

Cable Advisory & Utility Commission Report

January 2026

Reporting period November 2025



**RIALTO
CUSTOMER SERVICE MONTHLY
OPERATIONS REPORT**

**Reporting Period:
November 2025**

Prepared for: Rialto Water Services



Prepared by: Veolia Water West Operating Services



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I. CUSTOMER SERVICE SUMMARY

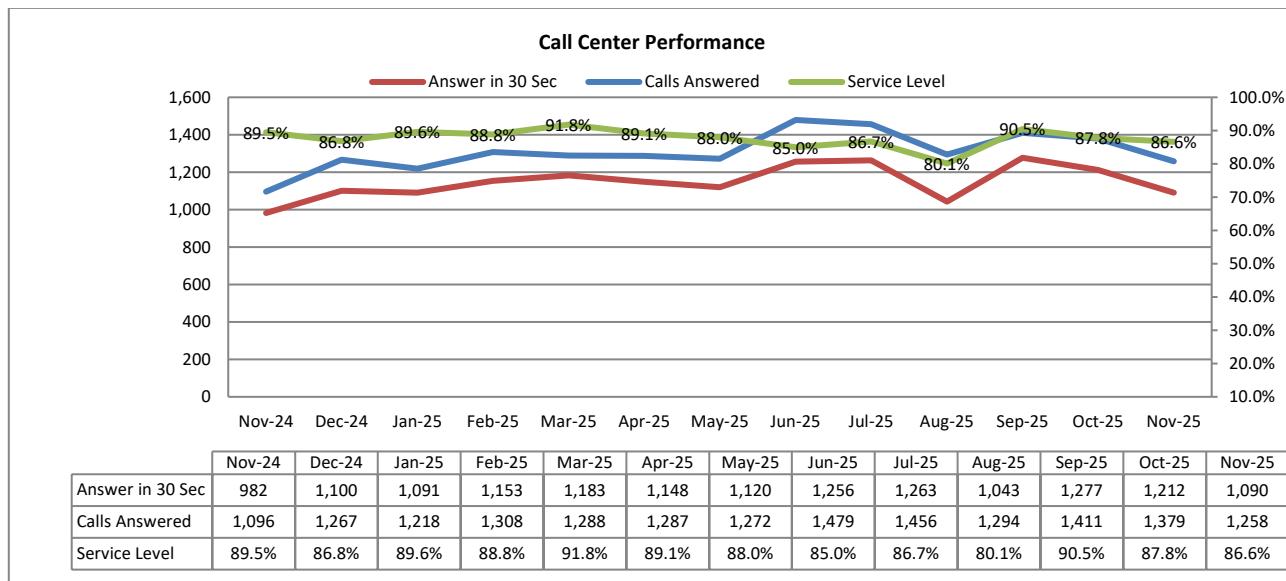
During this reporting month, the Customer Service team provided call service level of 86.6%. Out of 1,258 inbound calls answered 1,090 answered within the first 30 seconds.

Water consumption has increased by 6.5% when compared against previous month. When compared against last year, consumption has decreased by 8.4%.

Sewer revenue has increased by 2.1% compared to the prior month and increased by 4.9% from last year.

II. CALL CENTER PERFORMANCE

During this reporting month, service level was 86.6% with 1,090 out of 1,258 being answered within the first 30 seconds. Overall average wait time was fifty-three (53) seconds.



III. AUTOMATED SERVICES

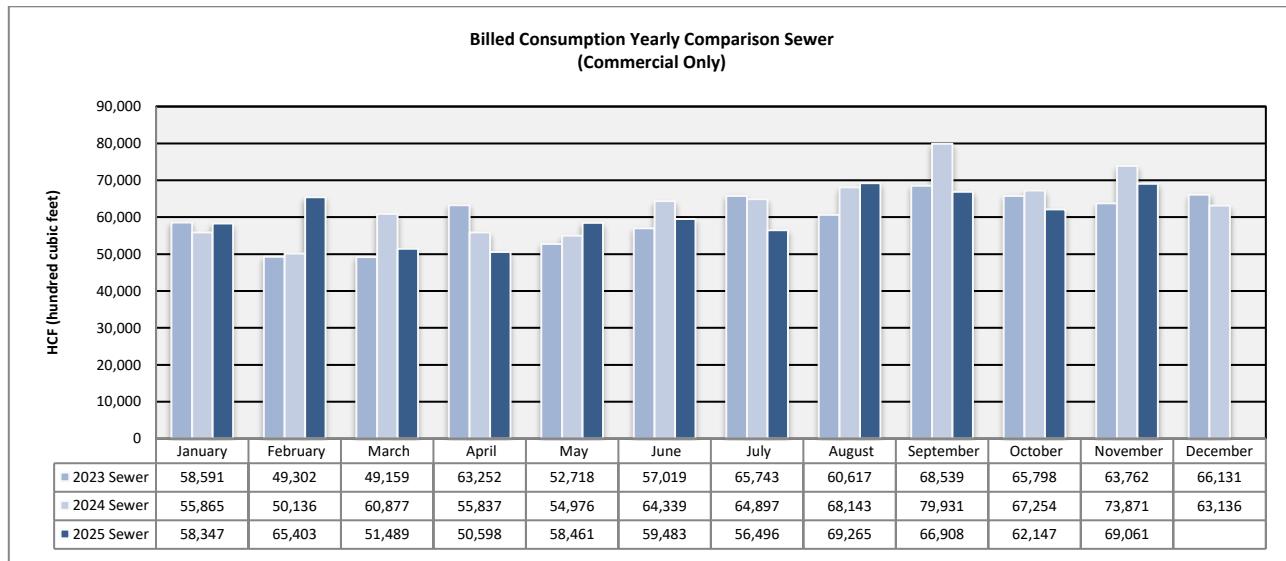
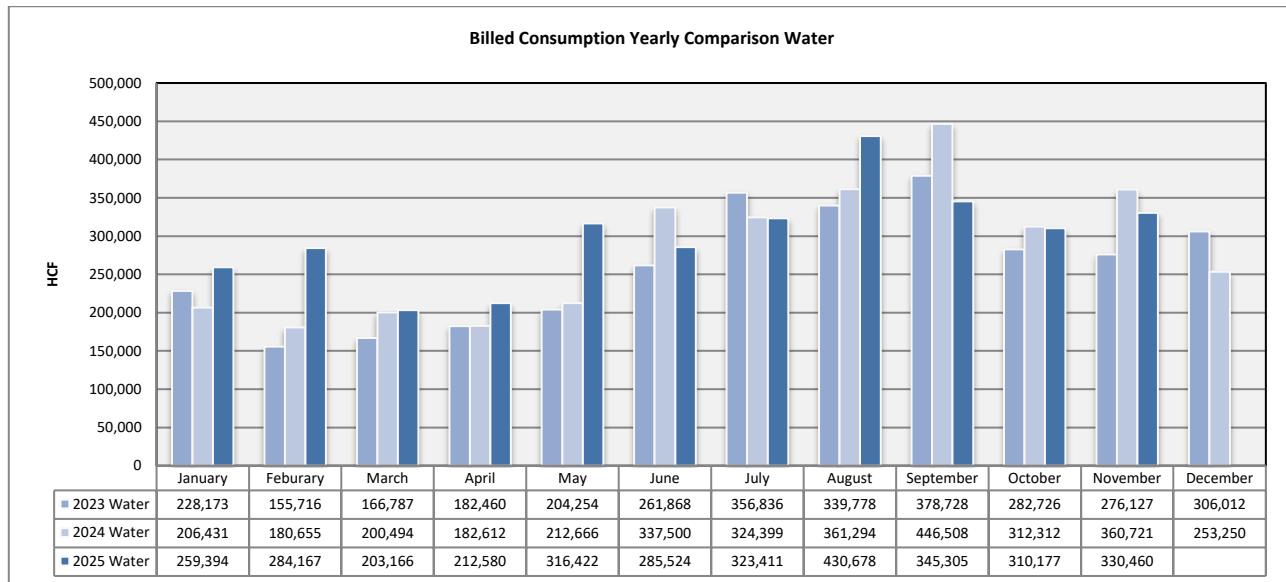
About 13,045 or 56.8% of the rate payers have created log-ins to access their accounts online. Of these customers, with online access, 48.5% have chosen the e-bill option. This e-bill participation is 6.9% increase from November of the prior year.

| | Nov-24 | Dec-24 | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Number of Bills | 22,571 | 22,575 | 22,587 | 22,604 | 22,657 | 22,694 | 22,705 | 22,770 | 22,792 | 22,838 | 22,864 | 22,875 | 22,927 |
| Number of Bill Adjustments (during billing) | 9 | 29 | 17 | 10 | 29 | 25 | 15 | 18 | 29 | 10 | 7 | 8 | 11 |
| Automated Over the Phone Payments | 2,092 | 2,436 | 2,509 | 2,040 | 2,509 | 2,454 | 2,276 | 2,578 | 2,596 | 2,344 | 2,531 | 2,560 | 2,089 |
| Online Payment | 7,804 | 10,320 | 9,747 | 7,676 | 9,912 | 9,798 | 8,434 | 9,800 | 10,260 | 8,691 | 11,224 | 10,369 | 7,614 |
| E-bill Participants | 5,922 | 5,959 | 5,997 | 6,031 | 6,069 | 5,969 | 6,000 | 6,074 | 6,134 | 6,185 | 6,233 | 6,290 | 6,332 |
| Auto Pay Participants (New Portal) | 4,343 | 4,367 | 4,420 | 4,467 | 4,536 | 4,554 | 4,630 | 4,696 | 4,728 | 4,776 | 4,834 | 4,881 | 4,923 |
| PayNearMe | 93 | 95 | 108 | 73 | 99 | 97 | 88 | 88 | 88 | 88 | 103 | 85 | 80 |

IV. CONSUMPTION & BILLING

A. Consumption

Water consumption has increased by 6.5% when compared against previous month. When compared against last year, consumption has decreased 8.4%.



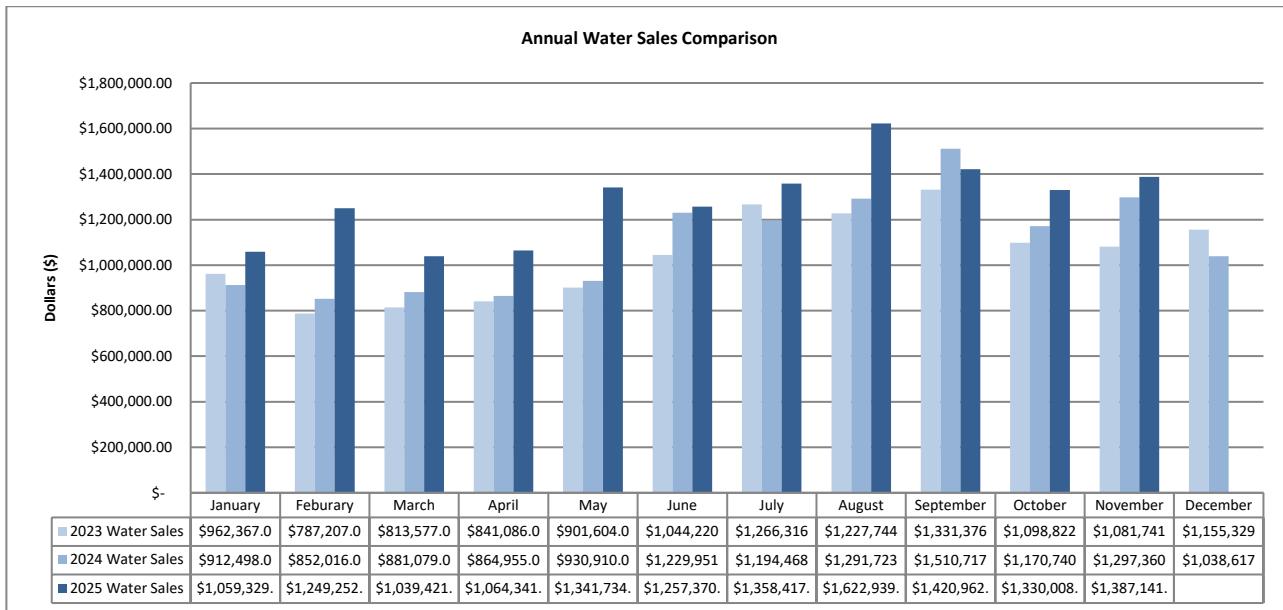
B. Billing

A total of 22,927 bills were mailed or sent out electronically in November. Billing accuracy was 99.9% with eleven (11) requiring adjustments after bill generation.

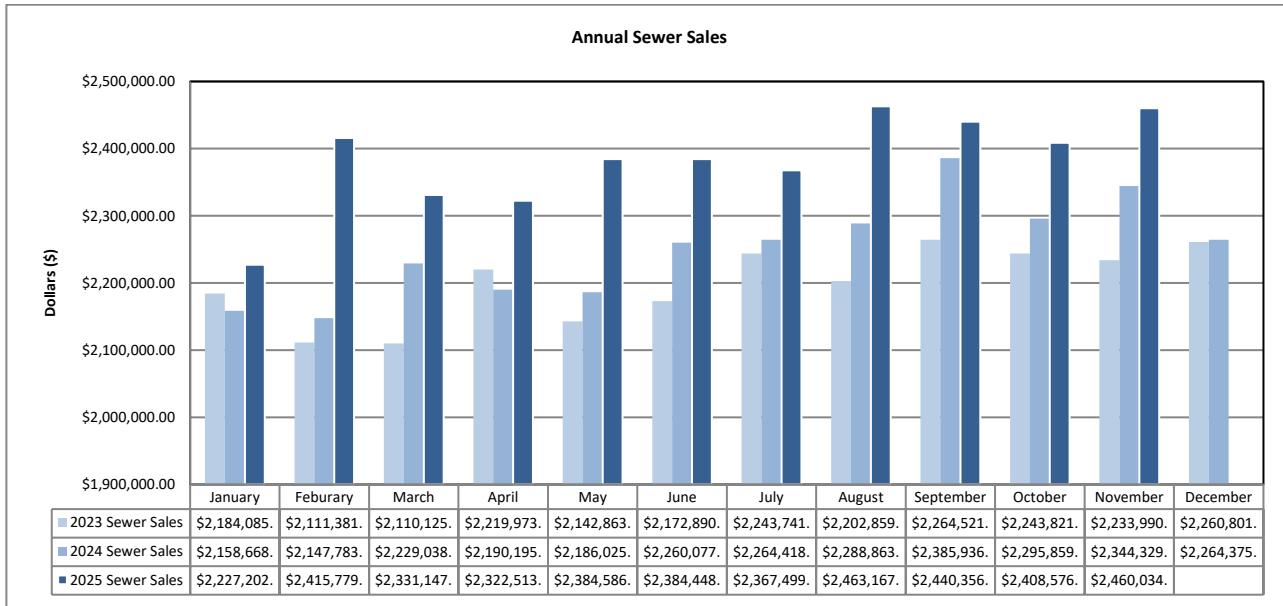
V. REVENUE & AGING

A. Revenue

Water revenue has increased 4.3% when compared against the prior month and increased 6.9% when compared against previous year. Sewer revenue has increased 2.1% compared to the prior month and increased by 4.9% from last year. The rise in revenue is mostly attributed to recent rate increase in January 2025.

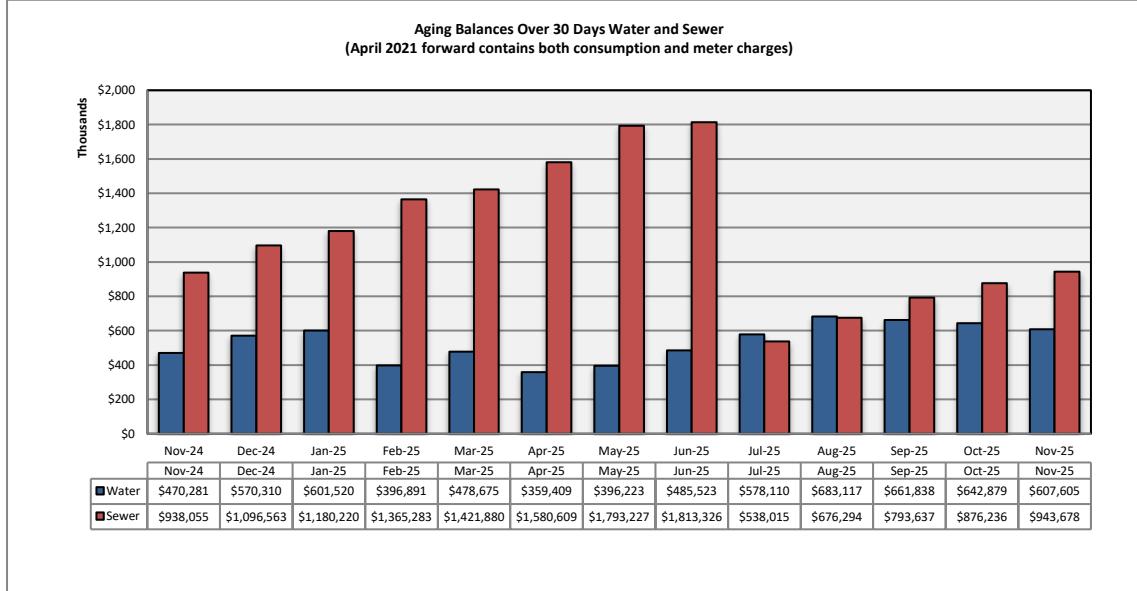
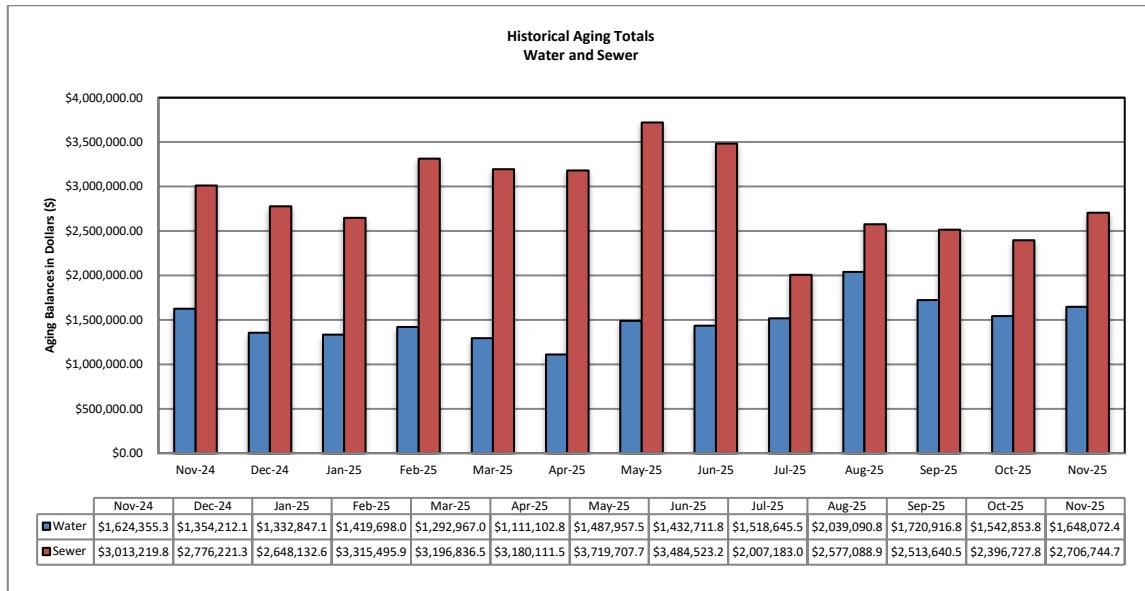


(Please consider the scale of the graph as doubled height does not mean double the amount)



B. Aging

The total aging balance has increased by 10.5%, *see first table below*. For balances >30-days only, water has decreased 5.5% and wastewater has increased by 7.4%. Sewer gaining balances are expected to continue rising until tax roll in year 2026.



C. Bad Debt

Twenty-nine (29) accounts were sent to collections for a total amount of \$7,014.85. These bad debts arise from customers moving out or selling the property and not closing the account with final payments.

VI. SERVICE ORDERS

270 service orders were initiated by the customer service team during the reporting month. Of this total, 85 service orders or 31% were due to occupant changes.

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

VII. OTHER ACTIVITIES

CS department has full staff, as remaining team member has returned from her disability.

CS team is continuing to work with the City, developer (Lennar) and purchasing to plan ahead and minimize the delays of future water meter needs. Final Standard Operating Procedure (SOP) related to new development project is expected to be published by the City in December.

VIII. REVENUE REPORT

A. Revenue Summary

Cash Revenue is compiled and reconciled to the merchant account on a daily basis. Cash receipts and deposits are made daily and internal controls are reviewed regularly to ensure safeguarding of assets and proper recording of all transactions. Total revenue collected in November 2025 is \$2,832,000 whereas Non-Rate Revenue is \$70,000; Utility Revenue is \$2,710,000 and Tax / Ambulance Revenue at \$52,000.

RWS collects Utility User Taxes and Ambulance Fees on behalf of the City of Rialto. The Utility User Tax (UUT) rates are based on the total billed amount, therefore the collection fluctuates as billed amounts change. The total UUT charges collected in November 2025 and November 2024 are \$48,000 and \$187,000 respectively. The large variance in collection of UUT charges is due to the City exempting UUT charges to the Residential customers beginning January 2025 through December 2025. Ambulance Revenue is also collected on behalf of the City of Rialto totaling \$4,000 in November 2025 and \$4,000 in November 2024.

B. Non Rate Revenue - Extraterritorial Customers

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

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

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

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

C. Non-Rate Revenue – Other

Other revenue is generated by leasing space for cell towers to AT&T, which has two leases at \$2,073 and \$1,500. Sprint lease is at a currently contracted rate of \$2,000 each month. Vertical Bridge also provides \$2,400 a month of cell tower generated Revenue.

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

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

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

D. Development Impact Fees

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

E. Rialto Basin Water Rights and Leasing

A Standby Water Lease Agreement between Fontana Union Water Company and City of Rialto is in effect. For the 2024-2025 Water Year, RWS billed San Bernardino County the amount of \$349,264 for the Standby Charges and Production Charge.

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

Cash Collections by Payment Method – Rialto Water Services

| Payment Method | Description | Transaction Count | NOVEMBER 2025 | % |
|---|--|-------------------|---------------------|----------------|
| Carrier Deposits | Cash deposits prepared per day for transport to US Bank. | 17 | \$ 103,022 | 3.50% |
| Remote Deposits | Scanned batches of checks payments made at the customer service counter | 17 | 311,584 | 10.59% |
| EBOX | Batches of electronic customer payments posted to customer accounts at US Bank. | 17 | 237,351 | 8.07% |
| PAYMENTUS - IVR / Paymentus / Walk-in Credit Card payment | Customer payments by credit cards and ACH / eCheck payments through an Interactive Voice Response system using a touchtone phone. Payments originated from Merchant online service | 10,420 | 1,572,041 | 53.45% |
| Lockbox Deposits | Batches of customer payments mailed in to US Bank's lockbox | 17 | 707,921 | 24.07% |
| Pay Near Me | Cash payment service that allows customers to pay at a local 7-Eleven, CVS, Walmart or Family Dollar stores. | 74 | 9,254 | 0.31% |
| Total Revenue per Bank | | | \$ 2,941,173 | 100.00% |
| Recon to RUA Recap: | | | | |
| Adj detailed in RUA | | | (108,965) | |
| Prior mo. Correction | | | | |
| RUA increase in Cash | | | \$ 2,832,208 | |

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

F. Payment Collection Method – Fiscal Year to Date

| | Jul 2025 | Aug 2025 | SEPT 2025 | OCT 2025 | NOV 2025 | Total | % |
|------------------------------|--------------------|--------------------|---------------------|---------------------|---------------------|---------------------|----------------|
| Carrier Deposits | \$ 144,793 | \$ 140,286 | \$ 155,654 | \$ 147,234 | \$ 103,022 | \$ 690,988 | 3.40% |
| Remote Deposits | 499,489 | 241,420 | 686,008 | 995,009 | 311,584 | \$ 2,733,509 | 13.46% |
| EBOX | 407,888 | 286,741 | 367,169 | 378,253 | 237,351 | \$ 1,677,403 | 8.26% |
| Paymentus, IVR, Credit Cards | 2,118,383 | 1,853,657 | 2,370,061 | 2,278,360 | 1,572,041 | \$ 10,192,502 | 50.19% |
| Lockbox Deposits | 1,176,928 | 904,658 | 1,003,875 | 1,162,475 | 707,921 | \$ 4,955,857 | 24.40% |
| Pay Near Me | 11,821 | 11,616 | 14,142 | 11,316 | 9,254 | \$ 58,150 | 0.29% |
| Total Revenue to Bank | \$4,359,302 | \$3,438,377 | \$ 4,596,910 | \$ 4,972,646 | \$ 2,941,173 | \$20,308,409 | 100.00% |
| NSF | (10,757) | (15,745) | (17,442) | (15,892) | (14,628) | \$ (74,464) | |
| Net deposits | \$4,348,546 | \$3,422,632 | \$ 4,579,468 | \$ 4,956,754 | \$ 2,926,545 | \$20,233,945 | |

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

| | NOV 2025 | NOV 2024 | Variance |
|--------------|------------------|-------------------|---------------------|
| UUT Water | \$ 17,767 | \$ 62,229 | \$ (44,461) |
| UUT Sewer | 30,379 | 125,234 | (94,855) |
| Ambulance | 4,059 | 4,112 | (53) |
| Total | \$ 52,206 | \$ 191,575 | \$ (139,370) |

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

| | NOV 2025 | NOV 2024 | Variance |
|--------------------------------------|--------------------|--------------------|---------------------|
| Non-Rate / Extra Territorial Revenue | \$ 70,447 | \$ 527,477 | \$ (457,030) |
| Utility Revenue | \$2,709,556 | \$2,515,301 | 194,255 |
| Total | \$2,780,002 | \$3,042,778 | \$ (262,775) |

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

| | Jul 2025 | Aug 2025 | Sept 2025 | Oct 2025 | Nov 2025 | Total |
|--------------------------------------|--------------------|--------------------|--------------------|---------------------|---------------------|---------------------|
| Non-Rate Revenue | | | | | | |
| Cell Tower Rent,Llease | 21,485 | 17,154 | 15,080 | 53,897 | 13,580 | 121,197 |
| Interest Income | - | - | - | - | - | - |
| NRR-FOG | - | - | - | - | - | - |
| Municipal Water Sales | - | - | - | - | - | - |
| Extra Terr- Sewage | 169,483 | 6,711 | 107,820 | 583,011 | 35,551 | 902,576 |
| Abatement of Expenses | - | - | - | - | - | - |
| Water Meter Lost/Damaged/Repl | 22,650 | 17,176 | 13,295 | 16,075 | 14,366 | 83,563 |
| Misc Fees - New Occ., Same Day Svc | 10,815 | 7,182 | 7,522 | 9,355 | 6,949 | 41,823 |
| Miscellaneous Revenue - Sewer | - | - | - | - | - | - |
| NSF | - | - | - | - | - | - |
| Total Non-Rate Revenue | \$ 224,433 | \$ 48,223 | \$ 143,717 | \$ 662,339 | \$ 70,447 | 1,149,158 |
| Utility Revenue | | | | | | |
| Water Penalty | 30,460 | 33,752 | 31,754 | 37,988 | 34,640 | 168,594 |
| Sewer Penalty | 74,191 | 48,802 | 42,100 | 54,993 | 40,418 | 260,505 |
| Turf Removal, Hi-Eff Rebate | (100) | - | - | - | - | (100) |
| Water Deposits Billed | 16,142 | 15,863 | 16,027 | 17,938 | 13,085 | 79,055 |
| Hydrant Deposits | 315 | 158 | 161 | 68 | - | 702 |
| Sewer Deposits Paid | - | - | - | - | - | - |
| Sewer Deposits Billed | 16,204 | 16,667 | 15,480 | 15,055 | 12,065 | 75,470 |
| Water | 1,329,427 | 1,148,584 | 1,723,704 | 1,493,556 | 835,225 | 6,530,496 |
| Sewer | 2,760,649 | 1,949,745 | 2,492,623 | 2,526,711 | 1,594,009 | 11,323,737 |
| Unapplied Credits | 26,588 | 50,012 | 109,984 | 80,529 | 180,113 | 447,226 |
| Bad Debt Sewer | - | - | - | - | - | - |
| Bad Debt Water | - | - | - | - | - | - |
| Tax Roll Sewer | - | - | - | - | - | - |
| Collection Agency - Water | - | - | - | - | - | - |
| Collection Agency - Sewer | - | - | - | - | - | - |
| Collection Agency - Misc Water | - | - | - | - | - | - |
| Total Utility Revenue | \$4,253,876 | \$3,263,582 | \$4,431,832 | \$ 4,226,839 | \$ 2,709,556 | \$18,885,685 |
| Total Non-Rate + Utility Rev. | 4,478,309 | 3,311,805 | 4,575,549 | 4,889,178 | 2,780,002 | 20,034,843 |

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

| | Increase to Cash per Incode | Adjustments Required to GL Cash | Fund 660-Sewer | Fund 670-Water | Total Cash Per GL | Adjustments To Match RUA to Bank | Cash/CC/Cks Deposit To Bank |
|-----------------|-----------------------------|---------------------------------|----------------|----------------|-------------------|----------------------------------|-----------------------------|
| Nov 2025 | 2,832,208 | 13,916 | 1,651,944 | 1,166,349 | 2,832,208 | 108,965 | 2,941,173 |
| Nov 2024 | 3,234,353 | 22,440 | 1,899,653 | 1,312,260 | 3,234,353 | 170,671 | 3,405,024 |

K. Non-Rate and Extraterritorial Customer Accounts Receivable Aging

| Name | Total as of 11/30/2025 | Current | 31 to 60 days | 61 to 90 days | >90 days |
|------------------------------------|---------------------------|-------------------|-------------------|-----------------|------------------|
| AT&T - Easton | \$ - | - | - | - | - |
| Cedar House | 10,945 | 10,945 | - | - | - |
| CITY OF FONTANA | 131,182 | 131,182 | - | - | - |
| Colton Unified School District | 5,571 | - | - | 5,571 | - |
| County of San Bernardino-CSA 70 BL | - | - | - | - | - |
| Rialto BioEnergy Facilities | - | - | - | - | - |
| Sprint-Nextel | 5,530 | - | - | - | 5,530 |
| San Bernardino Co Waste System Div | 349,264 | - | 349,264 | - | - |
| SB Valley Mun Water District | - | - | - | - | - |
| Vertical Bridge Holdco, LLC (CIG) | 7,544 | 2,830 | - | - | 4,714 |
| Grand Total | \$ 510,035 | \$ 144,957 | \$ 349,264 | \$ 5,571 | \$ 10,243 |

AT&T makes annual payment of one cell tower rent and monthly dues on the other. The negative balance reflects an early payment.

Social Science Service (Cedar House) balance reflects current service fees.

City of Fontana is current with its obligations.

Colton Unified School District has been contacted for the outstanding balance.

County of San Bernardino is current with its obligations.

Rialto Bioenergy Solutions is current with its obligations.

Vertical Bridge Holdco, LLC and Sprint: Vertical Bridge and Sprint have been contacted for open invoices as well.

San Bernardino County Waste System Division's balance is the annual billing of the Standby Water Rights Agreements.

RIALTO WATER
MONTHLY OPERATIONS REPORT

Reporting Period:

November 2025

Prepared for: Rialto Water Services

Prepared by: Veolia Water West Operating Services

RIALTO WATER
OPERATIONS AND MAINTENANCE REPORT

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RIALTO WATER

MONTHLY OPERATIONS REPORT

I. EXECUTIVE SUMMARY

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

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

A. Water Production Totals

Total water delivered into the Rialto system this month was 731.30 acre-feet. 699.56 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). 9.44 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 22.30 acre-feet came from the OPRTP.

| NOVEMBER 2025 DAILY PRODUCTION TOTALS IN ACRE FEET | | | | | | | | | | | |
|--|---------------|--------------|---------------|-------------|--------------|-------------|-------------------|---------------|---------------------|--------------------|--------------------|
| DATE | Chino 2 | City 2 | Rialto 3 | Rialto 5 | Miro 3 | EW-1 | Delivered Via BLF | | | | |
| | | | | | | | City 4A | 6-9 | Cactus ¹ | OPRTP ² | TOTAL ³ |
| 11/1/25 | 6.29 | 10.27 | 6.91 | 0.00 | 0.06 | 0.00 | 9.7 | 0 | 5.28 | 0 | 28.81 |
| 11/2/25 | 5.16 | 9.98 | 5.11 | 0.00 | 6.02 | 0.00 | 9.47 | 4.2 | 4.49 | 0 | 34.96 |
| 11/3/25 | 3.97 | 0 | 4.31 | 0.00 | 6.09 | 0.00 | 7.12 | 5.07 | 5.64 | 0 | 25.08 |
| 11/4/25 | 5.73 | 4.48 | 5.02 | 0.00 | 5.7 | 0.00 | 8.08 | 3.58 | 2.77 | 0 | 27.28 |
| 11/5/25 | 5.00 | 8.42 | 4.68 | 0.00 | 5.82 | 0.00 | 8.63 | 1.79 | 4.17 | 0 | 29.88 |
| 11/6/25 | 5.00 | 0.34 | 4.63 | 0.00 | 5.78 | 0.00 | 8.74 | 3.39 | 4.38 | 0 | 23.52 |
| 11/7/25 | 5.37 | 7.27 | 4.59 | 0.00 | 5.72 | 0.00 | 9.83 | 6.12 | 3.74 | 0 | 32.81 |
| 11/8/25 | 6.01 | 1.7 | 4.95 | 0.00 | 6.07 | 0.00 | 8.8 | 2.82 | 4.63 | 0 | 26.18 |
| 11/9/25 | 4.84 | 0.11 | 4.82 | 0.00 | 6.09 | 0.00 | 9.58 | 8.31 | 4.45 | 0 | 28.62 |
| 11/10/25 | 4.29 | 6.92 | 4.52 | 0.00 | 5.67 | 0.00 | 7.88 | 4.49 | 4.36 | 0 | 30.25 |
| 11/11/25 | 5.87 | 7.32 | 5.44 | 0.00 | 6.62 | 0.00 | 8.07 | 4.84 | 4.66 | 0 | 34.75 |
| 11/12/25 | 3.48 | 2.39 | 4.04 | 0.00 | 5.17 | 0.00 | 8.15 | 5.23 | 3.83 | 0.09 | 24.23 |
| 11/13/25 | 5.71 | 4.67 | 4.88 | 0.00 | 6.11 | 0.00 | 5.7 | 1.51 | 3.35 | 0.91 | 27.14 |
| 11/14/25 | 5.3 | 0.47 | 4.49 | 0.00 | 5.34 | 0.00 | 2.76 | 0.98 | 2.45 | 1.87 | 20.90 |
| 11/15/25 | 6.08 | 0 | 5.00 | 0.00 | 6.40 | 0.00 | 0 | 0 | 3.19 | 2.8 | 23.47 |
| 11/16/25 | 4.1 | 0 | 5.05 | 0.00 | 6.46 | 0.00 | 0 | 0 | 3.14 | 2.69 | 21.44 |
| 11/17/25 | 5.3 | 2.59 | 6.15 | 0.00 | 0.35 | 0.00 | 0 | 0 | 2.59 | 0.68 | 17.66 |
| 11/18/25 | 5.09 | 3.51 | 5.69 | 0.00 | 0 | 0.00 | 1.07 | 0 | 2.24 | 2.24 | 18.77 |
| 11/19/25 | 5.55 | 0.37 | 6.61 | 0.00 | 0.21 | 0.00 | 8.62 | 3.58 | 2.54 | 2.87 | 21.73 |
| 11/20/25 | 5.34 | 0 | 6.15 | 0.00 | 0 | 0.00 | 4.44 | 0.87 | 2.2 | 2.59 | 17.15 |
| 11/21/25 | 5.3 | 0 | 5.92 | 0.00 | 0 | 0.00 | 5.75 | 0 | 2.06 | 2.34 | 15.62 |
| 11/22/25 | 5.71 | 0 | 6.93 | 0.00 | 0 | 0.00 | 5.00 | 4.31 | 3.48 | 3.22 | 23.65 |
| 11/23/25 | 5.39 | 0 | 5.96 | 0.00 | 0 | 0.00 | 8.03 | 7.59 | 1.81 | 0 | 20.75 |
| 11/24/25 | 5.6 | 0 | 5.99 | 0.00 | 0 | 0.00 | 6.74 | 10.39 | 2.75 | 0 | 24.73 |
| 11/25/25 | 4.2 | 0 | 6.35 | 0.00 | 0 | 0.00 | 10.4 | 6.54 | 2.66 | 0 | 19.75 |
| 11/26/25 | 6.12 | 0.24 | 5.96 | 0.00 | 0 | 0.00 | 7.54 | 0.8 | 3.42 | 0 | 16.54 |
| 11/27/25 | 4.52 | 4.42 | 6.33 | 0.00 | 0 | 0.00 | 8.11 | 4.82 | 2.86 | 0 | 22.95 |
| 11/28/25 | 5.14 | 3.13 | 6.26 | 0.00 | 0 | 0.00 | 4.91 | 2.36 | 2.96 | 0 | 19.85 |
| 11/29/25 | 0.87 | 3.48 | 6.84 | 0.00 | 0 | 0.00 | 9.2 | 4.93 | 4.2 | 0 | 20.32 |
| 11/30/25 | 7.13 | 6.17 | 7.78 | 0.00 | 0 | 0.00 | 8.49 | 7.46 | 3.97 | 0 | 32.51 |
| | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| TOTAL | 153.46 | 88.25 | 167.36 | 0.00 | 89.68 | 0.00 | 200.81 | 105.98 | 104.27 | 22.30 | 731.30 |
| MIN | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| MAX | 7.13 | 10.27 | 7.78 | 0.00 | 6.62 | 0.00 | 10.40 | 10.39 | 5.64 | 3.22 | 34.96 |
| AVE | 4.95 | 2.85 | 5.40 | 0.00 | 2.89 | 0.00 | 6.48 | 3.42 | 3.36 | 0.72 | 23.59 |

¹ Measured at point of connection at Cactus Reservoir site including production from City 4A. Amount may vary compared to billing.

² Measured at point of connection at Cedar Reservoir site. Amount may vary as compared to billing.

³ City 4A is not included in total. It has been accounted for in the Purchased total.

NOVEMBER 2025 DAILY BOOSTER TOTALS IN ACRE FEET

| DATE | Booster 1 | Booster 2 | Booster 3 | Booster 4 | Booster 5 | Booster 6-9 | Booster 10 | Booster 11 |
|--------------|------------------|------------------|------------------|------------------|------------------|--------------------|-------------------|-------------------|
| 10/1/25 | 0.00 | 0.00 | 5.79 | 0.00 | 4.38 | 0.00 | 0.00 | 0.00 |
| 10/2/25 | 0.00 | 0.00 | 7.16 | 0.00 | 3.71 | 4.20 | 0.17 | 0.00 |
| 10/3/25 | 0.00 | 0.00 | 2.27 | 0.00 | 0.00 | 5.07 | 0.00 | 0.00 |
| 10/4/25 | 0.00 | 0.00 | 5.32 | 0.00 | 1.13 | 3.58 | 0.00 | 0.00 |
| 10/5/25 | 0.00 | 0.00 | 2.81 | 0.00 | 0.00 | 1.79 | 0.00 | 0.00 |
| 10/6/25 | 0.00 | 0.00 | 2.75 | 0.00 | 5.40 | 3.39 | 0.00 | 0.00 |
| 10/7/25 | 0.00 | 0.00 | 7.66 | 0.00 | 0.00 | 6.12 | 0.00 | 0.00 |
| 10/8/25 | 0.00 | 0.00 | 0.71 | 0.00 | 3.33 | 2.82 | 0.00 | 0.00 |
| 10/9/25 | 0.00 | 0.00 | 4.77 | 0.00 | 0.00 | 8.31 | 0.00 | 0.00 |
| 10/10/25 | 0.00 | 0.00 | 5.91 | 0.00 | 0.00 | 4.49 | 0.00 | 0.00 |
| 10/11/25 | 0.00 | 0.00 | 3.07 | 0.00 | 0.00 | 4.84 | 0.00 | 0.00 |
| 10/12/25 | 0.00 | 0.00 | 9.30 | 0.00 | 1.58 | 5.23 | 0.00 | 0.00 |
| 10/13/25 | 0.00 | 0.00 | 1.46 | 0.00 | 0.00 | 1.51 | 0.00 | 0.00 |
| 10/14/25 | 0.00 | 0.00 | 1.88 | 0.00 | 0.68 | 0.98 | 0.00 | 0.00 |
| 10/15/25 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 10/16/25 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 10/17/25 | 0.00 | 0.00 | 3.21 | 0.00 | 2.57 | 0.00 | 0.00 | 0.00 |
| 10/18/25 | 0.00 | 0.00 | 2.90 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 10/19/25 | 0.00 | 0.00 | 3.13 | 0.00 | 0.00 | 3.58 | 0.00 | 0.00 |
| 10/20/25 | 0.00 | 0.00 | 0.00 | 0.00 | 7.47 | 0.87 | 0.00 | 0.00 |
| 10/21/25 | 0.00 | 0.00 | 0.86 | 0.00 | 2.54 | 0.00 | 0.00 | 0.00 |
| 10/22/25 | 0.00 | 0.00 | 2.73 | 0.00 | 4.17 | 4.31 | 0.00 | 0.00 |
| 10/23/25 | 0.00 | 0.00 | 7.28 | 0.00 | 0.02 | 7.59 | 0.00 | 0.00 |
| 10/24/25 | 0.00 | 0.00 | 7.48 | 0.00 | 0.00 | 10.39 | 0.00 | 0.00 |
| 10/25/25 | 0.00 | 0.00 | 6.02 | 0.00 | 0.00 | 6.54 | 0.00 | 0.00 |
| 10/26/25 | 0.00 | 0.00 | 0.14 | 0.00 | 3.56 | 0.80 | 0.00 | 0.00 |
| 10/27/25 | 0.00 | 0.00 | 8.59 | 0.00 | 3.55 | 4.82 | 0.00 | 0.00 |
| 10/28/25 | 0.00 | 0.00 | 2.47 | 0.00 | 2.72 | 2.36 | 0.00 | 0.00 |
| 10/29/25 | 0.00 | 0.00 | 4.47 | 0.00 | 4.65 | 4.93 | 0.00 | 0.00 |
| 10/30/25 | 0.00 | 0.00 | 9.05 | 0.00 | 0.00 | 4.87 | 0.00 | 0.00 |
| | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| TOTAL | 0.00 | 0.00 | 149.25 | 0.00 | 40.11 | 108.97 | 0.06 | 0.00 |
| MIN | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| MAX | 0.00 | 0.00 | 17.79 | 0.00 | 6.98 | 9.82 | 0.04 | 0.00 |
| AVE | 0.00 | 0.00 | 4.98 | 0.00 | 1.29 | 3.52 | 0.00 | 0.00 |

B. Static Water Levels

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

| Well levels | | | | | | | | | | | | | |
|---|-----------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|
| Wells Depth to Pump | Historical Maximum Depth to Water | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sept | Oct | Nov |
| Chino # 1 (580 ft) In-active well | 429' | 410' | 412' | 414' | 414' | 413' | 413' | 413' | 411' | 410' | 410' | 410' | 411' |
| Chino # 2 (550 ft) | 369' | 342' | 341' | 335' | 338' | 335' | 337' | 334' | 334' | 333' | 331' | 333' | 334' |
| City # 1 (260 ft) | 392' | 121' | 126' | 121' | 122' | 119' | 117' | 119' | 121' | 120' | 120' | 122' | 122' |
| City # 2 (480 ft) | 402' | 147' | 146' | 128' | 130' | 128' | 122' | 129' | 131' | 125' | 126' | 126' | 126' |
| City # 3 (525 ft) Out of Service | 505' | 414' | 414' | 415' | 416' | 416' | 414' | 417' | 418' | 418' | 417' | 417' | 417' |
| City # 4A (528 ft) | 406' | 381' | 374' | 377' | 375' | 373' | 362' | 367' | 370' | 366' | 360' | 359' | 363' |
| City # 5 (385 ft) In-active well | 364' | 318' | 318' | 321' | 318' | 318' | 316' | 316' | 316' | 316' | 317' | 318' | 319' |
| Rialto # 1 (650 ft) In-active well | 588' | 561' | 555' | 571' | 569' | 565' | 563' | 564' | 565' | 562' | 563' | 566' | 566' |
| Rialto # 2 (550 ft) In-active well | 502' | 499' | 501' | 496' | 495' | 502' | 496' | 498' | 498' | 497' | 496' | 494' | 496' |
| Rialto # 3 (509 ft) | 478' | 472' | 473' | 473' | 472' | 472' | 470' | 470' | 472' | 471' | 471' | 474' | 474' |
| Rialto # 4 (450 ft) In-active well | 418' | 413' | 414' | 415' | 416' | 415' | 415' | 414' | 413' | 414' | 413' | 412' | 412' |
| Rialto # 5 (560 ft) | 387' | 385' | 385' | 384' | 384' | 386' | 386' | 387' | 387' | 387' | 386' | 386' | 386' |
| Rialto Well # 7 In-active well | 362' | 362' | 360' | 360' | 359' | 353' | 356' | 354' | 356' | 357' | 357' | 357' | 476' |
| Miro # 3 (563 ft) | 492' | 484' | 484' | 484' | 484' | 483' | 483' | 481' | 480' | 479' | 480' | 480' | 478' |
| EW-1 (780 ft) | 480' | 475' | 474' | 472' | 475' | 475' | 474' | 475' | 460' | 471' | 467' | 480' | 477' |

II. REGULATORY

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

A. Regulatory Submittals

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

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

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

| Sample Date 11/05/2025 | Sample Site Location Results | | | | | | | | | |
|---------------------------------|------------------------------|---------|--------|---------|----------|----------|----------------|------|------------|----------------|
| | Type of Sampling | Chino 2 | City 2 | City 4A | Rialto 3 | Rialto 5 | Miro 3 | EW-1 | BLF Cactus | BLF 6-9 |
| Total Coliform | A | A | A | A | A | A | OUT OF SERVICE | A | A | OUT OF SERVICE |
| E. Coli | A | A | A | A | A | A | | A | A | |
| Nitrate as N | 3.0 | | | | | | | | | |
| Perchlorate (ClO ₄) | 1.7* | | | | 7.2* | <1.0 | 8.7* | | | |
| Total Dissolved Solids | 240 | 190 | 290 | 200 | 220 | 260 | | 320 | 320 | |

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

B. Sample Site Location Results

| Rialto Distribution Sample Results | | | | | | |
|------------------------------------|---------------------|----------------|------------|--------------------|----------------|------------|
| November 2025 | | | | | | |
| Sample Location | Free Cl Res (Field) | Total Coliform | E. Coli | Apparent Color | Odor Threshold | Turbidity |
| CYCLE 1 - 11/04/25 | mg/l | P/A | P/A | Color Units | TON | NTU |
| 335 W. Rialto | 1.20 | A | A | <3.0 | 1 | <0.10 |
| 1228 W. Merrill | 1.10 | A | A | <3.0 | 1 | 0.13 |
| 256 N. Fillmore | 1.30 | A | A | <3.0 | 1 | <0.10 |
| 987 W. Grove | 1.20 | A | A | <3.0 | 1 | <0.10 |
| 978 N. Driftwood | 1.10 | A | A | <3.0 | 1 | <0.10 |
| 1451 N. Linden | 1.10 | A | A | <3.0 | 1 | <0.10 |
| 469 W. Jackson | 1.10 | A | A | <3.0 | 1 | <0.10 |
| 935 E. Mariposa | 1.10 | A | A | <3.0 | 1 | <0.10 |
| 1000 N. Joyce | 1.10 | A | A | <3.0 | 1 | <0.10 |
| 766 N. Chestnut | 1.10 | A | A | <3.0 | 1 | <0.10 |
| 149 W. Victoria | 1.10 | A | A | <3.0 | 1 | 0.18 |
| 313 E. McKinley | 1.20 | A | A | <3.0 | 1 | 0.32 |
| 609 E. South | 1.20 | A | A | <3.0 | 1 | 0.13 |
| 273 E. Alru | 1.40 | A | A | <3.0 | 1 | 0.12 |
| 1161 S. Lilac | 1.20 | A | A | <3.0 | 1 | <0.10 |
| 101 E. Valley | 0.90 | A | A | <3.0 | 1 | 0.25 |
| CYCLE 2 - 11/12/25 | mg/l | P/A | P/A | Color Units | TON | NTU |
| 210 N. Park | 1.20 | A | A | | | |
| 101 S. Larch | 2.00 | A | A | | | |
| 320 N. Wisteria | 1.20 | A | A | | | |
| 861 W. Grove | 1.20 | A | A | | | |
| 1168 N. Glenwood | 1.20 | A | A | | | |
| 1320 N. Fitzgerald | 1.10 | A | A | | | |
| 860 N. Willow | 0.97 | A | A | | | |
| 209 E. Cornell | 1.10 | A | A | | | |
| 643 E. Margarita | 1.10 | A | A | | | |
| 1170 N. Terrace Rd. | 1.20 | A | A | | | |
| 681 E. Erwin | 1.10 | A | A | | | |
| 402 E. Merrill | 1.20 | A | A | | | |
| 261 W. Wilson | 1.10 | A | A | | | |
| 532 S. Iris | 1.20 | A | A | | | |
| 281 W. Hawthorne | 1.20 | A | A | | | |
| 379 W. Valley | 1.10 | A | A | | | |

| Rialto Distribution Sample Results | | | | | | |
|------------------------------------|------------------------|-------------------|------------|--------------------|-------------------|------------|
| October 2025 | | | | | | |
| Sample Location | Free Cl Res (Field) | Total Coliform | E. Coli | Apparent Color | Odor Threshold | Turbidity |
| CYCLE 3 - 11/18/25 | mg/l | P/A | P/A | Color Units | TON | NTU |
| 236 N. Willow | 1.00 | A | A | | | |
| 775 E. Foothill | 1.00 | A | A | | | |
| 878 N. Primrose | 1.00 | A | A | | | |
| 369 E. Van Koevering | 1.00 | A | A | | | |
| 274 W. Valencia | 1.40 | A | A | | | |
| 1566 N. Fillmore | 1.00 | A | A | | | |
| 932 N. Idyllwild | 1.20 | A | A | | | |
| 644 N. Smoketree | 1.00 | A | A | | | |
| 605 W. Rosewood | 1.00 | A | A | | | |
| 1189 W. Second | 1.00 | A | A | | | |
| 775 W. Rialto | 1.00 | A | A | | | |
| 211 E. Wilson | 1.10 | A | A | | | |
| 595 E. Huff | 1.20 | A | A | | | |
| 1005 S. Riverside | 1.30 | A | A | | | |
| 794 S. Verde | 1.40 | A | A | | | |
| 1055 W. Bloomington | 1.20 | A | A | | | |
| CYCLE 4 - 11/25/25 | mg/l | P/A | P/A | Color Units | TON | NTU |
| 375 S. Cactus | 1.60 | A | A | | | |
| 101 S. Linden | 1.20 | A | A | | | |
| 234 N. Larch | 1.60 | A | A | | | |
| 575 N. Driftwood | 1.40 | A | A | | | |
| 1355 W. Shamrock | 1.20 | A | A | | | |
| 992 N. Yucca | 1.30 | A | A | | | |
| 481 W. Cornell | 1.40 | A | A | | | |
| 158. E. Shamrock | 1.40 | A | A | | | |
| 749 E. Holly | 1.30 | A | A | | | |
| 545 E. Victoria | 1.20 | A | A | | | |
| 200 N. Sycamore | 0.96 | A | A | | | |
| 407 E. Allen | 1.30 | A | A | | | |
| 399 E. Montrose | 1.40 | A | A | | | |
| 856 S. Orange | 1.40 | A | A | | | |
| 911 S. Cactus | 1.30 | A | A | | | |
| 220 W. Valley | 1.40 | A | A | | | |
| P/A + Present or Absent | | | | | | |

C. Violations

No violations were received during this reporting period.

D. Source Water Total Dissolved Solids (TDS)

Veolia has a goal of maintaining an acceptable blended TDS level between all its sources. This goal is achieved by shifting production to or from the lowest TDS wells or purchased low TDS water while adhering to the overall water supply strategy and meeting system demands. The TDS was 236 mg/L for the month of November as compared to 250 mg/L in October. The TDS levels are below the secondary maximum contaminant level requirements.

III. HEALTH AND SAFETY

A. Monthly Safety Program Overview

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

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

IV. CHEMICAL USE

Sodium hypochlorite is the only chemical added to the water system. A total of 2491 gallons of sodium hypochlorite was used in November as compared to 3330 gallons used in October.

V. ELECTRICAL USE

Southern California Edison (SCE) has not provided all of the data for October/ November 2025. We will provide the data as it is received, thus will include yearly usage received to date.

| SCE | | kWh |
|------|-----------|--------------|
| Year | Month | Billed Usage |
| 2024 | October | 529,208 |
| 2024 | November | 266,378 |
| 2024 | December | 247,546 |
| 2025 | January | 360,398 |
| 2025 | February | 294,421 |
| 2025 | March | 223,709 |
| 2025 | April | 428,976 |
| 2025 | May | 505,764 |
| 2024 | June | 575,467 |
| 2025 | July | 842,561 |
| 2025 | August | 669,021 |
| 2025 | September | 752,171 |

VI. WATER QUALITY COMPLAINTS

No complaints were received during this reporting period.

VII. OPERATIONS UPDATE

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

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

A. Operational Wells

EW-1 well was out of service due to pump issues. OPRTP meter was turned off in October.

B. Valve Activity

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

| Valve Turning Progress | |
|-------------------------------|----------------------|
| | Valves Turned |
| 2020 | 530 |
| 2021 | 340 |
| 2022 | 463 |
| 2023 | 750 |
| 2024 | 379 |
| 2025 | 334 |

C. Hydrant Flushing

There are 63 hydrant/dead ends that are flushed annually to maintain water quality. Eight flushings were performed in November.

| Hydrant/Dead End Flushing Progress | |
|---|-------------|
| | 2025 |
| January | 0 |
| February | 0 |
| March | 6 |
| April | 6 |
| May | 11 |
| June | 0 |
| July | 0 |
| August | 29 |
| September | 3 |

| | |
|-------------------------|-----------|
| October | 0 |
| November | 8 |
| Total | 55 |
| Progress % (100) | |

D. Sanitary Survey

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

VIII. ASSET MANAGEMENT

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

- Preventive Maintenance –299
- Corrective Maintenance –0
- Predictive Maintenance –0

215– PMs planned for December 2025

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

The following work orders were completed by Water distribution staff for the month of November:

- Main line – 1
- Service line – 6
- Hydrants - 3
- Angle Meter Stop – 8
- Meter Box & Lid Replacement – 11
- Meter Leaks/ Replacements - 25

B. Major Equipment and/or Machinery Outages

EW-1 well was out of service due to pump issues. OPRTP meter was turned off in October.

IX. RAINFALL TOTALS

Highland - Los Angeles Basin - Station 251

| Month Year | Total ETo (in) | Total Precip (in) | Avg Sol Rad (Ly/day) | Avg Vap Pres (mBars) | Avg Max Air Temp (°F) | Avg Min Air Temp (°F) | Avg Air Temp (°F) | Avg Max Rel Hum (%) | Avg Min Rel Hum (%) | Avg Rel Hum (%) | Avg Dew Point (°F) | Avg Wind Speed (mph) | Avg Soil Temp (°F) |
|------------|----------------|-------------------|----------------------|----------------------|-----------------------|-----------------------|-------------------|---------------------|---------------------|-----------------|--------------------|----------------------|--------------------|
| Jan 2025 | 2.81 | 1.87 | 261 | 5.4 | 66.4 | 38.9 | 52.5 | 65 | 26 | 42 | 27.1 | 4.0 | 49.8 |
| Feb 2025 | 2.87 | 4.35 | 321 | 8.9 | 71.3 | 45.9 | 57.8 | 80 | 37 | 56 | 40.7 | 3.5 | 53.8 |
| Mar 2025 | 3.66 | 3.01 | 389 | 9.7 | 67.2 | 45.8 | 55.7 | 87 | 43 | 65 | 43.5 | 4.0 | 56.8 |
| Apr 2025 | 4.90 | 1.39 | 480 | 9.8 | 73.3 | 48.8 | 60.3 | 82 | 34 | 56 | 43.5 | 4.2 | 61.2 |
| May 2025 | 6.07 | 3.78 | 558 | 13.1 | 80.1 | 55.7 | 66.9 | 85 | 39 | 61 | 51.7 | 4.3 | 66.6 |
| Jun 2025 | 7.31 | 2.58 | 666 | 15.0 | 88.8 | 59.5 | 73.1 | 82 | 33 | 55 | 55.3 | 4.5 | 71.4 |
| Jul 2025 | 8.05 | 1.98 | 676 | 15.1 | 92.1 | 60.9 | 75.6 | 80 | 27 | 50 | 55.5 | 4.5 | 73.6 |
| Aug 2025 | 7.58 | 1.90 | 590 | 15.8 | 98.7 | 64.9 | 80.2 | 74 | 25 | 45 | 56.7 | 4.0 | 74.6 |
| Sep 2025 | 5.31 | 2.32 | 452 | 16.7 | 89.6 | 64.1 | 75.6 | 79 | 35 | 56 | 58.2 | 3.8 | 73.7 |
| Oct 2025 | 3.98 | 1.44 | 381 | 12.3 | 81.9 | 53.4 | 66.6 | 81 | 33 | 56 | 49.4 | 3.3 | 66.5 |
| Nov 2025 | 2.39 | 3.31 | 260 | 10.6 | 75.7 | 49.6 | 61.2 | 82 | 37 | 59 | 45.7 | 2.8 | 60.3 |
| Tots/Avg | 54.93 | 27.9 | 458 | 12.0 | 80.3 | 53.4 | 66.0 | 80 | 34 | 55 | 47.9 | 3.9 | 64.4 |

RIALTO WASTEWATER

MONTHLY OPERATIONS REPORT

Reporting Period:
November 2025

Prepared for: - Rialto Water Services



Prepared by: - Veolia Water West Operating Services



RIALTO WASTEWATER OPERATIONS AND MAINTENANCE REPORT

Contents

EXECUTIVE SUMMARY

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

TABLES

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

RIALTO WASTEWATER

MONTHLY OPERATIONS REPORT

EXECUTIVE SUMMARY

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

- The treatment plant performed well and met all compliance parameters.
- There was one residential call-out for sewer-related issues.

1. Collection System/Customer Service Log

- Collections group activities this month:

| Category | Current Month Statistics | Prior Month Statistics | 2025 Year to Date Statistics |
|--|--------------------------|------------------------|------------------------------|
| Sanitary sewers are cleaned using the conventional method, including feet, which includes "Hot spot cleaning." | 22,805 | 23,473 | 235,281 |
| Sanitary sewers assessed using the SL-RAT method, feet | 0 | 0 | 21,112 |
| CCTV Inspection, miles (26 is the annual goal)* | 2.09 | 2.93 | 25.8 |
| Manhole Inspections | 0 | 0 | 39 |
| USA Dig Alert Markings, count | 23 | 26 | 347 |
| Residential call-outs | 1 | 0 | 22 |
| Sanitary sewer overflows | 0 | 0 | 2 |

- S.S.O. N/A
- Customer Service Call Outs – See Item 9 for details.

2. Wastewater Treatment Plant – Monthly Overview

- NPDES discharge compliance parameters were achieved.

- Significant events during the month were:

None

3. Treatment Facility Performance/Laboratory Activities

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

4. Monthly Safety Program Overview

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

*A lost time incident has not occurred since 9-3-2020, totaling 1,913 days.

5. Biosolids, Chemicals, and Utilities

a. Monthly Biosolids Production

| Biosolids | Current Month Statistics | Prior Month Statistics | 2025 Year-to-Date Statistics |
|-------------------|--------------------------|------------------------|------------------------------|
| Wet Tons Produced | 1074.56 | 1388.75 | 12,476.56 |

b. Monthly Chemical Consumption

| Chemical | Current Month Gallons Used | Prior Month Gallons Used |
|---|----------------------------|--------------------------|
| Sodium Hypochlorite, Tertiary Disinfection | 28,886 | 29,735 |
| Sodium Bisulfite, Discharge Dechlorination | 10,031 | 10,014 |
| Ferrous Chloride, Digester Gas Conditioning | 4,180 | 3,260 |
| Polymer, Gravity Belt Thickener | 454 | 491 |
| Polymer, Belt Filter Press | 722 | 726 |
| Alum, Tertiary Filters | 1 | 1 |

c. Monthly Utilities Consumption

| Utility | | Prior Month Statistics |
|--------------------------------|------------|------------------------|
| Electricity WWTP, KWH | 377336 | 385693 |
| Electricity Lilac LS, KWH | 895 | 784 |
| Electricity Sycamore LS, KWH* | 539 | 478 |
| Electricity Ayala LS, KWH | 8561 | 8274 |
| Electricity Agua Mansa LS, KWH | 2867 | 2593 |
| Electricity Cactus LS, KWH | 1593 | 1590 |
| Electricity Ramrod LS, KWH | 680 | 591 |
| Frisbee Park LS, KWH | 680 | 703 |
| El Rancho Verde LS, KWH | 2085 | 2426 |
| Natural Gas WWTP, Therms | 4569 | 3251 |

* LS is in bypass mode, pending CIP completion

6. Odor Complaints Received/Actions Taken

None

7. Major Equipment and/or Machinery Outages

- Sludge Holding Tank
- Aeration Basin #3 is currently offline.

8. Outside Agency Activities during the Month

- a. Government agency or property insurance inspections
None
- b. Government agency environmental, health, or safety tests/monitoring
Permit testing was completed for this month
- c. Government agency notices of violation received
None
- d. Government agency monitoring
Routine monitoring reports were submitted.
- e. Other matters of concern
None

9. Customer Service Callout Details Log

| Date | Address | Comments | Personnel | Manhole | To Manhole |
|------------|-----------------|---|-----------|---------|------------|
| 11/25/2025 | 2257 N Sycamore | The customer called regarding a blocked sewage line. Upon inspection, roots were found in the customer's lateral. Customer was notified issue was their responsibility. | ET | | |

Table 1 Summary

Table 1 Summary

November 2025

| | Rialto | Rialto | Rialto | Rialto | Rialto | Rialto WRF Effluent | | | Rialto WRF Influent | | Rialto WRF Effluent | | |
|------------|--------|---------------|--------|--------|-------------------|---------------------|-------------------|---------------|---------------------|-------------------|---------------------|-------------------|---------------|
| | Flow | Effluent Flow | BOD | BOD | Influent BOD Load | Effluent BOD | Effluent BOD Load | BOD % Removal | Influent TSS | Influent TSS Load | Effluent TSS | Effluent TSS Load | TSS % Removal |
| Date | MGD | MGD | mg/l | mg/l | lbs/day | mg/L | lbs/day | % | mg/L | lbs/day | mg/L | lbs/day | % |
| 11/1/2025 | 6.17 | 6.80 | | | | | | | | | | | |
| 11/2/2025 | 7.00 | 7.65 | | | | | | | | | | | |
| 11/3/2025 | 7.02 | 7.28 | 350 | 350 | 20,491 | <2.5 | 151.79 | 99.30 | 260.00 | 15222.00 | 0.80 | 49.00 | 99.70 |
| 11/4/2025 | 7.13 | 7.46 | | | | | | | | | | | |
| 11/5/2025 | 6.43 | 7.06 | | | | | | | | | | | |
| 11/6/2025 | 6.67 | 7.04 | | | | | | | | | | | |
| 11/7/2025 | 6.86 | 7.24 | 360 | 360 | 20,596 | <5.0 | 301.91 | 98.60 | | | | | |
| 11/8/2025 | 6.56 | 7.12 | | | | | | | | | | | |
| 11/9/2025 | 6.99 | 7.44 | | | | | | | | | | | |
| 11/10/2025 | 6.98 | 7.54 | 390 | 390 | 22,703 | <5.0 | 314.42 | 98.70 | 160.00 | 9314.00 | 0.80 | 50.00 | 99.50 |
| 11/11/2025 | 6.70 | 7.11 | | | | | | | | | | | |
| 11/12/2025 | 7.51 | 7.29 | | | | | | | | | | | |
| 11/13/2025 | 6.39 | 7.76 | | | | | | | | | | | |
| 11/14/2025 | 6.98 | 7.61 | 210 | 210 | 12,225 | 2.9 | 184.06 | 98.60 | | | | | |
| 11/15/2025 | 7.58 | 6.83 | | | | | | | | | | | |
| 11/16/2025 | 7.22 | 8.49 | | | | | | | | | | | |
| 11/17/2025 | 7.48 | 7.62 | 270 | 270 | 16,843 | 3.1 | 197.01 | 98.90 | 120.00 | 7486.00 | 1.00 | 64.00 | 99.20 |
| 11/18/2025 | 7.12 | 7.27 | | | | | | | | | | | |
| 11/19/2025 | 6.55 | 7.13 | | | | | | | | | | | |
| 11/20/2025 | 6.77 | 7.39 | | | | | | | | | | | |
| 11/21/2025 | 7.06 | 7.51 | 260 | 260 | 15,309 | 3.2 | 200.43 | 98.80 | | | | | |
| 11/22/2025 | 7.16 | 7.05 | | | | | | | | | | | |
| 11/23/2025 | 6.40 | 7.49 | | | | | | | | | | | |
| 11/24/2025 | 7.00 | 7.32 | 410 | 410 | 23,936 | <5.0 | 305.24 | 98.80 | 260.00 | 15179.00 | 1.00 | 61.00 | 99.60 |
| 11/25/2025 | 6.84 | 7.27 | | | | | | | | | | | |
| 11/26/2025 | 6.81 | 7.29 | 340 | 340 | 19,310 | 3.2 | 194.56 | 99.10 | | | | | |
| 11/27/2025 | 7.34 | 8.24 | | | | | | | | | | | |
| 11/28/2025 | 7.28 | 6.99 | | | | | | | | | | | |
| 11/29/2025 | 5.58 | 6.83 | | | | | | | | | | | |
| 11/30/2025 | 6.60 | 6.83 | | | | | | | | | | | |
| Minimum | 5.58 | 6.80 | 210 | 210 | 12,225 | <2.5 | 151.79 | 98.60 | 120.00 | 7486.00 | 0.80 | 49.00 | 99.20 |
| Maximum | 7.58 | 8.49 | 410 | 410 | 23,936 | <5.0 | 314.42 | 99.30 | 260.00 | 15222.00 | 1.00 | 64.00 | 99.70 |
| Total | 206.18 | 219.95 | 2,590 | 2,590 | 151,414 | <29.9 | 1849.40 | 790.70 | 800.00 | 47201.00 | 3.60 | 223.00 | 398.00 |
| Average | 6.87 | 7.33 | 324 | 324 | 18,927 | <3.7 | 231.18 | 98.90 | 200.00 | 11800.00 | 0.90 | 56.00 | 99.50 |

Table 2 Summary

Table 2 Summary

November 2025

| | Rialto | Rialto WRF\Effluent | | Rialto WRF\Eff | | Rialto WRF\Effluent | | Rialto | Rialto |
|------------|-----------------------|----------------------------|--------------|--------------------|--------------|---------------------|---------------|-----------------------------|-----------------------------|
| | Influent Conductivity | Eff Conductivity Daily Ave | Influent COD | Final Effluent COD | Influent TDS | Filter Effluent TDS | EFF FINAL TDS | Influent Inorganic Nitrogen | Effluent Inorganic Nitrogen |
| Date | (uS/cm) | (uS/cm) | mg/l | mg/l | mg/l | mg/l | mg/L | mg/L | mg/l as N |
| 11/1/2025 | 1446.00 | 840.00 | | | | | | | |
| 11/2/2025 | 1203.00 | 863.00 | | | | | | | |
| 11/3/2025 | 1560.00 | 868.00 | | | | | | | |
| 11/4/2025 | 1526.00 | 893.00 | 740 | 22.0 | 520.00 | 420.00 | 470.00 | 40.00 | 7.00 |
| 11/5/2025 | 1498.00 | 882.00 | | | | | | | |
| 11/6/2025 | 1565.00 | 872.00 | | | | | | | |
| 11/7/2025 | 1526.00 | 891.00 | | | | | | | |
| 11/8/2025 | 1191.00 | 920.00 | | | | | | | |
| 11/9/2025 | 1112.00 | 918.00 | | | | | | | |
| 11/10/2025 | 1640.00 | 893.00 | | | | | | | |
| 11/11/2025 | 1455.00 | 905.00 | | | | | | | |
| 11/12/2025 | 1685.00 | 914.00 | | | | | | | |
| 11/13/2025 | 1375.00 | 916.00 | | | | | | | |
| 11/14/2025 | 1527.00 | 903.00 | | | | | | | |
| 11/15/2025 | 1263.00 | 889.00 | | | | | | | |
| 11/16/2025 | 1175.00 | 835.00 | | | | | | | |
| 11/17/2025 | 1445.00 | 851.00 | | | | | | | |
| 11/18/2025 | 1447.00 | 867.00 | | | | | | | |
| 11/19/2025 | 1487.00 | 881.00 | | | | | | | |
| 11/20/2025 | 1360.00 | 885.00 | | | | | | | |
| 11/21/2025 | 1157.00 | 868.00 | | | | | | | |
| 11/22/2025 | 1433.00 | 882.00 | | | | | | | |
| 11/23/2025 | 1394.00 | 913.00 | | | | | | | |
| 11/24/2025 | 1442.00 | 927.00 | | | | | | | |
| 11/25/2025 | 1514.00 | 921.00 | | | | | | | |
| 11/26/2025 | 1554.00 | 912.00 | | | | | | | |
| 11/27/2025 | 1497.00 | 932.00 | | | | | | | |
| 11/28/2025 | 1625.00 | 929.00 | | | | | | | |
| 11/29/2025 | 1488.00 | 958.00 | | | | | | | |
| 11/30/2025 | 1362.00 | 963.00 | | | | | | | |
| | | | | | | | | | |
| Minimum | 1112.00 | 835.00 | 740 | 22.0 | 520.00 | 420.00 | 470.00 | 40.00 | 7.00 |
| Maximum | 1685.00 | 963.00 | 740 | 22.0 | 520.00 | 420.00 | 470.00 | 40.00 | 7.00 |
| Average | 1432.00 | 896.00 | 740 | 22.0 | 520.00 | 420.00 | 470.00 | 40.00 | 7.00 |

Table 3 Summary

Table 3 Summary

November 2025

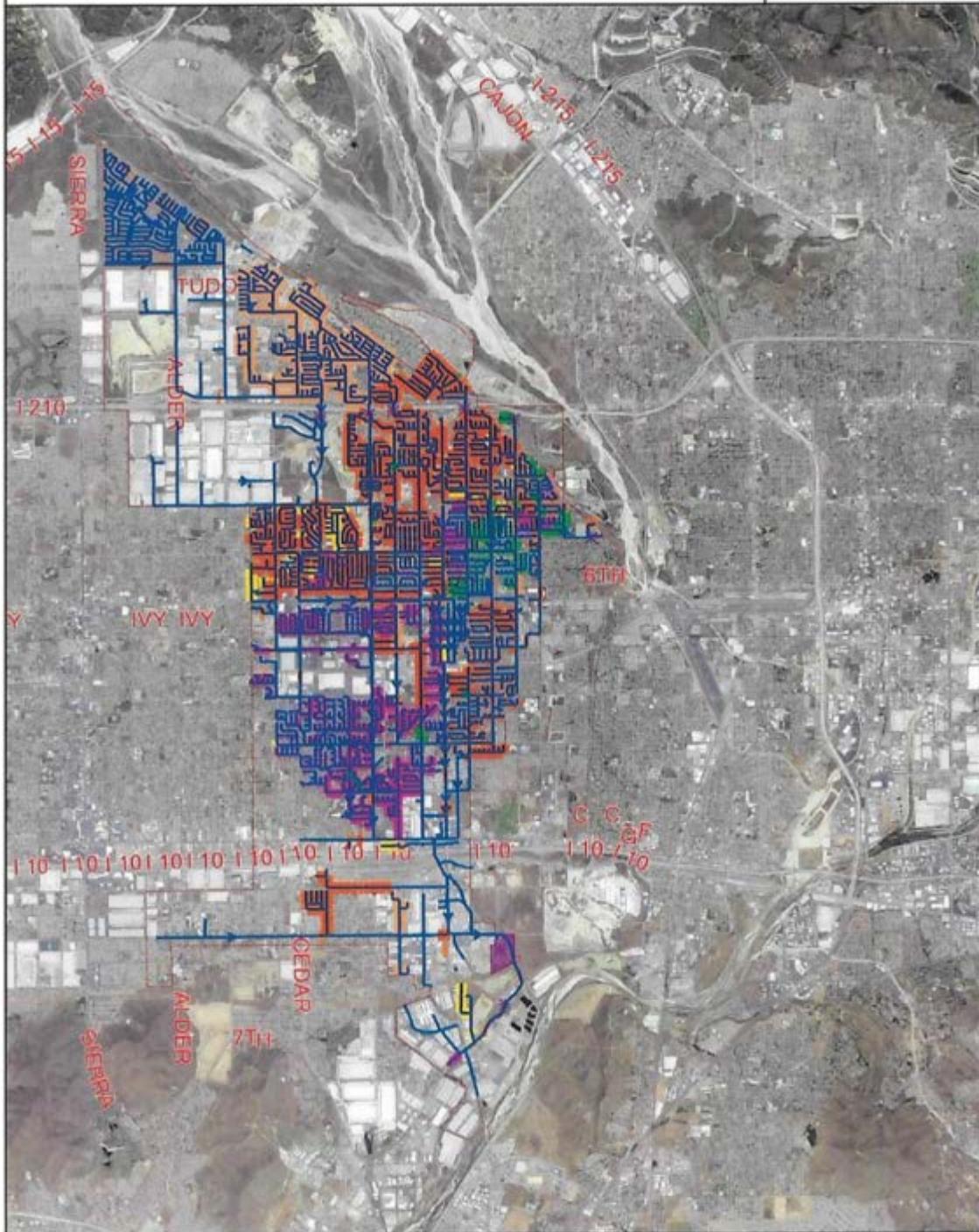
| | Rialto WRF\Influent | | Rialto WRF\Effluent | | Rialto WRF\Eff | | Rialto WRF\Effluent | | Tranfer | Tranfer | Rialto | Tranfer Data |
|------------|---------------------|---------------------|---------------------|------------------|-------------------------|--------------------------------|----------------------------------|---------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | Influent pH | 24 hr avg. effl. pH | Effluent Temp | Effluent Ammonia | Effluent Total Coliform | Effluent Coliform 7 Day Median | Effluent Cyanide, Free Available | Eff Di(2-ethylhexyl) phthalate (DEHP) | FIT- 8321 ADG #2 Flow | FIT- 8321 ADG #2 Flow | Natural Gas Daily Use | FIT- 8321 ADG #2 Flow |
| Date | SU | SU | Deg C | mg/L | MPN/100mL | MPN/100ML | ug/L | ug/l | cu ft/day | cu ft/day | cf/day | cu ft/day |
| 11/1/2025 | 6.77 | 7.55 | 26.40 | | 2.0 | <1.80 | | | 133809.00 | 133809.00 | 2300.00 | 133809.00 |
| 11/2/2025 | 7.69 | 7.55 | 26.60 | | <1.8 | <1.80 | | | 122937.00 | 122937.00 | 22900.00 | 122937.00 |
| 11/3/2025 | 6.95 | 7.57 | 26.40 | 0.07 | <1.8 | <1.80 | | | 151205.00 | 151205.00 | 21400.00 | 151205.00 |
| 11/4/2025 | 6.63 | 7.54 | 26.30 | | 2.0 | <1.80 | | <5.00 | 148134.00 | 148134.00 | 22500.00 | 148134.00 |
| 11/5/2025 | 7.30 | 7.58 | 26.50 | | 2.0 | 2.00 | | | 137219.00 | 137219.00 | 19900.00 | 137219.00 |
| 11/6/2025 | 6.68 | 7.48 | 26.20 | | <1.8 | <1.80 | | | 140244.00 | 140244.00 | 800.00 | 140244.00 |
| 11/7/2025 | 7.23 | 7.31 | 26.20 | | <1.8 | <1.80 | | | 140530.00 | 140530.00 | 2600.00 | 140530.00 |
| 11/8/2025 | 7.39 | 7.32 | 26.60 | | <1.8 | <1.80 | | | 133937.00 | 133937.00 | 17900.00 | 133937.00 |
| 11/9/2025 | 7.29 | 7.38 | 26.70 | | <1.8 | <1.80 | | | 132975.00 | 132975.00 | 22300.00 | 132975.00 |
| 11/10/2025 | 6.91 | 7.38 | 26.30 | 0.06 | 1.8 | <1.80 | | | 145313.00 | 145313.00 | 23800.00 | 145313.00 |
| 11/11/2025 | 7.00 | 7.34 | 26.40 | | <1.8 | <1.80 | | | 126462.00 | 126462.00 | 22800.00 | 126462.00 |
| 11/12/2025 | 7.40 | 7.30 | 26.60 | | <1.8 | <1.80 | | | 140475.00 | 140475.00 | 21900.00 | 140475.00 |
| 11/13/2025 | 6.91 | 7.26 | 26.30 | | <1.8 | <1.80 | | | 144317.00 | 144317.00 | 23200.00 | 144317.00 |
| 11/14/2025 | 7.28 | 7.28 | 26.50 | | <1.8 | <1.80 | | | 139830.00 | 139830.00 | 22400.00 | 139830.00 |
| 11/15/2025 | 7.26 | 7.19 | 26.30 | | <1.8 | <1.80 | | | 148751.00 | 148751.00 | 21900.00 | 148751.00 |
| 11/16/2025 | 6.35 | 7.17 | 25.50 | | 2.0 | <1.80 | | | 126172.00 | 126172.00 | 21100.00 | 126172.00 |
| 11/17/2025 | 6.53 | 7.26 | 25.40 | 0.07 | <1.8 | <1.80 | | | 144144.00 | 144144.00 | 22900.00 | 144144.00 |
| 11/18/2025 | 8.01 | 7.30 | 25.20 | | <1.8 | <1.80 | | | 137421.00 | 137421.00 | 1300.00 | 137421.00 |
| 11/19/2025 | 7.45 | 7.30 | 24.90 | | 2.0 | <1.80 | | | 145766.00 | 145766.00 | 1200.00 | 145766.00 |
| 11/20/2025 | 7.50 | 7.26 | 25.00 | | <1.8 | <1.80 | | | 137112.00 | 137112.00 | 22900.00 | 137112.00 |
| 11/21/2025 | 7.41 | 7.28 | 25.00 | | <1.8 | <1.80 | | | 129007.00 | 129007.00 | 22700.00 | 129007.00 |
| 11/22/2025 | 7.19 | 7.26 | 24.40 | | <1.8 | <1.80 | | | 142155.00 | 142155.00 | 21000.00 | 142155.00 |
| 11/23/2025 | 7.56 | 7.31 | 24.40 | | <1.8 | <1.80 | | | 157137.00 | 157137.00 | 23600.00 | 157137.00 |
| 11/24/2025 | 7.21 | 7.37 | 24.70 | 0.08 | <1.8 | <1.80 | | | 163160.00 | 163160.00 | 27900.00 | 163160.00 |
| 11/25/2025 | 7.06 | 7.39 | 24.80 | | <1.8 | <1.80 | | | 148820.00 | 148820.00 | 16400.00 | 148820.00 |
| 11/26/2025 | 7.27 | 7.36 | 24.20 | | <1.8 | <1.80 | | | 158667.00 | 158667.00 | 22200.00 | 158667.00 |
| 11/27/2025 | 6.97 | 7.33 | 24.70 | | <1.8 | <1.80 | | | 160757.00 | 160757.00 | 23800.00 | 160757.00 |
| 11/28/2025 | 7.23 | 7.37 | 24.70 | | <1.8 | <1.80 | | | 179038.00 | 179038.00 | 22700.00 | 179038.00 |
| 11/29/2025 | 7.10 | 7.36 | 24.50 | | <1.8 | <1.80 | | | 160008.00 | 160008.00 | 20300.00 | 160008.00 |
| 11/30/2025 | 7.55 | 7.34 | 24.40 | | <1.8 | <1.80 | | | 167710.00 | 167710.00 | 21600.00 | 167710.00 |
| Minimum | 6.35 | 7.17 | 24.20 | 0.06 | <1.8 | <1.80 | | <5.00 | 122937.00 | 122937.00 | 800.00 | 122937.00 |
| Maximum | 8.01 | 7.58 | 26.70 | 0.08 | 2.0 | 2.00 | | <5.00 | 179038.00 | 179038.00 | 27900.00 | 179038.00 |
| Average | 7.17 | 7.36 | 25.60 | 0.07 | <1.8 | <1.81 | | <5.00 | 144774.00 | 144774.00 | 18673.00 | 144774.00 |

Monthly Sewer Line Cleaned

Pipe Cleaning - November 2025

Map Centre Coords:
* 2058829, y: 567122
Date Printed: 12/23/2025
Scale 1: 860000

1776



**RIALTO
CIP MONTHLY OPERATIONS
REPORT**

Prepared for: Rialto Water Services



Prepared by: Veolia Water West Operating Services



Capital/Facility Improvement Project Updates through December, 2025

1. Rialto Solids Upgrade Project:

12/16/2025 - On 8/12/2025 city council approved the FCWA for construction. Design drawings are still on track to be issued by year's end. Project kickoff meeting was held on Wednesday 12/26/2025

01/13/2026 - CONSTRUCTION: On 1/9/2026 a pre-final 100% comments log review meeting was held. AECOM is reviewing Veolia's responses to comments and RFI's. DESIGN: Final invoice for design project has been submitted and pending approval from the city.

2. Digester 1 Activation:

12/16/2025 - Work will be completed after Solids Handling Project completion. To date there is no change in the status of the project.

01/13/2026 - Work will be completed after Solids Handling Project completion. To date there is no change in the status of the project.

3. Sycamore Sewer Trunk Line Project (Phase II):

12/16/2025 - RFP documents were sent for review on 8/15/2023. Design has been completed for this project. Funding has been identified and a Project Initiation & Management Memo (PIMM) was sent to the city on 8/13/2025. The project needs to be completed in order to get the recently upgraded Sycamore Sewer Lift Station back online.

01/13/2026 - A project initiation memo (PIM) was submitted to the city for review on August 13th, 2025. Pending action for next steps from the city. Ideally this project needs to be completed during summer months due to proximity to schools.

4. Etiwanda Ave Water Improvement Project:

12/16/2025 - A draft design has been completed and is under review. Funding has been identified and a PIM was sent to the city on 8/13/2025. Draft design meeting was held on Tuesday 11/25/2025.

01/13/2026 - Draft design comments and changes are being implemented to move to the next design phase. A PIM was submitted to the city for review on August 13th, 2025. Pending action for next steps from the city.

5. Acacia Sewer Trunk Line Project (Phase III):

12/16/2025 - This project will commence after the Sycamore Phase 2 and Etiwanda Water Improvements projects are completed.

01/13/2026 - No update on project status

6. City Well 3A (Phase 1):

12/16/2025 - Water quality samples and a preliminary draft report were received on 11/13/2025 and sent to the city for review. On 11/12/2025 an invoice was sent for payment and approval for phase 1. The final report was sent to the city on 11/19/2025 and reviewed by the city. Veolia is drafting the RFP for the design (phase 2)

01/13/2026 - On 12/22/2026 direction was given to Veolia to initiate a new PIM for the Well 3A Project. The PIM is being finalized. The RFP for phase II design has been postponed. Final invoices for phase I have been submitted and pending approval from the city.

7. Advanced Metering Infrastructure (AMI) Project:

12/16/2025 - The FCWA was approved by the city council on 12/09/2025. Meter and site survey will take place the week of 12/15/2025. Project kickoff meeting is tentatively scheduled for the first week of January 2026.

01/13/2026 - NTP was issued on 01/09/2026 to Aqua-Metric. Awaiting responses on RFI's to the city for roll-off container placement and power at one of the proposed base station sites. Once the RFI for the power concern is addressed, procurement of the telecom and base stations will take place.

CIS workflow and a touchpoint meeting will be scheduled for software integration requirements. Progress invoice submitted in December, pending approval from the City.