

**RIALTO  
CUSTOMER SERVICE & REVENUE  
MONTHLY OPERATIONS REPORT**

**Reporting Period:  
May 2024**

**Prepared for: Rialto Water Services**

**Prepared by: Veolia Water West Operating Services**



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## I. CUSTOMER SERVICE SUMMARY

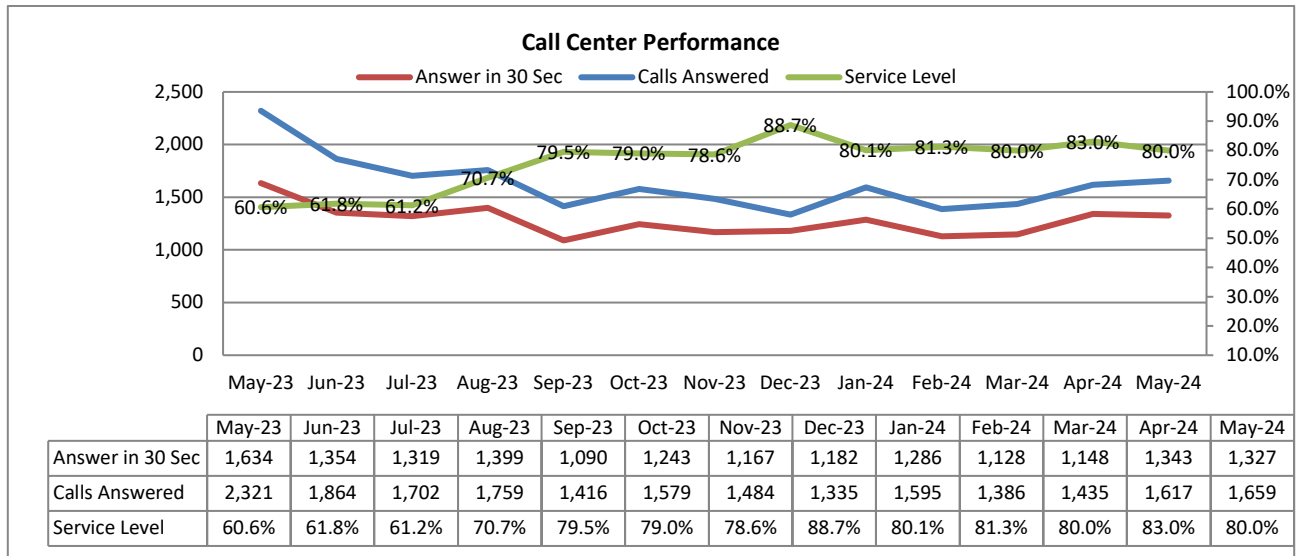
During this reporting month, the Customer Service team provided call service level of 80%. Out of 1,659 inbound calls answered, 1,327 were answered within the first 30 seconds.

Water consumption has increased by 16.5% when compared against previous month. When compared against last year, consumption has increased by 4.1%.

Sewer revenue has decreased by less than 1% compared to the prior month and increased by 2.0% from last year.

## II. CALL CENTER PERFORMANCE

During this reporting month, service level was 80% with 1,327 out of 1,659 being answered within the first 30 seconds. Overall average wait time was forty-six (46) seconds.



## III. AUTOMATED SERVICES

About 11,756 or 52.6% of the rate payers have created log-ins to access their accounts online. Of these customers, with online access, 48% have chosen the e-bill option. This e-bill participation is 11% increase from May of the prior year.

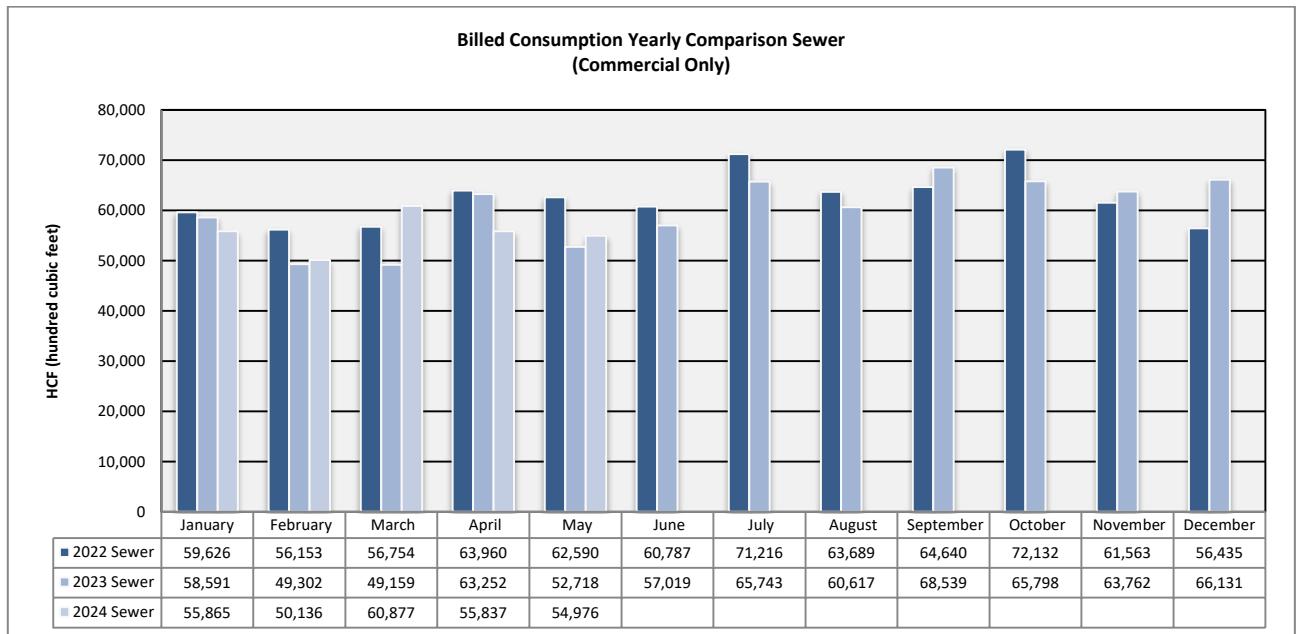
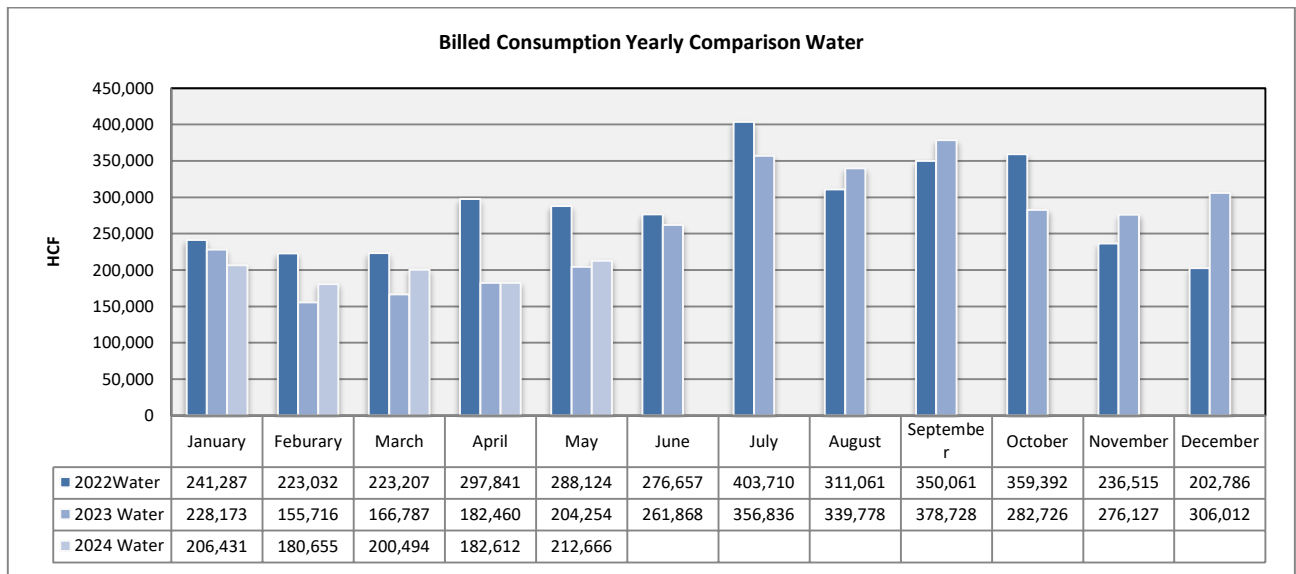
	May-23	Jun-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24
Number of Bills	21,917	21,934	21,990	22,015	22,062	22,106	22,161	22,204	22,246	22,202	22,369	22,331
Number of Bill Adjustments (during billing)	11	12	8	1	8	9	5	15	18	10	12	16
Automated Over the Phone Payments	2,901	2,792	2,770	2,770	2,809	2,597	2,340	2,700	2,539	2,539	2,592	2,382
Online Payment	9,261	8,471	8,652	7,169	9,615	8,624	7,466	10,027	8,553	7,756	9,888	9,126
E-bill Participants	5,071	5,114	5,186	5,205	5,383	5,896	5,451	5,497	5,534	5,564	5,610	5,654
Auto Pay Participants (New Portal)	3,697	3,735	3,818	3,841	3,863	3,896	3,927	3,984	4,007	4,054	4,082	4,129
PayNearMe	144	147	134	116	122	134	107	128	100	115	118	111

## IV. CONSUMPTION & BILLING

### A. Consumption

Water consumption has increased by 16.5% when compared against previous month. When compared against last year, consumption has increased 4.1%. This fluctuation is attributed to the seasonal change and number of days between the billings.

Commercial sewer accounts, which are charged based on actual water usage, total consumption has been consistent.



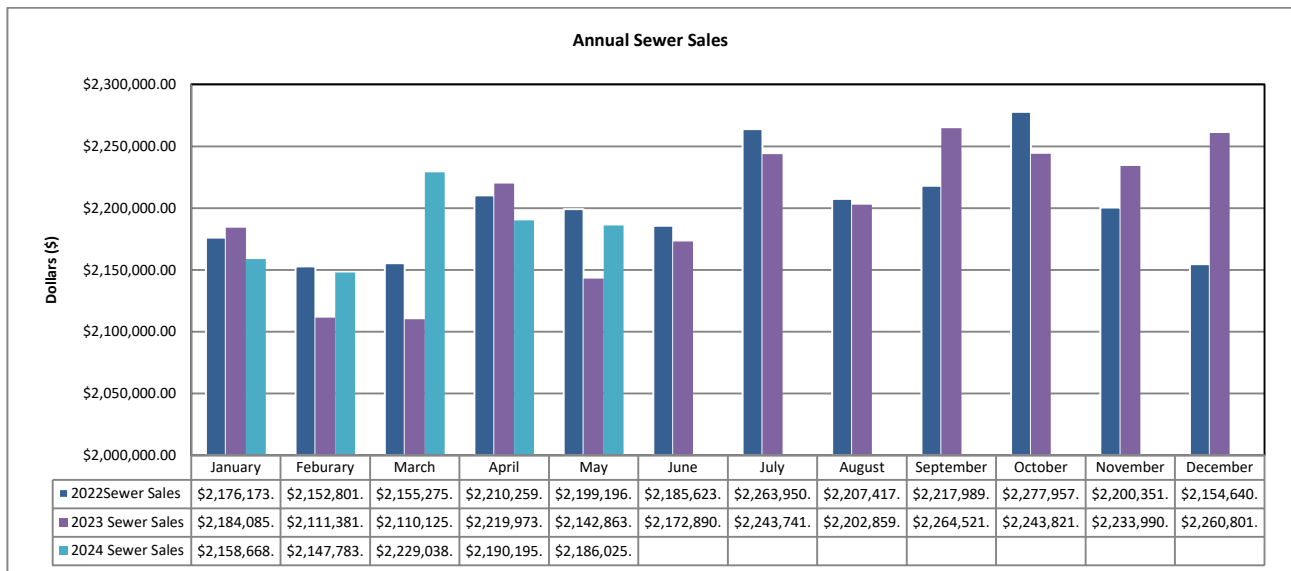
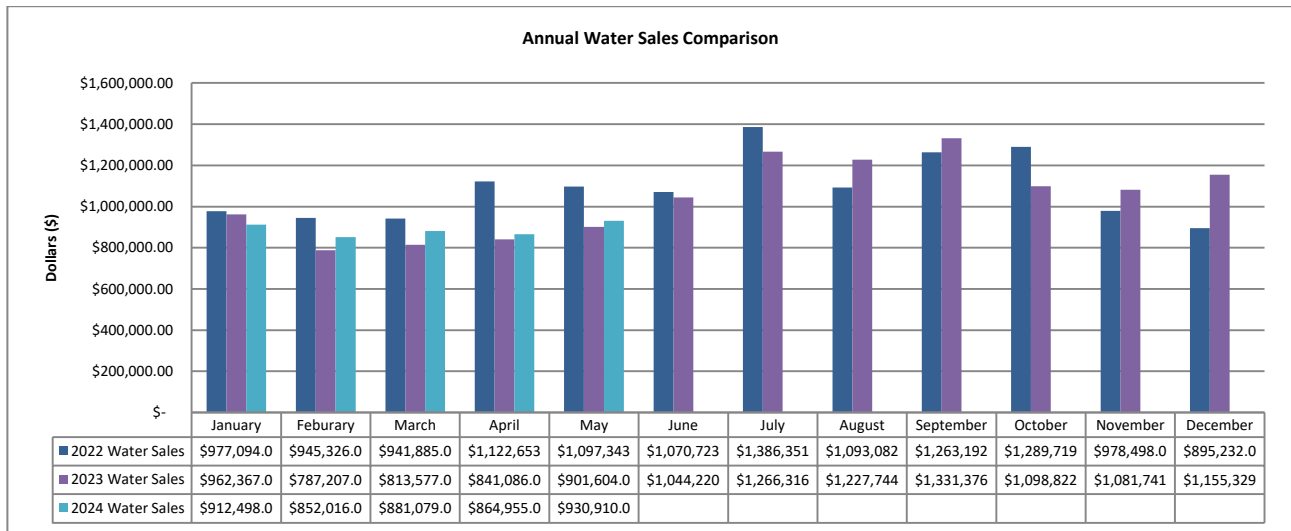
**B. Billing**

A total of 22,331 bills were mailed or sent out electronically in May. Billing accuracy was 99.93% with six-teen (16) requiring adjustments.

**V. REVENUE & AGING**

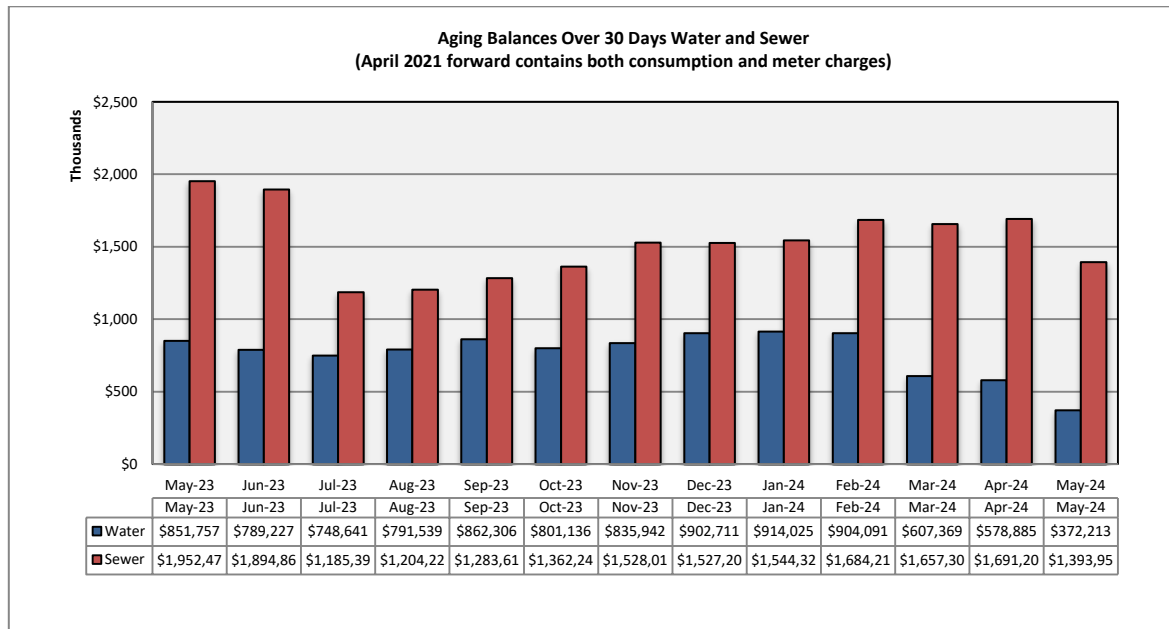
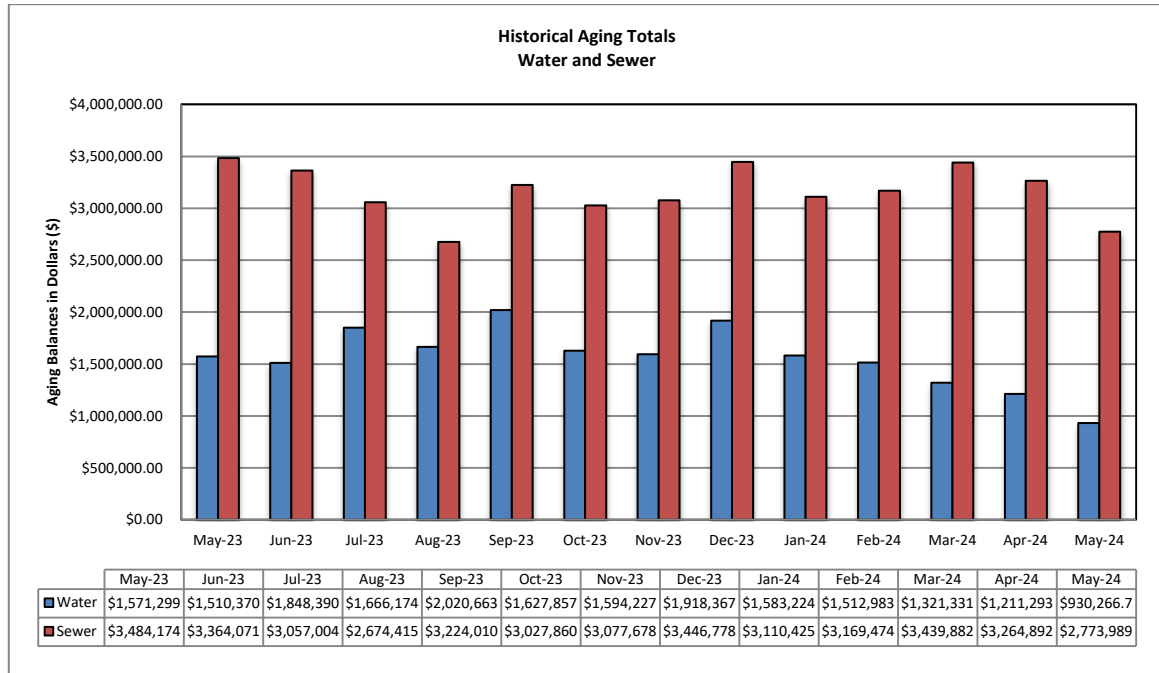
**A. Revenue**

Water revenue has increased 7.6% when compared against the prior month and increased 3.3% when compared against previous year. Sewer revenue has decreased by less than 1% compared to the prior month and increased by 2.0% from last year. Please consider that revenue from water consumption is smaller than monthly water base charges.



## B. Aging

The total aging balance has decreased by 17.2%, *see first table below*. For balances >30-days only, water has decreased 35.7% and wastewater has decreased by 17.6%. This decrease in total aging balance is attributed to the recent credit applied from State Water Board Arrearage Program.



**C. Bad Debt**

17 (seventeen) accounts were sent to collections for a total amount of \$8,904.18. These collections arise when renter or property owner move out without paying their bills.

**VI. SERVICE ORDERS**

288 service orders were initiated by the customer service team during the reporting month. Of this total, 77 service orders or 26.7% were due to occupant changes.

147 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. This disconnection number is expected to decrease dramatically in June as State Water Board Arrearage program funds are applied to the qualified customers.

**VII. OTHER ACTIVITIES**

Since the moratorium on disconnection for nonpayment ended in May 2023, payment trend has improved dramatically. This balance decreased by 58% from the previous month. It is now at \$347K. This large decrease is due to recent credit received from State Water Board Arrearage Program. During the Covid-19, highest amount was \$2.2M and prior to the Covid-19, typical delinquencies hovered around \$500K.

**VIII. REVENUE REPORT**

**A. Revenue Summary**

Cash Revenue is compiled and reconciled to the merchant account on a daily basis. Cash receipts and deposits are made daily and internal controls are reviewed regularly to ensure safeguarding of assets and proper recording of all transactions. Total revenue collected in May 2024 is \$6,041,000 Non-Rate Revenue is \$525,000; Utility Revenue is \$5,226,000 and Tax / Ambulance Revenue at \$290,000.

RWS collects Utility User Taxes and Ambulance Fees on behalf of the City of Rialto. The Utility User Tax (UUT) rates are based on the total billed amount, therefore the collection fluctuates as billed amounts change. The total UUT charges collected in May 2024 and May 2023 are \$284,000 and \$2715,000 respectively. Ambulance Revenue is also collected on behalf of the City of Rialto totaling \$6,000 in May 2024 and \$6,000 in May 2023.

**B. Non Rate Revenue - Extraterritorial Customers**

RWS bills the City of Fontana \$123,000 each month for extraterritorial sewer usage.

Colton Unified School District is in agreement with RWS to pay \$6,000 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 \$19,000 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 between \$4,000 and \$8,000 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 \$1,700 each month. Vertical Bridge also provides \$2,400 a month of cell tower generated Revenue.

Rialto Bioenergy Facilities subleased a City property for \$10,500 a month.

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

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

**D. Development Impact Fees**

Development Impact Fees ("DIF") are paid to the City of Rialto as various developments are completed in the City. As such, the City of Rialto receives monies from the various developments, which is then distributed to RWS. There was no DIF payment received in May of 2024.

**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 Water 2023-2024 Water Year, San Bernardino County is to pay City of Rialto a total of \$316,784 for Standby Charges and Production Charges.

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

**F. Cash Collections by Payment Method – Rialto Water Services**

<b>Payment Method</b>	<b>Description</b>	<b>Transaction Count</b>	<b>MAY 2024</b>	<b>%</b>
Carrier Deposits	Cash deposits prepared per day for transport to US Bank	22	\$ 122,625	2.84%
Remote Check Deposits	Scanned batches of checks payments made at the customer service counter	21	1,069,969	24.74%
EBOX	Batches of electronic customer payments posted to customer accounts at US Bank.	22	381,577	8.82%
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	12,630	1,748,583	40.44%
Lockbox Deposits	Batches of customer payments mailed in to US Bank's lockbox.	22	989,232	22.88%
Pay Near Me	Cash payment service that allows customers to pay at a local 7-Eleven, CVS, or Family Dollar stores.	115	12,373	0.29%
<b>Total Revenue per Bank</b>			<b>\$ 4,324,358</b>	<b>100%</b>
Recon to RUA Recap:				
Adj detailed in RUA			1,716,915	
Prior mo. Correction				
<b>RUA increase in Cash</b>			<b>\$ 6,041,274</b>	

*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.*

**G. Payment Collection Method – Fiscal Year to Date**

	Jul 2023	Aug 2023	Sept 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	TOTAL	%
Cash Deposits	\$ 131,904	\$ 153,699	\$ 121,471	\$ 148,926	\$ 135,518	\$ 122,777	\$ 148,645	\$ 126,852	\$ 120,479	\$ 141,636	\$ 122,625	\$ 1,474,533	3.53%
Remote Check Deposits	350,420	463,802	308,722	553,020	381,433	217,525	220,698	752,357	76,206	2,298,707	1,069,969	\$ 6,692,858	16.03%
EBOX	278,811	386,279	294,477	350,069	333,897	272,493	362,406	301,727	259,896	326,095	381,577	\$ 3,547,726	8.50%
Paymentus, IVR, Credit Cards	1,714,719	1,898,452	1,532,276	2,013,611	1,777,920	1,477,686	2,082,634	1,674,164	1,533,849	1,880,831	1,748,583	\$ 19,334,724	46.32%
Lockbox Deposits	1,054,562	1,129,648	920,346	1,220,790	1075,580.21	1,023,558	1,243,631	884,739	917,840	1,152,574	989,232	\$ 10,536,922	25.24%
Pay Near Me	13,525	18,023	14,053	15,200	17,703	12,413	17,721	11,455	12,038	13,382	12,373	\$ 157,888	0.38%
<b>Total Revenue to Bank</b>	<b>\$3,543,941</b>	<b>\$4,049,904</b>	<b>\$ 3,191,346</b>	<b>\$ 4,301,616</b>	<b>\$ 2,646,471</b>	<b>\$ 3,126,452</b>	<b>\$ 4,075,735</b>	<b>\$ 3,751,294</b>	<b>\$ 2,920,308</b>	<b>\$ 5,813,226</b>	<b>\$ 4,324,358</b>	<b>\$ 41,744,652</b>	<b>100.00%</b>
NSF	(12,161)	(18,606)	(13,166)	(12,549)	(11,885)	(6,868)	(17,629)	(13,082)	(11,011)	(13,254)	(9,332)	\$ (139,544)	
<b>Net deposits</b>	<b>\$3,531,780</b>	<b>\$4,031,298</b>	<b>\$ 3,178,179</b>	<b>\$ 4,289,067</b>	<b>\$ 2,634,585</b>	<b>\$ 3,119,584</b>	<b>\$ 4,058,107</b>	<b>\$ 3,738,212</b>	<b>\$ 2,909,297</b>	<b>\$ 5,799,972</b>	<b>\$ 4,315,026</b>	<b>\$ 41,605,107</b>	

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

	May 2024	May 2023	Variance
UUT Water	\$ 84,788	\$ 81,224	\$ 3,564
UUT Sewer	199,424	189,580	9,845
Perchlorate	-	-	-
Ambulance	6,218	6,445	(227)
<b>Total</b>	<b>\$ 290,430</b>	<b>\$ 277,249</b>	<b>\$ 13,181</b>

**I. Non-Rate Revenue + Utility Revenue Collections Prior Year Comparison**

	May 2024	May 2023	Variance
Non-Rate / Extra Territorial Revenue	\$ 525,133	\$ 146,888	\$ 378,245
Utility Revenue	\$ 5,225,710	\$ 4,063,066	\$ 1,162,645
<b>Total</b>	<b>\$ 5,750,844</b>	<b>\$ 4,209,954</b>	<b>\$ 1,540,890</b>

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

	Jul 2023	Aug 2023	Sept 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Total
<b>Non-Rate Revenue</b>												
Cell Tower Rent, Lease	2,074	-	87,496	61,074	2,074	2,074	9,818	73,472	48,012	99,133	22,782	408,007
Interest Income	-	-	-	-	-	-	-	-	-	-	-	-
NRR-FOG	-	-	-	-	-	-	-	-	-	-	-	-
Municipal Water Sales	-	-	-	-	-	-	-	-	-	-	316,784	316,784
Extra Terr- Sewage	143,636	212,101	167,613	169,776	151,621	60,799	16,571	575,106	55,953	161,159	166,237	1,880,572
Abatement of Expenses	-	-	-	-	-	-	-	-	-	-	-	-
Water Meter Lost/Damaged/Repl	1,912	2,129	985	-	4,924	1,419	4,432	5,416	4,316	10,170	-	35,702
Misc Fees - New Occ, Same Day Svc	4,514	7,345	8,205	5,228	6,755	6,382	9,553	7,994	9,464	8,770	19,331	93,540
Miscellaneous Revenue - Sewer	-	-	-	-	-	-	-	5,143	-	-	-	5,143
NSF	-	-	-	-	-	-	-	-	-	-	-	-
DIF - Wastewater Connection	-	-	-	-	-	-	-	-	-	-	-	-
Sewer Bad Debt Collection Fees	-	-	-	-	-	-	-	-	-	-	-	-
Sewer Cash Over/Short	(1)	(42)	-	10	-	-	-	-	-	-	-	(33)
<b>Total Non-Rate Revenue</b>	<b>\$ 152,135</b>	<b>\$ 221,532</b>	<b>\$ 264,299</b>	<b>\$ 236,088</b>	<b>\$ 165,374</b>	<b>\$ 70,674</b>	<b>\$ 40,373</b>	<b>\$ 667,131</b>	<b>\$ 117,745</b>	<b>\$ 279,232</b>	<b>\$ 525,133</b>	<b>2,739,716</b>
<b>Utility Revenue</b>												
Water Penalty	2,454	1,972	437	703	449	388	454	420	507	563	400	8,748
Sewer Penalty	3,755	2,683	490	506	341	561	599	765	605	255	176	10,735
Turf Removal, Hi-Eff Rebate	(965)	(979)	(330)	-	-	-	-	(150)	-	-	-	(2,424)
Senior Disc - Water	-	-	-	-	-	-	-	-	-	-	-	-
Senior Disc - Sewer	-	-	-	-	-	-	-	-	-	-	-	-
Water Contract	-	-	-	-	-	-	-	-	-	-	-	-
Water Deposits Paid	-	-	-	-	-	-	-	-	-	-	-	-
Water Deposits Billed	11,139	11,349	8,711	9,677	13,058	7,764	9,342	7,356	10,521	35,619	13,085	137,622
Hydrant Deposits	366	-	-	-	-	821	324	259	360	1,636	723	4,490
Sewer Deposits Paid	-	-	-	-	-	-	-	-	-	-	(103)	(103)
Sewer Deposits Billed	9,904	11,860	9,208	10,099	13,624	9,112	13,267	11,487	10,671	12,015	11,432	122,678
Water	937,696	1,367,460	980,633	1,400,769	1,072,239	850,980	1,201,880	888,255	1,071,875	977,245	1,173,745	11,922,777
Sewer	1,830,171	2,526,616	1,775,720	2,279,357	2,081,766	1,946,226	2,510,821	2,055,169	1,955,807	2,403,770	2,641,053	24,006,475
Unapplied Credits	39,210	(22,997)	17,096	175,943	140,370	20,216	7,678	925	196,713	6,077	998,402	1,579,633
Bad Debt Sewer	-	-	-	-	-	-	-	-	-	-	6,795	6,795
Bad Debt Water	-	-	-	-	-	-	-	-	-	-	-	-
Tax Roll - Sewer	-	-	-	-	-	-	-	377	-	1,870	358,770	361,017
Collection Agency - Water	350	340	65	-	-	-	39	-	38	59	9,646	10,535
Collection Agency - Sewer	-	-	83	-	-	-	67	-	90	-	11,586	11,826
Collection Agency - Misc Water	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Utility Revenue</b>	<b>\$ 2,834,080</b>	<b>\$ 3,898,305</b>	<b>\$ 2,792,112</b>	<b>\$ 3,877,054</b>	<b>\$ 3,321,846</b>	<b>\$ 2,836,069</b>	<b>\$ 3,744,471</b>	<b>\$ 2,964,863</b>	<b>\$ 3,247,186</b>	<b>\$ 3,439,109</b>	<b>\$ 5,225,710</b>	<b>\$ 38,180,805</b>
<b>Total Non-Rate + Utility Rev.</b>	<b>2,986,215</b>	<b>4,119,837</b>	<b>3,056,411</b>	<b>4,113,142</b>	<b>3,487,220</b>	<b>2,906,742</b>	<b>3,784,844</b>	<b>3,631,994</b>	<b>3,364,931</b>	<b>3,718,341</b>	<b>5,750,844</b>	<b>40,920,521</b>

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

	Increase to Cash per CIS	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
<b>May 2024</b>	6,041,274	9,468	2,876,940	3,154,865	6,041,274	(1,716,915)	<b>4,324,358</b>
<b>May 2023</b>	4,487,203	7,390	3,154,879	1,324,934	4,487,203	(21,462)	<b>4,465,741</b>

**L. Non-CIS Customer Accounts Receivable Aging**

Name	Total as of 5/31/2024	Current	31-60 days	61-90 days	>90 days
AT&T - Easton	\$ (20,162)	(1,500)		(20,162)	1,500
Social Science Service - Cedar House	8,230				8,230
CITY OF FONTANA	123,847	123,847			
Colton Unified School District	(4,283)	(4,283)			
County of San Bernardino-CSA 70 BL	19,403	19,403			
Rialto BioEnergy Facilities	66,233				66,233
Sprint-Nextel SBA 2012 TC Assets	7,258		2,074		5,184
San Bernardino Co Waste System Div.	-				
SB Valley Mun Water District	-				
Vertical Bridge Holdco, LLC (CIG)	10,202	2,744	2,744		4,714
<b>Grand Total</b>	<b>\$ 210,728</b>	<b>\$ 140,212</b>	<b>\$ 4,818</b>	<b>\$ (20,162)</b>	<b>\$ 85,861</b>

**AT&T** The credit indicates annual payment of cell tower rent.

**Social Science Service (Cedar House)** is on a payment plan, reducing outstanding balance by \$8,200 each month.

**City of Fontana** is current with its obligations.

**Colton Unified School District** is current with its obligations.

**Rialto Bioenergy Facilities** is on a plan to pay outstanding Invoices.

**San Bernardino Co Waste System Div.** has no outstanding balance.

**Vertical Bridge Holdco, LLC and Sprint:** Vertical Bridge sent checks to the City. The City is processing the reimbursement check. Sprint has been contacted for open Invoices as well.

**RIALTO WATER**  
**MONTHLY OPERATIONS REPORT**

**Reporting Period:**

**May 2024**

**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 953.44 acre-feet. 746.74 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). 79.70 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 127.00 acre-feet came from the OPRTP.

<b>MAY 2024 DAILY PRODUCTION TOTALS IN ACRE FEET</b>												
<b>DATE</b>	<b>Chino 2</b>	<b>City 2</b>	<b>Rialto 3</b>	<b>Rialto 5</b>	<b>Miro 3</b>	<b>EW-1</b>	<b>Delivered Via BLF</b>				<b>OPRTP<sup>2</sup></b>	<b>TOTAL<sup>3</sup></b>
							<b>City 4A</b>	<b>Purchased</b>				
							<b>BOOSTER 6-9</b>	<b>Cactus<sup>1</sup></b>				
5/1/24	0.00	7.45	0.00	0.00	4.65	8.07	0.20	0.00	3.56	4.29	<b>28.02</b>	
5/2/24	0.00	0.00	0.00	0.00	4.77	8.24	0.71	0.00	4.13	0.00	<b>17.14</b>	
5/3/24	0.00	6.30	0.00	0.00	4.61	7.83	8.98	3.95	7.75	7.79	<b>38.23</b>	
5/4/24	0.00	4.76	0.00	0.00	4.85	8.31	10.04	10.88	2.46	4.42	<b>35.68</b>	
5/5/24	0.00	4.91	0.00	0.00	4.53	7.86	0.00	1.06	1.97	4.29	<b>24.62</b>	
5/6/24	0.00	6.16	0.00	0.00	4.57	7.94	0.00	0.00	5.74	3.51	<b>27.92</b>	
5/7/24	0.00	4.51	0.00	0.00	5.14	8.54	9.94	0.28	6.68	2.98	<b>28.13</b>	
5/8/24	3.35	5.17	0.00	0.00	4.18	7.43	0.07	0.00	5.92	1.62	<b>27.67</b>	
5/9/24	6.06	0.00	0.00	0.00	4.86	8.22	9.21	2.13	7.21	4.19	<b>32.67</b>	
5/10/24	4.06	0.00	0.00	0.00	4.69	8.07	3.28	0.00	6.06	3.46	<b>26.34</b>	
5/11/24	5.67	0.00	0.00	0.00	7.46	8.58	8.99	3.14	10.75	3.70	<b>39.30</b>	
5/12/24	4.41	0.00	0.00	0.00	1.96	7.41	8.37	0.00	5.85	3.78	<b>23.41</b>	
5/13/24	6.36	0.00	0.00	0.00	4.91	8.92	4.46	3.37	7.97	3.46	<b>34.98</b>	
5/14/24	4.61	0.00	0.00	0.00	5.12	7.65	9.61	3.90	6.84	3.98	<b>32.09</b>	
5/15/24	4.77	0.00	0.00	0.00	5.39	7.42	7.89	2.48	6.08	4.10	<b>30.24</b>	
5/16/24	4.66	0.41	0.02	0.00	5.65	8.18	9.86	2.34	8.92	4.35	<b>34.53</b>	
5/17/24	5.46	0.29	0.00	0.00	5.82	8.36	0.58	0.23	6.86	4.65	<b>31.67</b>	
5/18/24	5.49	0.00	0.00	0.00	5.45	7.84	6.81	0.69	7.55	4.19	<b>31.21</b>	
5/19/24	5.10	0.00	0.00	0.00	5.52	7.97	6.34	0.00	4.84	4.66	<b>28.09</b>	
5/20/24	4.84	0.00	0.00	0.00	5.59	10.33	4.20	2.07	7.58	3.90	<b>34.30</b>	
5/21/24	5.00	0.00	0.00	0.00	5.51	5.46	5.87	0.00	9.70	4.88	<b>30.55</b>	
5/22/24	0.60	3.43	0.00	0.00	5.36	8.20	5.35	0.05	5.55	3.70	<b>26.89</b>	
5/23/24	0.00	4.41	0.00	0.00	0.00	8.38	4.62	0.00	6.84	4.40	<b>24.03</b>	
5/24/24	0.00	6.39	0.00	0.00	0.00	7.81	8.34	0.00	10.86	4.67	<b>29.73</b>	
5/25/24	0.14	6.59	0.00	0.00	5.45	9.31	9.07	0.00	12.46	4.50	<b>38.44</b>	
5/26/24	3.86	5.91	0.00	0.00	0.31	6.25	8.95	0.69	12.35	5.27	<b>34.64</b>	
5/27/24	5.58	0.00	0.00	0.00	5.67	7.73	9.47	6.11	6.68	4.92	<b>36.69</b>	
5/28/24	4.57	0.00	0.00	0.00	5.45	7.84	7.93	2.98	5.69	4.05	<b>30.58</b>	
5/29/24	5.78	0.00	0.00	0.00	5.58	8.35	8.41	3.79	6.96	4.55	<b>35.00</b>	
5/30/24	3.01	0.00	0.00	0.00	5.62	7.95	8.36	3.17	7.20	4.22	<b>31.16</b>	
5/31/24	1.15	0.20	0.00	0.00	5.46	7.84	7.00	2.43	7.86	4.52	<b>29.46</b>	
<b>TOTAL</b>	<b>94.53</b>	<b>66.89</b>	<b>0.02</b>	<b>0.00</b>	<b>144.10</b>	<b>248.29</b>	<b>192.91</b>	<b>55.74</b>	<b>216.87</b>	<b>127.00</b>	<b>953.44</b>	
<b>MIN</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>5.46</b>	<b>0.00</b>	<b>0.00</b>	<b>1.97</b>	<b>0.00</b>	<b>17.14</b>	
<b>MAX</b>	<b>6.36</b>	<b>7.45</b>	<b>0.02</b>	<b>0.00</b>	<b>7.46</b>	<b>10.33</b>	<b>10.04</b>	<b>10.88</b>	<b>12.46</b>	<b>7.79</b>	<b>39.30</b>	
<b>AVE</b>	<b>3.05</b>	<b>2.16</b>	<b>0.00</b>	<b>0.00</b>	<b>4.65</b>	<b>8.01</b>	<b>6.22</b>	<b>1.80</b>	<b>7.00</b>	<b>4.10</b>	<b>30.76</b>	

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

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

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



**MAY 2024 DAILY BOOSTER TOTALS IN ACRE FEET**

<b>DATE</b>	<b>Booster 1</b>	<b>Booster 2</b>	<b>Booster 3</b>	<b>Booster 4</b>	<b>Booster 5</b>	<b>Booster 6-9</b>	<b>Booster 10</b>	<b>Booster 11</b>
5/1/24	0.00	0.00	1.66	0.00	0.00	0.00	0.00	0.00
5/2/24	0.00	0.00	0.26	0.00	0.00	0.00	0.00	0.00
5/3/24	0.00	0.00	0.00	0.00	3.73	3.95	0.00	0.00
5/4/24	0.00	0.00	6.75	0.00	0.00	10.88	0.00	0.00
5/5/24	0.00	0.00	0.00	0.00	0.00	1.06	0.00	0.00
5/6/24	0.00	0.00	3.87	0.00	0.00	0.00	0.00	0.00
5/7/24	0.00	0.00	1.50	0.00	0.00	0.28	0.00	0.00
5/8/24	0.00	0.00	3.00	0.00	0.00	0.00	0.00	0.00
5/9/24	0.00	0.00	0.04	0.00	0.00	2.13	0.00	0.00
5/10/24	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
5/11/24	0.00	0.00	0.00	0.00	2.99	3.14	0.02	0.00
5/12/24	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
5/13/24	0.00	0.00	0.58	0.00	0.00	3.37	0.00	0.00
5/14/24	0.00	0.00	0.00	0.00	0.00	3.90	0.00	0.00
5/15/24	0.00	0.00	0.00	0.00	0.00	2.48	0.00	0.00
5/16/24	0.00	0.00	0.00	0.00	2.66	2.34	0.00	0.00
5/17/24	0.00	0.00	0.51	0.00	0.00	0.23	0.00	0.00
5/18/24	0.00	0.00	0.00	0.00	0.00	0.69	0.00	0.00
5/19/24	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
5/20/24	0.00	0.00	0.00	0.00	0.00	2.07	0.00	0.00
5/21/24	0.00	0.00	0.00	0.00	2.30	0.00	0.00	0.00
5/22/24	0.00	0.00	0.00	0.00	0.04	0.05	0.00	0.00
5/23/24	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
5/24/24	0.00	0.00	0.00	0.00	5.10	0.00	0.00	0.00
5/25/24	0.00	0.00	7.32	0.00	5.69	0.00	0.00	0.00
5/26/24	0.00	0.00	1.14	0.00	3.88	0.69	0.00	0.00
5/27/24	0.00	0.00	2.95	0.00	0.00	6.11	0.00	0.00
5/28/24	0.00	0.00	0.00	0.00	0.00	2.98	0.00	0.00
5/29/24	0.00	0.00	0.00	0.00	0.00	3.79	0.00	0.00
5/30/24	0.00	0.00	0.02	0.02	0.06	3.17	0.00	0.00
5/31/24	0.00	0.00	0.00	0.19	0.05	2.43	0.00	0.00
<b>TOTAL</b>	<b>0.00</b>	<b>0.00</b>	<b>29.60</b>	<b>0.21</b>	<b>26.50</b>	<b>55.74</b>	<b>0.02</b>	<b>0.00</b>
<b>MIN</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>MAX</b>	<b>0.00</b>	<b>0.00</b>	<b>7.32</b>	<b>0.19</b>	<b>5.69</b>	<b>10.88</b>	<b>0.02</b>	<b>0.00</b>
<b>AVE</b>	<b>0.00</b>	<b>0.00</b>	<b>0.95</b>	<b>0.01</b>	<b>0.85</b>	<b>1.80</b>	<b>0.00</b>	<b>0.00</b>

## 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.

Depth to Water													
Wells Depth to Pump	Historical Maximum Depth to Water	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Feb	Mar	Apr	May
Chino # 1 (580 ft) <b>In-active well</b>	<b>429'</b>	425'	425'	425'	411'	418'	423'	416'	411'	411'	420'	417'	411'
Chino # 2 (550 ft)	<b>369'</b>	367'	366'	367'	368'	369'	369'	344'	344'	345'	342'	346'	354'
City # 1 (260 ft)	<b>392'</b>	247'	245'	247'	245'	247'	243'	247'	247'	247'	247'	164'	158'
City # 2 (480 ft)	<b>402'</b>	251'	247'	238'	240'	212'	212'	212'	212'	210'	171'	182'	164'
City # 3 (525 ft) <b>Out of Service</b>	<b>505'</b>	501'	502'	499'	503'	456'	456'	456'	451'	429'	450'	423'	423'
City # 4A (528 ft)	<b>406'</b>	378'	377'	376'	377'	378'	368'	374'	375'	376'	361'	373'	373'
City # 5 (385 ft) <b>In-active well</b>	<b>364'</b>	363'	363'	362'	361'	361'	364'	360'	358'	340'	339'	340'	339'
Rialto # 1 (650 ft) <b>In-active well</b>	<b>588'</b>	576'	574'	574'	581'	581'	574'	574'	581'	553'	564'	569'	569'
Rialto # 2 (550 ft) <b>In-active well</b>	<b>501'</b>	497'	495'	497'	497'	499'	498'	500'	501'	499'	500'	500'	500'
Rialto # 3 (509 ft)	<b>478'</b>	473'	475'	474'	474'	474'	474'	474'	474'	474'	475'	474'	475'
Rialto # 4 (450 ft) <b>In-active well</b>	<b>416'</b>	414'	414'	413'	413'	414'	414'	415'	415'	416'	415'	415'	415'
Rialto # 5 (560 ft)	<b>386'</b>	384'	381'	381'	379'	376'	380'	382'	383'	385'	385'	386'	386'
Rialto Well # 7 <b>In-active well</b>	<b>362'</b>	360'	360'	361'	361'	362'	362'	362'	362'	362'	361'	362'	362'
Miro # 3 (563 ft)	<b>492'</b>	483'	492'	492'	487'	486'	487'	489'	487'	485'	486'	487'	488'
EW-1 (780 ft)	<b>476'</b>	474'	474'	474'	475'	474'	476'	476'	476'	474'	475'	476'	476'

January 2024 the sounder was out of service.

## 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 <sub>4</sub> )	µg/L	1.0	6.0
Total Dissolved Solids	mg/L	--	500
P= Present A= Absent mg/L = parts per million			

Sample Date	Sample Site Location Results									
	Chino 2	City 2	City 4A	Rialto 3	Rialto 5	Miro 3	EW-1	BLF Cactus	BLF 6-9	OPRT P
05/16/2024										
Type of Sampling										
Total Coliform	A	A	A	A	A	A	A	A	A	A
E. Coli	A	A	A	A	A	A	A	A	A	A
Nitrate as N	2.9									
Perchlorate (ClO <sub>4</sub> )	1.8*			2.3*	<1.0	10*	120*			
Total Dissolved Solids	210	190	310	240	260	250	230	320	320	230

\*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

<b>Rialto Distribution Sample Results</b>						
<b>May 2024</b>						
<b>Sample Location</b>	<b>Free Cl Res (Field)</b>	<b>Total Coliform</b>	<b>E. Coli</b>	<b>Apparent Color</b>	<b>Odor Threshold</b>	<b>Turbidity</b>
<b>CYCLE 1 - 5/01/24</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
335 W. Rialto	1.20	A	A			
1228 W. Merrill	0.92	A	A			
256 N. Fillmore	1.08	A	A			
987 W. Grove	1.03	A	A			
978 N. Driftwood	1.00	A	A			
1451 N. Linden	0.95	A	A			
469 W. Jackson	1.27	A	A			
935 E. Mariposa	1.11	A	A			
1000 N. Joyce	1.21	A	A			
766 N. Chestnut	0.95	A	A			
149 W. Victoria	1.26	A	A			
313 E. McKinley	1.00	A	A			
609 E. South	0.91	A	A			
273 E. Alru	1.42	A	A			
1161 S. Lilac	1.26	A	A			
101 E. Valley	1.08	A	A			
<b>CYCLE 2 - 5/07/24</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
210 N. Park	0.91	A	A			
101 S. Larch	0.90	A	A			
320 N. Wisteria	0.96	A	A			
861 W. Grove	0.91	A	A			
1168 N. Glenwood	0.82	A	A			
1320 N. Fitzgerald	0.87	A	A			
860 N. Willow	0.80	A	A			
209 E. Cornell	1.23	A	A			
643 E. Margarita	0.80	A	A			
1170 N. Terrace Rd.	1.06	A	A			
681 E. Erwin	1.10	A	A			
402 E. Merrill	0.78	A	A			
261 W. Wilson	0.96	A	A			
532 S. Iris	1.24	A	A			
281 W. Hawthorne	0.99	A	A			
379 W. Valley	1.11	A	A			

## Rialto Distribution Sample Results

May 2024

Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
<b>CYCLE 3 - 5/15/24</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
236 N. Willow	0.80	A	A	<3.0	1	<0.10
775 E. Foothill	0.80	A	A	<3.0	1	<0.10
878 N. Primrose	0.70	A	A	<3.0	1	<0.10
369 E. Van Koevering	1.50	A	A	<3.0	1	0.15
274 W. Valencia	0.70	A	A	<3.0	1	0.16
1566 N. Fillmore	0.70	A	A	<3.0	1	<0.10
932 N. Idyllwild	0.60	A	A	<3.0	1	<0.10
644 N. Smoketree	1.00	A	A	<3.0	1	<0.10
605 W. Rosewood	0.70	A	A	<3.0	1	<0.10
1189 W. Second	0.40	A	A	<3.0	1	<0.10
775 W. Rialto	0.40	A	A	<3.0	1	<0.10
211 E. Wilson	0.80	A	A	<3.0	1	<0.10
595 E. Huff	1.10	A	A	<3.0	1	<0.10
1005 S. Riverside	1.10	A	A	<3.0	1	<0.10
794 S. Verde	1.10	A	A	<3.0	1	<0.10
1055 W. Bloomington	1.20	A	A	<3.0	1	<0.10
<b>CYCLE 4 - 5/21/24</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
375 S. Cactus	0.96	A	A			
101 S. Linden	1.03	A	A			
234 N. Larch	1.05	A	A			
575 N. Driftwood	0.96	A	A			
1355 W. Shamrock	1.12	A	A			
992 N. Yucca	1.11	A	A			
481 W. Cornell	1.06	A	A			
158. E. Shamrock	1.21	A	A			
749 E. Holly	1.04	A	A			
545 E. Victoria	1.20	A	A			
200 N. Sycamore	1.04	A	A			
407 E. Allen	1.05	A	A			
399 E. Montrose	1.17	A	A			
856 S. Orange	0.91	A	A			
911 S. Cactus	1.20	A	A			
220 W. Valley	1.07	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 252 mg/L for the month of May as compared to 233 mg/L in April. 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 #9 Hot Works Heat Illness Prevention EHS Safety Committee Meeting
Lost Time Incidents, count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	11
Vehicle Incidents, count	0

\*A lost time incident has not occurred in the past 3883 days.

**IV. CHEMICAL USE**

Sodium hypochlorite is the only chemical added to the water system. A total of 2067 gallons of sodium hypochlorite was used in May as compared to 1770 gallons used in April.

## V. ELECTRICAL USE

Southern California Edison (SCE) has not provided all data for May 2024. We will provide the data as it is received, thus will include yearly usage received to date.

	SCE	kWh
Year	Month	Billed Usage
2023	June	577,034
2023	July	600,894
2023	August	738,127
2023	September	749,819
2023	October	531,770
2023	November	564,667
2023	December	373,789
2024	January	208,007
2024	February	31,597
2024	March	42,703
2024	April	45,022
2024	May	48,011

## 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**

Rialto Well 3 is offline due to SCADA issues.

**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. 17 valves were exercised for the month of May.

<b>Valve Turning Progress</b>	
	<b>Valves Turned</b>
2020	530
2021	340
2022	463
2023	750
2024	157

**C. Hydrant Flushing**

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

<b>Hydrant/Dead End Flushing Progress</b>	
	<b>2024</b>
January	0
February	3
March	9
April	0
May	5
<b>Total</b>	<b>17</b>
<b>Progress % (27)</b>	



#### **D. Sanitary Survey**

The last sanitary survey was completed by the Department of Drinking Water (DDW) in 2015. Veolia has reviewed all the regulatory conditions required and is prepared for the sanitary survey. DDW performed at field site visit on May 22, 2024. The results of the visit have not been received to date.

### **VIII. ASSET MANAGEMENT**

The following work orders were completed for the month of May:

- Preventive Maintenance –24
- Corrective Maintenance – 72
- Predictive Maintenance –0

0 – PMs planned for June 2024

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

Corrective Work Order labor hours were dedicated to four pipe line and two hydrant repairs.

#### **B. Major Equipment and/or Machinery Outages**

Rialto Well 3 is offline due to SCADA issues.

## IX. RAINFALL TOTALS

SEASON	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL	
2019-20	0.00	0.00	0.00	0.00	0.64	1.52	0.23	0.33	1.18	3.42	0.00	0.00	7.32	
2020-21	0.00	0.00	0.00	0.00	0.85	1.02	2.55	0.05	1.13	0.00	0.00	0.00	5.60	
2021-22	0.53	0.00	0.00	0.55	0.00	7.27	0.00	0.00	0.77	0.45	0.03	0.00	9.60	
2022-23	0.00	0.00	0.24	0.38	2.15	1.80	5.06	4.14	7.73	0.20	0.59	0.00	22.29	
2023-24	0.00	2.62	0.00	0.09	0.60	1.18	1.00	10.38	1.87	0.53	0.34		18.61	
							July 23- June 24		=	18.61 INCHES				
							YEAR TO DATE FOR 2024		=	14.12 INCHES				
							AVG. RAINFALL FOR LAST FIVE YEARS		=	8.87 INCHES				
							AVG. RAINFALL FOR SAN BERNARDINO COUNTY FOR THE LAST 100 YEARS :		=	16.25 INCHES				
2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	
Totals	1.00	10.38	1.87	0.53	0.34								14.12	

## 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 2024	2.19	1.25	257	7.9 K	65.1	41.9	52.5	80	37	58 K	37.5 K	3.3 K	52.2
Feb 2024	2.08	8.56	268	9.5 K	62.4	44.6	52.9	88	50	69 K	42.6 K	3.2 K	53.8
Mar 2024	3.58	2.31	384	9.5	65.1 K	45.0	54.7	87	44	66	43.0	4.2 K	57.4
Apr 2024	5.12	0.87 K	517	10.4	73.5 K	47.5 K	59.7 K	85	36	60 K	44.9 K	4.1	60.7
May 2024	5.95	1.44 K	579 K	13.0 K	76.8	53.0 K	63.3 K	89 K	41 K	66	51.5	4.6 K	66.1 K
Tots/Avgs	18.92	14.4	401	10.1	68.6	46.4	56.6	86	42	64	43.9	3.9	58.0

**RIALTO WASTEWATER**  
**MONTHLY OPERATIONS REPORT**

**Reporting Period:**  
**May 2024**

Prepared for: - Rialto Water Services



Prepared by: - Veolia Water West Operating Services



# RIALTO WASTEWATER OPERATIONS AND MAINTENANCE REPORT

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# RIALTO WASTEWATER

## MONTHLY OPERATIONS REPORT

### EXECUTIVE SUMMARY

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

- The treatment plant performed well and met all compliance parameters.
- There were seven residential calls for sewer collection issues.

### 1. Collection System/Customer Service Log

a. Collections group activities this month:

Category	Current Month Statistics	Prior Month Statistics	2024 Year to Date Statistics
Sanitary sewers are cleaned using the conventional method, including feet, which includes “Hot spot cleaning.”	30,889	16,155	101,092
Sanitary sewers assessed using the SL-RAT method, feet	0	0	41
CCTV Inspection, miles (26 is the annual goal)*	1.76	.82	8.4
Manhole Inspections	0	0	4
USA Dig Alert Markings, count	39	0	53
Residential call outs	3	7	20
Sanitary sewer overflows	0	3	6

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

### 2. Wastewater Treatment Plant – Monthly Overview

- NPDES discharge compliance parameters were achieved.

a. Significant events during the month were:

### 3. Treatment Facility Performance/Laboratory Activities

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

### 4. Monthly Safety Program Overview

Category	Monthly Statistic
Safety Training Topics	Hazardous Communication Housekeeping and Maintenance
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 1,368 days.

### 5. Biosolids, Chemicals, and Utilities

- a. Monthly Biosolids Production

Biosolids	Current Month Statistics	Prior Month Statistics	2024 Year-to-Date Statistics
Wet Tons Produced	1,517.75	1,464.35	6,547.30

- b. Monthly Chemical Consumption

Chemical	Current Month Gallons Used	Prior Month Gallons Used
Sodium Hypochlorite, Tertiary Disinfection	24,960	30,394
Sodium Bisulfite, Discharge Dechlorination	9,232	10,014
Ferrous Chloride, Digester Gas Conditioning	3,301	3,486
Polymer, Gravity Belt Thickener	488	322
Polymer, Belt Filter Press	678	722
Alum, Tertiary Filters	0	0

c. Monthly Utilities Consumption

Utility	Current Month Statistics	Prior Month Statistics
Electricity WWTP, KWH	**	455926
Electricity Lilac LS, KWH	**	**
Electricity Sycamore LS, KWH	<b>*0</b>	<b>*0</b>
Electricity Ayala LS, KWH	**	**
Electricity Agua Mansa LS, KWH	**	**
Electricity Cactus LS, KWH	**	**
Electricity Ramrod LS, KWH	**	**
Frisbee Park LS, KWH	**	**
El Rancho Verde LS, KWH	**	**
Natural Gas WWTP, Therms	4537	6262

\* LS is in bypass mode, pending CIP completion

\*\* SCE has not updated account data.

**6. Odor Complaints Received/Actions Taken**

No odor complaints were received this month.

**7. Major Equipment and/or Machinery Outages**

- Sludge Holding Tank
- Aeration Basin #1 is currently offline.

**8. Outside Agency Activities during the Month**

- a. Government agency or property insurance inspections  
*R.W.Q.C.B. Annual inspection with Kathleen Fong May 15*
- b. Government agency environmental, health, or safety tests/monitoring  
Permit testing was completed for this month
- c. Government agency notices of violation received  
No notices were received.
- d. Government agency monitoring  
Routine monitoring reports were submitted.
- e. Other matters of concern  
None

**9. Customer Service Callout Details Log**

Date	Address	Comments	Personnel	Manhole	To Manhole
5/6/2024	729 S. Sumac	The line is open and flowing. The cause of the problem was lots of drawstring and dirt. Talked to the Superintendent and City Inspector. The company that installed the line will be required to clean the retention basin and all sewer lines. This will be followed by a video inspection sent to the city inspector for review and verification that the lines are clean. We were asked to wash down the street into a retention basin. We washed down the spill area to the retention basin. The contractor will take over the cleanup. The spill was 100 gallons that never left the site.	ET		
5/6/2024	349 West Etiwanda	Checked upstream and downstream manholes; there is no issue with the city line. I told the resident's adult daughter that the plumber needed to clear the line to the city sewer in the middle of the street.	ET		
5/13/2024	1007 S. Fillmore	I left a message with the owner. There were a few roaches in the manhole. We will re-apply bait in 30 days.	ET		





## Table 1 Summary

### Table 1 Summary MOR

April 2024

Date	Rialto	Rialto			Rialto	Rialto WRF Effluent			Rialto WRF Influent		Rialto WRF Effluent		
	Influent daily flow	Effluent Flow	Influent BOD	Influent BOD	Influent BOD Load	Effluent BOD	Effluent BOD Load	BOD % Removal	Influent TSS	Influent TSS Load	Effluent TSS	Effluent TSS Load	TSS % Removal
	MGD	MGD	mg/l	mg/l	lbs/day	mg/L	lbs/day	%	mg/L	lbs/day	mg/L	lbs/day	%
4/1/2024	6.91	7.52	320	320	18,441	<5.0	313.58	98.40	240.00	13831.00	4.00	251.00	98.30
4/2/2024	6.49	6.67											
4/3/2024	6.74	7.30											
4/4/2024	7.19	6.06											
4/5/2024	6.07	7.52	310	310	15,693	<5.0	313.58	98.40					
4/6/2024	6.23	6.61											
4/7/2024	6.55	7.06											
4/8/2024	6.95	7.11											
4/9/2024	6.88	6.59	340	340	19,509	<5.0	274.80	98.50	240.00	13771.00	2.00	110.00	99.20
4/10/2024	6.44	7.16											
4/11/2024	6.84	6.93											
4/12/2024	6.52	6.67	310	310	16,857	<5.0	278.14	98.40					
4/13/2024	6.52	6.49											
4/14/2024	7.28	7.23											
4/15/2024	6.03	7.14	340	340	17,099	<5.0	297.74	98.50	250.00	12573.00	3.00	179.00	98.80
4/16/2024	6.62	6.75											
4/17/2024	6.76	6.85											
4/18/2024	6.68	6.61											
4/19/2024	8.08	7.06	300	300	20,216	<5.0	294.40	98.30					
4/20/2024	4.95	6.93											
4/21/2024	6.64	7.13											
4/22/2024	6.86	6.98	350	350	20,024	4.8	279.42	98.60	260.00	14875.00	2.00	116.00	99.20
4/23/2024	6.72	7.23											
4/24/2024	6.70	6.84											
4/25/2024	6.79	6.79											
4/26/2024	6.55	6.90	310	310	16,934	<5.0	287.73	98.40					
4/27/2024	6.25	6.70											
4/28/2024	6.80	7.34											
4/29/2024	6.99	7.31	320	320	18,655	<5.0	304.83	98.40	290.00	16906.00	2.00	122.00	99.30
4/30/2024	6.57	7.19											
Minimum	4.95	6.06	300	300	15,693	4.8	274.80	98.30	240.00	12573.00	2.00	110.00	98.30
Maximum	8.08	7.52	350	350	20,216	<5.0	313.58	98.60	290.00	16906.00	4.00	251.00	99.30
Total	199.60	208.67	2,900	2,900	163,429	<44.8	2644.23	886.10	1280.00	71956.00	13.00	778.00	494.80
Average	6.65	6.96	322	322	18,159	<5.0	293.80	98.40	256.00	14391.00	2.60	156.00	99.00

## Table 2 Summary

## Table 2 MOR

April 2024

Date	Rialto	Rialto WRF	Effluent	Rialto WRF	Eff	Rialto WRF	Effluent	Rialto	Rialto
	Influent Conductivity (uS/cm)	Eff Conductivity Daily Ave (uS/cm)	Influent COD mg/l	Final Effluent COD mg/l	Influent TDS mg/l	Filter Effluent TDS mg/l	EFF FINAL TDS mg/L	Influent Inorganic Nitrogen mg/L	Effluent Inorganic Nitrogen mg/l as N
4/1/2024	1404.00	805.00							
4/2/2024	1353.00	822.00	720	19.0	520.00	410.00	460.00	46.00	9.40
4/3/2024	1675.00	815.00							
4/4/2024	1413.00	809.00							
4/5/2024	1489.00	796.00							
4/6/2024	1466.00	817.00							
4/7/2024	1540.00	873.00							
4/8/2024	1590.00	858.00							
4/9/2024	1671.00	848.00							
4/10/2024	1651.00	845.00							
4/11/2024	1672.00	847.00							
4/12/2024	1617.00	846.00							
4/13/2024	1430.00	877.00							
4/14/2024	1448.00	892.00							
4/15/2024	1557.00	862.00							
4/16/2024	1465.00	821.00							
4/17/2024	1703.00	805.00							
4/18/2024	1618.00	822.00							
4/19/2024	1264.00	813.00							
4/20/2024	1502.00	829.00							
4/21/2024	1421.00	848.00							
4/22/2024	1650.00	824.00							
4/23/2024	1502.00	798.00							
4/24/2024	1420.00	797.00							
4/25/2024	1563.00	797.00							
4/26/2024	1417.00	797.00							
4/27/2024	1642.00	807.00							
4/28/2024	1383.00	802.00							
4/29/2024	1514.00	779.00							
4/30/2024	1656.00	772.00							
Minimum	1264.00	772.00	720	19.0	520.00	410.00	460.00	46.00	9.40
Maximum	1703.00	892.00	720	19.0	520.00	410.00	460.00	46.00	9.40
Average	1523.00	824.00	720	19.0	520.00	410.00	460.00	46.00	9.40

## Table 3 Summary

**Table 3 MOR**

April 2024

Date	Rialto WRF Influent		Rialto WRF Effluent		Rialto WRF Eff		Rialto WRF Effluent		Transfer	Transfer	Rialto	Transfer 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
	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
4/1/2024	7.42	7.14	21.70	0.10	2.0	<1.80			143194.00	143194.00	36500.00	143194.00
4/2/2024	7.54	7.14	22.30		<1.8	<1.80		<5.00	96687.00	96687.00	21200.00	96687.00
4/3/2024	7.83	7.15	22.20		<1.8	<1.80			165836.00	165836.00	32100.00	165836.00
4/4/2024	7.14	7.16	22.90		<1.8	<1.80			196705.00	196705.00	34700.00	196705.00
4/5/2024	7.31	7.16	22.20		<1.8	<1.80			165183.00	165183.00	12900.00	165183.00
4/6/2024	8.16	7.15	21.60		<1.8	<1.80			167524.00	167524.00	18200.00	167524.00
4/7/2024	7.10	7.12	21.90		2.0	<1.80			135387.00	135387.00	18200.00	135387.00
4/8/2024	7.28	7.12	22.30		<1.8	<1.80			142917.00	142917.00	36400.00	142917.00
4/9/2024	7.14	7.13	22.30	<0.10	<1.8	<1.80	<2.0		137638.00	137638.00	23800.00	137638.00
4/10/2024	7.22	7.13	22.60		<1.8	<1.80			150346.00	150346.00	37600.00	150346.00
4/11/2024	7.32	7.13	23.10		2.0	<1.80			181511.00	181511.00	7700.00	181511.00
4/12/2024	7.26	7.14	23.50		<1.8	<1.80			187334.00	187334.00	1500.00	187334.00
4/13/2024	7.46	7.13	22.60		<1.8	<1.80			118851.00	118851.00	29800.00	118851.00
4/14/2024	7.98	7.12	22.70		<1.8	<1.80			168529.00	168529.00	35600.00	168529.00
4/15/2024	7.19	7.14	22.80	0.10	<1.8	<1.80			131998.00	131998.00	20300.00	131998.00
4/16/2024	7.51	7.16	23.00		<1.8	<1.80			148231.00	148231.00	18200.00	148231.00
4/17/2024	7.42	6.94	23.40		<1.8	<1.80			146089.00	146089.00	19400.00	146089.00
4/18/2024	7.57	7.07	23.60		<1.8	<1.80			176745.00	176745.00	17800.00	176745.00
4/19/2024	7.24	7.10	23.20		<1.8	<1.80			157969.00	157969.00	19800.00	157969.00
4/20/2024	7.44	7.10	23.00		<1.8	<1.80			154424.00	154424.00	16500.00	154424.00
4/21/2024	7.24	7.10	23.70		2.0	<1.80			166849.00	166849.00	19100.00	166849.00
4/22/2024	6.97	7.12	23.70	0.10	<1.8	<1.80			158834.00	158834.00	18300.00	158834.00
4/23/2024	6.81	7.14	23.80		<1.8	<1.80			143617.00	143617.00	18000.00	143617.00
4/24/2024	7.18	7.13	24.00		<1.8	<1.80			142940.00	142940.00	20000.00	142940.00
4/25/2024	7.36	7.14	23.80		2.0	<1.80			143247.00	143247.00	21800.00	143247.00
4/26/2024	7.16	7.14	23.70		4.5	<1.80			159639.00	159639.00	20900.00	159639.00
4/27/2024	7.68	7.14	23.00		<1.8	<1.80			154152.00	154152.00	15900.00	154152.00
4/28/2024	7.86	7.14	23.60		<1.8	<1.80			148168.00	148168.00	19200.00	148168.00
4/29/2024	7.24	7.16	24.10	0.10	<1.8	<1.80			139697.00	139697.00	19800.00	139697.00
4/30/2024	7.27	7.17	24.70		<1.8	<1.80			149321.00	149321.00	18700.00	149321.00
Minimum	6.81	6.94	21.60	<0.10	<1.8	<1.80	<2.0	<5.00	96687.00	96687.00	1500.00	96687.00
Maximum	8.16	7.17	24.70	0.10	4.5	<1.80	<2.0	<5.00	196705.00	196705.00	37600.00	196705.00
Average	7.38	7.13	23.00	<0.10	<1.9	<1.80	<2.0	<5.00	152652.00	152652.00	21663.00	152652.00

# RIALTO CIP MONTHLY OPERATIONS REPORT

Reporting Period: May  
2024

Prepared for: - Rialto Water Services



Prepared by: - Veolia Water West Operating Services





## FIP-CIP Updates for June-2024

1. Sycamore Lift Station Improvements Project: Construction started on 10/9/2023. Piping installed. Awaiting final electrical components. The project is ~80% complete and Ferreira will demobilize pending receipt of electrical components in March-2024. Components received and installed. **Final close out and start up meeting completed in June-2024. Change order for miscellaneous design changes and testing material submitted for review and approval to close out the project. Final invoice to the City once the change order is approved. Note: Lift station cannot be fully operational until the Sycamore Sewer Trunk Line (Phase II) project is completed due to the new pumps at lift station being too large to discharge into the 8" sewer pipe heading towards Baseline Road. (8" sewer line is undersized)**
2. Rialto Solids Upgrade study: Basis of Design Report was finalized, reviewed and accepted by the City and Veolia. NTP on proceeding with 30% design provided to AECOM on 9/22/2023. AECOM is working on 30% design. Field visit completed on 11/15/2023 and 11/16/2023. 30% design will be completed by February 16, 2024. 30% design documents submitted by AECOM on February 16, 2024. This was shared with the City on 3/15/2024 after Veolia's internal reviews. Veolia is working with the City to schedule page-turn reviews. 30% design review Page turn and in the field site visit with Stakeholders on 4/10/24 and in person (at WWTP) 4/19/24. Solids Handling 30% estimate developed and shared with RWS on 5/9/2024. **June 2024: NTP to AECOM for the 60% design, GMP prep and Shop Drawings prep given at the end of May (ongoing)**
3. Digester 1 Activation: AECOM is reviewing the options proposed by DN Tanks and will include their recommendation and cost for the appropriate cover in the GMP for the Solids Handling design. **This work will be completed after Solids Handling project design is complete.**
4. Sycamore Sewer Trunk Line Project (Phase II): Design is complete and RFP documents sent to City (Tom) for review 8/15/23. **Funding needs to be identified before going out to bid. Project needs to be completed during summer as it passes through a school zone.**
5. Acacia Sewer Trunk Line Project (Phase III): Design is underway and RFP documents are being updated. Funding needs to be identified. **Design will be completed after funding is identified.**
6. Etiwanda Ave Water Improvement Project: Water line improvements from Riverside Ave to Eucalyptus Ave. Project is in design and will have a design review once ready. **Funding needs to be identified.**
7. Baseline Ave Sewer Main Replacement Project: Project is 95% completed, all underground work is done, Paving took place on 3/11/2024. Striping was completed on 04/08/2024. This project is in the punchlist phase as it nears completion. Punch List was created and completed. **June 2024: Project complete. Final Invoice submitted to City to close out project.**