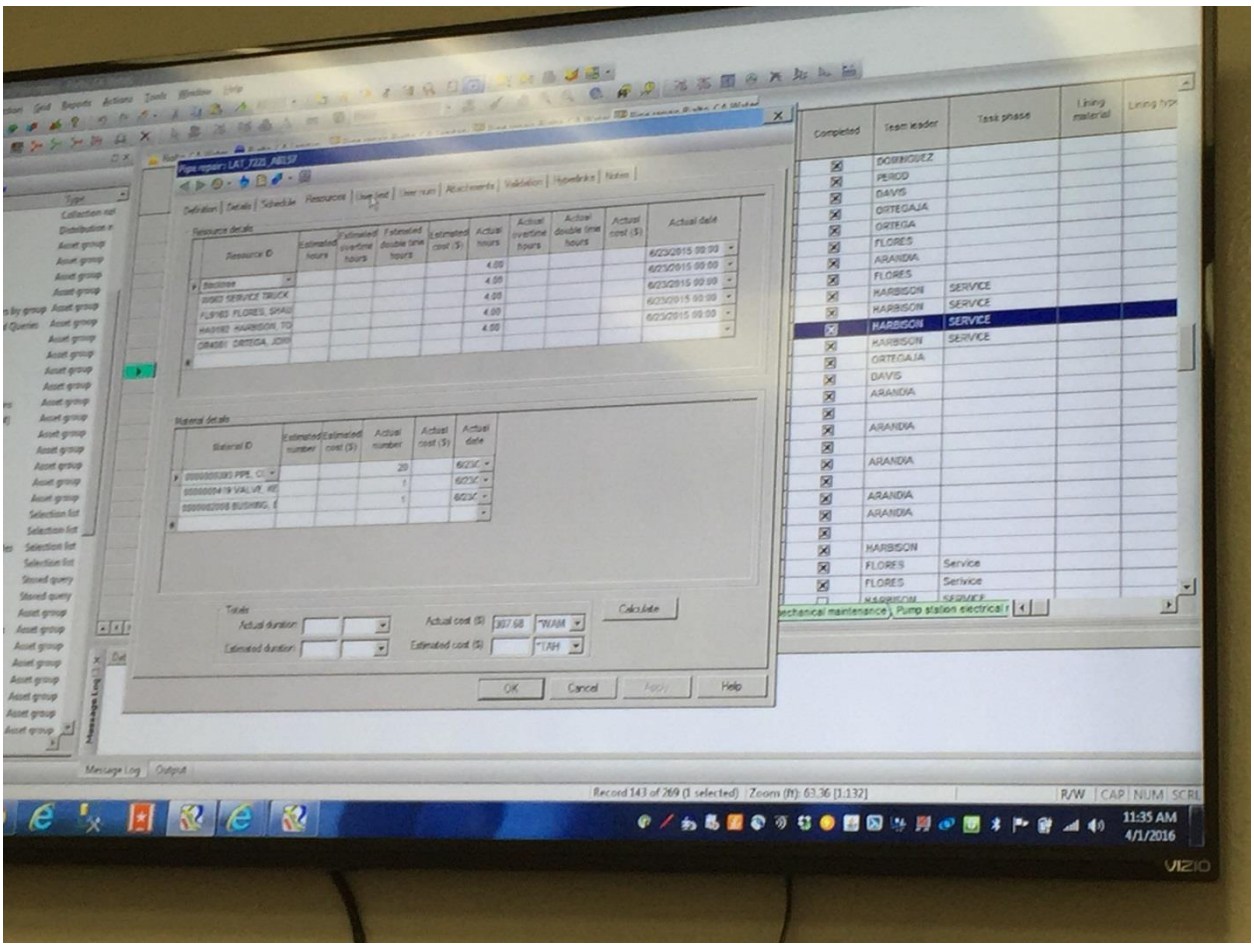
Veolia conference room at the city of Rialto WWTP, 4.1.16 asset management system presentation cont'd



Veolia conference room at the city of Rialto WWTP, 4.1.16 asset management system presentation cont'd



Veolia conference room at the city of Rialto WWTP, 4.1.16 asset management system presentation cont'd



APPENDIX F

Veolia CDPH Lab Certificate

State of California—Health and Human Services Agency
California Department of Public Health

RON CHAPMAN, MD, MPH
Director & State Health Officer

EDMUND G. BROWN JR.
Governor

June 19, 2014

RECEIVED
JUN 26 2014
LISSA BLOUNT

Janet Williams
Laboratory Director
Veolia-City of Rialto Waste Water Treatment Plant
501 East Santa Ana Avenue
Bloomington, CA 92316

Re: Application No. 8127 Certificate No. 1751

Dear Ms. Williams:

A site inspection of your laboratory for the renewal of your current California Environmental Laboratory Accreditation Program (ELAP) was conducted on February 28, 2014.

An inspection of your laboratory facilities, equipment, method practices and quality assurance procedures were made. No deficiencies were noted during the inspection relative to prescribed method practices or quality data from the laboratory.

You and your staff should be commended for the continued diligence and conscientiousness placed in generating quality data from the laboratory.

We will recommend that your laboratory be granted renewal certification for all the analytes and methods that you have applied for renewal provided all Performance Evaluation Sample results are acceptable. We will submit all documents to our Richmond office for processing immediately. You should receive official certification documents directly from our Richmond office.

Please be reminded that the State must be notified in writing within 30 days of any change in location, physical structures of the laboratory, ownership, and principal analysts or laboratory director.

Should you have any questions or require further assistance, please call me at 818-551-2010 or email me Manjeet.kaur@cdph.ca.gov.

Sincerely,

Manjeet Kaur
Chemist
ELAP Branch

CALIFORNIA STATE

ENVIRONMENTAL LABORATORY ACCREDITATION PROGRAM BRANCH

CERTIFICATE OF ENVIRONMENTAL LABORATORY ACCREDITATION

Is hereby granted to

Veolia - City of Rialto Waste Water Treatment Plant

501 East Santa Ana Avenue

Bloomington, CA 92316

Scope of the certificate is limited to the
"Fields of Testing"
which accompany this Certificate.

Continued accredited status depends on successful completion of on-site, proficiency testing studies, and payment of applicable fees.

This Certificate is granted in accordance with provisions of Section 100825, et seq. of the Health and Safety Code.

Certificate No.: **1751**

Expiration Date: **04/30/2016**

Effective Date: **05/01/2014**

Richmond, California
subject to forfeiture or revocation

Fred Rhoshe for
David Mazzera, Ph.D., Assistant Division Chief
Division of Drinking Water and Environmental Management

BUSINESS TAX CERTIFICATE

CITY OF RIALTO

The person, firm or corporation named has paid a business tax in the CITY OF RIALTO, CALIFORNIA, for the business, trade, calling profession, exhibition, or occupation described below, for the period indicated. This license is permission only, not an endorsement of the business activity. This licensee must obtain clearance to conduct business from the Planning and Building Department and agrees to comply with all sections of the Rialto Municipal Code. This business license is NOT TRANSFERABLE.

BUSINESS NAME: VEOLIA WATER WEST OPERATING

RATE TYPE DESCRIPTION: PROFESSIONAL

BUSINESS LOCATION: 301 E SANTA ANA
BLOOMINGTON CA 92316

BUSINESS TYPE DESCRIPTION: WATER TREATMENT

BUSINESS OWNER(S) TERRANCE MAH

VEOLIA WATER WEST OPERATING
126 WATER ST #212
NORTH ANDOVER MA 01845

Business License Number: 218920

Issue Date: 1/01/2016

Expiration Date: 12/31/2016

Robb R. Steel
Chief Licensing Officer

TO BE POSTED IN A CONSPICUOUS PLACE

NOT TRANSFERABLE

POWER OF ATTORNEY

American Home Assurance Company
National Union Fire Insurance Company of Pittsburgh, PA.
Principal Bond Office: 175 Water Street, New York, NY 10038

Power No. 32339

No. 05-B-34748

KNOW ALL MEN BY THESE PRESENTS:

That American Home Assurance Company, a New York corporation, and National Union Fire Insurance Company of Pittsburgh, PA., a Pennsylvania corporation, does each hereby appoint

---Irene Lau, Kathy R. Mair, Mechelle Larkin, Stephanie Banh : of Irvine, California---

its true and lawful Attorney(s)-in-Fact, with full authority to execute on its behalf bonds, undertakings, recognizances and other contracts of indemnity and writings obligatory in the nature thereof, issued in the course of its business, and to bind the respective company thereby.

IN WITNESS WHEREOF, American Home Assurance Company and National Union Fire Insurance Company of Pittsburgh, PA. have each executed these presents

this 16th day of September, 2015

Michael Yang, Vice President

STATE OF NEW YORK }
COUNTY OF NEW YORK } ss.

On this 16th day of September, 201 before me came the above named officer of American Home Assurance Company and National Union Fire Insurance Company of Pittsburgh, PA., to me personally known to be the individual and officer described herein, and acknowledged that he executed the foregoing instrument and affixed the seals of said corporations thereto by authority of his office.

JULIANA HALLENBECK
Notary Public - State of New York
No. 01HA6125671
Qualified in Bronx County
My Commission Expires April 18, 2017

CERTIFICATE

Exerpts of Resolutions adopted by the Boards of Directors of American Home Assurance Company and National Union Fire Insurance Company of Pittsburgh, PA. on May 18, 1976:

"**RESOLVED,** that the Chairman of the Board, the President, or any Vice President be, and hereby is, authorized to appoint Attorneys-in-Fact to represent and act for and on behalf of the Company to execute bonds, undertakings, recognizances and other contracts of indemity and writings obligatory in the nature thereof, and to attach thereto the corporate seal of the Company, in the transaction of its surety business;

"**RESOLVED,** that the signatures and attestations of such officers and the seal of the Company may be affixed to any such Power of Attorney or to any certificate relating thereto by facsimile, and any such Power of Attorney or certificate bearing such facsimile signatures or facsimile seal shall be valid and binding upon the Company when so affixed with respect to any bond, undertaking, recognizance and other contract of indemnity and writing obligatory in the nature thereof;

"**RESOLVED,** that any such Attorney-in-Fact delivering a secretarial certification that the foregoing resolutions still be in effect may insert in such certification the date thereof, said date to be not later than the date of delivery thereof by such Attorney-in-Fact."

I, Denis Butkovic, Secretary of American Home Assurance Company and of National Union Fire Insurance Company of Pittsburgh, PA. do hereby certify that the foregoing exerpts of Resolutions adopted by the Boards of Directors of these corporations, and the Powers of Attorney issued pursuant thereto, are true and correct, and that both the Resolutions and the Powers of Attorney are in full force and effect.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the facsimile seal of each corporation

DEC 16 2015
this day of

Denis Butkovic, Secretary

65166 (4/96)

- AIU Insurance Company
- American Home Assurance Company
- American International Pacific Insurance Company
- Commerce and Industry Insurance Company
- Granite State Insurance Company
- The Insurance Company of the State of Pennsylvania
- National Union Fire Insurance Company of Pittsburgh, Pa.
- New Hampshire Insurance Company

Principal Surety Bond Office
175 Water Street, 25th Floor
New York, N.Y. 10038

 # 3

SURETY RIDER

(to be filed with Obligee)

In consideration of the premium charged, bond number **91-56-29** issued on behalf of **Veolia Water West Operating Services, Inc.**, as Principal, in favor of **Rialto Water Services, LLC, Rialto Utility Authority and Union Bank, N. A.**, as Obligees, in connection with **Operation and Maintenance Wastewater Service Subcontract**, is hereby:

- Bond amount is increased from **$9,761,364.00** to **$10,191,624.84**.
- Bond is extended from the term of **"November 29, 2014 - November 28, 2015"** to the term of **"November 29, 2015 - November 28, 2016"**, subject to all covenants and conditions of said bond.

THIS CHANGE is effective **November 29, 2015**.

PROVIDED: that the liability of AMERICAN HOME ASSURANCE COMPNAY shall not exceed in the aggregate the amount above written, whether the loss shall have occurred during the term of said bond or during any continuation or continuations thereof, or partly during said term and partly during any continuation or continuations thereof.

SIGNED, sealed and dated **December 16, 2015**.

Veolia Water West Operating Services, Inc.

By: _____

AMERICAN HOME ASSURANCE COMPANY

By: _____

Irene Lau, Attorney-in-Fact

APPENDIX G

Operating Repair and Replacement Funds Report

For City Council Meeting and Rialto Utility Authority [April 26, 2016]

TO: Honorable Mayor and City Council

APPROVAL: Michael Story, City Administrator

FROM: Robert G. Eisenbeisz, P.E., Public Works Director/City Engineer

..Title

Request City Council/Rialto Utility Authority to Delegate authority to the City Administrator to approve use of the Operating Repair and Replacement funds for eligible Projects up to the amount of budget available to Rialto Water Services for the Water and Wastewater Facility.

(ACTION)

..Body

BACKGROUND:

On March 27, 2012, the City Council and the Rialto Utility Authority (RUA) took several actions related to approval of a Concession Agreement (CA) with Rialto Water Services, LP, (RWS) assigning operation and maintenance of the City's water and sewer utilities to RWS. Pursuant to Article XI "Concessionaire Scope of Water Facility Services" of the CA,

> *"The Concessionaire shall prepare and provide to the Authority a prioritized list of expected Operating Repairs and Operating Replacements (ORR) for the Water Facility..that are planned and budgeted to occur..equal to the then current amount of the Water Annual ORR Payment. Concessionaire can adjust the number, timing, or priority…as necessary..If the aniticipated costs..changes by more than ten percent (10%) during a contract year, then the Concessionaire shall provide the Authority an updated Water ORR Priority List..The Operating R&R Prioirity List shall be updated annually by the Concessionaire and reviewed with the Authority prior to the start of each Contract Year."*

The Operating Repair and Replacement eligible costs are defined as,

i. *Cost more than ten thousand dollars ($10,000) but less than one hundred twenty five thousand dollars ($125,000),*
ii. *A Repair with respect to an Underground Asset, or*
iii. *An Emergency Capital Repair*

ANALYSIS/DISCUSSION:

The following **Table 1** provides a summary of the Priority List of Operating Repairs and Replacements for the Water and Wastewater Facilities, completed since the inception of the Concession Agreement in December 2012:

TABLE 1 – OR&R PROJECTS COMPLETED		
Wastewater Projects:	**Fiscal Year**	**Amount**
Blower #1 VFD Repair	2014/2015	34,101.57
Blower #1 Motor Repair	2014/2015	10,340.00
Blower #1 VFD Replacement	2014/2015	56,441.21
Plant 5 Primary Scum Pump Replacement	2014/2015	17,604.00
Plant 1&2 High Voltage Transformer Replacement	2014/2015	18,999.00
Digester #1 Under Drain Replacement	2015/2016	120,554.00
Primary Equalization Basin Inlet Gate Replacement Project	2015/2016	48,269.78
Plant 1 thru 4 Rag Auger Repair	2015/2016	10,530.00
Plant 2 Primary Sludge Pump Replacement	2015/2016	19,224.00
Utility Water Pump # 20 Repair	2015/2016	10,335.66
Plant 3 & 4 RAS Pump #1 Repairs	2015/2016	11,146.72
Agua Mansa Flow Meter	2015/2016	19,059.28
WWTP Floating Ground Investigation and Correction	2015/2016	19,600.00
Plant 2 Blower VFD Replacement	2015/2016	30,290.00
Chemical Station Communications Rehabilitation	2015/2016	31,000.00
Total Wastewater OR&R Projects Completed		**$457,495.22**
Water Projects:	**Fiscal Year**	**Amount**
2 Main repairs	2012-2013	4,398.24
49 Service Line Replacement	2012-2013	26,256.22
(1) Meter Replacement (4")	2012-2013	1,190.14
Permanent pavement repairs	2012-2013	14,450.00
57 Service Line Replacement	2013-2014	31,477.48
Repair Chino Well 2	2013-2014	77,447.00
Repair hydrant @ Riverside & Scott	2013-2014	20,170.00
24 Service line replacements (through Nov)	2014-2015	11,124.71
Permanent pavement repairs	2014-2015	72,197.00
Replace Motor Control Center Booster 3	2014-2015	41,046.00
Replace vault lid @ Randal and Riverside	2014-2015	10,706.25
Repair pressure regulating valve Randal & Riverside	2014-2015	13,500.00
Repair pump Booster 3	2014-2015	33,680.00
Service Line Replacements - January 2016	2015/2016	10,931.29
Main Line Repairs - thru January 2016	2015/2016	1,698.16
Permanent Pavement Repairs - thru February 2016	2015/2016	114,093.21
Fire Hydrants Repair and Replacement - thru January 2016	2015/2016	649.00
Motor Chino Well #2 Replacement	2015/2016	29,088.80
Booster 5 Motor Replacement	2015/2016	18,933.60
Total Water OR&R Projects Completed		**$533,037.10**

The detail description of the work performed for each repair and replacement tasks are included as **Attachment 1**.

The RWS has provided RUA with an updated ORR Priority List for the use of the available funds as shown in **Table 2**:

TABLE 2 – OR&R PRIORITY PROJECTS FOR AVAILABLE FUNDS		
Wastewater Projects:	**Fiscal Year**	**Amount**
Digester #1 Dystor Construction Preparation	2015/2016	$50,000.00
Plant 3 & 4 RAS/WAS Electrical Rehabilitation	2015/2016	$125,000.00
Plant 3 & 4 RAS/WAS VFDs Replacement	2015/2016	$125,000.00
Influent Flow Meter Replacement & IDB Upgrades	2015/2016	$60,000.00
Plant 5 RAS Pump #2 Repair	2015/2016	$13,500.00
Plant 5 DO Control System Replacement	2015/2016	$13,500.00
CCC Influent Diversion Box Sluice Gates Replacement	2016/2017	$75,000.00
Effluent Gravity Filters #3&4 Replacement Media Installation	2016/2017	$50,000.00
Effluent Gravity Filter #3 and #4 Rehabilitation	2016/2017	$50,000.00
CCC Utility Water Valve Replacement	2016/2017	$100,000.00
Plant 3 and 4 RAS Pit Pump #3 Repairs	2016/2017	$12,000.00
Plant 3 and 4 RAS Pit Pump #5 Repairs	2016/2017	$12,000.00
GBT pump #2 replacement	2016/2017	$20,000.00
Safety Rails & Platforms Replacement	2016/2017	$50,000.00
Total Wastewater OR&R Projects In Progress/Planned		**$756,000.00**
Total Update Priority List		
Total Available Funds		
Net (Priority) Available Funds		
Water Projects:	**Fiscal Year**	**Amount**
Service Line Replacements – through June 2016	2015/2016	$20,000.00
Main Line Repairs – through June 2016	2015/2016	$33,000.00
Permanent Pavement Repairs - through June 2016	2015/2016	$50,000.00
Fire Hydrants Repair and Replacement - through June 2016	2015/2016	$14,000.00
Discharge Check Valve, City Well 4A	2015/2016	$15,000.00
Discharge Check Valve, Chino Well 2	2015/2016	$12,500.00
Pressure Reducing Station Repairs at Riverdale & Jackson	2015/2016	$35,000.00
Booster Pump 1 and 2 U/G Discharge Pipe Replacement	2015/2016	$21,700.00
City Well #2 Pump Rehabilitation	2015/2016	$121,900.00
Abandon 18" Water Main Jerry Eaves Park for Stormwater Basin	2015/2016	$15,000.00
Rialto Well #3 new motor county to share 50% of cost	2016/2017	$17,500.00
Booster #10 new motor/pump	2016/2017	$60,000.00
Booster #8 new pump	2016/2017	$20,000.00
Rialto Well #3 new Starter	2016/2017	$15,000.00
Service Line Replacements	2016/2017	$15,000.00
Main Line Repairs	2016/2017	$10,000.00
Permanent Pavement Repairs	2016/2017	$120,000.00
Fire Hydrants Repair and Replacement	2016/2017	$5,000.00
Total Water OR&R Projects In Progress/Planned		**$600,600.00**

Total Update Priority List		
Total Available Funds		
Net (Priority) Available Funds		

The detail description summary for each proposed repair and replacement tasks are included as **Attachment 1**.

ENVIRONMENTAL IMPACT:

Section 21084 of the California Public Resources Code requires Guidelines for Implementation of the California Environmental Quality Act (CEQA). The Guidelines are required to include a list of classes of projects which have been determined not to have a significant effect on the environment and which are exempt from the provisions of CEQA. In response to that mandate, the Secretary for Resources identified classes of projects that do not have a significant effect on the environment, and are declared to be categorically exempt from the requirement for the preparation of environmental documents. In accordance with Section 15301 "Existing Facilities," of the CEQA Guidelines, a Class 1 project consists of the operation, repair, maintenance, leasing, licensing, or minor alteration of existing public or private structures, facilities, mechanical equipment, or topographical features, involving negligible or no expansion of use beyond that existing at the time of the lead agency's determination. The replacement or rehabilitation of existing equipment and facilities is considered a Class 1 project, and is categorically exempt from CEQA. A Notice of Exemption was previously filed on June 1, 2012, and is included as **Attachment 2**.

GENERAL PLAN CONSISTENCY:

Approval of this action complies with the City of Rialto General Plan Goal and Policies:

Goal 3-6: Require that all developed areas within Rialto are adequately served with essential public services and infrastructure.

Goal 3-8: Promote affordable and quality water service capable of adequately meeting normal and emergency water demands to all areas in Rialto.

Policy 3-8.4: Advocate regular evaluation of the entire water supply and distribution system to ensure its continued adequacy, reliability, and safety.

Policy 3-8.5: Upgrade outdated and undersized water service facilities to prevent unnecessary system failures in the City's water system.

Goal 3-9: Upgrade and maintain an improved wastewater system with adequate plant efficiency and capacity to protect the health and safety of all Rialto residents, businesses, and institutions.

Policy 3-9.2: Evaluate the wastewater disposal system routinely to ensure its adequacy to meet changes in demand and changes in types of waste.

LEGAL REVIEW:

The City Attorney has reviewed and approved the staff report.

FINANCIAL IMPACT:

The following **Table 3** illustrate the Operating Repair and Replacement financial impact since the inception of the Concession Agreement.

Wastewater	FY2012/2013	FY2013/2014	FY2014/2015
Beginning balance	$ 1,000,000.00	$ 1,060,013.74	$ 1,379,698.44
Annual deposits to ORR accounts	126,250.02	253,424.70	257,376.06
Payments from ORR account	$ -	$ -	$ (34,101.57)
Payments Pending from ORR account	$ -	$ -	$ (103,384.21)
Investment gains/losses	$ (66,236.28)	$ 66,260.00	$ -
Proposed Planned ORR Projects	$ -	$ -	$ (497,500.00)
Ending cash balances	$ 1,060,013.74	$ 1,379,698.44	$ 1,002,088.72
Water	**FY2012/2013**	**FY2013/2014**	**FY2014/2015**
Beginning balance	$ 1,000,000.00	$ 1,060,013.73	$ 1,368,227.05
Annual deposits to ORR accounts	126,250.01	253,424.70	257,376.06
Payments from ORR account	$ -	$ (11,471.38)	$ (312,491.66)
Payments Pending from ORR account	$ -	$ -	$ (33,680.00)
Investment gains/losses	$ (66,236.28)	$ 66,260.00	$ -
Proposed Planned ORR Projects	$ -	$ -	$ (175,400.00)
Ending cash balances	$ 1,060,013.73	$ 1,368,227.05	$ 1,104,031.45

Table 3

NEW JOBS (EMPLOYMENT IMPACT):

No new jobs were created with work related to Water and Wastewater ORR. Veolia defines a new job as one that lasts for at least a year. ORR work is shorter termed tasks performed by Veolia staff or contractors to execute critical repairs or replacements.

RECOMMENDATION:

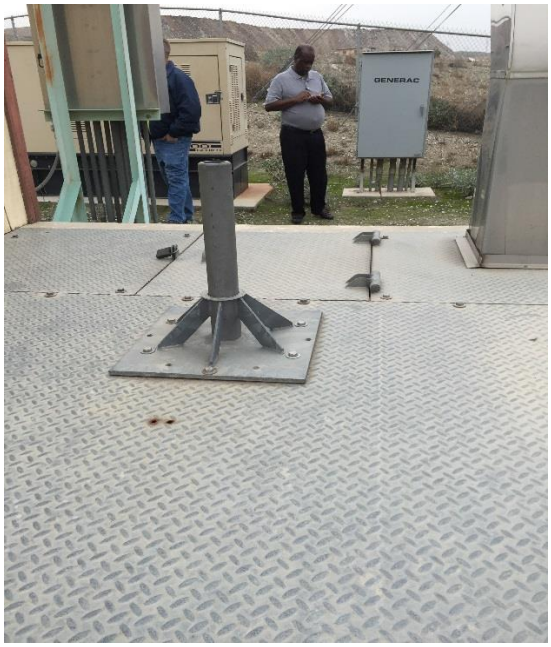
Staff recommends that the City Council/Rialto Utility Authority delegate authority to the City Administrator or his designee to approve use of the Operating Repair and Replacement funds for eligible Projects up to the amount of budget available to Rialto Water Services for the Water and Wastewater Facility.

APPENDIX H

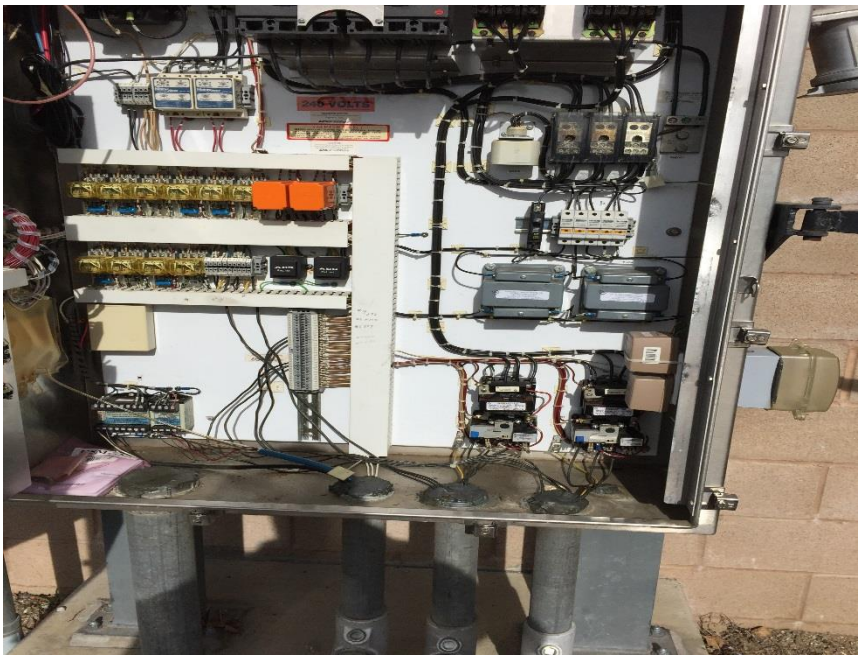
Facility Photographs

The City of Rialto WWTP facilities were inspected on April 1, 2016. The inspections included photographing the facilities and equipment. The photographs are presented on the following pages.

WWTP Aqua Mansa PS

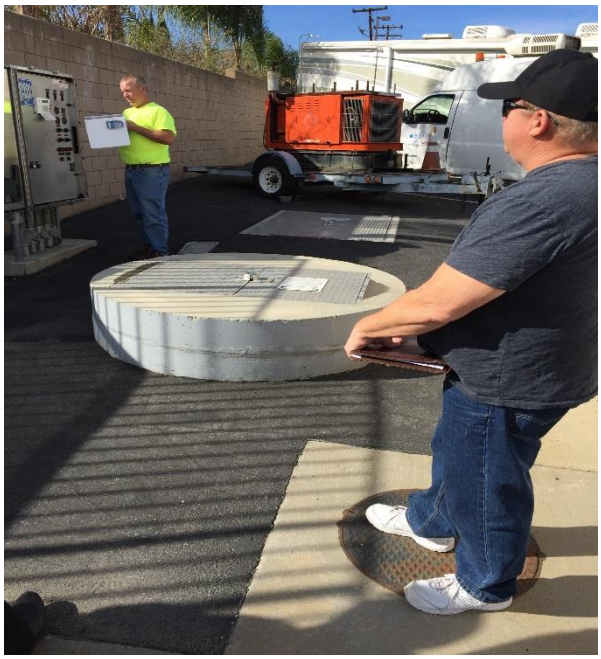


WWTP Aqua Mansa PS Details



WWTP Lilac PS 9

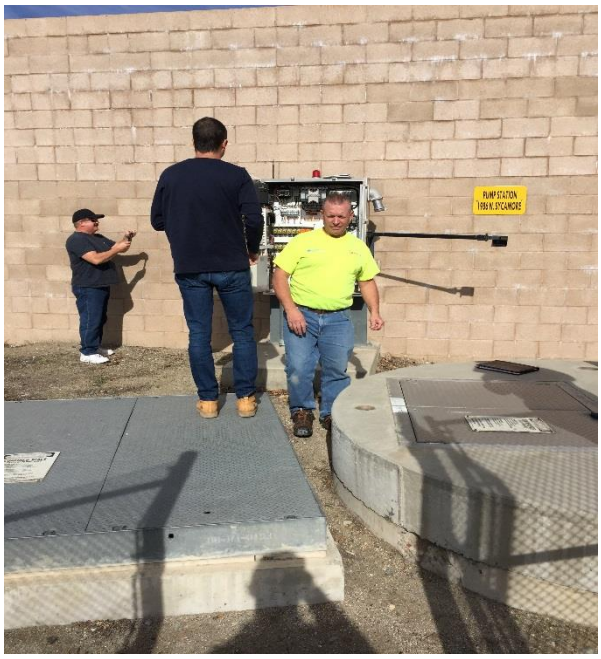
WWTP Ramrod PS



WWTP Ramrod PS Details

WWTP Ramrod PS Details (2)

WWTP Ramrod Electrical



WWTP Sycamore PS

WWTP Sycamore PS Details

WWTP EQ #2 Pump Station

WWTP EQ #2 Pump Station Details

WWTP EQ Basin

WWTP EQ Basin (2)

WWTP EQ Concrete Repairs

WWTP Tertiary Filter Mechanical Equipment

WWTP Tertiary Treatment Filters

WWTP 600 KW Generator Details

Storm Water Management Channel

WWTP Dechlorination

WWTP Blower Room

WWTP Generator Building at the Gate

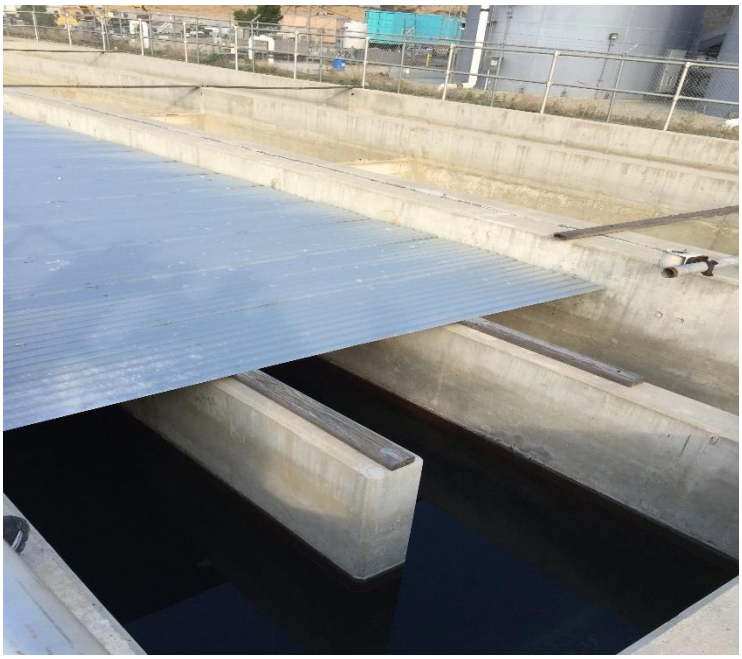
WWTP Influent Diversion Box

WWTP Influent Flow Meter

WWTP Mechanical

WWTP New Flare

WWTP Effluent Chamber



WWTP Disinfection

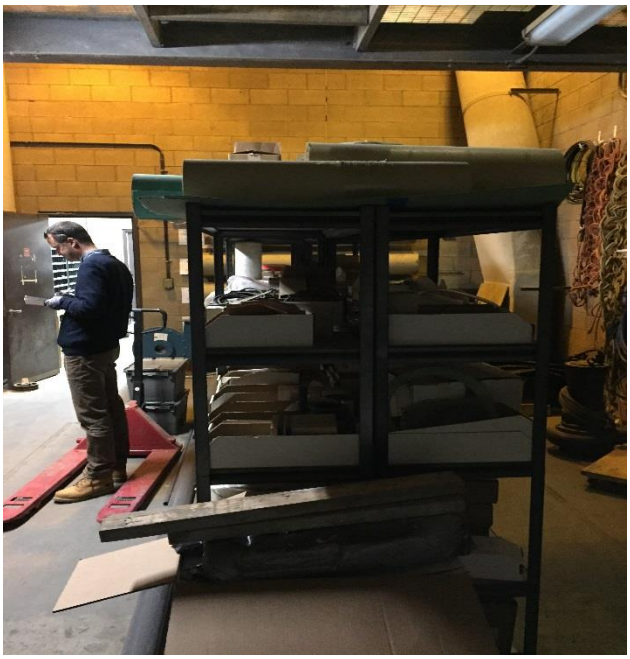
WWTP Disinfection Details (2)

WWTP Disinfection Details (3)

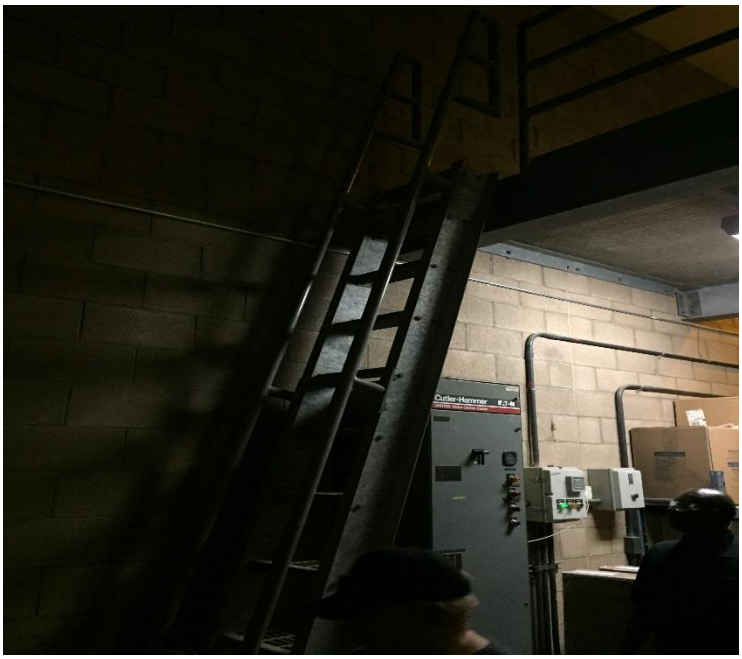
WWTP Chemical Storage

WWTP Chemical Dose

WWTP Chemical Dosing

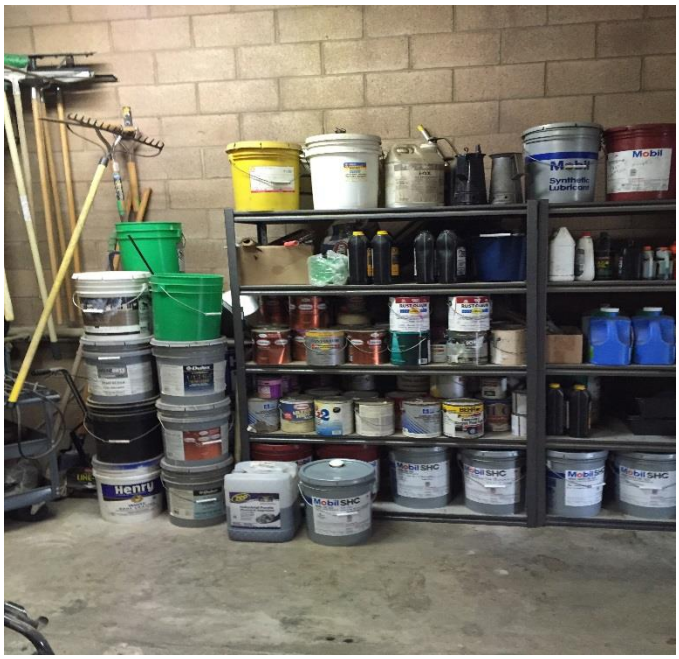


WWTP Storage Room



WWTP Storage Room Details

WWTP Storage Room Details (2)



WWTP Storage Room Details (3)

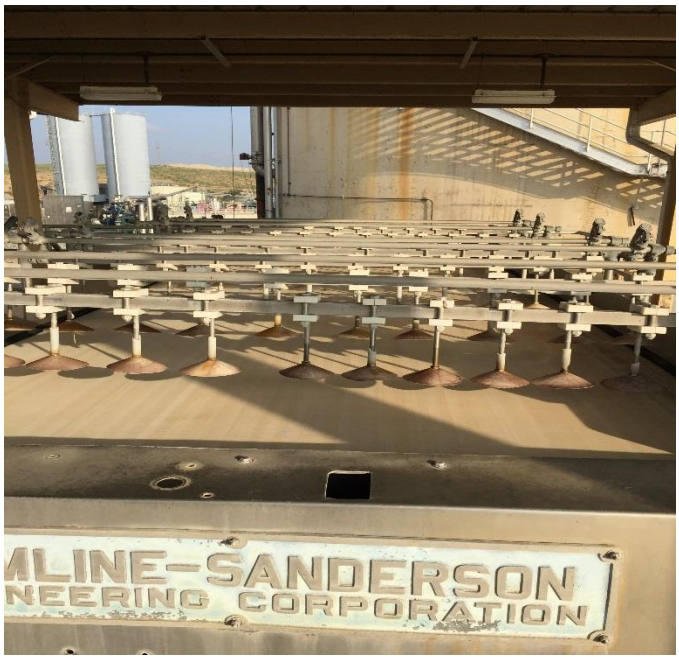
WWTP Storage Room Details (4)

WWTP WAS Storage Reservoir

WWTP WAS Storage Detail

WWTP WAS Storage Pumps

WWTP WAS Storage Pump Details



WWTP Solids Handling

WWTP Solids Handling Detail

WWTP Solids Handling Chemicals

WWTP Digester #1 and Secondary Digesters

WWTP Digester #2

WWTP Western Headworks

WWTP Eastern Headworks

WWTP Eastern Headworks Grip Removal

WWTP Eastern Headworks Pipe Schedule

WWTP Eastern Headworks Pipe Schedule Details

Eastern Headworks Screen

WWTP Plant #2

WWTP Plant #2 Details 1

WWTP Plant #2 Details (2)

WWTP Plant #2 Detail (3)

WWTP Plant #2 Mechanical

WWTP Plant #2 Concrete

WWTP Plant #2 Primary Settler

Plant #3 and #4

Plant #3 and #4

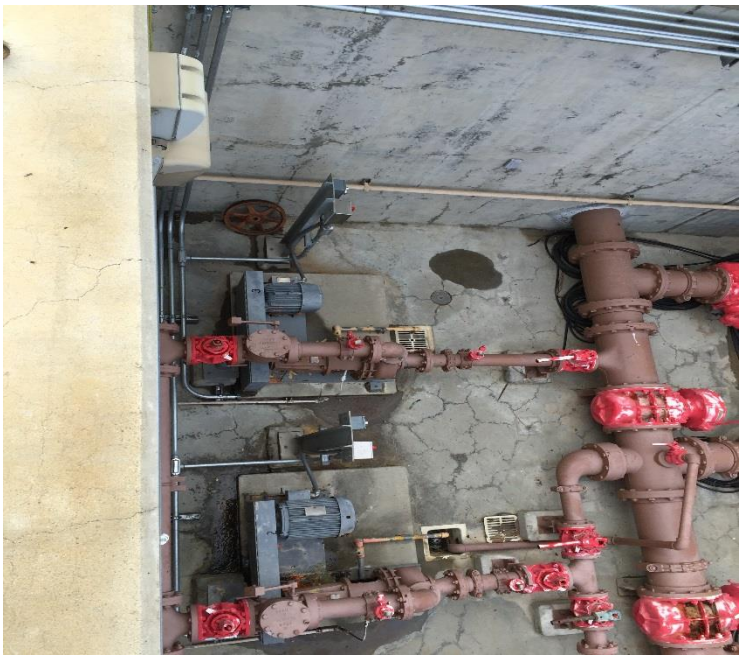
Plant #3 and #4 Old Wire

WWTP RAS WAS Plants #3 and #4

WWTP RAS WAS Pump Station Plants #3 and #4

WWTP RAS WAS PS Plants #3 and #4 (2)

WWTP RAS WAS PS Plants #3 and #4 (3)



WWTP RAS WAS PS Plants #3 and #4 (4)

WWTP RAS WAS PS Plants #3 and #4 (5)

WWTP RAS WAS PS Plants #3 and #4 Details

WWTP RAS WAS PS Plants #3 and #4 MCC

WWTP Plant #5 RAS WAS

WWTP Plant #5 RASWAS Details

WWTP Plant #5 Secondary Settler

WWTP Plant #5 Secondary Settler (2)

WWTP Plant #5 Secondary Settler (3)

WWTP Plant #5 Secondary Settler (4)

WWTP Plant #5 Secondary Effluent

APPENDIX I

Billing and Customer Service Billings and Statement Samples

- Account Management and Collection Procedures
- 2013 VWNA CIS Billing Recommendations
- Sewer Service Bill Sample
- Sample Billing Statement
- Customer Service Action Plan
- Customer Survey Form

437 N. Riverside Avenue
Rialto, CA 92376

Utility Billing, Customer Account Management and Collection Procedures

This procedure will address the following processes at the Rialto Water Services (RWS) Customer Service Center (CSC):

- Utility Billing Overview
- Utility Billing Account Set-up
- Security Deposit
- Refund of Security Deposit
- Processing of Security Deposit Refunds
- Transfer of Customer Account
- Closing of Customer Account
- Utility Billing Cycles and Schedule
- Billing Process
    - Meter Reading
    - Meter Read Input into the Incode System
    - Creation of Utility Bills
    - Printing/Mailing of Utility Bills
- Late Fee Processing
- Disconnect Fee/Turn-off Processing
- Courtesy Customer Adjustment
- Courtesy Customer Extension
- Collection Agency
- Customer Billing Adjustments
- Customer Adjustments
- Customer Refunds
- Unapplied Credits

Purpose and Scope of Policy

This procedure document has been developed to outline policies related to any Veolia Water employee working in conjunction with Rialto Water Services (RWS) with responsibilities for customer utility (water and sewer) billing, management of customer accounts and account collection procedures. This document serves as a resource to assist the employee in having a clear and consistent understanding of policies and procedures surrounding those areas.

Policy Training and Acknowledgment

Formal training provided by the Customer Service Manager (CSM) or assigned Customer Service Representative (CSR) regarding the customer utility billing, management of customer

accounts and account collection procedures will be required for Customer Service Representatives (CSR) upon their hire (or at the effective date of the procedure for existing employees). In addition, this procedure will be distributed to these employees upon their hire (or at the effective date of the procedure for existing employees) in which they will be required to sign an acknowledgement form to attest they have read and been informed about the content, requirements, and expectations of the utility billing, customer account management and collection procedure and agree to abide by the procedure guidelines as a condition of their employment and continuing employment. A copy of this acknowledgement form will be retained within the employee's personnel file.

Policy Overview

This document outlines RWS (Company) procedures related to utility billing, customer account management and collection at the RWS Customer Service Center (CSC) operated in Rialto, CA. These procedures are tightly linked with the execution of highly controlled processes in order to maintain the financial integrity of the company and to limit the risk related to the issuance of customer utility bills as well as the processing of customer adjustments and collections. At the core of the Company's billing and customer adjustment procedures are strict controls to ensure utility service is accurately and promptly billed and customer accounts are accurately stated. These control activities also encompass segregation of duties over billing and adjustment processes. It is upon the basis of these controls that the company maintains procedures to support and ensure the integrity of billing, customer adjustment and collection activities in which the Company engages.

Utility Billing Overview

The RWS CSC is responsible for billing for city addresses serviced by RWS for both sewer and water. Some City of Rialto addresses are only serviced by RWS for sewer as water services are provided by a different water provider. For customer inquiries, the addresses serviced by RWS are confirmed by the CSR's through inspection of a territory map or through an address search in the Incode System. RWS performs utility billing for both residential and commercial customers. RWS utility billing consists of four billing cycles with each billing cycle corresponding to a book, which encompasses a range of service addresses.

Utility Billing Account Set-up

To set-up a utility account, a customer can either come to the CSC in-person or call a CSR via the CSC phone line. To set-up an account, the customer must communicate the service address and their driver's license number (DLN) or any valid ID such as a state issued or government issued ID. The last four digits of the customer's social security number are requested by the CSR to use as verification when the account is requested to be closed by the customer. Commercial accounts require proof of ownership, a lease or rental agreement and a valid ID. CSR's will also request a copy of the Business License, Articles of Incorporation and a Federal Tax ID if available. If an account has been closed and has an outstanding balance, the new customer opening an account associated with that same service address may be requested to

submit a lease agreement so the CSR can determine which charges apply to the new customer. Customer's attempting to set up new service at another service address, must pay in full any outstanding balances that are owed before new service can be established. Any deviations to this will be addressed on a case by case basis by the CSM.

Security Deposit

To establish new water and sewer service, a security deposit is required for all customers. The security deposit must be paid in-full before a new account is opened. The deposit can be paid in-person at the CSC via cash, personal check, money order or credit card (Visa or Master Card). If opening the account via the phone, the security deposit can be made via a credit card (Visa or Master Card). See the Cash Management and Banking Procedure for further details regarding payment collection. The CSM or the CSM designee must approve any exceptions or requests to have security deposits billed.

For sewer-only accounts, a flat fee of $52 is required for the deposit. For combined water and sewer accounts, the amount of the security deposit is based on the size of the average monthly water bill for the previous year and is typically twice the average bill.

Refund of Security Deposit

Security deposits for residential accounts are credited back to the customer account after two consecutive years of on-time payments and never having appeared on the turn-off list. The refund is granted in the form of a credit that is applied to the account which will be applied against future bills.

If the customer closes their account prior to being open for two years the security deposit will be applied to the customer's final bill. If the security deposit amount is greater than the amount due on the final bill, the excess security deposit will be refunded to the customer in the form of a check. See Customer Refunds section for further discussion.

Commercial accounts are not eligible for refunding of the security deposit until the account is closed. Once closed, the security deposit is applied to the final bill and/or refunded if excess remains once the account is closed. See Customer Refunds section for further discussion.

Processing of Demand Deposit Refunds

Between the 4th and 1st billing cycles (see utility billing cycles and schedule section for further discussion); a refund process is run within the Incode accounting system by a CSR. This process specifically applies to demand deposits and generates a listing of customer accounts eligible for security deposit refunds based on time elapsed since the opening of the account and the customer's payment history. ***The CSR reviews this list to verify that only residential customers are displayed and the customer has had on-time payments and never appeared on the cut off list. The CSR verifies the accounts of the customers on the list to ensure proper payment history and qualification for a refund. The CSR will sign-off and date the list to evidence the***

initial review with an independent CSR performing a secondary review and signing and dating to evidence review procedures performed (Control Activity). Any customers that do not meet the payment history requirements will be manually deleted from the list by the CSR. For customers that remain on the listing, the CSR will approve the process within Incode which applies the demand deposit credit to the customer's account.

Transfer of Customer Account

Service transfers are not permitted by RWS. If moving to a new address, the customer must open an account for the new service address and pay a new security deposit.

Closing of Customer Account

A customer can close their account due to moving from the service address either in-person at the CSC or over the phone with a CSR. ***To close a customer account, the CSR must verify the customer's DLN or last 4 digits of their social security number on their account to verify their identity. Customers who are not listed on the account cannot request account closure (Control Activity).*** To close the account, the CSR processes a disconnection with an effective date (stated by the customer) in the Incode system. For the next billing cycle, Incode will generate a final bill for the customer account. See Customer Refunds section for further discussion.

Utility Billing Cycles and Schedule

RWS utility billing consists of four billing cycles with each billing cycle corresponding to a book, which encompasses a range of service addresses. Each billing cycle is billed once a month on a Thursday with the bill being due on a Monday, 25 days after the billing date. Consumption is billed in arrears for services already consumed by the customer.

At the beginning of the calendar year, CSR's create monthly billing/meter reading schedules for the CSC and the meter reading technicians to use throughout the year. These schedules outline timeframes for meter readings to ensure timeliness of billing procedures (Control Activity).

Billing Process:

Meter Reading

Meter reading is completed each week, (by Friday) the week before the billing date. Meter readings are completed by RWS service technicians via a handheld meter reader. Prior to the reading date, the RWS Water Department Supervisor downloads the route to be billed to the handheld device and informs the Customer Service Department. The RWS Water Department Supervisor utilizes the billing/meter reading schedule to assist in determining what routes are to be loaded and assigned to the handheld reading devices. To download the routes onto the handheld device, the RWS Water Department Supervisor utilizes the MVRS system (meter reading/route management software). Once routes are downloaded, the meter reading takes place by the service technicians.

Meter Read Input into the Incode System

To initiate the processing of customer utility bills, the meter read data must first be retrieved from the handheld device and interfaced into the Incode accounting system. The Water Department Supervisor runs a process in Incode to retrieve the read data and post the meter reads to the customer's utility account. Readings are downloaded by the Water Department Supervisor from the handheld readers each the previous before the accounts are billed.

Creation of Utility Bills

The creation and printing of the utility bills is performed by a 3rd party service provider, Infosend. Prior to uploading the billing data to Infosend, the data must first be verified by a CSR to ensure the accuracy of the metered data.

To perform verification procedures, the CSR first runs a meter read register from the Incode System and reviews the file to ensure no outliers in meter readings exist. For any outliers identified, the CSR works with the service technician to ensure the reading was properly interfaced from the handheld reader and will request a re-read if needed.

The CSR will then run a calculation process in the Incode system to create the billing file. The system will identify any account warnings. Account warnings bring possible billing discrepancies to the attention of the CSR. Typical warnings consist of accounts containing open service orders or gaps between the opening/closing of accounts related to the service address. The billing file can still be processed with warnings but the CSR is to inspect any known discrepancies/errors that have been brought to their attention. The CSR is required to investigate and resolve any errors for accounts in which their account balance is $300 or greater. For other warnings, the warning can be accepted in the system by the CSR.

Once warnings are resolved or accepted, the Incode system will generate a billing calculation register. ***To ensure accuracy of the billing calculation register, the CSR haphazardly selects a sampling of accounts to ensure that the readings per the billing file to be sent to Infosend agree to the readings that were interfaced to the customer's account within the Incode system. The CSM will also inspect the billing calculation register and haphazardly select customer accounts for additional verification. The billing calculation register is then signed-off and dated by all reviewers to evidence procedures performed (Control Activity).***

Once the billing file has been verified, the file is uploaded to Infosend via their secure website by the CSR. Once uploaded, the CSR receives a notification that the file has been received by Infosend and is being verified and processed. Once initially processed/verified, Infosend notifies the CSR that a final billing file is available for viewing and approval prior to printing. ***The billing files are uploaded to Infosend and reviewed by three CSR's to ensure the format of the utility bills is correct. In addition, the CSR's haphazardly selects a sample of customer accounts throughout the file to ensure that the data included within the bill for a specified***

customer account reconciles to the billed amount per the Incode System. A billing verification form is then completed and signed by all reviewers to evidence procedures performed. (Control Activity).

Once verified, ***a CSR independent from the initiation of the billing file approves the file on the Infosend website to signify that the CSC has verified the billing file and approves the file for printing/mailing (Control Activity).***

Printing/Mailing of Utility Bills

Printing and mailing of the utility bills is completed by a 3rd party provider, Infosend. All bills mailed by Infosend include a return envelope addressed with a Los Angeles PO Box (RWS lockbox). This envelope is to be used if the customer wishes to mail their check or money order payment. See the RWS Cash Management and Banking Procedure for further discussion regarding customer payment and payment processing related to utility bills.

Late Fee Processing

All utility bills are considered delinquent on the day after the due date which is a Tuesday, the 26th day after the billing date. At that time, a 10% delinquent fee is calculated on the account balance and added to the customer account. On a weekly basis, the CSR runs a process within the Incode System to identify accounts in which a payment was not posted to the account on or before the due date. For those accounts, the process run within the Incode system adds the delinquent fee to their account.

Disconnect Fee/Turn-off Processing

On the Thursday following the delinquent charge of 10%, a new bill for the billing group is mailed. If the previous bill is still unpaid, the new bill will show any past due balance owed on the account and have a due date of Monday, 10 days after the 2nd bill. If the past due amount has not been received on Monday, 10 days past the new bill date, a disconnection warning notice is processed on Tuesday, one day past the Monday due date.

To process the disconnection warning notices, a CSR runs a process within the Incode system to generate a disconnect list and a file which includes the notices. A CSR generates the notices which are then uploaded to the third party bill print and payment provider, InfoSend, to sort into envelopes and mail to customers. The notice gives a due date of the following Wednesday to pay the past due amount or the water service will be turned off on the following Monday, 5 days past the last and final due date.

Any past due balances that have not been paid appear on the turn-off list on Monday which is created by a CSR through a process run through Incode. At this time, Incode applies a turn-off processing fee of $58.33 to the customer's account regardless of whether the water is actually turned off. This process also generates a turn-off tag file which is printed by a CSR on red tags.

The CSR gives these printed tags to the Service Technician who delivers them to the service address and turns off the water service.

Courtesy Customer Adjustment

Each customer is eligible for a one-time courtesy adjustment over the life of the account. Any exceptions are approved by and at the discretion of the CSM or CSM designee. This adjustment removes the 10% delinquent penalty or the $58.33 disconnection processing fee. To qualify for this adjustment, the customer must have a good payment history. The adjustment can be initiated by the customer calling or visiting the CSC. See Customer Adjustment section for further discussion.

Courtesy Customer Extension

Customers are eligible for three payment extensions per calendar year. To initiate the customer extension, a customer calls or visits the CSC. A CSR inputs the extension into the customer's account via Incode as well as making a notation on the customer's account. This payment extension extends a customer's bill due date by one week. If the customer does not pay their bill by the revised due date, they forfeit their other two extension opportunities for the current calendar year. Extensions do not protect accounts from late fees.

Collection Agency

Customer accounts (both water and sewer) in which a payment has not been received in 30 days or greater will be turned over to a collection agency. RWS utilizes a 3rd party service provider for these services. Every 30 days, a CSR runs a process within the Incode system to create a listing of customer accounts that meet these parameters. This listing is sent to the service provider for collection. Any collections made are sent to RWS in the form of a check. A detailed file is also sent detailing the related customer name, account number and amount collected by the collection agency. When these details are received, the CSR applies the credit to the customer's account via the Incode system.

For sewer accounts, RWS performs a secondary form of collection for accounts not able to be collected by the collection agency. If sewer accounts have not been paid in full after collection agency efforts, the account balance is added to the customer's property tax bill.

Customer Billing Adjustments

Billing adjustments are initiated as a result of a customer calling or coming into the CSC to dispute billing charges or can be initiated from the billing verification process, as discussed above (e.g. when a re-read is necessary and readings in the Incode System must be adjusted). To enter the adjustment, the CSR selects the bill needing to be adjusted within the Incode System and enters the corrected amount. The CSR then runs the calculation process within Incode which adds the adjustment to the customer's account.

To ensure the overall reasonableness of billing adjustments, a secondary review is performed by the CSM. ***On a weekly basis, the CSM reviews the Billing Adjustment Register generated once billing adjustments are performed in addition to the Weekly Billing Register from the Incode system for reasonableness. To evidence a review and approval of the billing adjustments, the CSM signs-off and dates the reports (Control Activity).***

Customer Adjustments

Customer adjustments consist of adjustments to an account due to water leaks, payment transfers when a payment was posted to an incorrect customer account or courtesy adjustments such as removal of a delinquent penalty or shut-off processing fee. ***For customer adjustments, the CSR initiating the adjustment must first enter the details of the adjustment on a hard copy Adjustment Form and sign and date the form. Adjustments in excess of $250 should also be reviewed and researched by a secondary CSR to confirm accuracy. To evidence this additional layer of review, the secondary CSR also initials the form prior to submission to the CSM for final review. Once this research and verification has taken place, the CSM reviews the form and evidences her approval through signing and dating of the Adjustment Form (Control Activity).***

Once approved via the form, the adjustments are posted to customer accounts within the Incode system. ***Weekly, customer adjustments are posted by a CSR who is independent of initiating the adjustment (Control Activity).***

To ensure the overall reasonableness and accuracy of customer adjustments after they are posted, the CSM performs a secondary review. ***Weekly, the Accountant or Project Associate reviews the Monthly Transaction Report listing all customer adjustments posted for the week to ensure the posted adjustment agrees to the approved adjustment per the Adjustment Form. To evidence review and approval, the CSM signs-off and dates the report (Control Activity).***

Customer Refunds

Customer refunds exist when security deposits need to refunded or when a customer closes their account and a credit remains after the final bill is processed. Twice per month, a CSR runs a report from the Incode system that details the customer name, account number and amount of account credit. The CSR also adds the customer's mailing address to assist with mailing the customer a refund check. This report is sent to the Table Rock Investment Group (dba RWS) GM and checks are created and mailed to the customer at the corporate Table Rock (dba RWS) level. If the security deposit was placed on the account prior to the effective date of the Concession Agreement, the check is prepared and mailed out by RUA Treasury, if it was placed on the account after the effective date of the Concession Agreement, the check is processed and mailed out by RWS.

Unapplied Credits

On a weekly basis, the Accountant creates a summary of unapplied credits for tracking and monitoring purposes. The Accountant runs and utilizes the Incode receipt register for revenue code 926 to prepare an unapplied credit aging. This summary and aging is signed-off/dated by the Accountant to evidence her preparation. The CSM then performs an overall review to ensure reasonableness of the unapplied credit balances. To evidence this review and approval, the CSM signs and dates the aging document.

RWS Code of Ethics Policy:

Employees shall conduct themselves, at all times, in a manner consistent with the highest ethical and fiduciary standards and will not participate in any activity that is not consistent with their fiduciary obligation to both RUA and RWS. Employees are strictly prohibited from (a) accessing and (b) issuing adjustments or courtesies to their own personal utility account or the account of a known family member or friend without the assistance or expressed permission from a Manager, Supervisor or Designated Lead. Any action taken to, directly or indirectly, defraud, influence, manipulate technology or the billing system by any RWS/Veolia employee will be investigated and may result in immediate termination.

Procedure Review and Approval

Reviewer/Title	Reviewer Signature and Date
Lisa Winfrey, Customer Service Manager	
Wendy Welser, Customer Service Director	
Kathy Bonitz, Director of Business Support	

Approver/Title	Approver Signature and Date
Approved By: Clarence Mansell	
Title: Veolia Water General Manager	
Approved By: Todd Brown	
Title: RWS General Manager	

City of Rialto CIS Billing Software Recommendations

La'Lisa R. Winfrey
5/30/2013

Per Schedule K, the Concessionaire shall advise and suggest to the City within six (6) months whether, in the Concessionaire's reasonable opinion, the Computerized Billing System should be improved or replaced. This document contains a summary of improvements to the current Computerized Billing System, Incode, and the proposed recommendation.

Introduction

This document is in response to the requirements set forth in the Rialto Concession Agreement. As of the Effective Date of the Concession Agreement, the City of Rialto had in place a CIS billing system called Incode that was used to manage the receipting and billing for all water and wastewater accounts. Outlined below is a summary of the system limitations that were encountered by Veolia/RWS and addressed via a system enhancement or corrective action.

Improvements/Enhancement and Corrective Actions Taken

a. **Payment Import Feature – (unable to import a payment flat file or payment data file)**

   The current CIS billing platform was not able to import payment data files. This was an important feature that was needed in order to utilize a lockbox service provider and to expedite the processing of utility payments. A payment import feature was developed by Tyler Technology at the request of Veolia. The Incode system can now import payment data files received from a bank lockbox source. Prior to implementing this feature, payments were posted manually by staff. A barcode listed on the bills did allow staff to scan the customer's account information, and then manually enter in the payment type and amount. However, importing payments allows for large batches of payments to be entered at a single time and minimizes the risk of errors that are typical when data entry is the primary method of posting.

b. **Not PCI Compliant - (personal information not masked)**

   The Incode system is non-PCI complaint specifically in the area of how social security numbers are stored in the system. Social security numbers <u>are not masked</u> in Incode.

   As a result, internal controls were put in place to protect the City from potential liability and the customer's personal information. Staff was instructed to only enter the last four digits of the customer's social security number on the Account Management screen in Incode.

c. Unable to export reports into Excel – (unable to export report data into excel or other formats)

A large number of the reports within the Incode CIS platform could not be exported into Excel or other desired formats, thereby limiting how easily the report data could be manipulated when and if needed. Veolia requested a form change so that all reports within Incode are able to be exported in an excel file if needed.

d. Billed Deposits – (billed deposits are back dated to the date billed not the date received)

Billed deposits are back-dated in Incode to the date the deposit was billed, not the date the revenue was actually received. This presented a challenge when reconciling the receipts posted to Incode to the daily deposits made to the bank. Veolia is working with Incode to develop a report that accurately reflects this information for auditing and tracking purposes.

e. Incode Permissions (inability to assign user roles or allocate specific permissions)

Incode does not offer specific user roles that could be assigned to staff based upon their specific tasks and/or duties internal controls were put in place to address this matter. In order to have a clear separation of duties restrictions have been placed on access to certain functions and features in Incode. An example would be that only certain agents or designated agents can perform adjustments and before being entered all adjustments must be approved by the Customer Service Manager. Furthermore, a comprehensive document was drafted by the Veolia Compliance Manager outlining specific internal controls and best practices to implement in order to address this system limitation.

f. Inability to Export a Flat Data File – (unable to export a flat file containing all of the raw billing data)

There was no ability to export a flat data file for purposes of having a third party re-format, print, and mail bills. The flat file contains all of the billing data and is generated weekly, or as needed, during the billing process. A form change request was made to

Tyler Technology requesting that the export feature be installed on all available reports. This was considered an enhancement request and resulted in a charge. The ability to export report data to excel and other desired formats is now available.

g. Multi-Line Sewer Removal Issue (accounts where services were automatically removed by the system)

A pre-existing rate table that was active in the CIS billing platform had been applied to all multi-line accounts causing the sewer service to drop off at the beginning of each year. This resulted in the service charges not appearing on the customer's bill. The issue was discussed with Tyler Technology and they were able to remove the rate table and a new rate table was assigned to each of the accounts affected. Additionally, the use of pre-billing audit reports and previously unavailable visibility into the bill batches via the third party print vendor will allow these types of issues to be caught early in the billing process and before the bill is mailed.

h. Pre-billing Audit Reports – (no pre-billing process to minimize errors in use)

No pre-billing audit reports being produced or used to minimize or eliminate billing errors pre-billing audit reports, although available, were not turned on or being used at the time Veolia took over operations. The billing assistant feature was also another feature that was not being fully utilized in order to prevent or minimize the number of billing errors. Both the pre-billing audit reports and billing assistance tools are now part of the billing process and have made a measurable difference in the numbers of billing errors that have occurred.

Recommendation

Based on the corrective actions and improvements outlined above, and the relative stability of the modified system, we recommend that no action be taken to replace the existing billing system at this time. We suggest that that another analysis/evaluation be conducted over the *next 12 months* resulting in a report being delivered May, 2014, which may result in a different recommended plan of action.

RIALTO WATERSERVICES

FAILURE TO RECEIVE BILL DOES NOT WAIVE PAST DUE PENALTY
PAY BY CREDIT OR DEBIT CARD - GO TO http://www.rialtoca.gov
CUSTOMER SERVICE OR AFTER HOURS CALL: 909-820-2546

BILL MESSAGE

In response to the drought and new State mandates,the City of Rialto and Rialto Water Services are working together to manage our water supply efficiently. Current mandatory water restrictions are outlined in the Stage 3-B Water Alert Ordinance, available at www.rialtoca.gov. View water saving tips and take our conservation survey at www.rialtowater.com.

USAGE HISTORY

SEWER SERVICE ONLY

Your account is a sewer-only service. In order to bill you accurately for sewer use, it is important that you keep your account information, such as bill to party or billing address, updated. Please contact our office when these changes occur.

PLEASE NOTE:
If your account includes a delinquent balance, outstanding charges may be placed on the recorded property owner's tax bill for payment, per City Resolution #1454, Section 12.08.201.C.

There will be a $25.00 charge on all returned checks

ACCOUNT SUMMARY

Account Number:	067-0115-02
Service Address:	2352 S RIVERSIDE
Billing Period:	01/31/2016 - 02/29/2016
Previous Balance:	5990.71
Payment(s):	0.00
Adjustments	0.00
Penalties Applied:	56.24
Past Due/Balance Forward:	**6046.95**
Current Charges: (see below)	55.71
TOTAL AMOUNT DUE:	**6102.66**
Payment Due Date:	03/28/2016

ACCOUNT DETAIL

Sewer Service

Sewer/Wastewater	51.58
Total Sewer Service	**$ 51.58**

Miscellaneous Charges

Utility Tax	4.13
Total Miscellaneous Charges	**$ 4.13**

Total Current Charges	**$ 55.71**
Past Due/Balance Forward:	$6046.95
TOTAL AMOUNT DUE:	**$ 6,102.66**

Please return this portion with your payment made payable to Rialto Water Services or City of Rialto.

RIALTO WATERSERVICES

Utility Billing
Customer Service
PO Box 800
Rialto, CA 92377-0800

Phone (909) 820-2546 - Fax (909)784-0312
Website: http://www.rialtoca.gov

Account Number:	067-0115-02
Service Address:	2352 S RIVERSIDE
Bill Date:	03/03/2016
Payment Due Date:	03/28/2016
Add 10% Penalty if paid on or after:	03/29/2016
Total Amount Due:	**$6102.66**
Amount Enclosed:	

PAY BY CREDIT OR DEBIT CARD - GO TO http://www.rialtoca.gov
PAY IN PERSON: Customer Service Facility, 437 N. Riverside Ave., Rialto

RWS0303A AUTO 5-DIGIT 92316
7000001715 00.0005.0221 1712/1

BERNARD LONG
2352 S RIVERSIDE
BLOOMINGTON CA 92316-2932

RIALTO WATER SERVICES
PO BOX 60450
LOS ANGELES CA 90060-0450

06701150200610266 5

Water & Sewer Rates- Residential Example[1]

	2015 Rates	2016 Rates	CPI Adjustment %	Rates Effective 1/1/16
Water Base Rate	28.74	29.57	0.6%	29.74
Water Usage Rate				
1-5 Units	1.02	1.05	0.6%	1.05
6-30 Units	1.61	1.66	0.6%	1.66
31-60 Units	2.56	2.63	0.6%	2.64
61 + Units	3.15	3.24	0.6%	3.25
Wastewater	51.58	60.19	0.5%	60.49

[1-] The above rates are based on residential consumption and are effective January 1, 2013. These rates were approved by City Council on June 26, 2012 per City Resolution 6119 and RUA Resolution 14-12, and will also include annual adjustments reflecting inflation. Please visit www.rialtoca.gov for additional rates.

***** Effective January 1, 2013, the perchlorate surcharge is no longer being charged per City Resolution 6210. *****

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PLEASE MAKE CHECKS PAYABLE TO: RIALTO WATER SERVICES OR CITY OF RIALTO ALL BILLING INQUIRIES: (909) 820-2546

MAIL TO THIS ADDRESS: RIALTO WATER SERVICES
PO BOX 60450
LOS ANGELES, CA 90060-0450

WATER AND/OR SEWER: PER CURRENT RESOLUTIONS THE FOLLOWING CREDIT/PAYMENT RULES APPLY:

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CHARGES ARE BASED ON METER SIZE. PLEASE CALL OFFICE FOR LARGER METERS.

IF YOU HAVE ANY FURTHER QUESTIONS CONCERNING THE WATER AND/OR SEWER PORTION OF YOUR BILL, PLEASE CALL (909) 820-2546 BETWEEN 8:00 A.M. AND 5:00 P.M MONDAY THROUGH FRIDAY.

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RIALTO WATERSERVICES

FAILURE TO RECEIVE BILL DOES NOT WAIVE PAST DUE PENALTY
PAY BY CREDIT OR DEBIT CARD - GO TO http://www.rialtoca.gov
CUSTOMER SERVICE OR AFTER HOURS CALL: 909-820-2546

BILL MESSAGE

TO PAY YOUR BILL IN PERSON PLEASE VISIT OUR CUSTOMER SERVICE OFFICE LOCATED AT: 437 N. RIVERSIDE AVENUE IN RIALTO. OFFICE HOURS ARE M-F 8 AM-5 PM. In response to the drought and new State mandates, the City of Rialto and Rialto Water Services are working together to manage our water supply efficiently. Current mandatory water restrictions are outlined in the Stage 3-B Water Alert Ordinance, available at www.rialtoca.gov. View water saving tips and take our conservation survey at www.rialtowwater.com

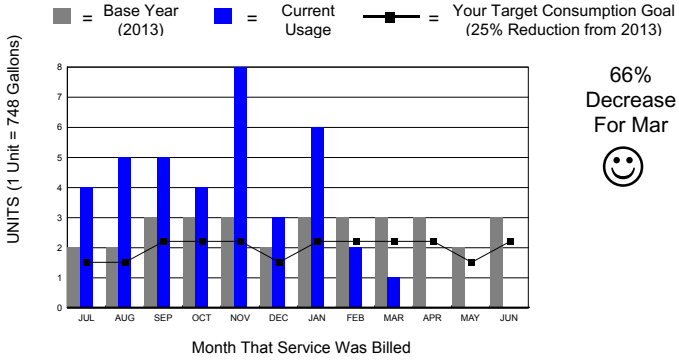
ACCOUNT SUMMARY

Account Number:	023-0950-00
Service Address:	283 W FOOTHILL
Billing Period:	02/03/2016 - 03/01/2016
Previous Balance:	88.95
Payment(s): 03/09/2016	-88.95
Adjustments	0.00
Penalties Applied:	8.89
Past Due/Balance Forward:	**8.89**
Current Charges: (see below)	87.85
TOTAL AMOUNT DUE:	**96.74**
Payment Due Date:	04/04/2016

USAGE HISTORY

METER #: 58458621	PREV.READ: 1897	CUR.READ: 1898
USAGE:1 units (748 gal)/27 Days	LAST YEAR:	4 Units

COMPARE YOUR WATER CONSUMPTION



66% Decrease For Mar

☺

PLEASE NOTE:

If your bill includes a prior unpaid balance, your services are subject to disconnection. If your account is placed on the turn off list for disconnection, a processing charge of $58.33 will be added to your bill whether or not disconnection occurs.

There will be a $25.00 charge on all returned checks

ACCOUNT DETAIL

Water Service

Water Base Rate Meter 58458621			**28.74**
Water Usage Rate:	1 units @	$1.02	1.02
Water Usage Sub-total Meter 58458621			**1.02**
Total Water Service			**$ 29.76**

Sewer Service

Sewer/Wastewater	51.58
Total Sewer Service	**$ 51.58**

Miscellaneous Charges

Utility Tax	6.51
Total Miscellaneous Charges	**$ 6.51**

Total Current Charges	**$ 87.85**
Past Due/Balance Forward:	$8.89
TOTAL AMOUNT DUE:	**$ 96.74**

Please return this portion with your payment made payable to Rialto Water Services or City of Rialto.

RIALTO WATERSERVICES

Utility Billing
Customer Service
PO Box 800
Rialto, CA 92377-0800

Phone (909) 820-2546 - Fax (909)784-0312
Website: http://www.rialtoca.gov

Account Number:	023-0950-00
Service Address:	283 W FOOTHILL
Bill Date:	03/10/2016
Payment Due Date:	04/04/2016
Add 10% Penalty if paid on or after:	04/05/2016
Total Amount Due:	**$96.74**
Amount Enclosed:	

PAY BY CREDIT OR DEBIT CARD - GO TO http://www.rialtoca.gov
PAY IN PERSON: Customer Service Facility, 437 N. Riverside Ave., Rialto

RWS0311A AUTO MIXED AADC 926
7000002933 00.0010.0231 2840/1

J & L PROPERTIES
3405 ARLINGTON AVE
RIVERSIDE CA 92506-3254

RIALTO WATER SERVICES
PO BOX 60450
LOS ANGELES CA 90060-0450

02309500000096749

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Customer Service Action Plan

Rialto Water Services 2014 Update

(Updated)
10/30/2015

Prepared For:

Rialto Water Services, LLC

Prepared By:

La'Lisa Winfrey, Customer Service Manager

Veolia Water West Operating Services, Inc.

This new 2015 Customer Service Action Plan update will reaffirm our commitment to the delivery of high quality services to all of our customers. Our Customer Charter outlines the standards of service that customers can expect to receive when they interact with us by phone, in writing or in person. The Action Plan sets out how we will implement the Charter commitments and review and report on our performance in this regard.

TABLE OF CONTENTS

PART I

CUSTOMER SERVICE CHARTER – RIALTO WATER SERVICES

RWS CUSTOMERS

Given the diversity of our activities, the RWS Customer Service Department will support a wide range of customers including individual members of the public, elected representatives, local authorities, neighboring agencies, local public authorities and Government Departments and Offices, whose water utility business is conducted with the Department.

COMMITMENT TO CUSTOMERS

Meeting each individual customer's needs is important and will be addressed by:

- Giving the best possible service and providing helpful advice and/or guidance related to water and waste water service.
- Treating each customer in a fair, impartial, land respectful manner.
- Ensuring that customer rights to equal treatment are maintained in the delivery of RWS services.
- Striving to meet any special needs customers might have.

CONTACT BY TELEPHONE

When contacted by telephone RWS will:

- Answer telephone inquiries promptly and politely.
- Answer all calls on average of 30 seconds or less and upgrade the existing phone system to be able to accurately monitor and report on this metric.
- Provide the name of the Department called, as well as the name of the agent answering the call.
- Answer questions and address issues on the initial inbound call. When this is not feasible, we will gather the details and commit to a follow-up time/date.
- Return all voicemail calls within 24 hours (the next business day).

CONTACT BY LETTER OR EMAIL

When contacted by US mail or email:

- RWS staff will respond to the inquiry in clear, plain language within 24 hours (the next business day). When this is not feasible, we will write to explain why, and commit to a follow-up date.
- When correspondence relates to a matter that is the responsibility of another public body, we will re-direct the correspondence and inform the writer accordingly.

SERVICE IN THE RWS OFFICE

When customers come to the RWS Office:

- We will ensure that the RWS office is accessible for people with disabilities.

- We will ensure that our offices comply with occupational health and safety standards.

- We will treat each customer in a fair, consistent and respectful manner and when possible, will provide a private meeting room to discuss sensitive issues or concerns.

- We will ensure that your questions/issues are addressed fully, or will arrange to follow-up by phone or in writing.

BILINGUAL SERVICE (SERVICE IN SPANISH)

RWS will ensure that:

- Customers who wish to conduct business in Spanish can do so.

- Documents (when and where applicable) will be available in both English and Spanish.

CUSTOMER RESPONSIBILITIES

Customers also play an important role in assisting the RWS Customer Service Department in achieving its service commitments by:

Providing Accurate Information

- Filling out new service application forms and other applicable forms completely and accurately and providing all necessary supporting documentation.

Providing Contact Details

- Providing a daytime telephone number or email address, if available, in all correspondence.

Adhering to Closing Dates

- Ensuring, that applications/forms are submitted in sufficient time to meet specified deadlines.

Responding to Requests for Additional Information

- Responding as quickly as possible to any questions, including supplying additional information in support of application already submitted.
- Providing any changes to resident status, to ensure that bills are received in a timely manner and that any refunds owed are sent to the appropriate forwarding address.

Making Appointments

- Making an appointment in advance when visiting the Department regarding a complex matter. This ensures that the appropriate staff or team member is available and can address unique concern/issues in a timely manner.

Cooperating with Department Staff

- Treating RWS staff with the same respect and cooperation that you would like to receive.

- Refraining from any intimidating or threatening behavior.

The following behavior will not be tolerated from any member of the public towards an RWS employee in the course of providing service:

1. Abusive or threatening language.
2. Use of violence or threat of violence.
3. Behavior which is disruptive /or which interferes with regular operations or delivery of quality service.

Customers are advised that when a staff member is subjected to such treatment during the course of providing service, communication will be ended and the authorities will be notified in cases where the threat of violence is present or implied.

FEEDBACK

The Customer Service Department is committed to consulting with its customers to regularly evaluate its services by:

- Providing opportunities for and gathering comments or suggestions regarding the service that customers receive.
- Distributing customer survey forms and using the feedback to enhance the service provided.

To forward a suggestion about how to improve our service, please email suggestions directly to the RWS Customer Service Supervisor, Nadia Loukeh at nadia.loukeh@veolia.com.

Registering a Concern or Complaint

To bring a concern or complaint about the service RWS Customer Service has provided, please speak directly with, or send written correspondence to the RWS Customer Service Supervisor. He or she will look into the matter and follow-up within three business days. Every effort will be made to resolve open issues within 10 business days; if further research is required, please allow 20 business days.

PART II

12 PRINCIPLES OF QUALITY CUSTOMER SERVICE

Rialto Water Services Customer Service will implement its Customer Care Charter using 12 Principles of Quality Customer Service (QCS). This Action Plan was developed using industry best practices as they relate to excellence in Customer Service and will continue to be refined based on the feedback received from the customers we service.

The overall objective of this Customer Service Strategy is to:

- Further promote and develop a strong customer service culture throughout the organization.
- Improve the quality of services as necessary, to make them responsive to the needs and preferences of customers.
- Equip staff with the skills, information and support needed to fulfill customer service objectives.
- Develop participative structures and forums whereby customers' views and opinions are obtained (i.e. surveys, suggestion boxes).
- Ensure customers are kept informed about services and service changes.

In their dealings with customers, Rialto Water Service Customer Service staff members will apply the 12 Principles of Quality Customer Service:

1. Quality Service Standards

Publish a statement that outlines the nature and quality of service which the customer can expect, and display it prominently at the point of service delivery.

Our Promise to Customers

- To provide exceptional customer service by being professional, courteous and competent at all times
- To be responsive to customer requests and concerns
- To offer tips and recommendations that save our customers money
- To continuously identify ways to make our operations more efficient
- To establish a strong relationship with our residential and commercial customers
- To be accountable and responsible for the services that we provide

Strategic Objectives:

- Ensure that customers are aware of the Customer Service standards and our Customer Service Action Plan.
- Ensure that all staff members are trained to implement the Customer Care Standards.

The following has been achieved to date on the quality service standards:

- Guidelines on Customer Service standards and expectations have been issued to all staff.
- All Customer Service staff are continously trained, and capable of implementing the Customer Care standards.

- QCS principles and standards of service delivery are displayed in reception area and are available online to customers.

2. Equality/Diversity

Ensure each customer's right to equal treatment, and accommodate diversity. Identify and work towards solutions for people experiencing poverty and social exclusion.

Strategic Objectives:

Rialto Water Services Customer Service Department will:

- Promote awareness of equality and diversity amongst staff and will provide services in a culturally sensitive and appropriate manner.
- Improve access to services for those experiencing social exclusion due to poverty or social isolation.

The following has been achieved to date on equality and diversity:

- Departmental staff work collectively to address the needs of citizens that are experiencing financial setbacks or an unexpected crisis. Payment arrangements and extensions are offered and available to all eligible customers.

3. Physical Access

Provide clean, accessible public offices that comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

Strategic Objectives:

Rialto Water Services Customer Service Department will:

- Continue to improve the standard of accommodation for service delivery locations.
- Work towards improving the accessibility of the current location.

4. Information

Take a proactive approach in providing information that is clear, timely and accurate, available at all points of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by Information Technology is fully utilized. Continue the drive for simplification of rules, regulations, forms, informational documents, and procedures.

Strategic Objectives:

Rialto Water Services Customer Service Department will:

- Provide customers with up-to-date, accurate, and user-friendly information.
- Ensure that the method of distributing information meets the needs of customers.
- Leverage new technologies to make information more readily accessible to customers.

The following has been achieved to date on information:

- Customer Service Staff ensures that bill messages are updated monthly to provide citizens with utility billing related updates, as well as relevant information from the City Administration, or other City departments.
- The use of bill inserts is another useful tool that has been used periodically to inform, update, or educate customers as needed.

- The City website is kept up-to-date with current rate information and contact information for RWS staff.
- An easy to read and user friendly document that explains to customers how to read their bill is available via the City's website (in both English and Spanish).

5. Timeliness and Courtesy

Deliver quality services with courtesy, sensitivity and minimum delay, fostering a climate of mutual respect between provider and customer. Provide contact details in all communications to ensure ease of ongoing transactions.

Strategic Objectives:

Rialto Water Services Customer Service Department will:

- Commit to providing high quality customer service
- Conduct Customer Satisfaction Surveys to assess performance

The following has been achieved to date on timeliness and courtesy:

- Guidelines have been issued to all staff members recommending that contact names are given in all communications.
- Phone calls are randomly monitored by management staff in order to ensure Customer Service Objectives are met.

6. Complaints

Maintain a well-publicized, accessible, transparent and simple-to-use system of dealing with general concerns or complaints about the quality of service provided.

Strategic Objectives:

Rialto Water Services Customer Service Department will:

- Ensure that Standard Operating Procedures (SOP's) uphold and respect the rights of both customers and staff.
- Ensure customers and Customer Service staff are aware of and familiar with the Rialto Water Services complaint procedures.
- Monitor potential SOP issues, as well as opportunities for improvement arising from all inputs including complaints, positive feedback, comments and suggestions.

The following has been achieved to date on complaints:

- Comment cards are now available in the lobby for customers to use to provide feedback pertaining to the quality of service they've received from RWS staff.
- Quality of service commendations are brought to the attention of the Customer Service Manager (internally and externally) and shared with the entire team.
- Complaints are tracked and logged and reported in the monthly Customer Service Report.
- Complaints brought to the attention of the Customer Service Manager or Supervisor are responded to a timely manner.

7. Appeals

Maintain a formalized, well-publicized, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

Strategic Objectives:

Rialto Water Services Customer Service Department will:

- Ensure that customers and staff are aware and familiar with Rialto Water Services Appeal/Review processes.
- Address any issue that may arise in the interpretation or implementation of the appeal policy.

8. Consultation and Evaluation

Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.

Strategic Objectives:

Rialto Water Services Customer Service Department will:

- Develop a clear framework which ensures that service development and delivery is informed by meaningful consultation with the customer; (internal and external).
- Continue to implement an accountability framework and performance measurement at a service and organizational level.

9. Choice

Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice, and quality of delivery.

Strategic Objectives:

Rialto Water Services Customer Service Department will:

- Aim, where feasible, to provide service users with real choices regarding opening hours and service delivery times.
- Promote maximum access and choice through the use of available technology.

10. Bilingual Language Offering

Provide quality services through English and Spanish and inform customers of their opportunity to choose between one of the two languages.

The following has been achieved to date on bilingual language offering:

- Hired additional bilingual staff to accommodate customers who are Spanish speaking.
- Bilingual staff are able and willing to assist customers when and as needed.

11. Better Coordination

Foster a more coordinated and integrated approach to delivery of water and wastewater utility services to the public.

Strategic Objectives:

Rialto Water Services Customer Service Department will:

- Improve customers' experience of services and outcomes, through developing, changing and integrating services in line with best practice.
- Continue to promote opportunities to enhance and develop partnership arrangements with agencies, and other utility providers.

The following has been achieved to date on better coordination:

- Established a partnership with West Valley water district that would support the sharing of information from their CIS database. The intent was to identify missing revenue by identifying locations and/or customers that had not signed up for, or that were not being billed for wastewater services.
- Established internal billing audit process that identifies billing errors
- Established internal pre-billing audit process that identifies potential billing errors prior to bill printing.

12. Internal Customer

Ensure that staff in departments outside of Customer Service are recognized as internal customers and that they are properly supported and consulted with regard to service delivery issues.

Strategic Objectives:

Rialto Water Services Customer Service Department will:

- Continue to develop the Department's internal communications functions
- Identify training and developmental needs of staff
- Conduct regular surveys to determine internal customer satisfaction and address issues arising.

The following has been achieved to date on Internal Customers:

- Individualized coaching and professional development measures for all Customer Service staff

PART III

IMPLEMENTING THE PRINCIPLES OF QUALITY CUSTOMER SERVICE (QCS)

The RWS Customer Service Department is committed to advancing the principles of Quality Customer Service thereby continuously improving the level of service to our customers. With respect to each of the QCS principles outlined in PART II of the Action, the QCS implementation strategy over the next 18 months will be to pursue and meet QCS commitments.

ACTION	INDICATOR	TIMELINE
Ensure the Action Plan is available in main offices, via the RWS website and available in other formats upon request.	Publications of Charter and Action Plan available and prominently displayed in appropriate areas.	2013 and ongoing
Monitor and evaluate the Quality Service Standards established in the Action Plan.	Surveys carried out and feedback area located on RWS website; Results of surveys will be published.	Survey annually for the first five years, and then every two years thereafter
Monthly Customer Service Report to City staff and RWS.	Overview of monthly billing, collections and financial management.	Monthly
Report on Customer Service progress each year in the Department's Annual Report.	Progress reported in Annual Report.	Annually
Promote and increase awareness of the Quality Service Standards and the Twelve Principals of Quality Service among Department Staff.	Training provided to staff.	2013 and ongoing
Continue to work with local government and neighboring agencies to improve Customer Service.	Best practice promoted and customer service recommendations applied.	2013 and ongoing
Monitor and report on the KPI's (Key Performance Standards) as outlined in Section IV of this Plan	Refer to Section IV of this Plan	Monthly, beginning with January 2013

PART IV

RWS CUSTOMER SERVICE KEY PERFORMANCE INDICATORS (KPI'S)

Accounts Receivable A/R Turnover:

A ratio that will be used to measure how quickly it takes to collect on receivables.

Accounts Receivable Turnover = *Total Bills Created/ (Beginning of Year AR Balance + End of Year AR Balance)/2*

Average Collection Period:

Measure as to how quickly customers pay their bills.

Average Collection Period = *365 * Accounts Receivables Balance /Total Annual Billed Amount*

Cost Per Call:

Cost per call is a call center metric calculated by dividing the total operational costs by the total number of calls for a given period of time. This will serve

Customer Service Cost per **Active** Account = Total Customer Service Costs/Number of Active Accounts

(Note: this calculation will define fully loaded cost-per-call as including direct, indirect, management labor, benefits, incentive pay, training, third party call center services, correspondence costs, and telecommunications)

Billing Accuracy Rate per 10,000 Bills:

This indicator measures the effectiveness of water and/or wastewater utility billing practices. The calculation shows the number of error-driven billing adjustments per 10,000 bills generated during the year and is calculated as:

Billing Accuracy = (10,000) (# of error-driven billing adjustments during reporting period)/# of bills generated during the reporting period

The following call management KPIs have been implemented as a result of the new phone system installed April 2013 that offers a reporting feature capable of reporting these metrics:

Calls Offered (Total Incoming Calls): the number of calls accepted into the phone system

Calls Answered (Agent Answered): the number of calls accepted that were actually answered by either an agent or an action taken by the caller from one or more call tree offerings

Abandoned Wait Time Average : Represented as the percentage of calls offered that were not answered before the caller hung up; goal will be an ABA of 5% or lower monthly.

Average Speed of Answer (ASA): the average number of seconds that it takes for a call to be answered by an agent. Initial goal will be an average of 60 seconds or less initially, working towards 30 seconds or less.

Telephone Service Factor (TSF): The TSF is a service level target that will define the service level threshold and the number of calls answered within target. It identifies the maximum time a call is allowed to wait in the queue before being connected to an agent. The goal will initially be 80/60 (80% of the calls answered in 60 seconds or less) working towards 80/30 (80% of the calls answered in 30 seconds or less) .

RIALTO WATERSERVICES

Name: _____
Account #:_____
Service Address:_____
_____
_____
Phone #: _____

Would you like us to follow up with you?

Yes ☐ No ☐

Name of Representative Assisting you:

_____ ___

How long did you wait to be helped?

_____

Please rate your service by circling your answer.
Was the Representative:

Courteous and Friendly?

Strongly Agree | Agree | Disagree | Strongly Disagree

Helpful and Responsive?

Strongly Agree | Agree | Disagree | Strongly Disagree

Knowledgable?

Strongly Agree | Agree | Disagree | Strongly Disagree

Please rate your overall experience:

Excellent | Good | Fair | Poor

Additional Comments:_____
_____
_____
_____
_____
_____

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Name: _____
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Strongly Agree | Agree | Disagree | Strongly Disagree

Helpful and Responsive?

Strongly Agree | Agree | Disagree | Strongly Disagree

Knowledgable?

Strongly Agree | Agree | Disagree | Strongly Disagree

Please rate your overall experience:

Excellent | Good | Fair | Poor

Additional Comments:_____
_____
_____
_____
_____
_____


RIALTO
WATERSERVICES