

# Monthly Operations Report

## FEBRUARY 2025

Reporting period December 2024



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

**Reporting Period:  
December 2024**

**Prepared for: Rialto Water Services**

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



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## I. CUSTOMER SERVICE SUMMARY

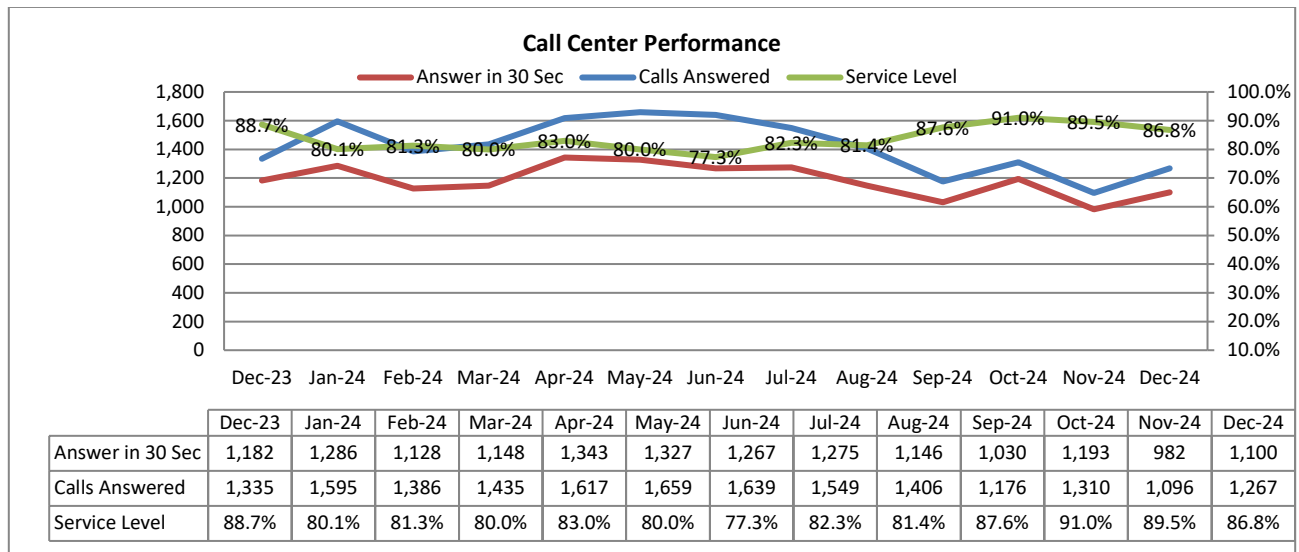
During this reporting month, the Customer Service team provided call service level of 86.8%. Out of 1,267 inbound calls answered 1,100 were answered within the first 30 seconds.

Water consumption has decreased by 29.8% when compared against previous month. When compared against last year, consumption has decreased by 17.2%.

Sewer revenue has decreased by 3.4% compared to the prior month and increased by less than 1% from last year.

## II. CALL CENTER PERFORMANCE

During this reporting month, service level was 86.8% with 1,100 out of 1,267 being answered within the first 30 seconds. Overall average wait time was twenty-eight (28) seconds.



## III. AUTOMATED SERVICES

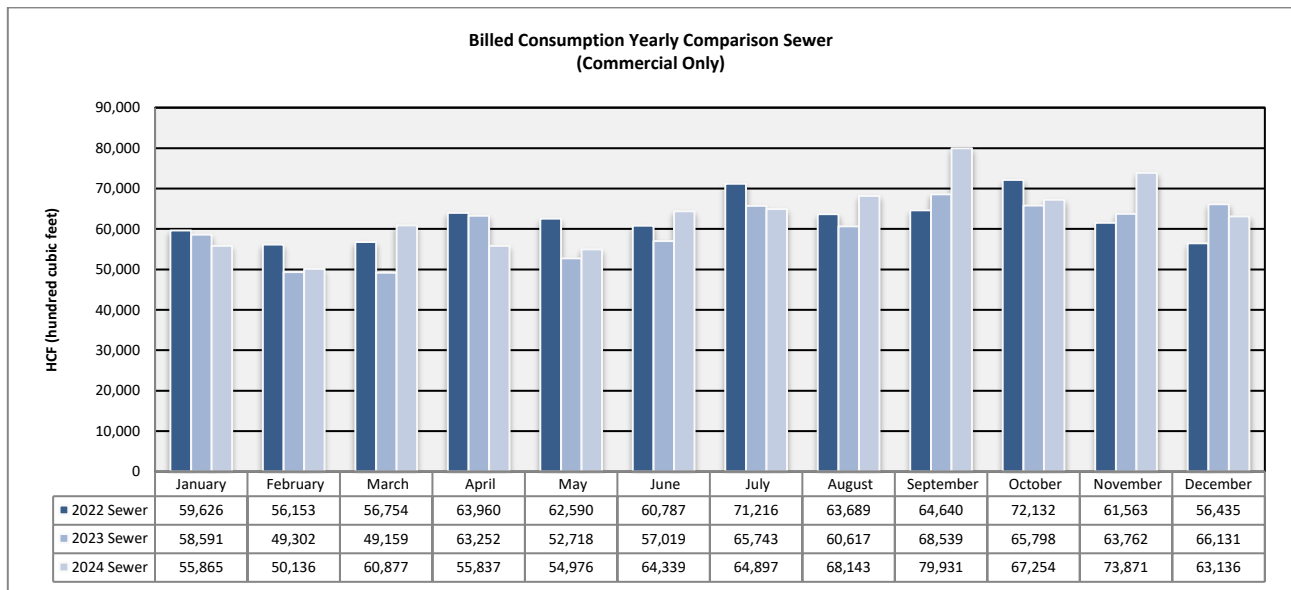
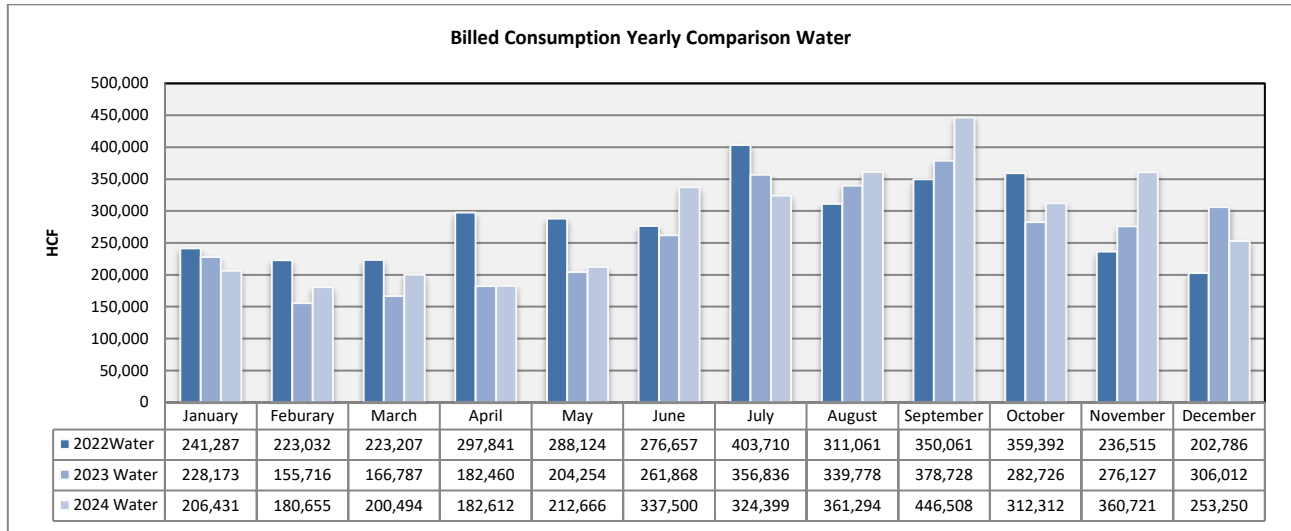
About 12,295 or 54.4 of the rate payers have created log-ins to access their accounts online. Of these customers, with online access, 48.4% have chosen the e-bill option. This e-bill participation is 9.3% increase from December of the prior year.

	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Number of Bills	22,161	22,204	22,246	22,202	22,369	22,331	22,372	22,410	22,425	22,470	22,541	22,571	22,575
Number of Bill Adjustments (during billing)	5	15	18	10	12	16	10	11	9	5	11	9	29
Automated Over the Phone Payments	2,340	2,700	2,539	2,539	2,592	2,382	2,058	2,250	2,310	2,050	2,483	2,092	2,436
Online Payment	7,466	10,027	8,553	7,756	9,888	9,126	7,457	9,828	9,302	7,538	9,302	7,804	10,320
E-bill Participants	5,451	5,497	5,534	5,564	5,610	5,654	5,683	5,731	5,770	5,814	5,855	5,922	5,959
Auto Pay Participants (New Portal)	3,927	3,984	4,007	4,054	4,082	4,129	4,165	4,221	4,273	4,278	4,305	4,343	4,367
PayNearMe	107	128	100	115	118	111	88	114	118	92	95	93	95

## IV. CONSUMPTION & BILLING

### A. Consumption

Water consumption has decreased by 29.8% when compared against previous month. When compared against last year, consumption has decreased by 17.2%. This increase is attributed to lower number of days during this billing period.



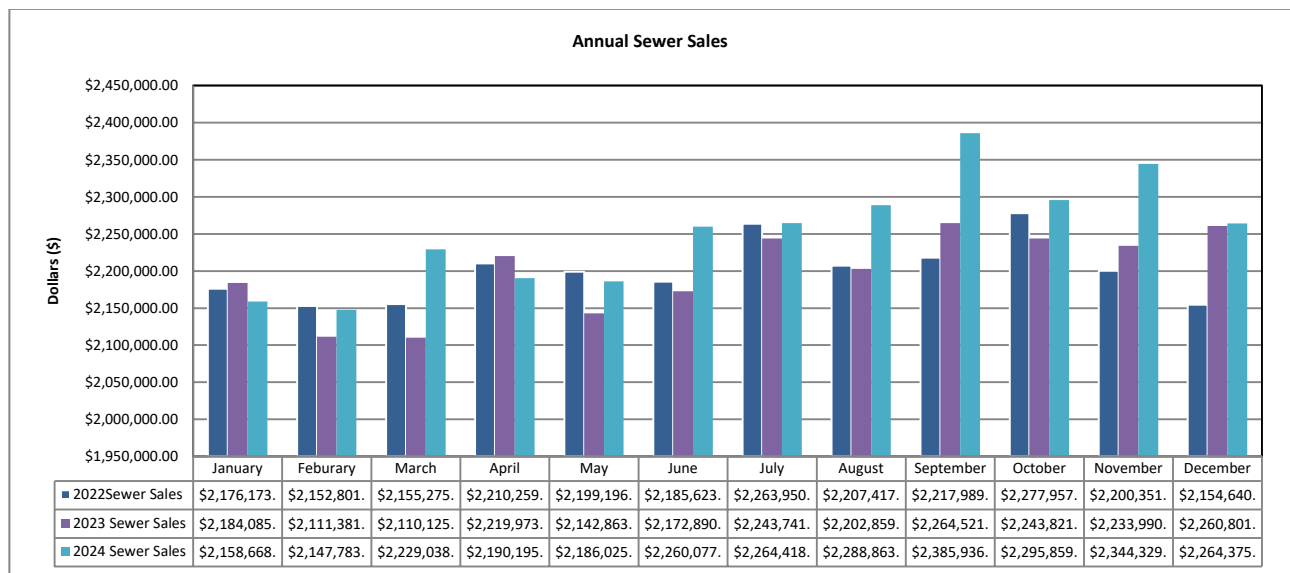
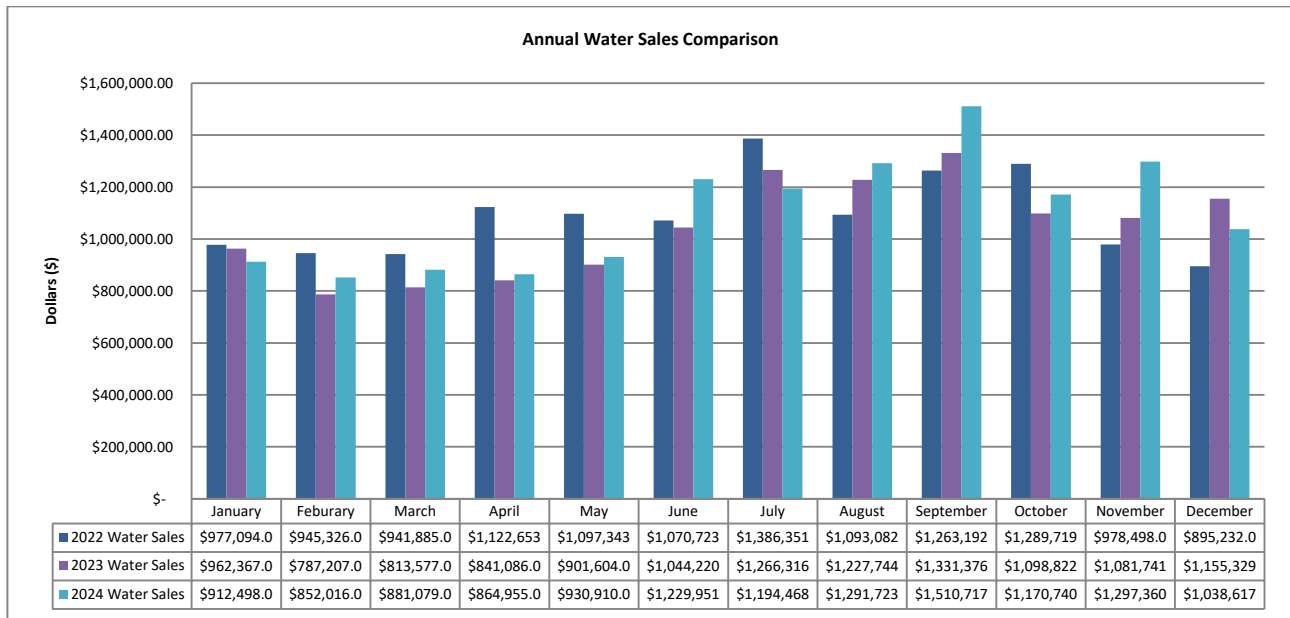
### B. Billing

A total of 22,575 bills were mailed or sent out electronically in December. Billing accuracy was 99.87% with twenty-nine (29) requiring adjustments.

## V. REVENUE & AGING

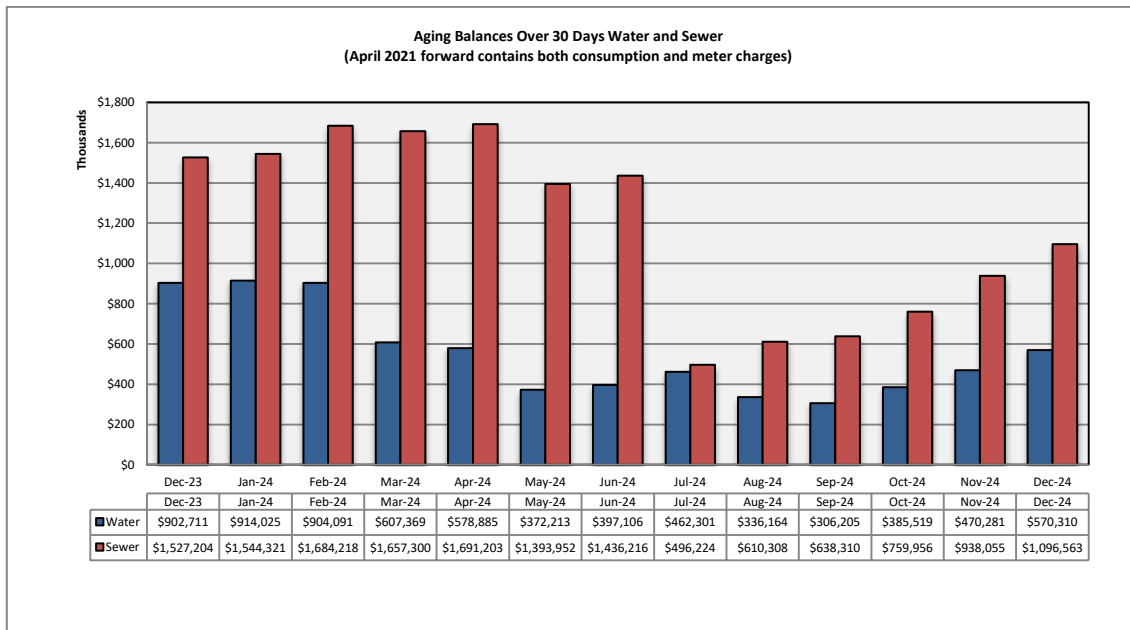
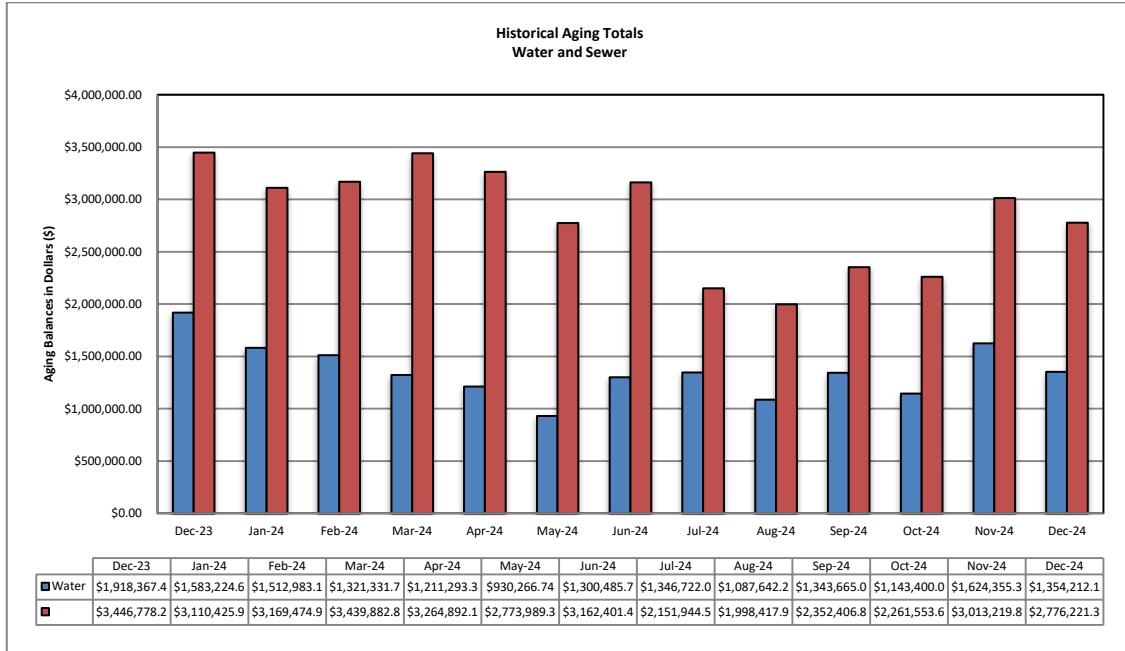
### A. Revenue

Water revenue has decreased 19.9% when compared against the prior month and decreased 10.1% when compared against previous year. This lower revenue is attributed to lower number of days during this billing cycle. Sewer revenue has decreased by 3.4% compared to the prior month and increased by less than 1% 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 4.8%, *see first table below*. For balances >30-days only, water has increased 21.3% and wastewater has increased by 16.9%.



## C. Bad Debt

Fourteen (14) accounts were sent to collections for a total amount of \$9,965.43. These collections typically arise when renter or property owner move out without paying their bills.

## **VI. SERVICE ORDERS**

290 service orders were initiated by the customer service team during the reporting month. Of this total, 75 service orders or 22.8% were due to occupant changes.

129 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**

No disconnections were performed during the week of holidays. With the holidays falling on Wednesdays, disconnections in January may be waived to comply with SB998, requiring 45-days from the past due dates. (If disconnection dates falls on Friday, RWS will not perform the disconnection to lessen the impact to the customers.)

## **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 December 2024 is \$4,111,000 Non-Rate Revenue is \$143,000; Utility Revenue is \$3,693,000 and Tax / Ambulance Revenue at \$275,000.

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 December 2024 and December 2023 are \$269,000 and \$206,000 respectively. Ambulance Revenue is also collected on behalf of the City of Rialto totaling \$6,000 in December 2024 and \$4,000 in December 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 \$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 \$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 of about \$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 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 December 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 December 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, RWS received a payment from San Bernardino County the amount of \$332,624 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>DECEMBER 2024</b>	<b>%</b>
Carrier Deposits	Cash deposits prepared per day for transport to US Bank	21	\$ 122,268	2.80%
Remote Check Deposits	Scanned batches of checks payments made at the customer service counter	21	685,915	15.70%
EBOX	Batches of electronic customer payments posted to customer accounts at US Bank.	21	322,671	7.39%
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	13,748	2,049,055	46.90%
Lockbox Deposits	Batches of customer payments mailed in to US Bank's lockbox.	21	1,175,827	26.92%
Pay Near Me	Cash payment service that allows customers to pay at a local 7-Eleven, CVS, or Family Dollar stores.	108	12,923	0.30%
<b>Total Revenue per Bank</b>			<b>\$ 4,368,659</b>	<b>100%</b>
Recon to RUA Recap:				
Adj detailed in RUA			(257,925)	
Prior mo. Correction				
<b>RUA increase in Cash</b>			<b>\$ 4,110,734</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**

	<b>Jul 2024</b>	<b>Aug 2024</b>	<b>Sept 2024</b>	<b>Oct 2024</b>	<b>Nov 2024</b>	<b>Dec 2024</b>	<b>TOTAL</b>	<b>%</b>
Cash Deposits	\$ 122,310	\$ 116,600	\$ 111,287	\$ 121,951	\$ 89,627	\$ 122,268	\$ 684,043	2.87%
Remote Check Deposits	227,143	953,011	383,642	394,629	613,264	685,915	\$ 3,257,603	13.69%
EBOX	334,259	346,067	289,347	349,088	288,522	322,671	\$ 1,929,953	8.11%
Paymentus, IVR, Credit Cards	1,827,817	1,855,221	1,688,345	2,034,573	1,499,559	2,049,055	\$ 10,954,570	46.03%
Lockbox Deposits	1,169,619	1,273,243	1,089,604	1,285,860	903,561	1,175,827	\$ 6,897,713	28.98%
Pay Near Me	14,561	14,530	10,989	11,968	10,491	12,923	\$ 75,462	0.32%
<b>Total Revenue to Bank</b>	<b>\$ 3,695,709</b>	<b>\$ 4,558,672</b>	<b>\$ 3,573,214</b>	<b>\$ 4,198,068</b>	<b>\$ 3,405,024</b>	<b>\$ 4,368,659</b>	<b>\$ 23,799,346</b>	<b>100.00%</b>
NSF	(7,962)	(4,947)	(8,970)	(8,950)	(21,124)	(20,764)	\$ (72,716)	
<b>Net deposits</b>	<b>\$ 3,687,747</b>	<b>\$ 4,553,726</b>	<b>\$ 3,564,244</b>	<b>\$ 4,189,118</b>	<b>\$ 3,383,900</b>	<b>\$ 4,347,895</b>	<b>\$ 23,726,630</b>	

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

	<b>Dec 2024</b>	<b>Dec 2023</b>	<b>Variance</b>
UUT Water	\$ 86,944	\$ 61,329	\$ 25,615
UUT Sewer	182,162	144,421	37,741
Ambulance	5,767	4,294	1,474
<b>Total</b>	<b>\$ 274,874</b>	<b>\$ 210,043</b>	<b>\$ 64,830</b>

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

	<b>Dec 2024</b>	<b>Dec 2023</b>	<b>Variance</b>
Non-Rate / Extra Territorial Revenue	\$ 143,345	\$ 70,674	\$ 72,671
Utility Revenue	\$ 3,692,515	\$ 2,836,069	\$ 856,447
<b>Total</b>	<b>\$ 3,835,861</b>	<b>\$ 2,906,742</b>	<b>\$ 929,118</b>

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

	Jul 2024	Aug 2024	Sept 2024	Oct 2024	Nov 2024	Dec 2024	TOTAL
<b>Non-Rate Revenue</b>							
Cell Tower Rent, Lease	5,647	19,985	21,506	66,161	55,391	9,235	177,924
Interest Income	19,290	9,559	-	-	-	-	28,850
NRR-FOG	-	-	-	-	-	-	-
Municipal Water Sales	-	-	-	-	332,624	-	332,624
Extra Terr- Sewage	31,463	252,123	161,340	185,039	136,360	128,586	894,911
Abatement of Expenses	-	-	-	-	-	-	-
Water Meter Lost/Damaged/Repl	1,419	710	2,129	5,171	-	-	9,429
Misc Fees - New Occ, Same Day Svc	5,877	4,453	4,939	5,629	3,067	5,525	29,489
Miscellaneous Revenue - Sewer	-	-	-	-	-	-	-
NSF	-	342	-	152	35	-	529
DIF - Wastewater Connection	-	-	-	-	-	-	-
Sewer Bad Debt Collection Fees	-	-	-	-	-	-	-
Sewer Cash Over/Short	-	-	-	-	-	-	-
<b>Total Non-Rate Revenue</b>	<b>\$ 63,697</b>	<b>\$ 287,171</b>	<b>\$ 189,913</b>	<b>\$ 262,152</b>	<b>\$ 527,477</b>	<b>\$ 143,345</b>	<b>\$ 1,473,755</b>
<b>Utility Revenue</b>							
Water Penalty	3,154	15,321	10,183	5,903	2,602	720	37,882
Sewer Penalty	5,200	33,061	18,283	7,639	3,313	1,435	68,930
Turf Removal, Hi-Eff Rebate	(1,000)	(100)	-	-	-	-	(1,100)
Senior Disc - Water	-	-	-	-	-	-	-
Senior Disc - Sewer	-	-	-	-	-	-	-
Water Contract	-	-	-	-	-	-	-
Water Deposits Paid	-	-	-	-	-	-	-
Water Deposits Billed	17,289	8,629	9,906	8,629	8,686	10,057	63,196
Hydrant Deposits	574	-	-	-	420	282	1,276
Sewer Deposits Paid	-	-	-	-	-	-	-
Sewer Deposits Billed	11,760	12,823	9,518	10,900	15,201	8,822	69,024
Water	1,171,886	1,540,256	1,194,449	1,386,681	884,906	1,229,369	7,407,547
Sewer	2,327,246	2,418,456	1,959,890	2,448,917	1,669,263	2,454,711	13,278,482
Unapplied Credits	(101,077)	(54,176)	(140,916)	(81,949)	(69,090)	(35,829)	(483,038)
Bad Debt Sewer	12,029	9,909	-	-	-	-	21,939
Bad Debt Water	-	-	-	-	-	-	-
Tax Roll - Sewer	15,596	2,790	-	-	-	22,950	41,336
Collection Agency - Water	-	-	-	-	-	-	-
Collection Agency - Sewer	-	-	-	-	-	-	-
Collection Agency - Misc Water	-	-	-	-	-	-	-
<b>Total Utility Revenue</b>	<b>\$ 3,462,656</b>	<b>\$ 3,986,969</b>	<b>\$ 3,061,313</b>	<b>\$ 3,786,719</b>	<b>\$ 2,515,301</b>	<b>\$ 3,692,515</b>	<b>\$ 20,505,473</b>
<b>Total Non-Rate + Utility Rev.</b>	<b>3,526,353</b>	<b>4,274,141</b>	<b>3,251,226</b>	<b>4,048,871</b>	<b>3,042,778</b>	<b>3,835,861</b>	<b>21,979,228</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>December 2024</b>	4,110,734	20,884	2,702,902	1,386,948	4,110,734	257,925	<b>4,368,659</b>
<b>December 2023</b>	3,116,786	6,868	2,119,582	990,336	3,116,786	7,519	<b>3,124,305</b>

**L. Non-Rate and Extraterritorial Customer Accounts Receivable Aging**

<b>Name</b>	<b>Total as of 12/31/2024</b>	<b>Current</b>	<b>31-60 days</b>	<b>61-90 days</b>	<b>&gt;90 days</b>
AT&T - Easton	\$ (5,647)	(1,500)	-	-	(4,147)
Social Science Service - Cedar House	9,850	9,850	-	-	-
CITY OF FONTANA	123,847	123,847	-	-	-
Colton Unified School District	-	-	-	-	-
County of San Bernardino-CSA 70 BL	38,807	19,403	19,403	-	-
Rialto BioEnergy Solutions	27,708	10,750	16,958	-	-
Sprint-Nextel SBA 2012 TC Assets	9,331	-	-	-	9,331
San Bernardino Co Waste System Div.	-	-	-	-	-
SB Valley Mun Water District	-	-	-	-	-
Vertical Bridge Holdco, LLC (CIG)	4,714	-	-	-	4,714
<b>Grand Total</b>	<b>\$ 208,609</b>	<b>\$ 162,350</b>	<b>\$ 36,362</b>	<b>\$ -</b>	<b>\$ 9,898</b>

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

**Social Science Service (Cedar House)** RWS receives past and current payments subsequently in January.

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

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

**County of San Bernardino** has a past due balance in December. The customer will be contacted.

**Rialto Bioenergy Solutions** RWS receives past and current payments subsequently in January.

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

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

**Reporting Period:**

**December 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 862.15 acre-feet. 628.37 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). 99.21 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 134.57 acre-feet came from the OPRTP.

DECEMBER 2024 DAILY PRODUCTION TOTALS IN ACRE FEET											
DATE	Chino 2	City 2	Rialto 3	Rialto 5	Miro 3	EW-1	Delivered Via BLF				TOTAL <sup>3</sup>
							City 4A	Purchased		OPRTP <sup>2</sup>	
							BOOSTER 6-9	Cactus <sup>1</sup>			
12/1/24	0.00	1.57	0.00	0.00	4.10	6.13	8.75	8.54	5.30	4.61	30.25
12/2/24	0.00	2.72	0.00	0.00	3.83	5.81	7.04	4.96	3.65	4.57	25.54
12/3/24	0.00	3.64	0.00	0.00	3.75	5.63	10.11	8.22	5.00	4.87	31.11
12/4/24	0.00	1.07	0.00	0.00	3.52	7.23	6.88	5.33	4.11	4.13	25.39
12/5/24	0.00	0.00	0.00	0.00	4.54	4.89	8.63	7.64	5.40	5.07	27.54
12/6/24	0.00	5.19	0.00	0.00	4.21	6.29	10.24	9.85	4.91	4.36	34.81
12/7/24	0.00	2.40	0.00	0.00	3.42	5.17	9.09	7.30	4.89	4.82	28.00
12/8/24	0.00	4.03	0.00	0.00	4.06	6.04	7.73	7.09	4.66	4.95	30.83
12/9/24	0.00	1.42	0.00	0.00	3.74	5.69	7.44	4.52	4.27	3.72	23.36
12/10/24	0.00	5.49	0.00	0.00	3.76	5.67	6.46	2.69	4.87	4.28	26.76
12/11/24	0.00	6.07	0.00	0.00	4.45	6.90	9.00	7.74	3.56	4.03	32.75
12/12/24	0.00	0.00	0.00	0.00	3.47	5.05	9.88	7.75	5.07	5.49	26.84
12/13/24	0.00	0.00	0.00	0.00	3.93	5.84	9.11	6.53	5.12	4.19	25.61
12/14/24	0.00	0.00	0.00	0.00	3.88	5.87	8.16	6.53	3.76	4.17	24.21
12/15/24	0.00	8.90	0.00	0.00	3.92	7.50	7.79	9.60	5.30	0.00	35.22
12/16/24	0.00	6.79	0.00	0.00	3.61	4.55	7.60	0.00	3.60	4.39	22.93
12/17/24	0.00	4.52	0.00	0.00	2.92	5.90	0.14	4.77	3.24	3.87	25.22
12/18/24	0.00	6.48	0.00	0.00	3.54	5.75	5.80	4.34	3.99	4.55	28.65
12/19/24	0.00	5.75	0.00	0.00	0.88	6.14	9.25	7.83	5.26	4.15	30.00
12/20/24	0.00	8.09	0.00	0.00	0.00	5.63	10.40	6.73	6.24	5.35	32.04
12/21/24	0.00	6.13	0.00	0.00	0.28	5.53	8.78	6.96	0.00	4.10	23.01
12/22/24	0.00	5.87	0.00	0.00	0.58	6.33	0.00	0.34	8.45	4.81	26.38
12/23/24	0.00	3.92	0.00	0.00	0.16	5.39	6.35	8.42	4.52	3.73	26.14
12/24/24	0.00	0.00	0.00	0.00	7.22	6.67	10.08	6.63	4.82	5.65	30.99
12/25/24	0.00	0.00	0.00	0.00	6.80	5.70	7.67	6.77	3.19	4.24	26.70
12/26/24	0.00	0.00	0.00	0.00	8.46	7.34	8.91	6.73	4.20	4.04	30.78
12/27/24	0.00	0.00	0.00	0.00	6.64	5.92	10.70	9.18	4.57	0.00	26.31
12/28/24	0.00	0.00	0.00	0.00	2.86	3.75	6.45	6.89	4.59	0.00	18.09
12/29/24	0.00	0.00	0.00	0.00	4.40	5.51	8.25	2.73	4.68	13.26	30.57
12/30/24	0.00	0.00	0.00	0.00	2.34	6.10	10.02	10.93	4.18	5.40	28.95
12/31/24	0.00	0.00	0.00	0.00	0.02	6.98	9.41	11.43	4.96	3.77	27.16
<b>TOTAL</b>	<b>0.00</b>	<b>90.05</b>	<b>0.00</b>	<b>0.00</b>	<b>109.31</b>	<b>182.89</b>	<b>246.12</b>	<b>204.97</b>	<b>140.36</b>	<b>134.57</b>	<b>862.15</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>3.75</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>18.09</b>
<b>MAX</b>	<b>0.00</b>	<b>8.90</b>	<b>0.00</b>	<b>0.00</b>	<b>8.46</b>	<b>7.50</b>	<b>10.70</b>	<b>11.43</b>	<b>8.45</b>	<b>13.26</b>	<b>35.22</b>
<b>AVE</b>	<b>0.00</b>	<b>2.90</b>	<b>0.00</b>	<b>0.00</b>	<b>3.53</b>	<b>5.90</b>	<b>7.94</b>	<b>6.61</b>	<b>4.53</b>	<b>4.34</b>	<b>27.81</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.

**DECEMBER 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>
12/1/24	0.00	0.00	2.01	0.00	0.00	8.54	0.00	0.00
12/2/24	0.00	0.00	2.13	0.00	0.00	4.96	0.00	0.00
12/3/24	0.00	0.00	3.58	0.00	0.00	8.22	0.00	0.00
12/4/24	0.00	0.00	0.44	0.00	0.00	5.33	0.00	0.00
12/5/24	0.00	0.00	3.26	0.11	0.17	7.64	0.00	0.00
12/6/24	0.00	0.00	2.77	0.00	0.00	9.85	0.00	0.00
12/7/24	0.00	0.00	0.00	0.00	0.00	7.30	0.00	0.00
12/8/24	0.00	0.00	4.82	0.00	0.00	7.09	0.00	0.00
12/9/24	0.00	0.00	1.34	0.00	0.00	4.52	0.00	0.00
12/10/24	0.00	0.00	3.29	0.00	0.00	2.69	0.00	0.00
12/11/24	0.00	0.00	1.88	0.00	0.00	7.74	0.00	0.00
12/12/24	0.00	0.00	1.35	0.00	0.00	7.75	0.08	0.00
12/13/24	0.00	0.00	0.21	0.00	0.00	6.53	0.00	0.00
12/14/24	0.00	0.00	0.00	0.00	0.00	6.53	0.00	0.00
12/15/24	0.00	0.00	6.73	0.00	0.00	9.60	0.00	0.00
12/16/24	0.00	0.00	3.54	0.00	0.00	0.00	0.00	0.00
12/17/24	0.00	0.00	0.81	0.00	0.00	4.77	0.00	0.00
12/18/24	0.00	0.00	3.46	0.00	0.00	4.34	0.00	0.00
12/19/24	0.00	0.00	7.10	0.00	0.00	7.83	0.00	0.00
12/20/24	0.00	0.00	5.48	0.00	0.00	6.73	0.00	0.00
12/21/24	0.00	0.00	6.07	0.00	0.00	6.96	0.00	0.00
12/22/24	0.00	0.00	2.89	0.00	0.00	0.34	0.00	0.00
12/23/24	0.00	0.00	2.15	0.00	0.00	8.42	0.00	0.00
12/24/24	0.00	0.00	1.47	0.00	0.00	6.63	0.00	0.00
12/25/24	0.00	0.00	0.00	0.00	0.00	6.77	0.00	0.00
12/26/24	0.00	0.00	0.00	0.00	0.00	6.73	0.00	0.00
12/27/24	0.00	0.00	0.00	0.00	0.00	9.18	0.00	0.00
12/28/24	0.00	0.00	0.00	0.00	0.00	6.89	0.00	0.00
12/29/24	0.00	0.00	0.00	0.00	0.00	2.73	0.00	0.00
12/30/24	0.00	0.00	1.45	0.00	0.00	10.93	0.00	0.00
12/31/24	0.00	0.00	3.05	0.00	0.00	11.43	0.00	0.00
<b>TOTAL</b>	<b>0.00</b>	<b>0.00</b>	<b>71.28</b>	<b>0.11</b>	<b>0.17</b>	<b>204.97</b>	<b>0.08</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>7.10</b>	<b>0.11</b>	<b>0.17</b>	<b>11.43</b>	<b>0.08</b>	<b>0.00</b>
<b>AVE</b>	<b>0.00</b>	<b>0.00</b>	<b>2.30</b>	<b>0.00</b>	<b>0.01</b>	<b>6.61</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	Dec	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Chino # 1 (580 ft) In-active well	429'	411'	411'	420'	417'	411'	414'	414'	412'	411'	411'	411'	410'
Chino # 2 (550 ft)	369'	344'	345'	342'	346'	354'	347'	352'	347'	347'	343'	340'	342'
City # 1 (260 ft)	392'	247'	247'	247'	164'	158'	158'	151'	150'	247'	247'	251'	121'
City # 2 (480 ft)	402'	212'	210'	171'	182'	164'	164'	164'	171'	210'	137'	139'	147'
City # 3 (525 ft) Out of Service	505'	451'	429'	450'	423'	423'	423'	418'	417'	416'	416'	417'	414'
City # 4A (528 ft)	406'	375'	376'	361'	373'	373'	374'	380'	379'	380'	380'	380'	381'
City # 5 (385 ft) In-active well	364'	358'	340'	339'	340'	339'	335'	333'	334'	332'	322'	320'	318'
Rialto # 1 (650 ft) In-active well	588'	581'	553'	564'	569'	569'	571'	571'	571'	571'	553'	552'	561'
Rialto # 2 (550 ft) In-active well	502'	501'	499'	500'	500'	500'	501'	500'	501'	502'	501'	501'	499'
Rialto # 3 (509 ft)	478'	474'	474'	475'	474'	475'	474'	477'	477'	473'	476'	473'	472'
Rialto # 4 (450 ft) In-active well	418'	415'	416'	415'	415'	415'	415'	416'	415'	418'	418'	414'	413'
Rialto # 5 (560 ft)	386'	383'	385'	385'	386'	386'	386'	386'	385'	384'	384'	384'	385'
Rialto Well # 7 In-active well	362'	362'	362'	361'	362'	362'	361'	361'	362'	362'	362'	361'	362'
Miro # 3 (563 ft)	492'	487'	485'	486'	487'	488'	487'	489'	487'	485'	485'	484'	484'
EW-1 (780 ft)	476'	476'	474'	475'	476'	476'	473'	474'	475'	474'	473'	475'	475'

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
- Quarterly Report for Disinfectant Residuals Compliance

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
Perfluorooctanoic (PFOA)	ng/L	2.0	4
Perfluorooctanesulfonic (PFOS)	ng/L	2.0	4
P= Present A= Absent mg/L = parts per million µg/L = parts per billion ng/L = parts per trillion			

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
12/17/2024										
<b>Type of Sampling</b>	<b>Chino 2</b>	<b>City 2</b>	<b>City 4A</b>	<b>Rialto 3</b>	<b>Rialto 5</b>	<b>Miro 3</b>	<b>EW-1</b>	<b>BLF Cactus</b>	<b>BLF 6-9</b>	<b>OPRT P</b>
Total Coliform	OUT OF SERVICE	A	A	A	A	A	A	A	A	A
E. Coli		A	A	A	A	A	A	A	A	A
Nitrate as N				3.1		3.0	4.9			
Perchlorate (CLO <sub>4</sub> )				4.7*	<1.0	11*	140*			
Total Dissolved Solids		180	320	200	210	200	200	300	300	190
Perfluorooctanoic (PFOA)					5.7					
Perfluorooctanesulfonic (PFOS)					<2.0					

\*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>December 2024</b>						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
<b>CYCLE 1 - 12/03/24</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	1.80	A	A			
1228 W. Merrill	1.15	A	A			
256 N. Fillmore	1.15	A	A			
987 W. Grove	1.02	A	A			
978 N. Driftwood	1.11	A	A			
1451 N. Linden	1.03	A	A			
469 W. Jackson	1.21	A	A			
935 E. Mariposa	1.04	A	A			
1000 N. Joyce	1.23	A	A			
766 N. Chestnut	1.23	A	A			
149 W. Victoria	1.45	A	A			
313 E. McKinley	1.10	A	A			
609 E. South	1.23	A	A			
273 E. Alru	1.36	A	A			
1161 S. Lilac	1.35	A	A			
101 E. Valley	1.21	A	A			
<b>CYCLE 2 - 12/09/24</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	1.10	A	A	<3.0	1	<0.10
101 S. Larch	1.00	A	A	<3.0	1	<0.10
320 N. Wisteria	1.10	A	A	<3.0	1	<0.10
861 W. Grove	1.00	A	A	<3.0	1	<0.10
1168 N. Glenwood	1.10	A	A	<3.0	1	<0.10
1320 N. Fitzgerald	1.00	A	A	<3.0	1	<0.10
860 N. Willow	1.10	A	A	<3.0	1	<0.10
209 E. Cornell	1.00	A	A	<3.0	1	<0.10
643 E. Margarita	1.00	A	A	<3.0	1	0.15
1170 N. Terrace Rd.	1.10	A	A	<3.0	1	<0.10
681 E. Erwin	1.10	A	A	<3.0	1	<0.10
402 E. Merrill	1.10	A	A	<3.0	1	<0.10
261 W. Wilson	1.00	A	A	<3.0	1	<0.10
532 S. Iris	1.20	A	A	<3.0	1	0.18
281 W. Hawthorne	1.10	A	A	<3.0	1	<0.10
379 W. Valley	1.20	A	A	<3.0	1	<0.10

## Rialto Distribution Sample Results

December 2024

Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
<b>CYCLE 3 - 12/16/24</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	1.26	A	A			
775 E. Foothill	0.99	A	A			
878 N. Primrose	0.98	A	A			
369 E. Van Koevering	1.37	A	A			
274 W. Valencia	1.15	A	A			
1566 N. Fillmore	1.27	A	A			
932 N. Idyllwild	1.15	A	A			
644 N. Smoketree	1.14	A	A			
605 W. Rosewood	1.24	A	A			
1189 W. Second	1.35	A	A			
775 W. Rialto	1.12	A	A			
211 E. Wilson	1.27	A	A			
595 E. Huff	1.41	A	A			
1005 S. Riverside	1.45	A	A			
794 S. Verde	1.31	A	A			
1055 W. Bloomington	1.19	A	A			
<b>CYCLE 4 - 12/23/24</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	1.06	A	A			
101 S. Linden	0.94	A	A			
234 N. Larch	1.31	A	A			
575 N. Driftwood	1.28	A	A			
1355 W. Shamrock	1.13	A	A			
992 N. Yucca	1.25	A	A			
481 W. Cornell	1.26	A	A			
158. E. Shamrock	1.31	A	A			
749 E. Holly	1.36	A	A			
545 E. Victoria	1.24	A	A			
200 N. Sycamore	1.01	A	A			
407 E. Allen	1.19	A	A			
399 E. Montrose	0.92	A	A			
856 S. Orange	1.43	A	A			
911 S. Cactus	1.42	A	A			
220 W. Valley	1.05	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 242 mg/L for the month of December as compared to 214 mg/L in November. 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	VNA Academy Catch-up
Lost Time Incidents, count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	2
Vehicle Incidents, count	0

\*A lost time incident has not occurred in the past 4097 days.

**IV. CHEMICAL USE**

Sodium hypochlorite is the only chemical added to the water system. A total of 2158 gallons of sodium hypochlorite was used in December as compared to 2322 gallons used in November.

## V. ELECTRICAL USE

Southern California Edison (SCE) has not provided all the data for December 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	December	373,789
2024	January	208,007
2024	February	186,792
2024	March	421,268
2024	April	463,324
2024	May	428,050
2024	June	629,344
2024	July	550,202
2024	August	650,431
2024	September	562,739
2024	October	529,208
2024	November	247,773

## 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**

Chino Well 2 was out of service due to chlorination system repairs. City Well 2 was out of service partial month due to motor 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. 44 valves were exercised for the month of December.

<b>Valve Turning Progress</b>	
	<b>Valves Turned</b>
2020	530
2021	340
2022	463
2023	750
2024	379

**C. Hydrant Flushing**

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

<b>Hydrant/Dead End Flushing Progress</b>	
	<b>2024</b>
January	0
February	3
March	9
April	0
May	5
June	0
July	5
August	20
September	0
October	6

November	5
December	10
<b>Total</b>	<b>63</b>
<b>Progress % (100)</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 field site visits on May 22 and August 22, 2024. The results of the sanitary survey were received on September 19, 2024. Veolia will reach out to DDW regarding the minor deficiencies.

**VIII. ASSET MANAGEMENT**

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

- Preventive Maintenance –2
- Corrective Maintenance –0
- Predictive Maintenance –0

14– PMs planned for January 2025

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

Corrective Work Order labor hours were dedicated to six pipe line and three hydrant repairs.

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

Chino Well 2 was out of service due to chlorination system repairs. City Well 2 was out of service partial month due to motor 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	0.00	18.61
2024-25	0.00	0.00	0.00	0.00	0.45	0.00							0.45

July 24- June 25	=	0.45 INCHES
YEAR TO DATE FOR 2024	=	14.57 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	0.00	0.00	0.00	0.00	0.00	0.45	0.00	14.57

## 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	0.63 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	0.02 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
Jun 2024	7.42	0.00	659	15.5	89.7	59.6	73.8	83	34	56	56.2	4.5	68.8
Jul 2024	8.79	0.01	666	16.5	99.7 K	66.3	82.7	72	24	43	57.8	4.4 K	72.8
Aug 2024	8.14	0.75	617	14.7 K	98.2 K	64.8	80.7 K	70	21	41 K	54.6 K	4.3	76.1
Sep 2024	5.61	1.03 K	470 K	14.9 K	91.4 K	62.0	75.5 K	77 K	29 K	52 K	55.1 K	3.8 K	73.2 K
Oct 2024	4.65	0.56	405	11.5	86.9	56.6	70.6	73	25	45	47.4	3.4 K	67.5
Nov 2024	2.80	1.28	292	7.0	71.7	43.7	56.9	73	24	45	34.1	3.2 K	56.6
Dec 2024	2.20 K	0.97 K	243 K	6.9 K	71.5	42.8	55.1 K	72 K	28 K	48	34.2	2.7 K	53.3 K
Tots/Avg	58.53	17.4	446	11.4	79.3	52.3	64.9	79	33	54	46.6	3.8	63.2

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

**Reporting Period:**  
**December 2024**

Prepared for: - Rialto Water Services



Prepared by: - Veolia Water West Operating Services



# RIALTO WASTEWATER OPERATIONS AND MAINTENANCE REPORT

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### EXECUTIVE SUMMARY

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- 4. Monthly Safety Program Overview**
- 5. Biosolids, Chemicals, and Utilities**
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- Treatment Facility – Monthly Performance Summary
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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 was three residential call outs for sewer collection issues.

### 1. Collection System/Customer Service Log

a. Collections group activities this month:

Category	Current Month Statistics	Prior Month Statistics	2024 Year to Date Statistics
Sanitary sewers are cleaned using the conventional method, including feet, which includes “Hot spot cleaning.”	325	24,240	233,976
Sanitary sewers assessed using the SL-RAT method, feet	0	3,478	27,656
CCTV Inspection, miles (26 is the annual goal)*	1.15	2.33	27.25
Manhole Inspections	0	0	53
USA Dig Alert Markings, count	21	30	266
Residential call outs	3	1	30
Sanitary sewer overflows	2	0	7

b. S.S.O. dates: December 4, 2024 and December 14, 2024

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: None.

### 3. Treatment Facility Performance/Laboratory Activities

a. See the attached Table 1 Monthly Performance Summary.

b. Summary of Notices and Laboratory Tests/Reports filed with government agencies.  
The monthly submittal of State/Federal discharge monitoring reports was completed promptly.

c. Effluent specification exceedance discussion  
See Section 2 above. N/A

#### 4. Monthly Safety Program Overview

Category	Monthly Statistic
Safety Training Topics	1
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 since 9-3-2020, totaling 1,579 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	1294.13	1,014.27	13,186.05

##### b. Monthly Chemical Consumption

Chemical	Current Month Gallons Used	Prior Month Gallons Used
Sodium Hypochlorite, Tertiary Disinfection	33,790	25,639.8
Sodium Bisulfite, Discharge Dechlorination	9,820	8,114
Ferrous Chloride, Digester Gas Conditioning	4,171	3,842
Polymer, Gravity Belt Thickener	472	454
Polymer, Belt Filter Press	552	564
Alum, Tertiary Filters	0	1

### c. Monthly Utilities Consumption

Utility	Current Month Statistics	Prior Month Statistics
Electricity WWTP, KWH	400648	378668
Electricity Lilac LS, KWH	**	826
Electricity Sycamore LS, KWH	**	493
Electricity Ayala LS, KWH	**	7689
Electricity Agua Mansa LS, KWH	**	4350
Electricity Cactus LS, KWH	1376	1492
Electricity Ramrod LS, KWH	664	514
Frisbee Park LS, KWH	**	759
El Rancho Verde LS, KWH	1690	1694
Natural Gas WWTP, Therms	5527	3651

\* LS is in bypass mode, pending CIP completion

\*\* SCE has not updated this account.

### 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.
- Gravity Belt Thickener #1

### 8. Outside Agency Activities during the Month

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



9. Customer Service Callout Details Log

Date	Address	Comments	Personnel	Manhole	To Manhole
12/04/2024	1150 N Willow	Lateral in the apartment complex was plugged causing sewage to spill out to storm drain. Vacuum truck setup in storm drain to recover sewage until the plumber onsite cleared the lateral.	ET / PH	NA	NA
12/14/2024	280 S. Palm Ave	P&G Auto parts and Machine shop	ZG / ET	NA	NA
12/16/2024	861 West Mallory	Water leak in the street next to the curb, nowhere near a MH. Called WVWD to report a water leak.	BVO	NA	NA

## **Table 1 Summary**

**Table 1**

December 2024

Date	Rialto	Rialto	Influent BOD	Influent BOD	Rialto Influent BOD Load	Rialto WRF Effluent			Rialto WRF Influent		Rialto WRF Effluent		
	Influent daily flow	Effluent Flow				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	%
12/1/2024	6.70	7.32											
12/2/2024	7.07	7.11	350	350	20,637	3.5	207.54	99.00	290.00	17100.00	2.00	119.00	99.30
12/3/2024	6.58	7.12											
12/4/2024	6.96	7.14											
12/5/2024	6.63	7.04											
12/6/2024	6.52	6.81	300	300	16,313	3.1	176.07	99.00					
12/7/2024	6.92	6.70											
12/8/2024	6.54	7.25											
12/9/2024	6.78	7.68	370	370	20,922	3.3	211.37	99.10	280.00	15833.00	0.90	58.00	99.70
12/10/2024	6.90	6.66											
12/11/2024	6.67	6.85											
12/12/2024	6.77	6.91											
12/13/2024	6.48	6.81	340	340	18,375	<5.0	283.98	98.50					
12/14/2024	6.42	6.69											
12/15/2024	6.58	7.11											
12/16/2024	6.86	6.84	420	420	24,029	3.2	182.55	99.20	240.00	13731.00	0.70	40.00	99.70
12/17/2024	6.87	7.01											
12/18/2024	7.29	7.56											
12/19/2024	7.64	6.44											
12/20/2024	5.62	6.90	280	280	13,124	2.8	161.13	99.00					
12/21/2024	6.57	6.85											
12/22/2024	7.04	7.23											
12/23/2024	6.54	7.07	340	340	18,545	5.7	336.09	98.30	260.00	14181.00	1.00	59.00	99.60
12/24/2024	7.12	6.97											
12/25/2024	7.03	7.44											
12/26/2024	5.90	6.15											
12/27/2024	6.77	6.81	450	450	25,408	<5.0	283.98	98.90					
12/28/2024	6.99	7.14											
12/29/2024	6.54	7.18											
12/30/2024	6.58	7.03	440	440	24,146	4.0	234.52	99.10	220.00	12073.00	1.00	59.00	99.50
12/31/2024	6.91	6.91											
Minimum	5.62	6.15	280	280	13,124	2.8	161.13	98.30	220.00	12073.00	0.70	40.00	99.30
Maximum	7.64	7.68	450	450	25,408	5.7	336.09	99.20	290.00	17100.00	2.00	119.00	99.70
Total	208.79	216.73	3,290	3,290	181,498	<35.6	2077.22	890.10	1290.00	72917.00	5.60	334.00	497.90
Average	6.74	6.99	366	366	20,166	<4.0	230.80	98.90	258.00	14584.00	1.12	67.00	99.60

## **Table 2 Summary**

**Table 2**

December 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
12/1/2024	1462.00	946.00							
12/2/2024	1473.00	914.00							
12/3/2024	1469.00	891.00			470.00	410.00	460.00	42.00	8.50
12/4/2024	1489.00	882.00							
12/5/2024	1537.00	866.00	700	23.0					
12/6/2024	1500.00	862.00							
12/7/2024	1376.00	885.00							
12/8/2024	1496.00	916.00							
12/9/2024	1589.00	885.00							
12/10/2024	1565.00	843.00							
12/11/2024	1381.00	832.00							
12/12/2024	1375.00	832.00							
12/13/2024	1513.00	842.00							
12/14/2024	1380.00	869.00							
12/15/2024	1475.00	916.00							
12/16/2024	1599.00	882.00							
12/17/2024	1488.00	1036.00							
12/18/2024	1444.00	858.00							
12/19/2024	1559.00	877.00							
12/20/2024	1590.00	875.00							
12/21/2024	1403.00	889.00							
12/22/2024	1594.00	916.00							
12/23/2024	1595.00	838.00							
12/24/2024	1387.00	816.00							
12/25/2024	1291.00	821.00							
12/26/2024	1392.00	812.00							
12/27/2024	1297.00	820.00							
12/28/2024	1243.00	844.00							
12/29/2024	1381.00	862.00							
12/30/2024	1467.00	864.00							
12/31/2024	1363.00	865.00							
Minimum	1243.00	812.00	700	23.0	470.00	410.00	460.00	42.00	8.50
Maximum	1599.00	1036.00	700	23.0	470.00	410.00	460.00	42.00	8.50
Average	1457.00	873.00	700	23.0	470.00	410.00	460.00	42.00	8.50

### **Table 3 Summary**

### Table 3

December 2024

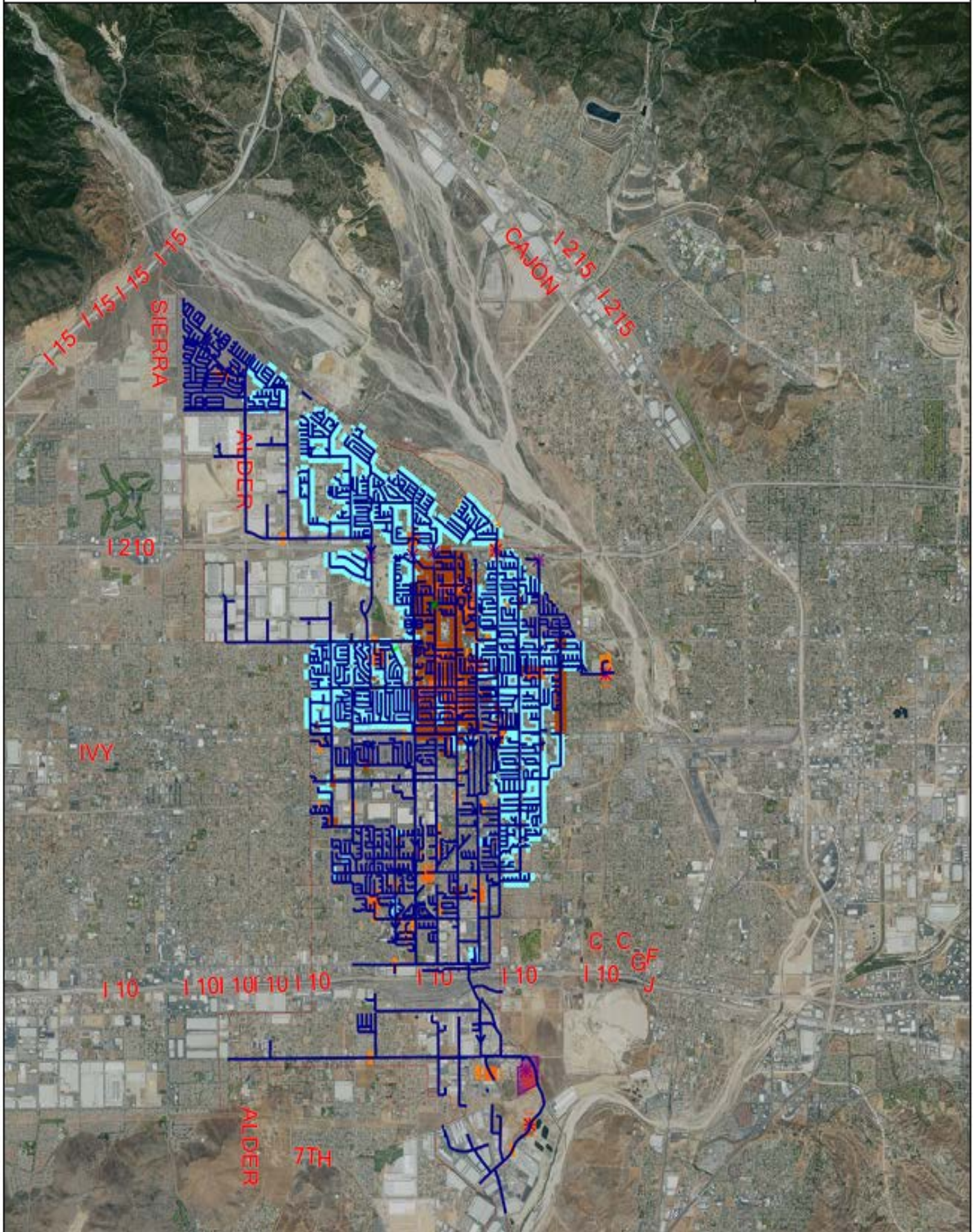
Date	Rialto WRF Influent		Rialto WRF Effluent		Rialto WRF Eff		Rialto WRF Effluent		Tranfer	Tranfer	Rialto	Tranfer Data
	Influent pH	24 hr avg. effl. pH	Effluent Temp	Effluent Ammonia	Effluent Total Coliform	Effluent Coliform 7 Day Median	Effluent Cyanide, Free Available	Eff Di(2-ethylhexyl) phthalate (DEHP)	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
12/1/2024	7.75	7.19	21.20		<1.8	<1.80			161784.00	161784.00	17600.00	161784.00
12/2/2024	8.55	7.11	21.50	<0.10	<1.8	<1.80			150588.00	150588.00	16900.00	150588.00
12/3/2024	7.79	7.15	21.50	<0.10	<1.8	<1.80		<5.00	158065.00	158065.00	18000.00	158065.00
12/4/2024	7.74	7.25	21.60		<1.8	<1.80			155552.00	155552.00	18300.00	155552.00
12/5/2024	7.62	7.18	21.30		<1.8	<1.80			155640.00	155640.00	17900.00	155640.00
12/6/2024	7.76	7.08	21.70		2.0	<1.80			169376.00	169376.00	16800.00	169376.00
12/7/2024	7.79	7.09	21.10		<1.8	<1.80			153113.00	153113.00	17600.00	153113.00
12/8/2024	7.71	7.06	21.00		<1.8	<1.80			153126.00	153126.00	18300.00	153126.00
12/9/2024	7.51	7.14	21.30	<0.10	<1.8	<1.80			160138.00	160138.00	18500.00	160138.00
12/10/2024	7.69	7.09	20.00		<1.8	<1.80	<2.0		99492.00	99492.00	20100.00	99492.00
12/11/2024	7.74	7.16	19.90		<1.8	<1.80			163481.00	163481.00	19500.00	163481.00
12/12/2024	7.77	7.08	20.20		<1.8	<1.80			169884.00	169884.00	.00	169884.00
12/13/2024	7.60	7.22	21.00		<1.8	<1.80			143115.00	143115.00	36200.00	143115.00
12/14/2024	7.74	7.17	20.70		<1.8	<1.80			147421.00	147421.00	21700.00	147421.00
12/15/2024	7.65	7.10	20.70		<1.8	<1.80			162677.00	162677.00	21200.00	162677.00
12/16/2024	7.69	7.09	20.70		<1.8	<1.80			160616.00	160616.00	21000.00	160616.00
12/17/2024	7.68	7.26	20.80		<1.8	<1.80			170001.00	170001.00	20900.00	170001.00
12/18/2024	7.55	6.95	20.20		<1.8	<1.80			150916.00	150916.00	23600.00	150916.00
12/19/2024	7.73	6.99	20.60		<1.8	<1.80			163808.00	163808.00	1000.00	163808.00
12/20/2024	7.73	6.94	21.20		<1.8	<1.80			171576.00	171576.00	15800.00	171576.00
12/21/2024	7.71	6.85	20.60		2.0	<1.80			173782.00	173782.00	17200.00	173782.00
12/22/2024	7.73	7.00	21.10		<1.8	<1.80			166257.00	166257.00	16800.00	166257.00
12/23/2024	7.71	7.02	20.90	0.10	<1.8	<1.80			147134.00	147134.00	17200.00	147134.00
12/24/2024	7.59	6.98	21.80		<1.8	<1.80			150791.00	150791.00	18000.00	150791.00
12/25/2024	7.46	6.99	21.00		2.0	<1.80			172854.00	172854.00	17700.00	172854.00
12/26/2024	7.76	7.02	20.70		<1.8	<1.80			144626.00	144626.00	17600.00	144626.00
12/27/2024	7.59	7.09	20.80		<1.8	<1.80			173359.00	173359.00	16900.00	173359.00
12/28/2024	7.69	7.03	20.50		<1.8	<1.80			154916.00	154916.00	19700.00	154916.00
12/29/2024	7.74	7.26	20.50		<1.8	<1.80			164048.00	164048.00	18000.00	164048.00
12/30/2024	7.13	7.21	20.80	0.10	<1.8	<1.80			160222.00	160222.00	18600.00	160222.00
12/31/2024	7.67	7.11	20.50		<1.8	<1.80			150309.00	150309.00	21200.00	150309.00
Minimum	7.13	6.85	19.90	<0.10	<1.8	<1.80	<2.0	<5.00	99492.00	99492.00	.00	99492.00
Maximum	8.55	7.26	21.80	0.10	2.0	<1.80	<2.0	<5.00	173782.00	173782.00	36200.00	173782.00
Average	7.70	7.09	20.90	<0.10	<1.8	<1.80	<2.0	<5.00	157376.00	157376.00	18058.00	157376.00

**Monthly Sewer Line Cleaned**



# Pipe Cleaning - December 2024

Map Centre Coords  
x: 2058292, y: 568441  
Date Printed: 1/23/2025  
Scale: 1:98000



# **RIALTO CIP REPORT**

**Reporting Period:**

**December 2024**

**Prepared for: Rialto Water Services**

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



## FIP-CIP Updates for January - 2025

1. Sycamore Lift Station Improvements Project: Final close out and start up meeting completed in June-2024. Added work change order for miscellaneous design changes and testing material submitted for review and approval to close out the project in January 2024 and resubmitted in September 2024. 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) Final billing sent. Payment pending. This project is finished. Awaiting final approvers to approve payment before closing this project.

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. 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 provided to AECOM for the 60% design, GMP prep and Shop Drawings prep given at the end of May (ongoing). 60% design drawings are anticipated by 9/30/2024. Added design work change order in development for AECOM's added design efforts for the Centrifuge layout which was changed after the 30% and 60% design to reduce construction costs while optimizing project value and addressing other O&M concerns we raised during the reviews. 60% page turn completed with the City's consultant & City. Shared project cost pricing from AECOM-W.M. Lyles with the City. Awaiting direction on next steps. AECOM-W.M. Lyles continue working on the 100% design and the Guaranteed Maximum Price. A meeting with Stakeholders to vet the GMP - to be set up by Peter Luchetti in February. Veolia drafting a FCWA for review/approval.

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.. The project needs to be completed during summer as it passes through a school zone and in order to get Sycamore Sewer Lift Station back online fully. Funding needs to be identified before going out to bid.

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. The project is in design and will have a design review once ready. Funding needs to be identified.

7. Safe Routes to Schools: SRTS is a project that includes the relocation of 6 fire hydrants at specified areas. 100% plans were submitted to Veolia on 10/07/2024. Plans have been reviewed and the contractor bid process is ongoing. The Merrill SRTS project is 90% complete with only concrete pads for hydrants remaining. This work is expected to take place in conjunction with the city's concrete contractor.

8. City Well 3A (Phase 1): The first phase would include a pre/post video log of the well, bail and brush, a 60 hour development test that includes a 12hr step test at a 10 day constant pump rate, and a Dept. of Drinking Water required Title 22 sampling panel with the addition of PFOA/PFAS panel. This project is in the early stage and a FCWA is to be submitted to the city mid February.

