

City of Rialto

*Council Chambers
150 S. Palm Ave.
Rialto, CA 92376*



Regular Meeting - Final

Tuesday, October 15, 2024

OPEN SESSION TIME:6:00 P.M.

Rialto City Hall, Council Chambers, 150 S. Palm Ave. Rialto CA 92376

Utilities Commission

*Chairperson Barbara Rickman
Vice-Chairperson June Hayes
Commissioner Richard "Kim" Chitwood
Commissioner Kevin C. Kobbe
Commissioner James M. Shields*

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the Maintenance and Facilities Department at (909) 820-2602. Notification 48-hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting [28 CFR 35.102-35.104 ADA Title II].

Members of the public are given an opportunity to speak on any listed agenda items. Please notify the Utilities Division if you wish to do so. All agendas are posted in the City Hall Administration Building (150 South Palm Avenue, Rialto, CA 92376) at least 72-hours in advance of the meeting. Copies of the staff reports relating to each item on the agenda are on file in the Utilities Division. Please call (909) 421-4907 to inquire about any items described on the agenda.

Based upon the open meeting laws (the Brown Act), additional items may be added to the agenda and acted upon by the Utilities Commission only if it is considered to be a "subsequent need" or "emergency item" and is added by a two-thirds vote. Matters raised under Oral Communications may not be acted upon at that meeting other than as provided above.

CALL TO ORDER

ROLL CALL

Chairperson Barbara Rickman, Vice-Chairperson June Hayes, Commissioner Richard "Kim" Chitwood, Commissioner Kevin C. Kobbe, Commissioner James M. Shields

PLEDGE OF ALLEGIANCE

MOMENT OF SILENCE/INVOCATION

APPROVAL OF MINUTES

[UC-24-1769](#) Regular Meeting of September 17, 2024

Attachments: [Minutes 9-17-24.pdf](#)

ORAL COMMUNICATIONS

NEW BUSINESS

[UC-24-1770](#) Presentation Update on the California Integrated Waste Management Act (AB 939) provided by Burrtec.

Attachments: [AB 939 PowerPoint_City of Rialto Utilities Commission_Oct 2024.pptx](#)

[UC-24-1771](#) Presentation on the *City of Rialto's Sewer Cleaning Process* provided by Rialto Water Services/Veolia.

Attachments: [Sewer Cleaning 101.pdf](#)
[Collections Team.pdf](#)

[UC 24-1765](#) Monthly Activity Report for City of Rialto Waste Management Services.

RECOMMENDATION:

Staff recommends that the Utilities Commission receive and file this report for October 2024.

[UC-24-1768](#) Staff requests that the Utilities Commission discuss Section 5.1(p) of the Concession Agreement and, if necessary, provide direction to staff.

RECOMMENDATION

Staff recommends that the Utility Commission discuss Section 5.1(p) of the Concession Agreement and, if necessary, provide direction to staff.

[UC-24-1767](#) Request that the Utilities Commission provide feedback on the Water Conservation Update.

RECOMMENDATION:

Staff recommends that the Utilities Commission provide feedback on the Water Conservation Update.

Attachments: [Attachment: Rialto Municipal Code Section 12.20.pdf](#)

[UC-24-1774](#) Veolia's Monthly Operations Reports - October 2024 (Reporting period August 2024).
(RECEIVE AND FILE)

Attachments: [Veolia's Monthly Operations Reports - October 2024 \(Reporting period August 2024\).](#)

OLD BUSINESS

[UC-24-1773](#) Previous Discussion Update.

[UC-24-1772](#) To-Do List.

UTILITIES DIRECTOR UPDATES

[UC-24-1766](#) Utilities Director Update.

COMMISSIONER REPORTS

ADJOURNMENT



City of Rialto

Legislation Text

File #: UC-24-1769, **Version:** 1, **Agenda #:**

For Utilities Commission Meeting [October 15, 2024]

TO: Honorable Chairperson and Commission

APPROVAL: John Rossi, Interim Utilities Director

Nicole Hemmans, Senior Administrative Analyst

Regular Meeting of September 17, 2024



CITY OF RIALTO
REGULAR MEETING OF THE UTILITIES COMMISSION
September 17, 2024 - 6:00 P.M.
MINUTES

The Regular meeting of the Utilities Commission of the City of Rialto was held in the Civic Center Council Chambers located at 150 S. Palm Avenue, Rialto, California 92376, on Tuesday, September 17, 2024.

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This meeting was in accordance with the provision of the **Government Code §54956** of the State of California.

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CALL TO ORDER

Chair Barbara Rickman called the meeting to order at 6:15 p.m.

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ROLL CALL

The roll call was taken by Nicole Hemmans, Senior Administrative Analyst.

Present:

Chair Barbara Rickman
Vice Chair June Hayes
Commissioner James M. Shields
Commissioner Kevin C. Kobbe

Absent:

Commissioner Richard “Kim” Chitwood

City staff present:

Amy Crow, Administrative Analyst
Toyasha Sebbag, Assistant to the City Manager
Nicole Hemmans, Senior Administrative Analyst

Also present:

Nancy Jackson, Customer Service Supervisor – RWS/Veolia
Andrew Coleman, Field Operations Supervisor – RWS/Veolia
Stephanee Valencia, Operations Supervisor – RWS/Veolia
Jason Brandon, Project Engineer – RWS/Veolia
Chandrasekar Venkatraman, President of Capital Program Management–
RWS/Veolia

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PLEDGE OF ALLEGIANCE

Chair Rickman led the pledge of allegiance.

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**MOMENT OF SILENCE/
INVOCATION**

Nicole Hemmans led the invocation.

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APPROVAL OF MINUTES

Regular Meeting of August 20, 2024.

Chair Rickman asked if there were any comments pertaining to the minutes.

- ◆ None.

Action

- ◆ Vice-Chair Hayes made a motion to approve.
- ◆ Commissioner Kobbe seconded.
- ◆ All in favor.
- ◆ Motion passed.

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ORAL COMMUNICATIONS

Chair Rickman asked if there were any oral communications from the audience of items not on the agenda.

- ◆ None

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NEW BUSINESS ITEMS

ITEM 1-UC-24-1730

Monthly activity report for City of Rialto Waste Management Services. (RECEIVE AND FILE)

Ms. Crow went over the Monthly Waste Management Report for the month of September 2024.

Questions & Comments

- ◆ Chair Rickman inquired whether the community clean-up day planned for October was scheduled later in the month than its usual timeframe?
 - Mrs. Crow indicated that the Winter and Fall events occur on the 4th Saturday in the months of January and October. The Spring/Summer events occur on the 2nd Saturday in the months of April and July.

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ITEM 4- UC-24-1715

Veolia's Operations and Maintenance Monthly Report (RECEIVE AND FILE)

Receive and File the Monthly Operations Report from Veolia for the month of September 2024 (July 2024 Reporting Period).

Customer Service update provided by Nancy Jackson:

Questions & Comments

- ◆ Vice Chair Hayes inquired, what conditions prompt a customer to be referred to collections and at what point is water services turned off?

- Mrs. Jackson stated that customer accounts are referred to collections upon 60 days of an unpaid balance. Water services are disconnected after 90 days of non-payment.
- ◆ Chair Rickman asked what happens to a customer account balance once it is levied on the tax roll?
 - Mrs. Jackson advised that the customer balance is transferred from the active accounts receivable ledger to a “tax roll”/lien account to be collected through property taxes.

Water update provided by Stephanie Valencia:
Questions & Comments

- ◆ None.

Wastewater update provided by Frank Garza:

Questions & Comments

- ◆ Vice Chair Hayes inquired if the treatment plant is testing for COVID or Money Pox?
 - Mr. Garza advised that they are not testing for COVID or Monkey Pox.

Wastewater update provided by Chandrasekar Venkatraman:
Questions & Comments

- ◆ Vice Chair Hayes asked CV to provide an update from what was discussed at the Water Subcommittee meeting on September 11, 2024, regarding the Request for Proposal for the Advanced Metering Infrastructure (AMI).
 - Mr. Venkatraman provided an update on the bidding selection process.

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OLD BUSINESS

Item 1 – UC-24-1717
 Previous Discussion

Previous Discussion Update.

None.

Questions & Comments

- ◆ None.

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Item 2 – UC-24-1716

To-Do List

Future Agenda Items:

- 1) Sewer cleaning.
- 2) Sampling: How it's done.
- 3) How does a well work.
- 4) How does wastewater work.
- 5) Delta Conveyance
- 6) Sites Reservoirs.
- 7) Understanding Basins.
- 8) Forecasting Reservoir.
- 9) Update on Cactus Basin.
- 10) Update on Perchlorate.

Questions & Comments:

- ◆ Vice Chair Hayes asked why there has not been a presentation during the monthly Utilities Commission meetings as promised in the beginning of the year?
 - Mrs. Hemmans advised that providing a monthly presentation to the Utility Commission Meetings is staff intent and overall goal. Staff is currently working on prescheduling presentations for the remainder of the fiscal year.

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**UTILITY MANAGER'S
UPDATES**

Item 2 – UC-24-1718

Utility Manager Update

Previous Discussion Update.

None.

Questions & Comments:

- ◆ None

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COMMISSIONER'S REPORTS

Questions & Comments:

- ◆ Commissioner Kobbe inquired on the replacement of the Utility Manager position within the City's Utilities division.
 - Ms. Sebbag advised that the City is actively looking for a new Utility Manager and this will likely be a discussion item at the upcoming City Council meeting on September 24, 2024.
- ◆ Chair Rickman and Vice Chair Hayes would like a future tab item added to the next Utilities Commission meeting to discuss Section 5.1(p) of the Concession Agreement.
- ◆ Vice Chair Hayes provided an updated on the San Bernardino County Fire as it pertains to San Bernardino Valley Municipal Water District's water facilities.
- ◆ Vice Chair Hayes expressed desire to see the City of Rialto qualify for the Demand Management Incentive program with San Bernardino Valley Municipal Water District by increased collaboration between Rialto Utility Authority, the City's Landscaping team, and RWS/Veolia.

ADJOURNMENT

- ◆ Commissioner Kobbe made a motion to adjourn.
- ◆ Commissioner Shields seconded the motion.
- ◆ Motion Carried.
- ◆ Meeting adjourned at 6:39 p.m.



City of Rialto

Legislation Text

File #: UC-24-1770, **Version:** 1, **Agenda #:**

For Utilities Commission Meeting October 15, 2024

TO: Honorable Chair and Commission

APPROVAL: John Rossi, Interim Utilities Director

FROM: Amy Crow, Administrative Analyst

Presentation Update on the California Integrated Waste Management Act (AB 939) provided by Burrtec.



CURRENT STATE OF RECYCLING





WASTE GENERATION & RECYCLING IN CA

Waste Generation & Recycling in CA 2022



Disposal Related

53%

Total Landfill
40.5 Million Tons



Including:

Disaster Debris
264,545 Tons

Designated Waste Disposal
868,677 Tons

6%

**All Other
Disposal and
Disposal-Related
Activities**
4.5 Million Tons



6.3 lbs.

**of trash per person
per day**

Recycling Related

41%

Recycling Rate
31 Million Tons

14.8%

**Exported
Recyclables**
11.3 Million Tons



25.8%

**Recycling,
Source Reduction,
Compost,
Anaerobic
Digestion,
& Mulch**
19.7 Million Tons





SB 1383 IMPLEMENTATION

Organic Materials Management

Organic waste is 48% of what California throws in landfills, by weight, including 2.5 billion meals worth of unspoiled food a year.

Food, yard, and other organic waste breaking down in landfills emits methane climate pollution.

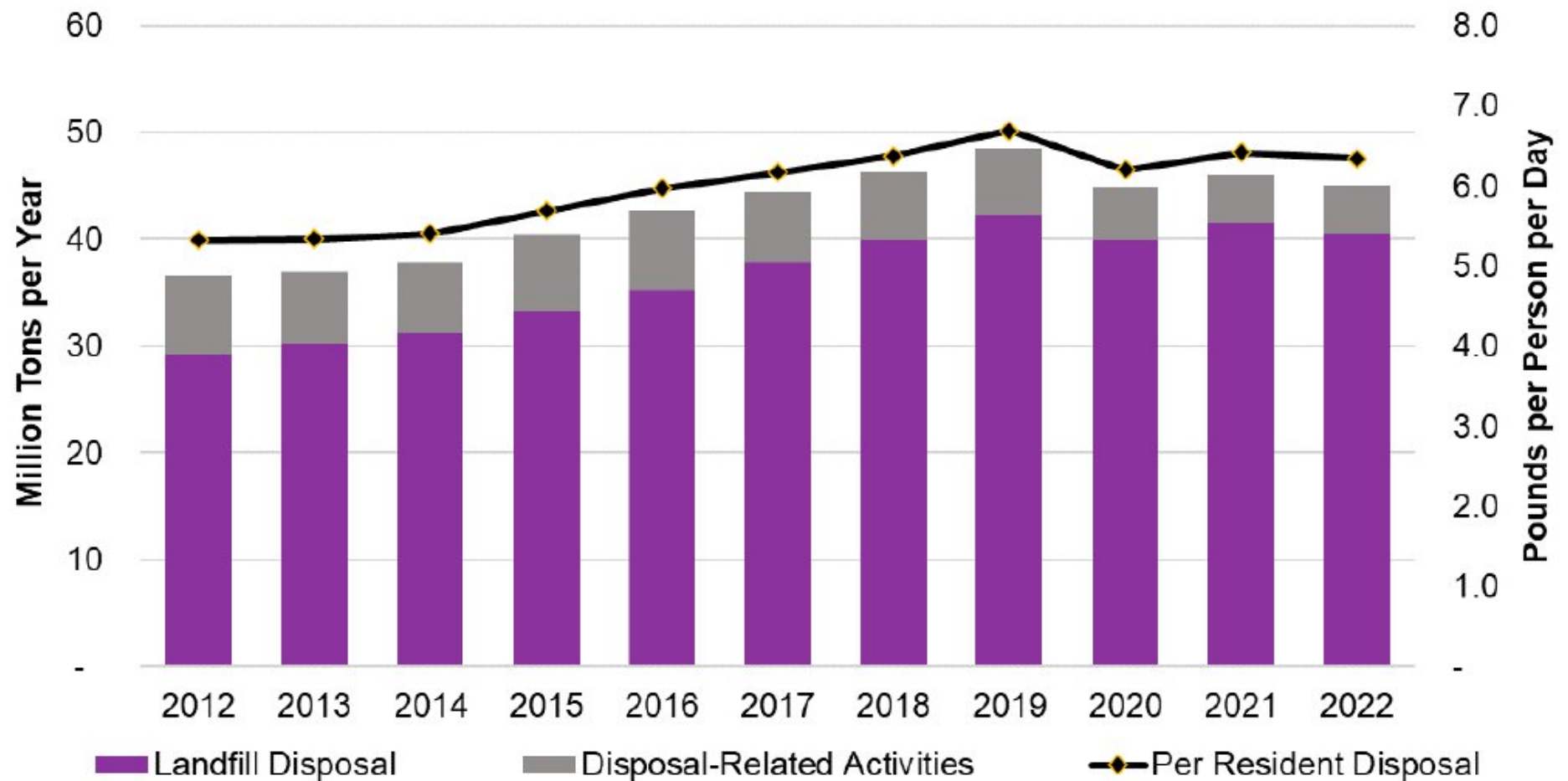
Methane has 84 times the power to heat our climate as carbon dioxide.





STATEWIDE POUNDS PER DISPOSAL

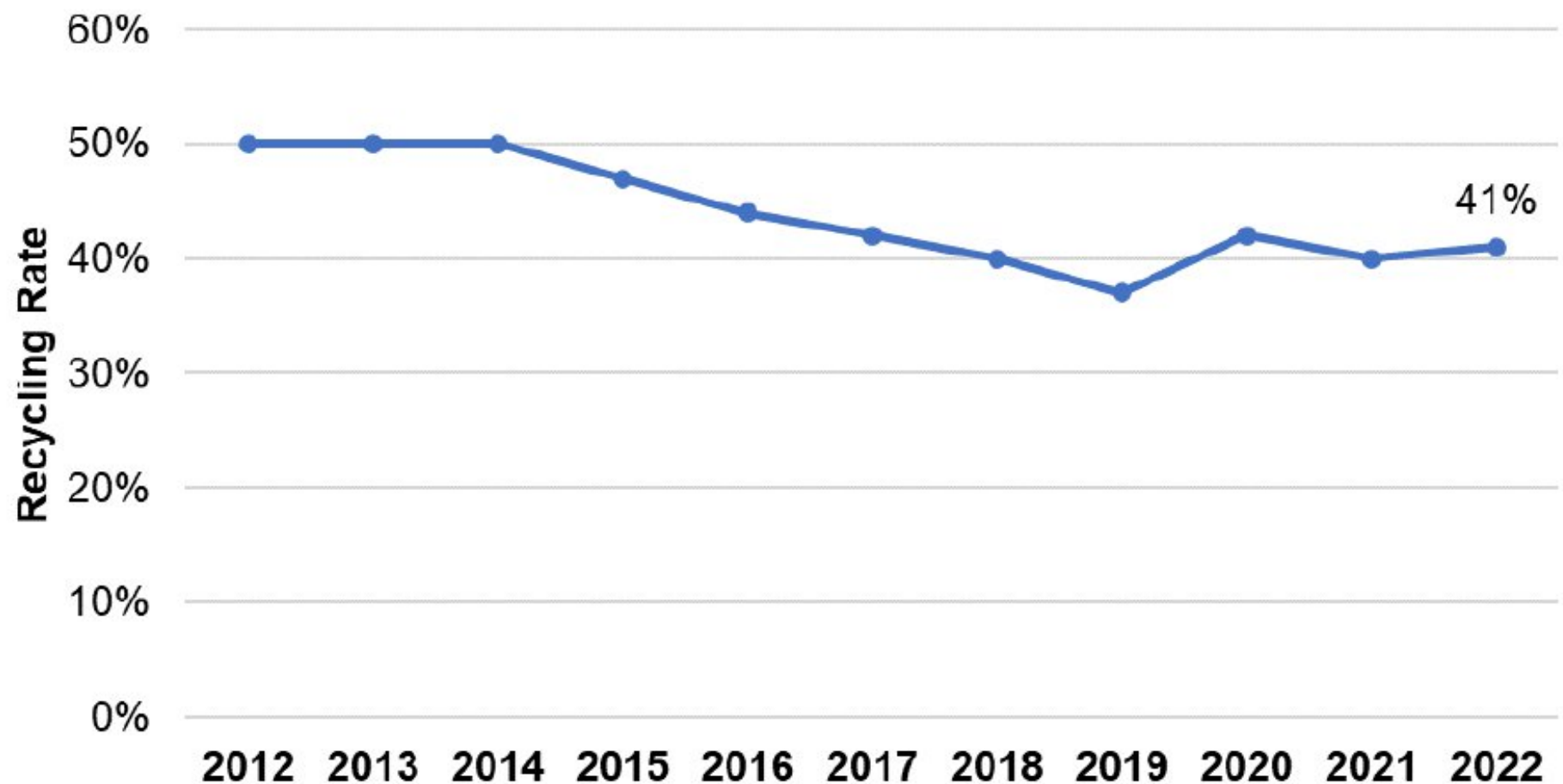
Figure 2. California's Statewide Per Resident and Total Disposal from 2012 to 2022





STATEWIDE RECYCLING RATE

Figure 8. California's Statewide Recycling Rate Since 2012





BURRTEC'S RECYCLING PROGRAM

- Generators will be asked to separate recyclable materials.
- Materials include plastics #1-7, cardboard & paper products, glass jars, junk mail, and metal containers.
- Recyclables are placed directly into the blue container.





RECYCLABLE MATERIALS - PLASTIC

#1 PETE – (polyethylene terephthalate)

Water bottles, blister packs, and clear food packaging.

#2 HDPE – (high-density polyethylene)

Milk jugs, cleaning solution bottles, trigger bottles, etc.

#3 V – (Polyvinyl Chloride - PVC)

Modern plumbing.

#4 LDPE – (Low-Density Polyethylene)

Shopping bags and some stretch wrap.

#5 PP – (Polypropylene)

Dairy tubs, the caps on bottles, and storage containers.

#6 PS – (Polystyrene)

Styrofoam shipping materials and yogurt containers.

#7 Other –

ABS – (Acrylonitrile Butadiene Styrene) Rigid plastic

PA – (Polyamide) or (Nylon) – Fabrics, plastic zip or cable ties, and other industrial parts.





SEEING THE MRF AT WORK



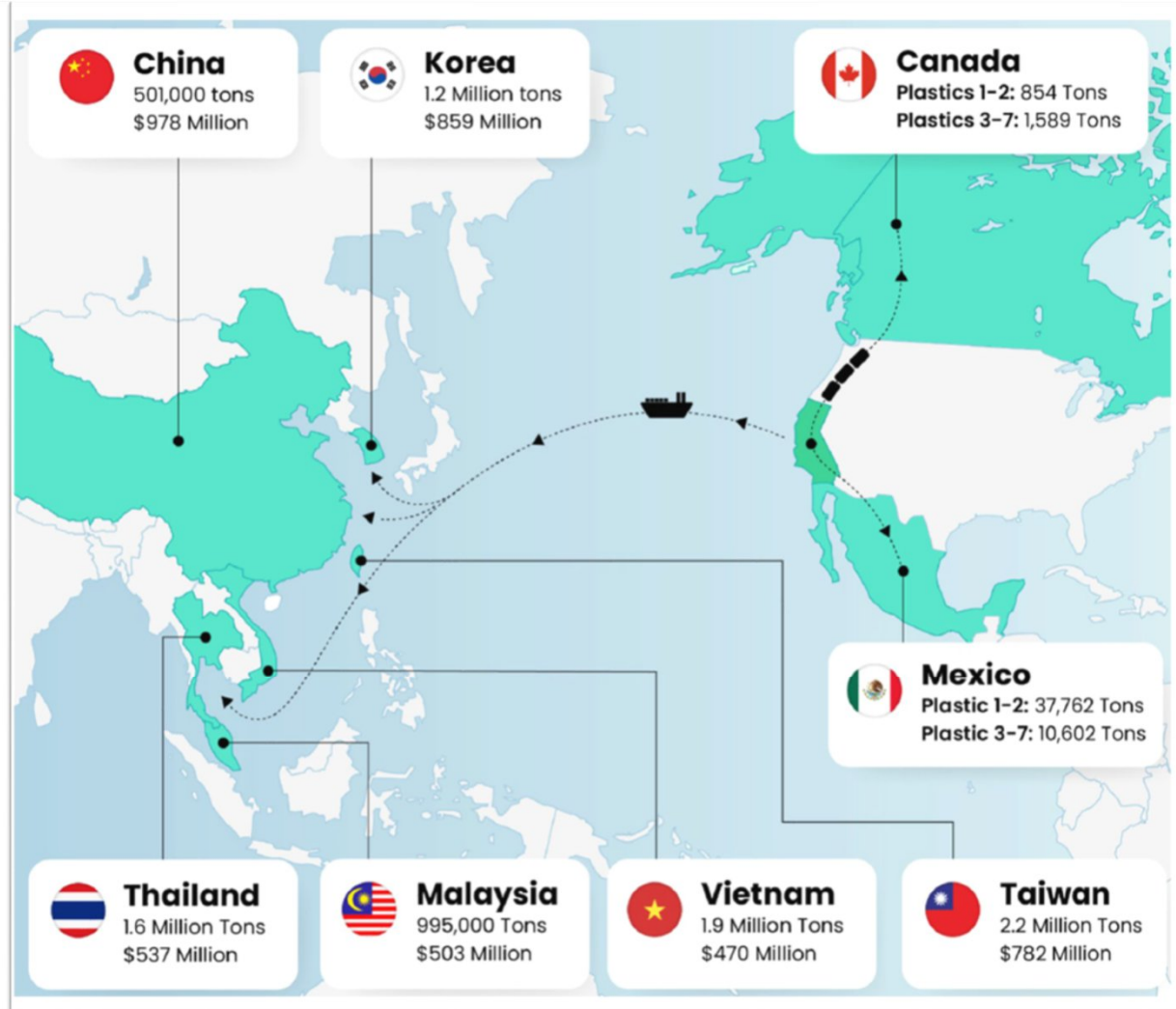


STATEWIDE EXPORTS





STATEWIDE EXPORT DESTINATIONS





NEW RECYCLING LEGISLATION

Changes to CRV Law

Starting Jan. 1, 2024



CRV INFO

New Beverages

Wine • Liquor • Juice



Subject to CRV (with or without CRV Label)

New Wine & Liquor Containers

Pouches • Boxes • Cartons



Subject to CRV (with or without CRV Label)



5¢ CRV

Less than 24 oz.



10¢ CRV

24 oz. or More

Glass • Aluminum • Plastic • Bimetal Containers



25¢ CRV

Bag-in-Box • Multi-Layer Pouch
Paperboard Carton • Plastic Pouch

Bag-in-boxes must be intact as a single unit
(bladder, spout, and cardboard) to be eligible for CRV

Plastic Pollution Prevention and Packaging Producer Responsibility Act SB 54

On June 30, 2022, Governor Gavin Newsom signed [SB 54 \(Allen, Chapter 75, Statutes of 2022\)](#) into law to address the impacts of single-use packaging and plastic food service ware. This landmark packaging law requires that by 2032 we:

Cut By



25%

Single-use plastic:

- Packaging and
- Food ware

Recycle



65%

Of single-use plastic:

- Packaging and
- Food ware

Ensure



100%

Of single-use:

- Packaging
- Plastic food ware

Is recyclable or
compostable



THANK YOU





City of Rialto

Legislation Text

File #: UC-24-1771, **Version:** 1, **Agenda #:**

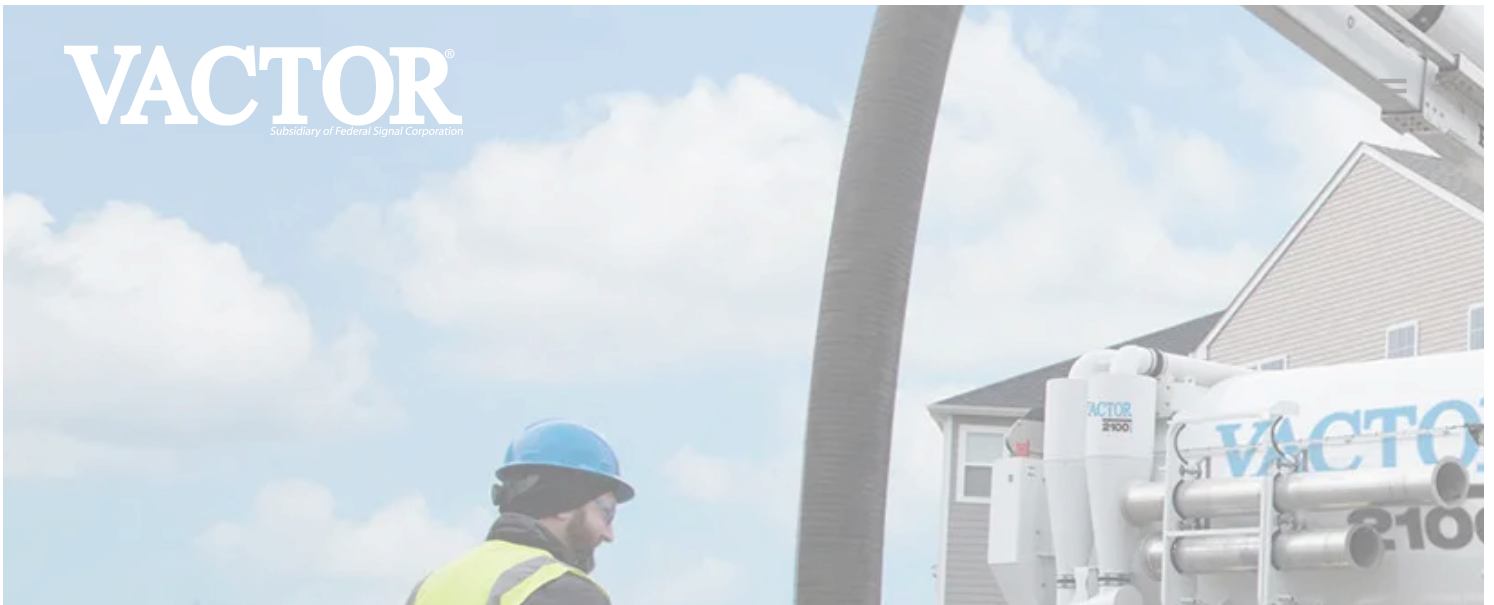
For Utilities Commission Meeting October 15, 2024

TO: Honorable Chair and Commission

APPROVAL: John Rossi, Interim Utilities Director

FROM: Nicole Hemmans, Senior Administrative Analyst

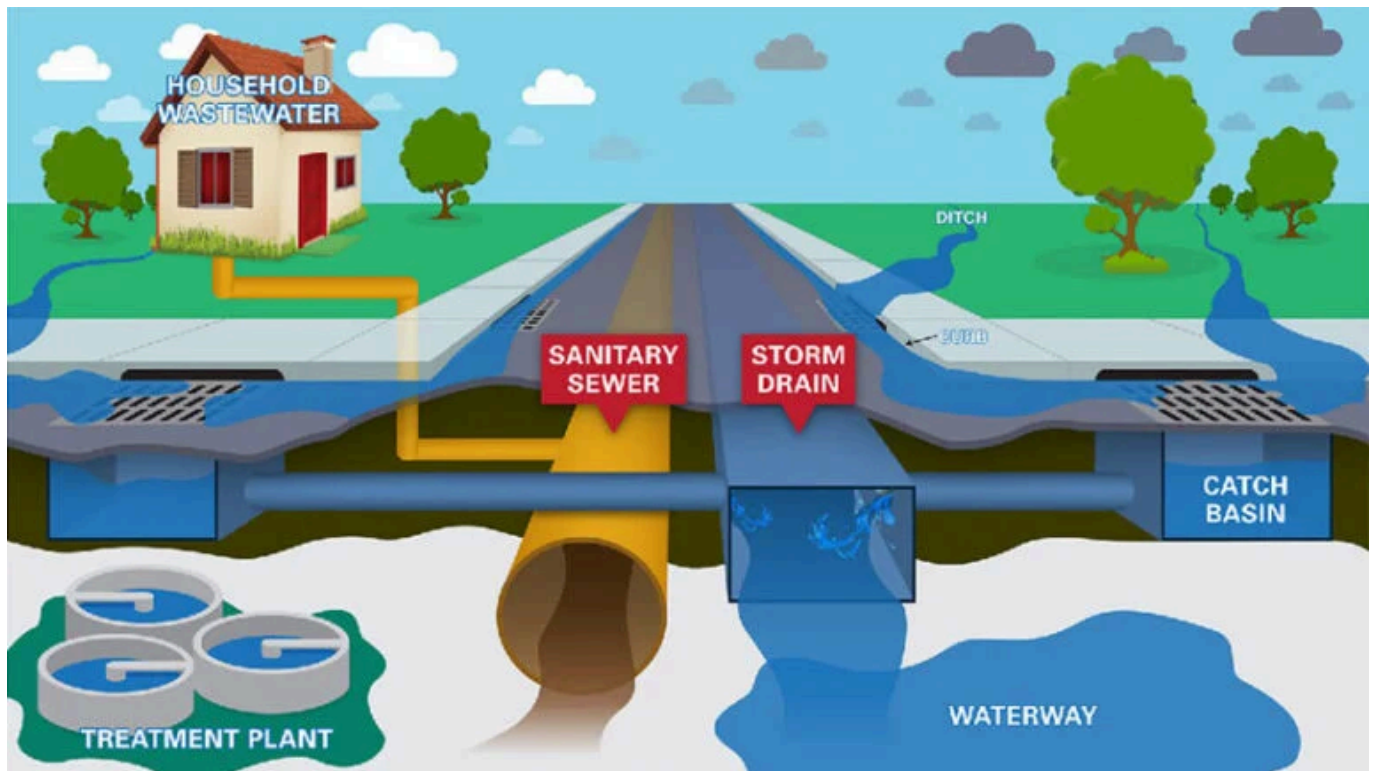
Presentation on the *City of Rialto's Sewer Cleaning Process* provided by Rialto Water Services/Veolia.



Sewer Cleaning 101

by **Vector Team**, on Apr 3, 2024 2:08:33 PM

What is a sewer system and how does it work?



infographic from <https://www.metroconnects.org/understanding-sewer-systems/>

A critically important, rarely discussed infrastructure exists just beneath our feet, a sewer system – helping our communities stay clean and healthy. This collection of pipes routes wastewater from homes and buildings to a waste treatment facility (some communities also route stormwater into these same channels). All this infrastructure aims to get all that waste and water where it needs to go – and it requires maintenance in order to avoid **overflows and other crises**.

Maintaining a sewer system

Sewer cleaning and maintenance usually require water jetting and vacuum technologies, though a variety of approaches and tools exist. Additionally, there are several reasons why a sewer system might need maintenance – the most common being blockages. Just like our drains at home can get clogged, so can pipes in the municipal sewer system – but these **problems** are on a much **larger scale**.

Water jetting is a common sewer cleaning method to break up blockages. It involves a long hose with a jetting nozzle to spray water at high pressure, breaking up whatever is stuck in the pipe. It is important to use the appropriate pressure and flow for the size of the pipe you are cleaning, as the wrong flow can result in blown toilets-where water will splash out of a toilet as excess water or pressure look for ways to escape the pipe. Additionally, the diameter and length of the jetter hose can impact the water pressure as the longer the hose the more pressure is lost by the time the water gets to the nozzle. However, for larger diameter hoses, less pressure is lost. When adjusting pressure, Vactor has Multiflow, which means that water flow can be set at a low RPM and still use peak pressure.



Blockages are often made up of oils, fats, and hair. Once the jetter eliminates the blockage, water should run through the pipes to its intended destination. Vactor manufactures the **Ramjet Truck** and **Trailer**, both of which utilize this water jetting technology.

Breaking up these blockages often demands a combination approach. That means using water jetting to break up the blockage and vacuum technology to suck up the debris that created the blockage in the first place. For a combination sewer cleaner truck, this requires the use of a hose reel to manage water jetting and a 6-8 inch vacuum hose to enter the sewer (without being submerged in water) to suck the debris through a boom and into a debris tank on the truck. Vactor's **2100i** and **iMPACT** trucks both fall into the category of combination sewer cleaner. The 2100i can also be equipped with a recycler technology. The recycler option separates and cleans the water collected into the debris body and moves it back to the water tank so that it can be reused for the jetting process. This allows workers to be more productive as they do not have to go back and refill their water tanks as frequently.

Catch Basin Cleaning

When stormwater or wastewater systems need cleaning, municipalities often use vacuum systems. Sometimes they only use the vacuum system of a combination machine, but catch basin cleaning machines are also a great option. These machines suck up blockages, which is important because catch basins collect stormwater. If catch basins get clogged with litter and leaves, it can cause flooding. For stormwater systems, catch basin cleaners also remove pollutants before the stormwater goes back into a natural water habitat.



Sewer Inspection

Before firing up the heavy sewer cleaning equipment, operators will often deploy remote cameras to inspect and identify the problem. This will tell them what is causing the blockage: hair, oil, tree roots, or something else. That way, they can suit up appropriately and prepare the right equipment to clear the blockage.

A well-maintained sewer system keeps our communities safe and clean. While we don't often stop to think about sewer cleaning and the subsequent upkeep, the



Camera Van inspecting sewer line

Collections Tech driving camera through sewer line



Vacuum Truck



Vacuum Truck emptying at WWTP





City of Rialto

Legislation Text

File #: UC 24-1765, **Version:** 1, **Agenda #:**

For Utilities Commission Meeting October 15, 2024

TO: Honorable Chair and Commission

APPROVAL: John Rossi, Interim Utilities Director

FROM: Amy Crow, Administrative Analyst

Monthly Activity Report for City of Rialto Waste Management Services.

RECOMMENDATION:

Staff recommends that the Utilities Commission receive and file this report for October 2024.

BACKGROUND

The City of Rialto Municipal Code Chapter 2.24 establishes and defines the Rialto Utilities Commission. The responsibilities assigned to the Commission include acting “as an advisor to the City Council and City Administration regarding solid waste policies, recycling, source reduction, and other related state mandates.” This report provides general information to the Commission on the activities and events of the Public Works Department’s Waste Management Division.

ANALYSIS/DISCUSSION

Items relating to the City’s Solid Waste Management services and of interest to the Commission are as follows:

Hazardous Household Waste Collected - In September, 186 residents participated in the following collection services:

- 290 gallons of used motor oil
- 4 pallets of paint
- 11 drums of miscellaneous poisons and other toxic liquids
- 7 barrels of sharps, including needles, lancets, and syringes used by residents for their home healthcare and medical needs

During the month of October, the Household Hazardous Waste site was open on the 11th and 12th and will be open on the 25th and 26th from 8 am until noon.

Community Clean-up Day - October 26, 2024, from 8 am to 2 pm. Activities Include:

- Used Tire Collection
- Household Hazardous Waste Drop-off
- Electronic Waste Drop-off
- Personal Document Shredding
- Salvation Army Donation Drop-off

File #: UC 24-1765, **Version:** 1, **Agenda #:**

- Trash, Bulky Items, Green Waste Drop-off

Burrtec Waste Tonnage Report - Available tonnage reports will be distributed at the meeting.



City of Rialto

Legislation Text

File #: UC-24-1768, **Version:** 1, **Agenda #:**

For Utilities Commission Meeting October 15, 2024

TO: Honorable Chair and Commission

APPROVAL: John Rossi, Interim Utilities Director
FROM: Nicole Hemmans, Senior Administrative Analyst

Staff requests that the Utilities Commission discuss Section 5.1(p) of the Concession Agreement and, if necessary, provide direction to staff.

RECOMMENDATION

Staff recommends that the Utility Commission discuss Section 5.1(p) of the Concession Agreement and, if necessary, provide direction to staff.

BACKGROUND

On March 27, 2012, the City Council and Rialto Utility Authority (RUA) took several actions related to the approval of a Concession Agreement (CA) with Rialto Water Services, LP, (RWS), as operated by Veolia West Operating Services, Inc. (Veolia). This public-private partnership assigned the operation and maintenance of the City's water and sewer/wastewater utilities to RWS. Section 5.1(p) of the Concession Agreement outlines specific obligations, responsibilities, and performance standards that the concessionaire is required to meet.

At the Utilities Commission meeting on September 17, 2024, the Commissioners requested this topic be included as a discussion item during the next Utilities Commission meeting.

ANALYSIS/DISCUSSION

Among other things, Section 5.1(p) of the Concession Agreement states that the,

Concessionaire shall attend the monthly meetings of the City of Rialto Utilit[ies] Commission.

Staff requests that the Utilities Commission discuss Section 5.1(p) of the Concession Agreement and, if necessary, provide direction to staff.



City of Rialto

Legislation Text

File #: UC-24-1767, **Version:** 1, **Agenda #:**

For Utilities Commission Meeting October 15, 2024

TO: Honorable Chair and Commission

APPROVAL: John Rossi, Interim Utilities Director

FROM: Toyasha Sebbag, Assistant to the City Manager

Request that the Utilities Commission provide feedback on the Water Conservation Update.

RECOMMENDATION:

Staff recommends that the Utilities Commission provide feedback on the Water Conservation Update.

BACKGROUND

On July 26, 2016, the City Council adopted Resolution No. 6989, which declared a Stage 2 "Water Alert" per Chapter 12.20, Title 12 of the Rialto Municipal Code (RMC) (**ATTACHED**).

The RMC details Rialto's Water Conservation Stages:

- Stage 1 - Normal Conditions. Normal supply and distribution capacity is available.
- Stage 2 - Water Alert. The city may not be able to meet all water demands of all water customers, or the State of California has adopted regulations requiring the city to implement requirements and actions of a Stage 2 Water Alert.
- Stage 3 - Water Warning. The city is not able to meet all water demands of all water customers, or the state of California has adopted regulations requiring the city to implement requirements and actions of a Stage 3 water warning.
- Stage 4 - Water Emergency. The city is experiencing a major failure of water supply or distribution, or the state of California has adopted regulations requiring the city to implement requirements and actions of a Stage 4 water emergency.

Since July 2016, Rialto has remained at a Stage 2 Water Alert.

At the request of the Utilities Commission, this item was placed on the agenda for discussion.

ANALYSIS/DISCUSSION

On April 16, 2024, the Utilities Commission heard a report on the 2022 Drought Contingency Plan (DCP). The report details that the Department of Water Resources recommends that utilities adopt a standard 6-stage Water Shortage Contingency Plan (WSCP).

| Standard Shortage Stage | Water Supply Shortage Condition |
|-------------------------|---------------------------------|
| 1 | Up to 10% |
| 2 | Up to 20% |
| 3 | Up to 30% |
| 4 | Up to 40% |
| 5 | Up to 50% |
| 6 | Greater than 50% |

As of June 5, 2024, there are currently no statewide water conservation emergency regulations. Therefore, Rialto may adopt different and/or stricter water conservation measures.

ENVIRONMENTAL IMPACT

This request is not a “Project” as defined by the California Environmental Quality Act (CEQA). Pursuant to Section 15378(a), a “Project” means the whole of an action, which has a potential for resulting in either a direct physical change in the environment, or a reasonably foreseeable indirect physical change in the environment. According to Section 15378(b), a Project does not include: (5) Organizational or administrative activities of governments that will not result in direct or indirect physical changes in the environment.

GENERAL PLAN CONSISTENCY

Approval of the proposed action also complies with the following City of Rialto Guiding Principles, General Plan Goals and Policies:

Our City government will lead by example, and will operate in an open, transparent, and responsive manner that meets the needs of the citizens and is a good place to do business.

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

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

LEGAL REVIEW

The City Attorney’s Office has reviewed and supports the staff report.

FINANCIAL IMPACT

Operating Budget Impact

None.

Capital Improvement Budget Impact

None.

12.20.020 - Prohibited uses of water.

The city council shall adopt the applicable conservation stage by resolution, which shall apply to all persons and property affected by this chapter.

The term "base year" shall mean the following:

- A. The year 2013, if the customer occupied the subject real property for the entire year.
- B. If the customer did not occupy the subject real property for the entire year of 2013, the base year for that customer would be the first twelve months the customer occupied the subject real property in or after 2013.
- C. If the customer has not occupied the subject real property for a twelve month period on the adoption of the ordinance codified in this chapter, then the city will determine goals for that customer, which goals shall be compared to the actual use of the customer on the subject property. The customer shall have a ten-day period after the customer receives the goals to appeal that determination to the city administrator, in writing. If the customer fails to appeal the determination within the ten-day period the goals shall be final. Upon receipt of a timely appeal, the city administrator shall schedule a hearing at which the city administrator or his/her designated representative shall act as the hearing officer. The hearing shall be at least ten days following receipt of the appeal, and the city shall mail written notice of the hearing to the customer at least ten days before the date of said hearing. The determination of the hearing officer with respect to the goals shall be final.

(Ord. 1130 (part), 1990; Ord. 713 (part), 1977)

(Ord. No. 1550, § 3, 9-9-14; Ord. No. 1560, § 2, 7-14-15)

12.20.021 - Stage 1—Normal conditions.

Stage 1, normal conditions means normal supply and distribution capacity is available and the following water conservation measures shall apply:

- A. Recommendations for Use of Water.
 - 1. Watering with automatic sprinklers should be done between eight p.m. and six a.m. Hand watering and non-automatic sprinklers should be done between six p.m. and eight a.m. Drip irrigation is exempt from this recommendation. Water being used during repair or maintenance of watering systems is exempt from this section.
 - 2. Water conservation should be practiced within the home or business.
 - 3. All restaurants and food establishments are requested not to serve water to their customers unless specifically requested by the customer.
- B.

The following uses of water are hereafter considered nonessential to the public health, safety and welfare and, if practiced, would constitute wastage of water and is hereby prohibited, pursuant to Water Code Section 350 et seq., Water Code Section 71640 et seq., and the common law:

1. There shall be no application of water to sidewalks, walkways, driveways, parking areas, patios, porches, verandas, tennis courts or other paved, concrete or other hard surface areas, except that flammable or other similarly dangerous or unhealthy substances may be washed from said areas by direct hose flushing for the benefit of public health or safety.
2. No water shall be used to clean, fill, operate or maintain levels in decorative fountains unless such water is part of a recirculating system.
3. No person shall knowingly permit water to leak from any facility, improvement or plumbing fixture on his/her/its premises; any such leak shall be repaired in a timely manner.
4. Washing of automobiles, trucks, trailers, boats, airplanes, and other types of mobile equipment is prohibited unless done with a bucket or hand-held hose equipped with a shut-off nozzle or device attached to it that causes it to cease dispensing water immediately when not in use. This section does not apply to the washing of the above-listed vehicles or mobile equipment when conducted at a commercial car or truck wash utilizing recirculating systems. Such washings are exempted from these regulations when the health, safety, and welfare of the public is contingent upon frequent vehicle cleaning such as garbage trucks and vehicles used to transport food and perishables.
5. Use of water for any purpose which results in flooding or run-off in gutters, driveways or streets is prohibited.
6. The use of sprinklers for any type of irrigation during high winds, which divert a significant amount of water away from the intended landscaping, is prohibited.
7. The irrigation of potable water of ornamental turf on public street medians is prohibited. The term "median" shall mean the strip of land between street lanes.
8. The irrigation with potable water of landscape outside of newly constructed homes and buildings must be consistent with regulations or other requirements established by the California Buildings Standards Commission, as those regulations may be modified from time to time.

(Ord. 1130 (part), 1990)

(Ord. No. 1550, § 4, 9-9-14; Ord. No. 1560, § 3, 7-14-15)

12.20.022 - Stage 2—Water alert.

Stage 2 means that the city may not be able to meet all water demands of all water customers, or the State of California has adopted regulations requiring the city to implement requirements and actions of a Stage 2 Water Alert as outlined herein this Section 12.20.022, regardless of the city's local water supply, and the following water conservation measures shall apply:

A. Additional Reductions.

1. All policies and prohibitions listed in Sections 12.20.010 and 12.20.021.
2. All customers are required to reduce potable water consumption by a minimum twenty percent compared to their potable water consumption in the base year.
3. The city shall screen all new applications for water service installations and shall limit water use to that essential for construction and testing of landscape plumbing. Limited landscaping for new development shall be allowed as approved by the city.
4. All landscape irrigation shall be limited to no more than four days per week for no more than ten minutes per station per day. This provision does not apply to any landscape that has water-efficient devices that are operated properly. Water-efficient devices are drip irrigation systems and operational weather-based irrigation controllers. The term "week" is defined as Sunday through Saturday.
5. Operators of hotels and motels must provide guests with the option of choosing not to have towels and linens laundered daily and prominently display notice of this option.
6. All restaurants are prohibited from serving water to their customers except when specifically requested by the customer.
7. All customers shall repair all leaks within seventy-two hours of notification by the city, actual notice by the customer, or other notice of such leak, unless other arrangements are made with the city administrator or his/her designee.
8. Irrigating turf or ornamental landscapes during or within forty-eight hours following measurable precipitation in excess of one-quarter-inch is prohibited.

B. The following penalties shall apply:

1. First Violation: Notice of Non-Compliance—A written "warning" shall be issued for the first offense.
2. Second Violation: Warning of Penalties—A written warning notice of the future imposition of penalties that could be placed on the customer's water bill shall be issued for the second offense.
3. Third Violation: A surcharge of one hundred dollars shall be added to that billing for the third offense occurring within a one year period.
- 4.

Fourth Violation: A surcharge of three hundred dollars, and installation of a flow restricting device in the meter for a minimum of ninety-six hours (at customer's expense) shall be imposed for the fourth offense occurring within a one-year period. Said restricted flow shall meet minimum county health department's standards, if any have been established. If said ninety-six hour period ends on a weekend or holiday, full service will be restored during the next business day.

5. Fifth Violation: A surcharge of five hundred dollars, and termination of water service at customer's expense for a two-day period shall be imposed for the fifth offense occurring within a one year period. Prior to the termination of water service, the customer may request an administrative hearing pursuant to Section 1.10.050.

(Ord. 1130 (part), 1990)

(Ord. No. 1550, § 5, 9-9-14; Ord. No. 1560, § 2, 7-14-15)

12.20.023 - Stage 3—Water warning.

Stage 3 means that the city is not able to meet all water demands of all water customers, or the state of California has adopted regulations requiring the city to implement requirements and actions of a Stage 3 water warning as outlined herein this Section 12.20.023, regardless of the city's local water supply, and the following water conservation measures shall apply:

A. Sub-stage 3-A.

1. All policies and prohibitions listed in Sections 12.20.010, 12.20.021 and 12.20.022.
2. All customers are required to reduce potable water consumption by a minimum twenty-five percent compared to their potable water consumption in the base year.
3. New water service shall be installed but water shall be used before occupancy for essential construction only and for testing of landscape irrigation systems. The installation of new landscaping for all new development/projects must be approved by the city.
4. Swimming pools, ornamental ponds, fountains, water displays, hot tubs, spas and artificial lakes shall not be filled or refilled after being drained.
5. All landscape irrigation with potable water shall be limited to no more than three days per week for no more than ten minutes per station per day. This provision does not apply to any landscape that has water-efficient devices that are operated properly. Water-efficient devices are drip irrigation systems and operational weather-based irrigation controllers. Week is defined as Sunday through Saturday.

B. Sub-stage 3-B.

1. All policies and prohibitions listed in Sections 12.20.010, 12.20.021, 12.20.022, and sub-section A of this Section, except that all landscape irrigation with potable water shall be limited to no more than two days per week for no more than ten minutes per station per

day.

2. Water used for compaction, dust control, and other types of construction shall be by permit only and will be limited to conditions of the permit or may be prohibited as determined by the city administrator, or his/her designee.

C. Sub-stage 3-C.

1. All policies and prohibitions listed in Sections 12.20.010, 12.20.021, 12.20.022, and sub-sections A and B of this Section, except that all landscape irrigation with potable water shall be limited to no more than one day per week for no more than ten minutes per station per day.
2. Washing of automobiles, trucks, trailers, boats, airplanes and other types of mobile equipment is prohibited. Washing of the above-listed vehicles or mobile equipment shall be done only at a commercial car wash where recirculating or recycled water is being utilized. Such washings are exempt from these regulations when the health, safety, and welfare of the public is contingent upon frequent vehicle cleaning such as garbage trucks and vehicles used to transport food and perishables.

D. The following penalties shall apply:

1. First Violation: Notice of Non-Compliance—A written "warning" shall be issued for the first offense.
2. Second Violation: Warning of Penalties—A written warning notice of the future imposition of penalties that could be placed on the customer's water bill shall be issued for the second offense.
3. Third Violation: A surcharge of one hundred dollars shall be added to that billing for the third offense occurring within a one year period.
4. Fourth Violation: A surcharge of three hundred dollars, and installation of a flow restricting device in the meter for a minimum of ninety-six hours (at customer's expense) shall be imposed for the fourth offense occurring within a one-year period. Said restricted flow shall meet minimum county health department's standards, if any have been established. If said ninety-six hour period ends on a weekend or holiday, full service will be restored during the next business day.
5. Fifth Violation: A surcharge of five hundred dollars, and termination of water service at customer's expense for a two-day period shall be imposed for the fifth offense occurring within a one year period. Prior to the termination of water service, the customer may request an administrative hearing pursuant to Section 1.10.050.

(Ord. 1130 (part), 1990)

(Ord. No. 1550, § 6, 9-9-14; Ord. No. 1560, § 5, 7-14-15)

12.20.024 - Stage 4—Water emergency.

Stage 4 means that the city is experiencing a major failure of water supply or distribution, or the state of California has adopted regulations requiring the city to implement requirements and actions of a Stage 4 water emergency as outlined herein this Section 12.20.024, regardless of the city's local water supply, and the following water conservation measures shall apply:

A. Additional Reductions.

1. All policies and prohibitions shown in Sections 12.20.010, 12.20.021, 12.20.022 and 12.20.023.
2. All customers are required to reduce potable water consumption by a minimum thirty percent compared to their potable water consumption in the base year.
3. No water shall be used for construction purposes unless they are using reclaimed water. All fire hydrant and construction meters shall be locked off or removed.
4. Commercial nurseries shall water only between the hours of eleven p.m. and six a.m. and only with hand-held devices or with drip irrigation.
5. There shall be no watering of any lawn or landscaped area, except by use of reclaimed water.
6. The use of water shall be limited to essential household, commercial, manufacturing or processing uses only, except where other uses may be allowed by permit.

B. The following penalties shall apply:

1. First Violation: Notice of Non-Compliance—A written "warning" shall be issued for the first offense.
2. Second Violation: Warning of Penalties—A written warning notice of the future imposition of penalties that could be placed on the customer's water bill shall be issued for the second offense.
3. Third Violation: A surcharge of one hundred dollars shall be added to that billing for the third offense occurring within a one year period.
4. Fourth Violation: A surcharge of three hundred dollars, and installation of a flow restricting device in the meter for a minimum of ninety-six hours (at customer's expense) shall be imposed for the fourth offense occurring within a one-year period. Said restricted flow shall meet minimum county health department's standards, if any have been established. If said ninety-six hour period ends on a weekend or holiday, full service will be restored during the next business day.
5. Fifth Violation: A surcharge of five hundred dollars, and termination of water service at customer's expense for a two-day period shall be imposed for the fifth offense occurring within a one-year period. Prior to the termination of water service, the customer may

request an administrative hearing pursuant to Section 1.10.050.

(Ord. 1234 (part), 1995: Ord. 1130 (part), 1990)

(Ord. No. 1550, § 7, 9-9-14; Ord. No. 1560, § 6, 7-14-15)

12.20.030 - Determination and declaration of water conditions.

The city administrator or his/her designee shall access available data and shall make a report of his/her findings to the city council at the next regular meeting or at a special meeting called for that purpose. The city council may at that time determine and declare which of the four previously discussed conditions describes the city's water supply and the extent of water conservation required to prudently plan for and supply water to the city's customers.

Thereafter, the city council may order that the appropriate stage of water conservation be implemented or terminated in accordance with Section 12.20.040. The declaration of any stage shall be made by public announcement and notice shall be published once in a local newspaper of general circulation. The stage designated shall become effective immediately upon announcement.

(Ord. 1234 (part), 1995: Ord. 1130 (part), 1990: Ord. 1094, 1990; Ord. 713 (part), 1977)

(Ord. No. 1550, § 8, 9-9-14)

12.20.040 - Duration of declaration.

The declaration of any stage of water supply conditions shall remain in effect until such time as another stage is declared.

(Ord. 1130 (part), 1990: Ord. 713 (part), 1977)

(Ord. No. 1550, § 9, 9-9-14; Ord. No. 1560, § 7, 7-14-15)

12.20.050 - Authority.

This chapter is adopted pursuant to Sections 375 through 376 of the California Water Code. Any third or subsequent violation of this chapter after notice is given of a first and second violation is a misdemeanor in accordance with California Water Code Section 377.

(Ord. 1130 (part), 1990)

(Ord. No. 1550, § 10, 9-9-14)

12.20.060 - Exemptions.

- A. No relief shall be granted to any person for any reason in the absence of a showing by such person that he/she has achieved the maximum practical reduction in water consumption in his/her residential, commercial, industrial or governmental water consumption as the case may be.
- B. The public works director, or his/her designee, may grant exemptions ("exceptions" to this chapter) for uses of water otherwise prohibited hereby. Water customers who desire an increase or adjustment in their allocation shall complete an application form for an exemption setting forth the justification and circumstances. If the exemption is not granted by the public works director, customers may request an administrative hearing pursuant to Section 1.10.050.

(Ord. 1130 (part), 1990)

(Ord. No. 1550, § 11, 9-9-14)

12.20.070 - Fines and penalties.

Violation of any provision of this chapter shall be subject to fines and penalties as outlined in Sections 12.20.021, 12.20.022, 12.20.023 and 12.20.024.

(Ord. 1130 (part), 1990)

12.20.080 - Compliance.

- A. Procedures. The city code enforcement officer shall enforce the provisions of this chapter and shall determine when violations have occurred and shall issue to the customer a notice of violation by mailing same and/or hanging same on the customer's door at least ten days before taking enforcement action. Said notice shall describe the action to be taken (notice of first violation shall be accompanied by a copy of this chapter) and shall be mailed or delivered at least ten days before the proposed action is scheduled to be taken.

A customer may appeal the notice of violation by filing a written notice of appeal with the city no later than the close of business on the day before the date scheduled for enforcement action. Any notice of violation not timely appealed shall be final. Upon receipt of a timely appeal, an administrative hearing on the appeal shall be scheduled and heard pursuant to Section 1.10.050.

- B. Interim Measures. Pending receipt of a written appeal or pending a hearing pursuant to an appeal, the city may take appropriate steps to prevent the unauthorized use of water as appropriate to the nature and extent of the violation and the current declared water condition.

(Ord. 1130 (part), 1990)

(Ord. No. 1550, § 12, 9-9-14)

12.20.090 - Environment.

This chapter and the actions hereafter taken pursuant thereto are exempt from the provisions of the California Environmental Quality Act of 1970, as amended, as a project undertaken as immediate action necessary to prevent or mitigate an emergency, pursuant to Section 15269(c) of the California Environmental Quality Act Guidelines.

(Ord. 1130 (part), 1990)

(Ord. No. 1550, § 13, 9-9-14)

12.20.100 - Severability.

If any section, subsection, clause or phrase in this chapter, or the application thereof to any person or circumstances, is for any reason held invalid, the validity of the remainder of the chapter or the application of such provision to other persons or circumstances shall not be affected thereby. The city council declares that it would have passed this chapter and each section, subsection, sentence, clause or phrase thereof, irrespective of the fact that one or more sections, subsections, sentences, clauses or phrases or the application thereof to any person or circumstance be held invalid.

(Ord. 1130 (part), 1990)

12.20.110 - Nonliability for damage.

The customer or resident who violates this chapter thereby assumes responsibility for injury to the customer and/or other residents/occupants receiving service, including emotional distress and/or damage to the customer's private water system and/or to other real or personal property owned by the customer or by a third party resulting from the installation and operation of a flow restricting device or from termination of service; the customer shall thereby be deemed to have (A) waived any claim for injury or for damage to the customer's property which the customer may otherwise have against the city; and (B) agreed to indemnify, defend and hold the city harmless from claims by third parties for injury or property damage arising or claimed to arise out of the city's installation and/or operation of a flow restricting device or termination of water service.

(Ord. 1130 (part), 1990)



City of Rialto

Legislation Text

File #: UC-24-1774, **Version:** 1, **Agenda #:**

For Utilities Commission Meeting October 15, 2024

TO: Honorable Chair and Commission

APPROVAL: John Rossi, Interim Utilities Director

FROM: Nicole Hemmans, Senior Administrative Analyst

Veolia's Monthly Operations Reports - October 2024 (Reporting period August 2024).
(RECEIVE AND FILE)

Utility Commission Report October 2024

Reporting period August 2024



RIALTO
CUSTOMER SERVICE & REVENUE
MONTHLY OPERATIONS REPORT

Reporting Period:

August 2024

Prepared for: Rialto Water Services

Prepared by: Veolia Water West Operating Services



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I. CUSTOMER SERVICE SUMMARY

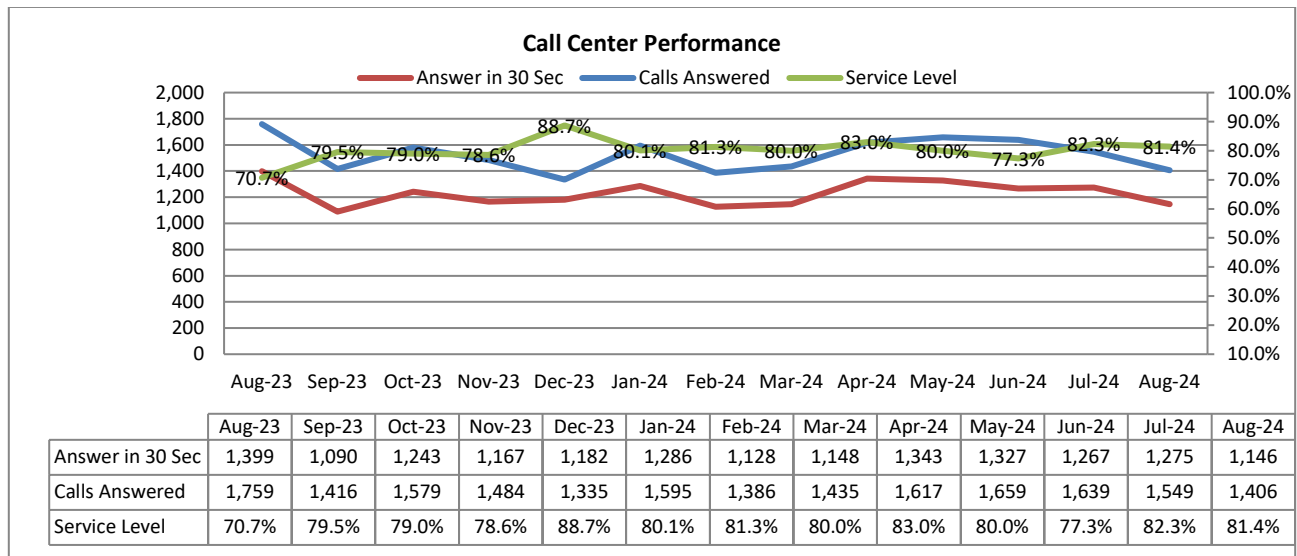
During this reporting month, the Customer Service team provided call service level of 81.4%. Out of 1,406 inbound calls answered, 1,146 were answered within the first 30 seconds.

Water consumption has increased by 11.4% when compared against previous month. When compared against last year, consumption has increased by 6.3%.

Sewer revenue has increased by 1.1% compared to the prior month and increased by 3.9% from last year.

II. CALL CENTER PERFORMANCE

During this reporting month, service level was 81.4% with 1,146 out of 1,406 being answered within the first 30 seconds. Overall average wait time was forty-five (45) seconds.



III. AUTOMATED SERVICES

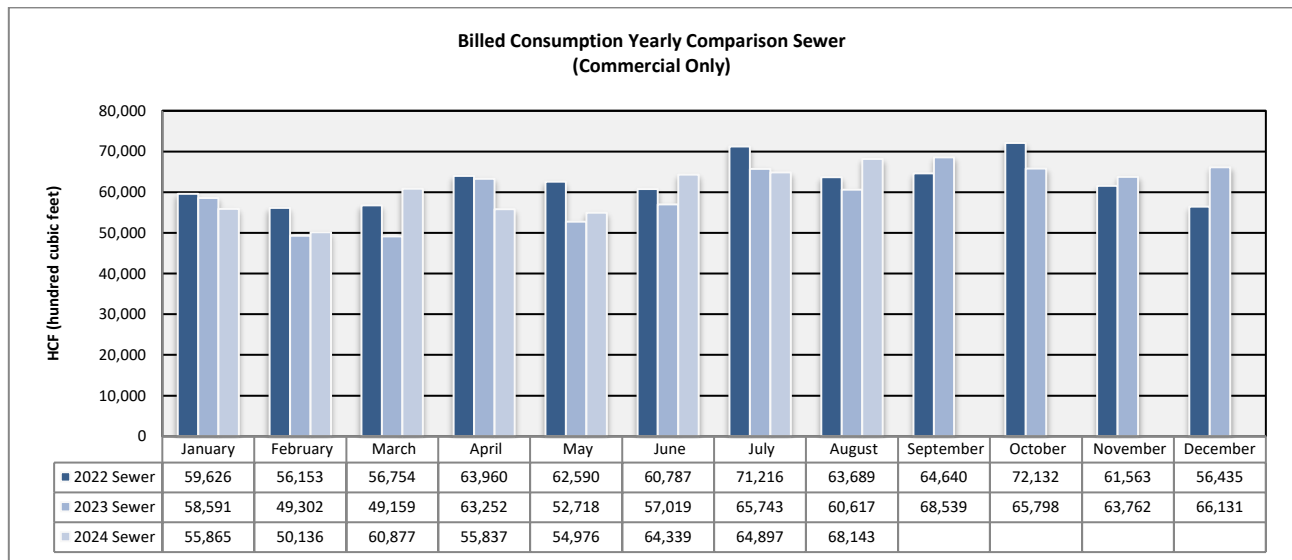
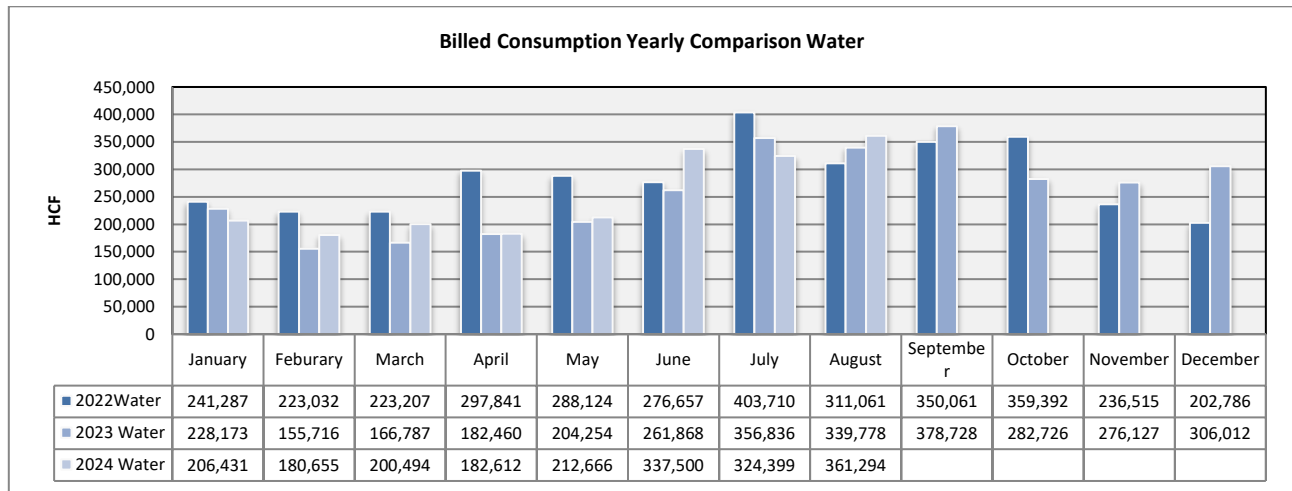
About 12,000 or 53.5% of the rate payers have created log-ins to access their accounts online. Of these customers, with online access, 48% have chosen the e-bill option. This e-bill participation is 11.6% increase from August of the prior year.

| | Aug-23 | Sep-23 | Oct-23 | Nov-23 | Dec-23 | Jan-24 | Feb-24 | Mar-24 | Apr-24 | May-24 | Jun-24 | Jul-24 | Aug-24 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Number of Bills | 21,990 | 22,015 | 22,062 | 22,106 | 22,161 | 22,204 | 22,246 | 22,202 | 22,369 | 22,331 | 22,372 | 22,410 | 22,425 |
| Number of Bill Adjustments (during billing) | 8 | 1 | 8 | 9 | 5 | 15 | 18 | 10 | 12 | 16 | 10 | 11 | 9 |
| Automated Over the Phone Payments | 2,770 | 2,770 | 2,809 | 2,597 | 2,340 | 2,700 | 2,539 | 2,539 | 2,592 | 2,382 | 2,058 | 2,250 | 2,310 |
| Online Payment | 8,652 | 7,169 | 9,615 | 8,624 | 7,466 | 10,027 | 8,553 | 7,756 | 9,888 | 9,126 | 7,457 | 9,828 | 9,302 |
| E-bill Participants | 5,186 | 5,205 | 5,383 | 5,896 | 5,451 | 5,497 | 5,534 | 5,564 | 5,610 | 5,654 | 5,683 | 5,731 | 5,770 |
| Auto Pay Participants (New Portal) | 3,818 | 3,841 | 3,863 | 3,896 | 3,927 | 3,984 | 4,007 | 4,054 | 4,082 | 4,129 | 4,165 | 4,221 | 4,273 |
| PayNearMe | 134 | 116 | 122 | 134 | 107 | 128 | 100 | 115 | 118 | 111 | 88 | 114 | 118 |

IV. CONSUMPTION & BILLING

A. Consumption

Water consumption has increased by 11.4% when compared against previous month. When compared against last year, consumption has increased by 6.3%. This fluctuation is attributed to the seasonal change and number of days between the billings.



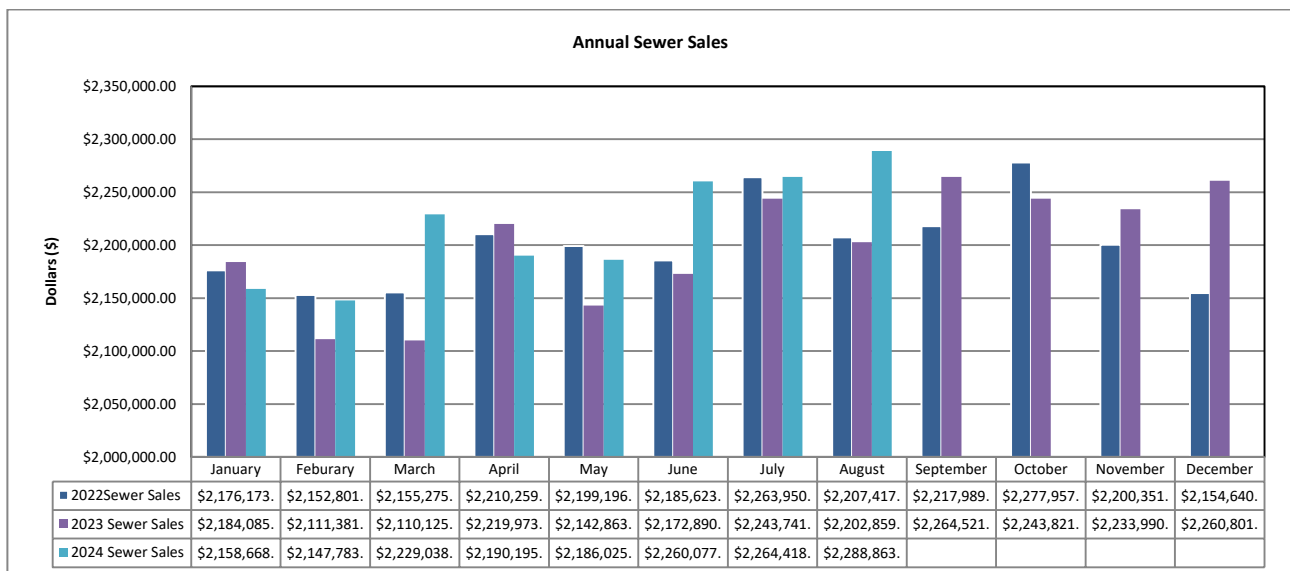
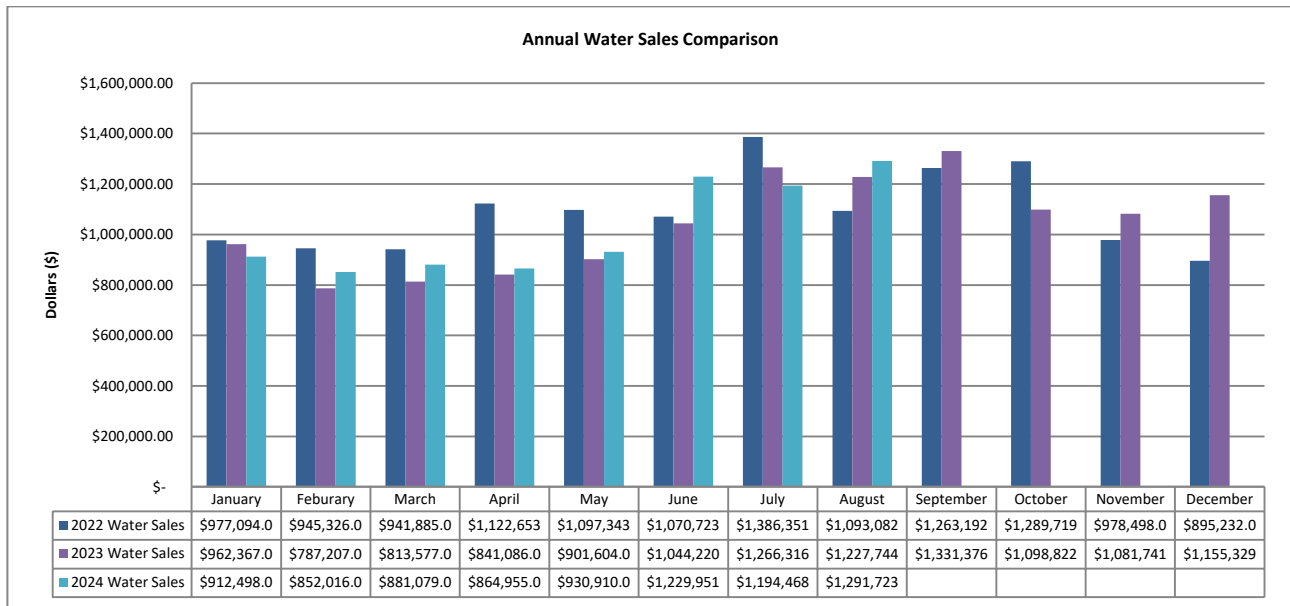
B. Billing

A total of 22,425 bills were mailed or sent out electronically in August. Billing accuracy was 99.95% with nine (9) requiring adjustments.

V. REVENUE & AGING

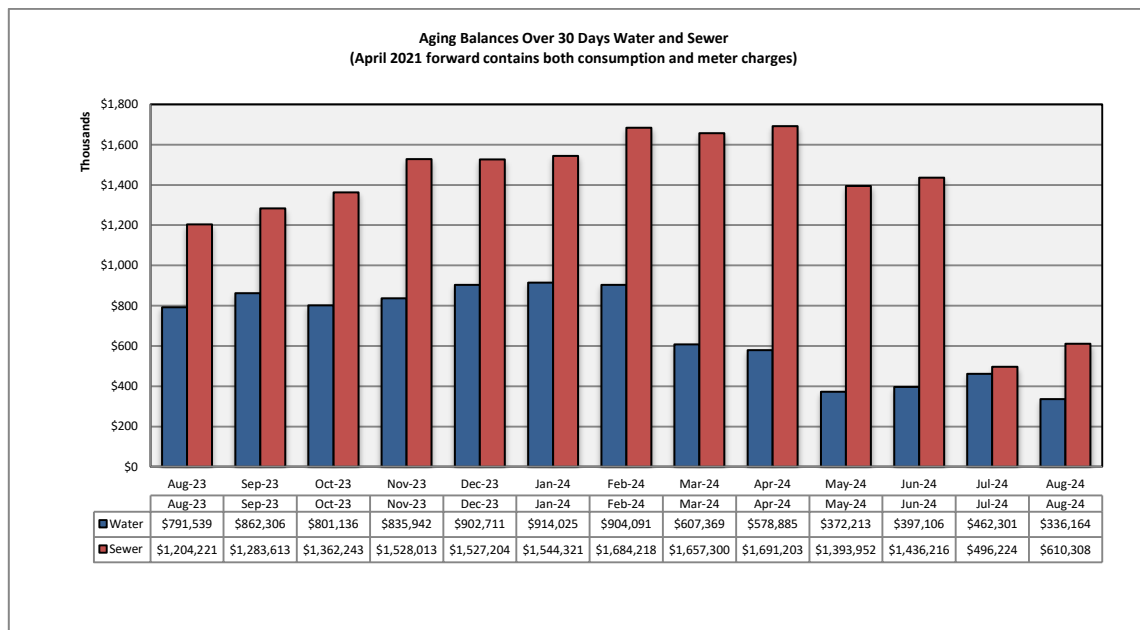
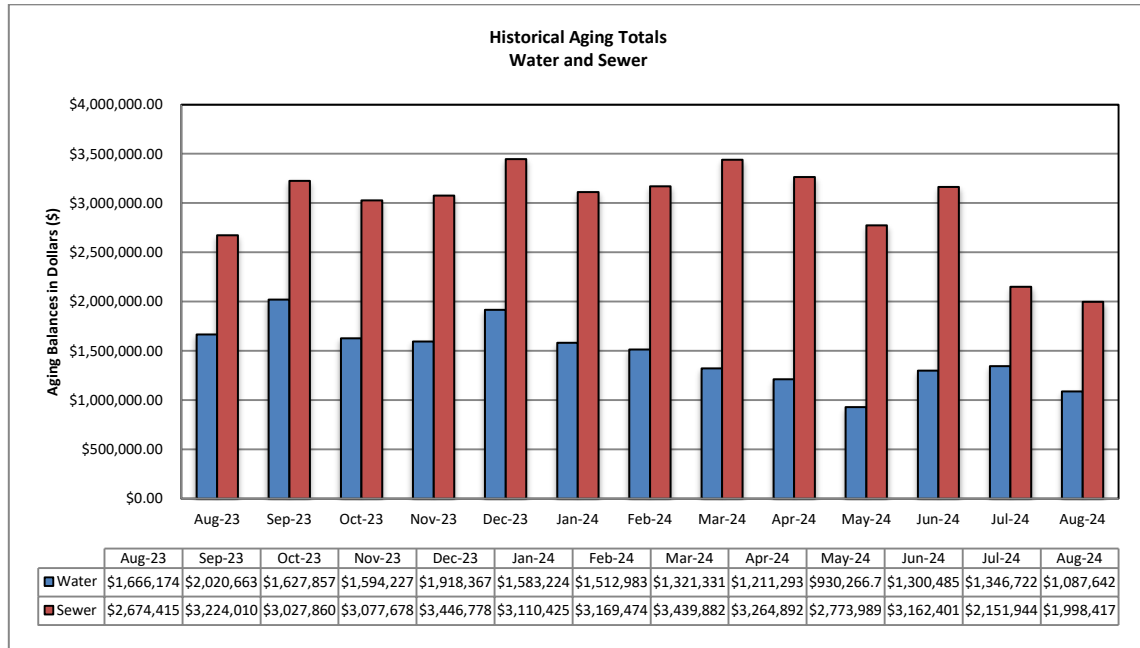
A. Revenue

Water revenue has increased 8.1% when compared against the prior month and increased 5.2% when compared against previous year. Sewer revenue has increased by 1.1% compared to the prior month and increased by 3.9 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 11.8%, *see first table below*. For balances >30-days only, water has decreased 27.2% and wastewater has increased by 23.0%.



C. Bad Debt

15 (fifteen) accounts were sent to collections for a total amount of \$7,948.68. These collections arise when renter or property owner move out without paying their bills.

VI. SERVICE ORDERS

229 service orders were initiated by the customer service team during the reporting month. Of this total, 81 service orders or 35.3% were due to occupant changes.

86 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

Number of physical disconnection has decreased to 7-15 accounts per week. This is substantially lower than few months ago, and similar to time before the Covid-19 pandemic.

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 August 2024 is \$4,546,000 Non-Rate Revenue is \$287,000; Utility Revenue is \$3,987,000 and Tax / Ambulance Revenue at \$272,000.

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 August 2024 and August 2023 are \$272,000 and \$297,000 respectively. Ambulance Revenue is also collected on behalf of the City of Rialto totaling \$5,000 in August 2024 and \$6,000 in August 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 August 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 August 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

| Payment Method | Description | Transaction Count | AUGUST 2024 | % |
|---|--|-------------------|---------------------|-------------|
| Carrier Deposits | Cash deposits prepared per day for transport to US Bank | 22 | \$ 116,600 | 2.56% |
| Remote Check Deposits | Scanned batches of checks payments made at the customer service counter | 22 | 953,011 | 20.91% |
| EBOX | Batches of electronic customer payments posted to customer accounts at US Bank. | 22 | 346,067 | 7.59% |
| 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 | 12,341 | 1,855,221 | 40.70% |
| Lockbox Deposits | Batches of customer payments mailed in to US Bank's lockbox. | 22 | 1,273,243 | 27.93% |
| Pay Near Me | Cash payment service that allows customers to pay at a local 7-Eleven, CVS, or Family Dollar stores. | 114 | 14,530 | 0.32% |
| Total Revenue per Bank | | | \$ 4,558,672 | 100% |
| Recon to RUA Recap: | | | | |
| Adj detailed in RUA | | | (12,748) | |
| Prior mo. Correction | | | | |
| | | | | |
| RUA increase in Cash | | | \$ 4,545,924 | |

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 2024 | Aug 2024 | TOTAL | % |
|------------------------------|--------------------|--------------------|---------------------|----------------|
| Cash Deposits | \$ 122,310 | \$ 116,600 | \$ 238,910 | 2.89% |
| Remote Check Deposits | 227,143 | 953,011 | \$ 1,180,154 | 14.30% |
| EBOX | 334,259 | 346,067 | \$ 680,326 | 8.24% |
| Paymentus, IVR, Credit Cards | 1,827,817 | 1,855,221 | \$ 3,683,038 | 44.62% |
| Lockbox Deposits | 1,169,619 | 1,273,243 | \$ 2,442,862 | 29.59% |
| Pay Near Me | 14,561 | 14,530 | \$ 29,092 | 0.35% |
| Total Revenue to Bank | \$3,695,709 | \$4,558,672 | \$ 8,254,381 | 100.00% |
| NSF | (7,962) | (4,947) | \$ (12,909) | |
| Net deposits | \$3,687,747 | \$4,553,726 | \$ 8,241,472 | |

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

| | Aug 2024 | Aug 2023 | Variance |
|--------------|-------------------|-------------------|--------------------|
| UUT Water | \$ 83,418 | \$ 101,291 | \$ (17,874) |
| UUT Sewer | 183,329 | 189,578 | (6,249) |
| Ambulance | 5,037 | 6,050 | (1,014) |
| Total | \$ 271,783 | \$ 296,920 | \$ (25,137) |

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

| | Aug 2024 | Aug 2023 | Variance |
|--------------------------------------|--------------------|--------------------|-------------------|
| Non-Rate / Extra Territorial Revenue | \$ 287,171 | \$ 221,532 | \$ 65,639 |
| Utility Revenue | \$3,986,969 | \$3,898,305 | \$ 88,665 |
| Total | \$4,274,141 | \$4,119,837 | \$ 154,304 |

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

| | Jul 2024 | Aug 2024 | TOTAL |
|--------------------------------------|---------------------|---------------------|---------------------|
| Non-Rate Revenue | | | |
| Cell Tower Rent, Lease | 5,647 | 19,985 | 25,632 |
| Interest Income | 19,290 | 9,559 | 28,850 |
| NRR-FOG | - | - | - |
| Municipal Water Sales | - | - | - |
| Extra Terr- Sewage | 31,463 | 252,123 | 283,586 |
| Abatement of Expenses | - | - | - |
| Water Meter Lost/Damaged/Repl | 1,419 | 710 | 2,129 |
| Misc Fees - New Occ, Same Day Svc | 5,877 | 4,453 | 10,330 |
| Miscellaneous Revenue - Sewer | - | - | - |
| NSF | - | 342 | 342 |
| DIF - Wastewater Connection | - | - | - |
| Sewer Bad Debt Collection Fees | - | - | - |
| Sewer Cash Over/Short | - | - | - |
| Total Non-Rate Revenue | \$ 63,697 | \$ 287,171 | \$ 350,868 |
| Utility Revenue | | | |
| Water Penalty | 3,154 | 15,321 | 18,475 |
| Sewer Penalty | 5,200 | 33,061 | 38,260 |
| 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 | 25,918 |
| Hydrant Deposits | 574 | - | 574 |
| Sewer Deposits Paid | - | - | - |
| Sewer Deposits Billed | 11,760 | 12,823 | 24,583 |
| Water | 1,171,886 | 1,540,256 | 2,712,142 |
| Sewer | 2,327,246 | 2,418,456 | 4,745,702 |
| Unapplied Credits | (101,077) | (54,176) | (155,253) |
| Bad Debt Sewer | 12,029 | 9,909 | 21,939 |
| Bad Debt Water | - | - | - |
| Tax Roll - Sewer | 15,596 | 2,790 | 18,386 |
| Collection Agency - Water | - | - | - |
| Collection Agency - Sewer | - | - | - |
| Collection Agency - Misc Water | - | - | - |
| Total Utility Revenue | \$ 3,462,656 | \$ 3,986,969 | \$ 7,449,626 |
| Total Non-Rate + Utility Rev. | 3,526,353 | 4,274,141 | 7,800,494 |

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 |
|--------------------|--------------------------|---------------------------------|----------------|----------------|-------------------|----------------------------------|-----------------------------|
| August 2024 | 4,545,924 | 3,869 | 2,793,085 | 1,748,970 | 4,545,924 | 12,748 | 4,558,672 |
| August 2023 | 4,416,757 | 18,540 | 2,857,631 | 1,540,586 | 4,416,757 | (366,853) | 4,049,904 |

L. Non-Rate and Extraterritorial Customer Accounts Receivable Aging

| Name | Total as of 8/31/2024 | Current | 31-60 days | 61-90 days | >90 days |
|--------------------------------------|--------------------------|-------------------|------------------|------------------|------------------|
| AT&T - Easton | \$ (13,942) | (1,500) | - | - | (12,442) |
| Social Science Service - Cedar House | 16,116 | 16,116 | | | |
| CITY OF FONTANA | 123,847 | 123,847 | | | |
| Colton Unified School District | - | - | | | |
| County of San Bernardino-CSA 70 BL | - | - | | | |
| Rialto BioEnergy Facilities | 134,804 | 20,321 | 64,322 | 17,932 | 32,229 |
| Sprint-Nextel SBA 2012 TC Assets | 5,184 | (2,074) | | 7,258 | |
| San Bernardino Co Waste System Div. | - | - | | | |
| SB Valley Mun Water District | - | - | | | |
| Vertical Bridge Holdco, LLC (CIG) | 4,714 | | | 4,714 | |
| Grand Total | \$ 270,723 | \$ 156,711 | \$ 64,322 | \$ 29,903 | \$ 19,787 |

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

Social Science Service (Cedar House) is current with its obligations.

City of Fontana is current with its obligations.

Colton Unified School District is current with its obligations.

County of San Bernardino is current with its obligations.

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

San Bernardino Co Waste System Division has no outstanding balance.

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:

August 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 1088.90 acre-feet. 982.18 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). 106.72 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 0 acre-feet came from the OP RTP.

| AUGUST 2024 DAILY PRODUCTION TOTALS IN ACRE FEET | | | | | | | | | | | |
|--|---------------|---------------|-------------|-------------|---------------|---------------|-------------------|---------------|---------------------|---------------------|--------------------|
| | | | | | | | Delivered Via BLF | | | | |
| | | | | | | | Purchased | | | | |
| DATE | Chino 2 | City 2 | Rialto 3 | Rialto 5 | Miro 3 | EW-1 | City 4A | BOOSTER 6-9 | Cactus ¹ | OP RTP ² | TOTAL ³ |
| 8/1/24 | 5.10 | 1.67 | 0.00 | 0.00 | 6.97 | 7.04 | 8.43 | 7.21 | 7.01 | 0.00 | 35.00 |
| 8/2/24 | 5.44 | 1.53 | 0.00 | 0.00 | 7.18 | 7.45 | 8.80 | 7.94 | 0.00 | 0.00 | 29.54 |
| 8/3/24 | 6.13 | 3.68 | 0.00 | 0.00 | 7.40 | 7.35 | 9.23 | 6.84 | 9.46 | 0.00 | 40.86 |
| 8/4/24 | 5.69 | 3.27 | 0.00 | 0.00 | 8.52 | 6.48 | 9.27 | 3.49 | 9.00 | 0.00 | 36.45 |
| 8/5/24 | 4.68 | 3.34 | 0.00 | 0.00 | 5.54 | 7.43 | 8.42 | 4.89 | 6.47 | 0.00 | 32.35 |
| 8/6/24 | 4.50 | 4.17 | 0.00 | 0.00 | 5.59 | 7.10 | 7.28 | 6.45 | 4.43 | 0.00 | 32.24 |
| 8/7/24 | 5.72 | 3.87 | 0.00 | 0.00 | 9.46 | 8.03 | 7.38 | 6.17 | 6.40 | 0.00 | 39.65 |
| 8/8/24 | 4.41 | 2.65 | 0.00 | 0.00 | 7.13 | 7.51 | 8.83 | 6.98 | 5.03 | 0.00 | 33.71 |
| 8/9/24 | 5.26 | 3.63 | 0.00 | 0.00 | 7.28 | 7.72 | 8.41 | 4.77 | 5.65 | 0.00 | 34.31 |
| 8/10/24 | 6.45 | 3.33 | 0.00 | 0.00 | 7.11 | 7.57 | 9.23 | 6.29 | 8.82 | 0.00 | 39.57 |
| 8/11/24 | 4.48 | 4.49 | 0.00 | 0.00 | 7.63 | 7.96 | 8.55 | 5.85 | 3.81 | 0.00 | 34.22 |
| 8/12/24 | 5.00 | 2.18 | 0.00 | 0.00 | 7.01 | 7.80 | 8.29 | 6.38 | 8.93 | 0.00 | 37.30 |
| 8/13/24 | 5.44 | 3.56 | 0.00 | 0.00 | 6.97 | 7.98 | 8.68 | 2.62 | 1.42 | 0.00 | 27.99 |
| 8/14/24 | 5.23 | 5.56 | 0.00 | 0.00 | 6.93 | 8.05 | 7.36 | 1.40 | 13.17 | 0.00 | 40.34 |
| 8/15/24 | 5.12 | 3.09 | 0.00 | 0.00 | 6.66 | 7.69 | 9.74 | 8.98 | 6.62 | 0.00 | 38.16 |
| 8/16/24 | 6.29 | 2.42 | 0.00 | 0.00 | 7.27 | 8.25 | 8.90 | 6.08 | 5.35 | 0.00 | 35.66 |
| 8/17/24 | 4.91 | 2.52 | 0.00 | 0.00 | 6.83 | 7.99 | 7.89 | 6.75 | 5.42 | 0.00 | 34.42 |
| 8/18/24 | 5.51 | 2.05 | 0.00 | 0.00 | 7.12 | 8.12 | 8.92 | 7.64 | 5.21 | 0.00 | 35.65 |
| 8/19/24 | 4.55 | 3.77 | 0.00 | 0.00 | 6.26 | 7.77 | 6.79 | 8.06 | 7.04 | 0.00 | 37.45 |
| 8/20/24 | 4.52 | 1.59 | 0.00 | 0.00 | 2.30 | 8.19 | 9.04 | 3.74 | 5.20 | 0.00 | 25.54 |
| 8/21/24 | 5.58 | 8.70 | 0.00 | 0.00 | 3.53 | 7.94 | 8.08 | 4.66 | 4.64 | 0.00 | 35.05 |
| 8/22/24 | 5.05 | 7.12 | 0.00 | 0.00 | 6.83 | 7.61 | 9.08 | 0.00 | 11.95 | 0.00 | 38.55 |
| 8/23/24 | 5.26 | 3.15 | 0.00 | 0.00 | 6.82 | 7.61 | 8.97 | 4.32 | 5.77 | 0.00 | 32.93 |
| 8/24/24 | 6.20 | 7.91 | 0.00 | 0.00 | 6.68 | 7.81 | 8.41 | 2.59 | 13.19 | 0.00 | 44.39 |
| 8/25/24 | 4.52 | 3.83 | 0.00 | 0.00 | 7.21 | 8.30 | 8.23 | 7.55 | 6.67 | 0.00 | 38.08 |
| 8/26/24 | 5.53 | 2.87 | 0.00 | 0.00 | 6.44 | 7.29 | 9.49 | 0.00 | 4.18 | 0.00 | 26.30 |
| 8/27/24 | 4.18 | 0.93 | 0.00 | 0.00 | 7.34 | 8.76 | 6.37 | 9.78 | 6.21 | 0.00 | 37.20 |
| 8/28/24 | 5.42 | 2.96 | 0.00 | 0.00 | 6.33 | 8.35 | 8.75 | 7.41 | 5.18 | 0.00 | 35.65 |
| 8/29/24 | 5.37 | 0.00 | 0.00 | 0.00 | 8.08 | 8.33 | 9.77 | 5.10 | 5.46 | 0.00 | 32.34 |
| 8/30/24 | 5.30 | 4.15 | 0.00 | 0.00 | 6.96 | 8.07 | 7.30 | 4.13 | 5.72 | 0.00 | 34.34 |
| 8/31/24 | 5.64 | 2.61 | 0.00 | 0.00 | 6.36 | 7.33 | 8.60 | 4.88 | 6.84 | 0.00 | 33.66 |
| TOTAL | 162.48 | 106.60 | 0.00 | 0.00 | 209.74 | 240.87 | 262.49 | 168.95 | 200.25 | 0.00 | 1088.90 |
| MIN | 4.18 | 0.00 | 0.00 | 0.00 | 2.30 | 6.48 | 6.37 | 0.00 | 0.00 | 0.00 | 25.54 |
| MAX | 6.45 | 8.70 | 0.00 | 0.00 | 9.46 | 8.76 | 9.77 | 9.78 | 13.19 | 0.00 | 44.39 |
| AVE | 5.24 | 3.44 | 0.00 | 0.00 | 6.77 | 7.77 | 8.47 | 5.45 | 6.46 | 0.00 | 35.13 |

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

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

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

AUGUST 2024 DAILY BOOSTER TOTALS IN ACRE FEET

| DATE | Booster 1 | Booster 2 | Booster 3 | Booster 4 | Booster 5 | Booster 6-9 | Booster 10 | Booster 11 |
|--------------|------------------|------------------|------------------|------------------|------------------|--------------------|-------------------|-------------------|
| 8/1/24 | 0.00 | 0.00 | 0.00 | 0.00 | 1.43 | 7.21 | 0.00 | 0.00 |
| 8/2/24 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 7.94 | 0.00 | 0.00 |
| 8/3/24 | 0.00 | 0.00 | 14.38 | 0.00 | 0.00 | 6.84 | 0.00 | 0.00 |
| 8/4/24 | 0.00 | 0.00 | 0.00 | 0.25 | 0.00 | 3.49 | 0.00 | 0.00 |
| 8/5/24 | 0.00 | 0.00 | 6.92 | 0.99 | 0.00 | 4.89 | 0.00 | 0.00 |
| 8/6/24 | 0.00 | 0.00 | 3.62 | 0.00 | 0.00 | 6.45 | 0.00 | 0.00 |
| 8/7/24 | 0.00 | 0.00 | 4.84 | 0.00 | 0.00 | 6.17 | 0.00 | 0.00 |
| 8/8/24 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 6.98 | 0.00 | 0.00 |
| 8/9/24 | 0.00 | 0.00 | 0.00 | 0.00 | 0.62 | 4.77 | 0.00 | 0.00 |
| 8/10/24 | 0.00 | 0.00 | 15.35 | 0.00 | 2.55 | 6.29 | 0.00 | 0.00 |
| 8/11/24 | 0.00 | 0.00 | 3.83 | 0.00 | 0.00 | 5.85 | 0.00 | 0.00 |
| 8/12/24 | 0.00 | 0.00 | 3.16 | 0.00 | 2.38 | 6.38 | 0.00 | 0.00 |
| 8/13/24 | 0.00 | 0.00 | 2.55 | 0.00 | 1.42 | 2.62 | 0.00 | 0.00 |
| 8/14/24 | 0.00 | 0.00 | 0.00 | 0.00 | 3.82 | 1.40 | 0.00 | 0.00 |
| 8/15/24 | 0.00 | 0.00 | 6.86 | 0.00 | 0.74 | 8.98 | 0.00 | 0.00 |
| 8/16/24 | 0.00 | 0.00 | 4.16 | 0.00 | 0.00 | 6.08 | 0.00 | 0.00 |
| 8/17/24 | 0.00 | 0.00 | 3.56 | 0.00 | 0.00 | 6.75 | 0.00 | 0.00 |
| 8/18/24 | 0.00 | 0.00 | 3.29 | 0.00 | 0.00 | 7.64 | 0.00 | 0.00 |
| 8/19/24 | 0.00 | 0.00 | 3.69 | 0.00 | 0.65 | 8.06 | 0.00 | 0.00 |
| 8/20/24 | 0.00 | 0.00 | 2.56 | 0.00 | 0.77 | 3.74 | 0.00 | 0.00 |
| 8/21/24 | 0.00 | 0.00 | 7.21 | 0.00 | 0.00 | 4.66 | 0.00 | 0.00 |
| 8/22/24 | 0.00 | 0.00 | 4.68 | 0.00 | 6.37 | 0.00 | 0.00 | 0.00 |
| 8/23/24 | 0.00 | 0.00 | 2.54 | 0.00 | 1.20 | 4.32 | 0.00 | 0.00 |
| 8/24/24 | 0.00 | 0.00 | 5.11 | 0.00 | 7.04 | 2.59 | 0.00 | 0.00 |
| 8/25/24 | 0.00 | 0.00 | 3.34 | 0.00 | 1.73 | 7.55 | 0.00 | 0.00 |
| 8/26/24 | 0.00 | 0.00 | 1.94 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 8/27/24 | 0.00 | 0.00 | 3.38 | 0.00 | 1.00 | 9.78 | 0.00 | 0.00 |
| 8/28/24 | 0.00 | 0.00 | 3.45 | 0.00 | 0.02 | 7.41 | 0.00 | 0.00 |
| 8/29/24 | 0.00 | 0.00 | 3.90 | 0.00 | 1.16 | 5.10 | 0.00 | 0.00 |
| 8/30/24 | 0.00 | 0.00 | 2.85 | 0.00 | 0.00 | 4.13 | 0.00 | 0.00 |
| 8/31/24 | 0.00 | 0.00 | 2.78 | 0.00 | 0.98 | 4.88 | 0.00 | 0.00 |
| TOTAL | 0.00 | 0.00 | 119.95 | 1.24 | 33.88 | 168.95 | 0.00 | 0.00 |
| MIN | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| MAX | 0.00 | 0.00 | 15.35 | 0.99 | 7.04 | 9.78 | 0.00 | 0.00 |
| AVE | 0.00 | 0.00 | 3.87 | 0.04 | 1.09 | 5.45 | 0.00 | 0.00 |

B. Static Water Levels

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

| Depth to Water | | | | | | | | | | | | | |
|---|-----------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|
| Wells Depth to Pump | Historical Maximum Depth to Water | Aug | Sept | Oct | Nov | Dec | Feb | Mar | Apr | May | Jun | Jul | Aug |
| Chino # 1 (580 ft) In-active well | 429' | 411' | 418' | 423' | 416' | 411' | 411' | 420' | 417' | 411' | 414' | 414' | 412' |
| Chino # 2 (550 ft) | 369' | 368' | 369' | 369' | 344' | 344' | 345' | 342' | 346' | 354' | 347' | 352' | 347' |
| City # 1 (260 ft) | 392' | 245' | 247' | 243' | 247' | 247' | 247' | 247' | 164' | 158' | 158' | 151' | 150' |
| City # 2 (480 ft) | 402' | 240' | 212' | 212' | 212' | 212' | 210' | 171' | 182' | 164' | 164' | 164' | 171' |
| City # 3 (525 ft) Out of Service | 505' | 503' | 456' | 456' | 456' | 451' | 429' | 450' | 423' | 423' | 423' | 418' | 417' |
| City # 4A (528 ft) | 406' | 377' | 378' | 368' | 374' | 375' | 376' | 361' | 373' | 373' | 374' | 380' | 379' |
| City # 5 (385 ft) In-active well | 364' | 361' | 361' | 364' | 360' | 358' | 340' | 339' | 340' | 339' | 335' | 333' | 334' |
| Rialto # 1 (650 ft) In-active well | 588' | 581' | 581' | 574' | 574' | 581' | 553' | 564' | 569' | 569' | 571' | 571' | 571' |
| Rialto # 2 (550 ft) In-active well | 501' | 497' | 499' | 498' | 500' | 501' | 499' | 500' | 500' | 500' | 501' | 500' | 501' |
| Rialto # 3 (509 ft) | 478' | 474' | 474' | 474' | 474' | 474' | 474' | 475' | 474' | 475' | 474' | 477' | 477' |
| Rialto # 4 (450 ft) In-active well | 416' | 413' | 414' | 414' | 415' | 415' | 416' | 415' | 415' | 415' | 415' | 416' | 415' |
| Rialto # 5 (560 ft) | 386' | 379' | 376' | 380' | 382' | 383' | 385' | 385' | 386' | 386' | 386' | 386' | 385' |
| Rialto Well # 7 In-active well | 362' | 361' | 362' | 362' | 362' | 362' | 362' | 361' | 362' | 362' | 361' | 361' | 362' |
| Miro # 3 (563 ft) | 492' | 487' | 486' | 487' | 489' | 487' | 485' | 486' | 487' | 488' | 487' | 489' | 487' |
| EW-1 (780 ft) | 476' | 475' | 474' | 476' | 476' | 476' | 474' | 475' | 476' | 476' | 473' | 474' | 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

| Sample Test Result Standards | | | |
|----------------------------------|------------------|--------------------------------|---------------------------|
| Type of Sampling | Units of Measure | Detectable Limit for Reporting | Maximum Contaminant Level |
| Total Coliform | A | -- | -- |
| E. Coli | A | -- | -- |
| Nitrate as N | mg/L | 0.20 | 10 |
| Perchlorate (ClO ₄) | µg/L | 1.0 | 6.0 |
| Total Dissolved Solids | mg/L | -- | 500 |
| Ethylene Dibromide (EDB) | µg/L | 0.020 | 0.05 |
| Dibromochloropropane (DBCP) | µg/L | 0.010 | 0.2 |
| 1,2,3-Trichloropropane | µg/L | 0.0050 | 0.005 |
| Endrin | µg/L | 0.10 | 2 |
| Lindane (gamma-BHC) | µg/L | 0.20 | 0.2 |
| Methoxychlor | µg/L | 10 | 30 |
| Toxaphene | µg/L | 1.0 | 3 |
| Chlordane | µg/L | 0.10 | 0.1 |
| Heptachlor | µg/L | 0.010 | 0.01 |
| Heptachlor Epoxide | µg/L | 0.010 | 0.01 |
| Hexachlorobenzene | µg/L | 0.50 | 1 |
| Hexachlorocyclopentadiene | µg/L | 1.0 | 50 |
| Polychlorinated Biphenyls (PCBs) | µg/L | 0.50 | 0.5 |
| Dalapon | µg/L | 1.0 | 200 |
| 2,4,5-TP (SILVEX) | µg/L | 1.0 | 50 |
| Bentazon (BASAGRAN) | µg/L | 2.0 | 18 |
| Picloram | µg/L | 1.0 | 500 |
| 2,4-D | µg/L | 10 | 70 |
| Pentachlorophenol (PCP) | µg/L | 0.20 | 1 |
| Dinoseb (DNBP) | µg/L | 2.0 | 7 |
| Alachlor (ALANEX) | µg/L | 1.0 | 2 |
| Atrazine (AATREX) | µg/L | 0.50 | 1 |
| Benzo(a)pyrene | µg/L | 0.10 | 0.2 |
| Diethylhexylphthalate (DEHP) | µg/L | 3.0 | 4 |
| Di(2-ethylhexyl) adipate | µg/L | 5.0 | 400 |

| | | | |
|---|------|-----|-----|
| Molinate (ORDRAM) | µg/L | 2.0 | 20 |
| Simazine (PRINCEP) | µg/L | 1.0 | 4 |
| Thiobencarb (BOLERO) | µg/L | 1.0 | 70 |
| Oxamyl (VYDATE) | µg/L | 20 | 50 |
| Carbofuran (FURADAN) | µg/L | 5.0 | 18 |
| Glyphosate | µg/L | 25 | 700 |
| Endothall | µg/L | 45 | 100 |
| Diquat | µg/L | 4.0 | 20 |
| P= Present A= Absent mg/L = parts per million | | | |

| Sample Date 08/06/2024 | | Sample Site Location Results | | | | | | | | |
|-------------------------------------|------------|------------------------------|------------|-------------------|-------------|-----------|------|---------------|-------------|-------------------|
| Type of Sampling | Chino 2 | City 2 | City 4A | Rialto 3 | Rialto 5 | Miro 3 | EW-1 | BLF Cactus | BLF 6- 9 | OPRT P |
| Total Coliform | A | A | A | OUT OF SERVICE | A | A | A | A | A | OUT OF SERVICE |
| E. Coli | A | A | A | | A | A | A | A | A | |
| Nitrate as N | 3.1 | | | | | | | | | |
| Perchlorate (CLO ₄) | 1.0* | | | | <1.0 | 9.5* | 130* | | | |
| Total Dissolved Solids | 190 | 170 | 260 | | 240 | 220 | 240 | 320 | 330 | |
| Ethylene Dibromide (EDB) | | | <0.020 | | | | | | | |
| Dibromochloropropane (DBCP) | | | <0.010 | | | | | | | |
| 1,2,3-Trichloropropane | | | <0.0050 | | | | | | | |
| Endrin | | | <0.10 | | | | | | | |
| Lindane (gamma-BHC) | | | <0.20 | | | | | | | |
| Methoxychlor | | | <10 | | | | | | | |
| Toxaphene | | | <1.0 | | | | | | | |
| Chlordane | | | <0.10 | | | | | | | |
| Heptachlor | | | <0.010 | | | | | | | |
| Heptachlor Epoxide | | | <0.010 | | | | | | | |
| Hexachlorobenzene | | | <0.50 | | | | | | | |
| Hexachlorocyclopentadiene | | | <1.0 | | | | | | | |
| Polychlorinated Biphenyls (PCBs) | | | <0.50 | | | | | | | |
| Dalapon | | | <10 | | | | | | | |
| 2,4,5-TP (SILVEX) | | | <1.0 | | | | | | | |
| Bentazon (BASAGRAN) | | | <2.0 | | | | | | | |
| Picloram | | | <1.0 | | | | | | | |
| 2,4-D | | | <10 | | | | | | | |
| Pentachlorophenol (PCP) | | | <0.20 | | | | | | | |

| | | | | | | | | | | |
|------------------------------|--|--|-------|--|--|--|--|--|--|--|
| Dinoseb (DNBP) | | | <2.0 | | | | | | | |
| Alachlor (ALANEX) | | | <1.0 | | | | | | | |
| Atrazine (AATREX) | | | <0.50 | | | | | | | |
| Benzo(a)pyrene | | | <0.10 | | | | | | | |
| Diethylhexylphthalate (DEHP) | | | <3.0 | | | | | | | |
| Di(2-ethylhexyl) adipate | | | <5.0 | | | | | | | |
| Molinate (ORDRAM) | | | <2.0 | | | | | | | |
| Simazine (PRINCEP) | | | <1.0 | | | | | | | |
| Thiobencarb (BOLERO) | | | <1.0 | | | | | | | |
| Oxamyl (VYDATE) | | | <20 | | | | | | | |
| Carbofuran (FURADAN) | | | <5.0 | | | | | | | |
| Glyphosate | | | <25 | | | | | | | |
| Endothall | | | <45 | | | | | | | |
| Diquat | | | <4.0 | | | | | | | |

***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

| Rialto Distribution Sample Results | | | | | | |
|------------------------------------|---------------------|----------------|------------|--------------------|----------------|------------|
| August 2024 | | | | | | |
| Sample Location | Free Cl Res (Field) | Total Coliform | E. Coli | Apparent Color | Odor Threshold | Turbidity |
| CYCLE 1 - 08/09/24 | mg/l | P/A | P/A | Color Units | TON | NTU |
| 335 W. Rialto | 0.80 | A | A | | | |
| 1228 W. Merrill | 0.85 | A | A | | | |
| 256 N. Fillmore | 0.72 | A | A | | | |
| 987 W. Grove | 0.75 | A | A | | | |
| 978 N. Driftwood | 0.80 | A | A | | | |
| 1451 N. Linden | 0.74 | A | A | | | |
| 469 W. Jackson | 0.82 | A | A | | | |
| 935 E. Mariposa | 1.14 | A | A | | | |
| 1000 N. Joyce | 0.79 | A | A | | | |
| 766 N. Chestnut | 0.82 | A | A | | | |
| 149 W. Victoria | 0.92 | A | A | | | |
| 313 E. McKinley | 0.90 | A | A | | | |
| 609 E. South | 0.87 | A | A | | | |
| 273 E. Alru | 0.80 | A | A | | | |
| 1161 S. Lilac | 0.89 | A | A | | | |
| 101 E. Valley | 0.78 | A | A | | | |
| CYCLE 2 - 08/13/24 | mg/l | P/A | P/A | Color Units | TON | NTU |
| 210 N. Park | 1.10 | A | A | <3.0 | 1 | 0.11 |
| 101 S. Larch | 1.11 | A | A | <3.0 | 1 | <0.10 |
| 320 N. Wisteria | 1.05 | A | A | <3.0 | 1 | 0.10 |
| 861 W. Grove | 0.92 | A | A | <3.0 | 1 | <0.10 |
| 1168 N. Glenwood | 1.06 | A | A | <3.0 | 1 | <0.10 |
| 1320 N. Fitzgerald | 1.23 | A | A | <3.0 | 1 | <0.10 |
| 860 N. Willow | 1.04 | A | A | <3.0 | 1 | <0.10 |
| 209 E. Cornell | 0.88 | A | A | <3.0 | 1 | <0.10 |
| 643 E. Margarita | 0.82 | A | A | <3.0 | 1 | <0.10 |
| 1170 N. Terrace Rd. | 0.87 | A | A | <3.0 | 1 | <0.10 |
| 681 E. Erwin | 1.95 | A | A | <3.0 | 1 | <0.10 |
| 402 E. Merrill | 1.70 | A | A | <3.0 | 1 | <0.10 |
| 261 W. Wilson | 1.81 | A | A | <3.0 | 1 | <0.10 |
| 532 S. Iris | 1.06 | A | A | <3.0 | 1 | <0.10 |
| 281 W. Hawthorne | 1.04 | A | A | <3.0 | 1 | <0.10 |
| 379 W. Valley | 0.88 | A | A | <3.0 | 1 | <0.10 |

| Rialto Distribution Sample Results | | | | | | |
|------------------------------------|------------------------|-------------------|------------|--------------------|-------------------|------------|
| August 2024 | | | | | | |
| Sample Location | Free Cl Res (Field) | Total Coliform | E. Coli | Apparent Color | Odor Threshold | Turbidity |
| CYCLE 3 - 08/21/24 | mg/l | P/A | P/A | Color Units | TON | NTU |
| 236 N. Willow | 0.90 | A | A | | | |
| 775 E. Foothill | 1.00 | A | A | | | |
| 878 N. Primrose | 1.10 | A | A | | | |
| 369 E. Van Koevering | 1.20 | A | A | | | |
| 274 W. Valencia | 0.80 | A | A | | | |
| 1566 N. Fillmore | 0.80 | A | A | | | |
| 932 N. Idyllwild | 0.90 | A | A | | | |
| 644 N. Smoketree | 1.00 | A | A | | | |
| 605 W. Rosewood | 1.00 | A | A | | | |
| 1189 W. Second | 1.10 | A | A | | | |
| 775 W. Rialto | 1.00 | A | A | | | |
| 211 E. Wilson | 1.00 | A | A | | | |
| 595 E. Huff | 1.00 | A | A | | | |
| 1005 S. Riverside | 1.00 | A | A | | | |
| 794 S. Verde | 0.90 | A | A | | | |
| 1055 W. Bloomington | 0.90 | A | A | | | |
| CYCLE 4 - 08/27/24 | mg/l | P/A | P/A | Color Units | TON | NTU |
| 375 S. Cactus | 0.85 | A | A | | | |
| 101 S. Linden | 0.88 | A | A | | | |
| 234 N. Larch | 0.84 | A | A | | | |
| 575 N. Driftwood | 0.98 | A | A | | | |
| 1355 W. Shamrock | 0.99 | A | A | | | |
| 992 N. Yucca | 0.81 | A | A | | | |
| 481 W. Cornell | 1.12 | A | A | | | |
| 158. E. Shamrock | 0.90 | A | A | | | |
| 749 E. Holly | 0.93 | A | A | | | |
| 545 E. Victoria | 1.14 | A | A | | | |
| 200 N. Sycamore | 0.92 | A | A | | | |
| 407 E. Allen | 0.79 | A | A | | | |
| 399 E. Montrose | 0.96 | A | A | | | |
| 856 S. Orange | 0.89 | A | A | | | |
| 911 S. Cactus | 0.96 | A | A | | | |
| 220 W. Valley | 0.86 | 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 234 mg/L for the month of August as compared to 252 mg/L in July. 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 | Hearing Conservation Protection from Wildfire Smoke Asbestos Initial/Refresher |
| 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 in the past 3975 days.

IV. CHEMICAL USE

Sodium hypochlorite is the only chemical added to the water system. A total of 3823 gallons of sodium hypochlorite was used in August as compared to 3381 gallons used in July.

V. ELECTRICAL USE

Southern California Edison (SCE) has not provided all the data for August 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 | September | 749,819 |
| 2023 | October | 531,770 |
| 2023 | November | 564,667 |
| 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 | 572,454 |

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 (OP RTP), 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. OPRTP meter is offline due to the agreement to use West Valley Water District's water rights at EW-1.

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. Zero valves were exercised for the month of August.

| Valve Turning Progress | |
|------------------------|---------------|
| | Valves Turned |
| 2020 | 530 |
| 2021 | 340 |
| 2022 | 463 |
| 2023 | 750 |
| 2024 | 166 |

C. Hydrant Flushing

There are 63 hydrant/dead ends that are flushed annually to maintain water quality. 20 flushings were performed in August.

| Hydrant/Dead End Flushing Progress | |
|------------------------------------|-----------|
| | 2024 |
| January | 0 |
| February | 3 |
| March | 9 |
| April | 0 |
| May | 5 |
| June | 0 |
| July | 5 |
| August | 20 |
| Total | 42 |

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 visits have not been received within the reporting period (August).

VIII. ASSET MANAGEMENT

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

- Preventive Maintenance –187
- Corrective Maintenance – 22
- Predictive Maintenance –0

133 – PMs planned for September 2024

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

Corrective Work Order labor hours were dedicated to nine pipe line and five hydrant repairs.

B. Major Equipment and/or Machinery Outages

Rialto Well 3 is offline due to SCADA issues. OP RTP meter is offline due to the agreement to use West Valley Water District's water rights at EW-1.

IX. RAINFALL TOTALS

[illegible]

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 |
| Tots/Avgs | 43.27 | 13.5 | 493 | 12.1 | 78.8 | 52.8 | 65.0 | 82 | 36 | 57 | 48.5 | 4.1 | 63.5 |

RIALTO WASTEWATER

MONTHLY OPERATIONS REPORT

Reporting Period:
August 2024

Prepared for: - Rialto Water Services



Prepared by: - Veolia Water West Operating Services



RIALTO WASTEWATER OPERATIONS AND MAINTENANCE REPORT

Contents

EXECUTIVE SUMMARY

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

TABLES

- Treatment Facility – Monthly Performance Summary

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 four 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." | 15,120 | 30,956 | 183,133 |
| Sanitary sewers assessed using the SL-RAT method, feet | 0 | 0 | 11,656 |
| CCTV Inspection, miles (26 is the annual goal)* | .7 | 3.0 | 20.52 |
| Manhole Inspections | 6 | 7 | 17 |
| USA Dig Alert Markings, count | 29 | 43 | 202 |
| Residential call outs | 4 | 2 | 28 |
| Sanitary sewer overflows | 0 | 0 | 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: 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 | Hazardous Communication Housekeeping and Maintenance |
| Lost Time Incidents count* | 0 |
| Recordable Incidents, count | 0 |
| Near Miss Incidents, count | 1 |
| Vehicle Incidents, count | 0 |

*A lost time incident has not occurred since 9-3-2020, totaling 1,457 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 | 988.37 | 1,260.27 | 8,250.19 |

- b. Monthly Chemical Consumption

| Chemical | Current Month Gallons Used | Prior Month Gallons Used |
|---|----------------------------|--------------------------|
| Sodium Hypochlorite, Tertiary Disinfection | 27,626 | 29,673 |
| Sodium Bisulfite, Discharge Dechlorination | 10,878 | 9,878 |
| Ferrous Chloride, Digester Gas Conditioning | 4,018 | 3,743 |
| Polymer, Gravity Belt Thickener | 264 | 358 |
| Polymer, Belt Filter Press | 628 | 632 |
| Alum, Tertiary Filters | 0 | 0 |

c. Monthly Utilities Consumption

| Utility | Current Month Statistics | Prior Month Statistics |
|--------------------------------|--------------------------|------------------------|
| Electricity WWTP, KWH | ** | ** |
| Electricity Lilac LS, KWH | ** | ** |
| Electricity Sycamore LS, KWH | * | * |
| 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 | 2,818 | 3,337 |

* LS is in bypass mode, pending CIP completion

** SCE has not updated account access for the City

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

- 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 |
|------------|----------------|---|-----------|---------|------------|
| 08/01/2024 | 877 N Pampas | The homeowner called in a complaint of roaches coming from the manhole. The technician responded and placed insecticide bait inside the manhole. | ET | | |
| 08/12/2024 | 897 W. Alru | The homeowner called in a complaint of roaches coming from the manhole. The technician responded and placed insecticide bait inside the manhole. | BVO | | |
| 08/27/2024 | 444 E South St | The homeowner called in a complaint of roaches coming from the manhole. The technician responded and placed insecticide bait inside the upstream manhole and downstream manhole. | ZG | | |
| 08/28/2024 | 238 E Grant | The technician responded to a call from the homeowner regarding backed-up toilets and tubs in their home. The main line was checked and was flowing freely. A courtesy cleaning was done on the line. The homeowner was informed that they should contact a plumber for assistance. | ZG | | |

Table 1 Summary

Table 1 MOR

August 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 | % |
| 8/1/2024 | 8.56 | 7.23 | | | | | | | | | | | |
| 8/2/2024 | 6.35 | 7.23 | 210 | 210 | 11,121 | <2.5 | 150.75 | 98.80 | | | | | |
| 8/3/2024 | 6.74 | 7.27 | | | | | | | | | | | |
| 8/4/2024 | 7.09 | 7.65 | | | | | | | | | | | |
| 8/5/2024 | 7.46 | 7.52 | 210 | 210 | 13,065 | <5.0 | 313.58 | 97.60 | 300.00 | 18665.00 | 1.00 | 63.00 | 99.70 |
| 8/6/2024 | 7.66 | 7.10 | | | | | | | | | | | |
| 8/7/2024 | 6.61 | 7.00 | | | | | | | | | | | |
| 8/8/2024 | 7.81 | 7.19 | | | | | | | | | | | |
| 8/9/2024 | 7.01 | 6.89 | 250 | 250 | 14,616 | <2.5 | 143.66 | 99.00 | | | | | |
| 8/10/2024 | 6.75 | 7.32 | | | | | | | | | | | |
| 8/11/2024 | 7.09 | 7.92 | | | | | | | | | | | |
| 8/12/2024 | 8.60 | 7.05 | 240 | 240 | 17,214 | <2.5 | 146.99 | 99.00 | 260.00 | 18648.00 | 1.00 | 59.00 | 99.60 |
| 8/13/2024 | 6.10 | 7.47 | | | | | | | | | | | |
| 8/14/2024 | 7.13 | 6.70 | | | | | | | | | | | |
| 8/15/2024 | 7.42 | 7.25 | | | | | | | | | | | |
| 8/16/2024 | 6.84 | 7.05 | 270 | 270 | 15,402 | | | | | | | | |
| 8/17/2024 | 6.84 | 7.27 | | | | <2.5 | 151.58 | | | | | | |
| 8/18/2024 | 7.25 | 7.96 | | | | | | | | | | | |
| 8/19/2024 | 7.10 | 6.89 | 260 | 260 | 15,396 | <2.5 | 143.66 | 99.00 | 250.00 | 14804.00 | 2.00 | 115.00 | 99.20 |
| 8/20/2024 | 7.20 | 7.69 | | | | | | | | | | | |
| 8/21/2024 | 7.03 | 7.07 | | | | | | | | | | | |
| 8/22/2024 | 7.50 | 6.98 | | | | | | | | | | | |
| 8/23/2024 | 7.06 | 7.31 | 220 | 220 | 12,954 | <2.5 | 152.41 | 98.90 | | | | | |
| 8/24/2024 | 6.38 | 6.70 | | | | | | | | | | | |
| 8/25/2024 | 6.99 | 7.60 | | | | | | | | | | | |
| 8/26/2024 | 7.24 | 7.07 | 260 | 260 | 15,699 | <2.5 | 147.41 | 99.00 | 260.00 | 15699.00 | 0.90 | 53.00 | 99.70 |
| 8/27/2024 | 7.04 | 7.16 | | | | | | | | | | | |
| 8/28/2024 | 7.06 | 7.09 | | | | | | | | | | | |
| 8/29/2024 | 7.00 | 7.26 | | | | | | | | | | | |
| 8/30/2024 | 7.79 | 7.37 | 280 | 280 | 18,191 | <2.5 | 153.66 | 99.10 | | | | | |
| 8/31/2024 | 6.51 | 7.00 | | | | | | | | | | | |
| Minimum | 6.10 | 6.70 | 210 | 210 | 11,121 | <2.5 | 143.66 | 97.60 | 250.00 | 14804.00 | 0.90 | 53.00 | 99.20 |
| Maximum | 8.60 | 7.96 | 280 | 280 | 18,191 | <5.0 | 313.58 | 99.10 | 300.00 | 18665.00 | 2.00 | 115.00 | 99.70 |
| Total | 221.21 | 224.26 | 2,200 | 2,200 | 133,659 | <25.0 | 1503.70 | 790.40 | 1070.00 | 67816.00 | 4.90 | 290.00 | 398.10 |
| Average | 7.14 | 7.23 | 244 | 244 | 14,851 | <2.8 | 167.08 | 98.80 | 268.00 | 16954.00 | 1.23 | 73.00 | 99.60 |

[Type here]

Table 2 Summary

| | | | | Table 2 MOR | | | | | |
|-----------|-----------------------|----------------------------|--------------|--------------------|--------------|---------------------|---------------|-----------------------------|-----------------------------|
| | | | | | August 2024 | | | | |
| | | | | | | | | | |
| Date | Rialto | Rialto WRF\Effluent | | Rialto WRF\Eff | | Rialto WRF\Effluent | | Rialto | Rialto |
| | Influent Conductivity | Eff Conductivity Daily Ave | Influent COD | Final Effluent COD | Influent TDS | Filter Effluent TDS | EFF FINAL TDS | Influent Inorganic Nitrogen | Effluent Inorganic Nitrogen |
| | (uS/cm) | (uS/cm) | mg/l | mg/l | mg/l | mg/l | mg/L | mg/L | mg/l as N |
| 8/1/2024 | 1497.00 | 773.00 | | | | | | | |
| 8/2/2024 | 1462.00 | 788.00 | | | | | | | |
| 8/3/2024 | 1312.00 | 796.00 | | | | | | | |
| 8/4/2024 | 1304.00 | 801.00 | | | | | | | |
| 8/5/2024 | 1394.00 | 787.00 | | | | | | | |
| 8/6/2024 | 1352.00 | 778.00 | 640 | 24.0 | 480.00 | 420.00 | 480.00 | 38.00 | 8.00 |
| 8/7/2024 | 1434.00 | 766.00 | | | | | | | |
| 8/8/2024 | 1406.00 | 775.00 | | | | | | | |
| 8/9/2024 | 1450.00 | 775.00 | | | | | | | |
| 8/10/2024 | 1334.00 | 776.00 | | | | | | | |
| 8/11/2024 | 1177.00 | 764.00 | | | | | | | |
| 8/12/2024 | 1197.00 | 771.00 | | | | | | | |
| 8/13/2024 | 1397.00 | 763.00 | | | | | | | |
| 8/14/2024 | 1282.00 | 793.00 | | | | | | | |
| 8/15/2024 | 1325.00 | 774.00 | | | | | | | |
| 8/16/2024 | 1359.00 | 792.00 | | | | | | | |
| 8/17/2024 | 1276.00 | 847.00 | | | | | | | |
| 8/18/2024 | 1307.00 | 825.00 | | | | | | | |
| 8/19/2024 | 1372.00 | 803.00 | | | | | | | |
| 8/20/2024 | 1395.00 | 789.00 | | | | | | | |
| 8/21/2024 | 1295.00 | 816.00 | | | | | | | |
| 8/22/2024 | 1326.00 | 817.00 | | | | | | | |
| 8/23/2024 | 1332.00 | 815.00 | | | | | | | |
| 8/24/2024 | 1283.00 | 827.00 | | | | | | | |
| 8/25/2024 | 1252.00 | 841.00 | | | | | | | |
| 8/26/2024 | 1274.00 | 815.00 | | | | | | | |
| 8/27/2024 | 1456.00 | 801.00 | | | | | | | |
| 8/28/2024 | 1411.00 | 827.00 | | | | | | | |
| 8/29/2024 | 1338.00 | 807.00 | | | | | | | |
| 8/30/2024 | 1393.00 | 812.00 | | | | | | | |
| 8/31/2024 | 1199.00 | 837.00 | | | | | | | |
| Minimum | 1177.00 | 763.00 | 640 | 24.0 | 480.00 | 420.00 | 480.00 | 38.00 | 8.00 |
| Maximum | 1497.00 | 847.00 | 640 | 24.0 | 480.00 | 420.00 | 480.00 | 38.00 | 8.00 |
| Average | 1342.00 | 798.00 | 640 | 24.0 | 480.00 | 420.00 | 480.00 | 38.00 | 8.00 |

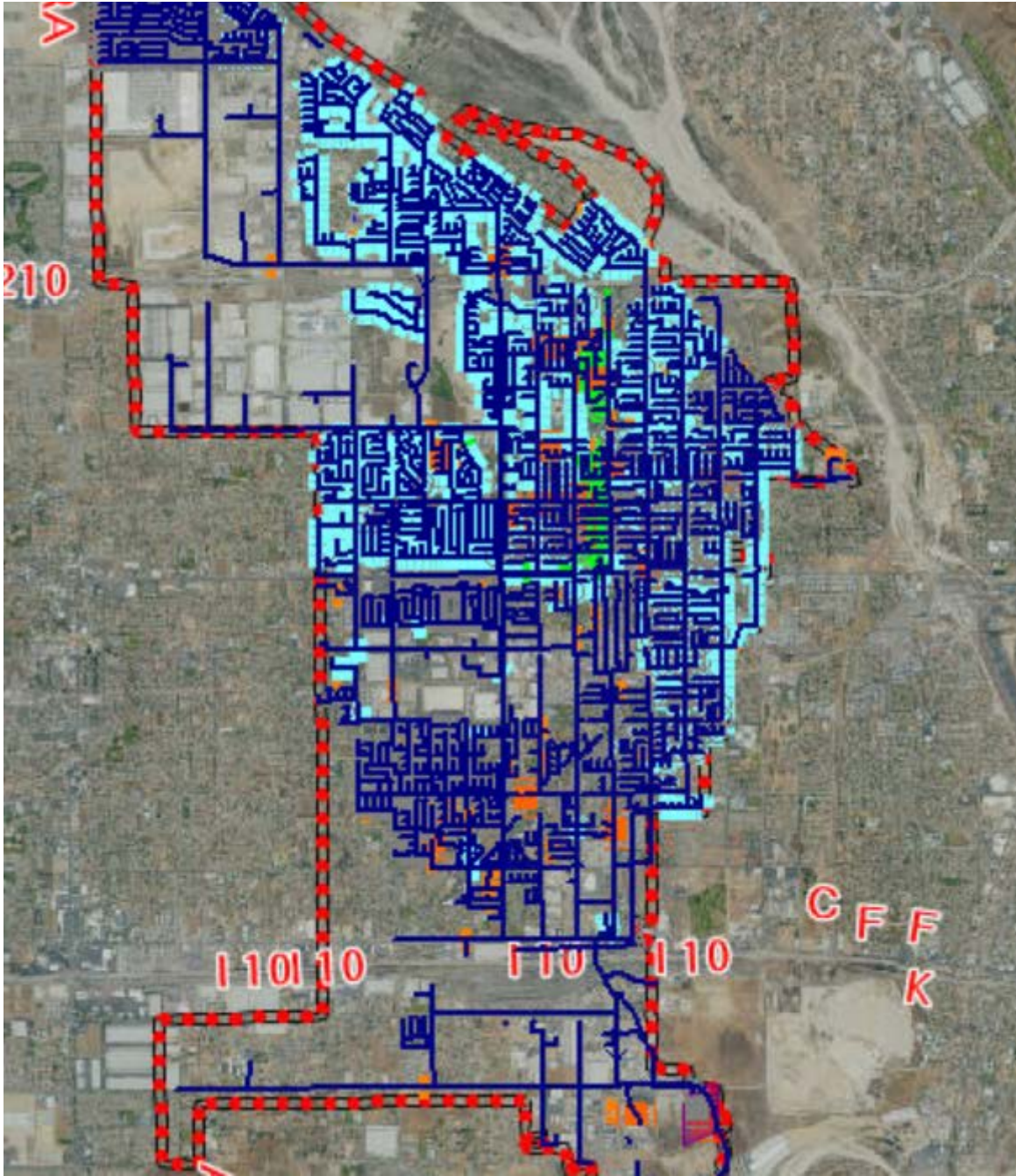
Table 3 Summary

Table 3 MOR

August 2024

| Date | Rialto WRFInfluent | | Rialto WRFEffluent | | Rialto WRFEff | | Rialto WRFEffluent | | 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 |
| 8/1/2024 | 7.28 | 7.36 | 29.20 | | <1.8 | <1.80 | | | 133432.00 | 133432.00 | 8900.00 | 133432.00 |
| 8/2/2024 | 7.11 | 7.35 | 29.30 | | <1.8 | <1.80 | | | 131089.00 | 131089.00 | 20400.00 | 131089.00 |
| 8/3/2024 | 7.38 | 7.36 | 29.30 | | 2.0 | <1.80 | | | 144148.00 | 144148.00 | 22800.00 | 144148.00 |
| 8/4/2024 | 7.28 | 7.38 | 29.20 | | <1.8 | <1.80 | | | 151164.00 | 151164.00 | 21800.00 | 151164.00 |
| 8/5/2024 | 7.26 | 7.38 | 29.60 | <0.10 | <1.8 | <1.80 | | | 148595.00 | 148595.00 | 5200.00 | 148595.00 |
| 8/6/2024 | 7.37 | 7.38 | 29.60 | <0.10 | <1.8 | <1.80 | | <5.00 | 149841.00 | 149841.00 | 4100.00 | 149841.00 |
| 8/7/2024 | 7.41 | 7.33 | 29.80 | | <1.8 | <1.80 | | | 144066.00 | 144066.00 | 7200.00 | 144066.00 |
| 8/8/2024 | 7.31 | 7.37 | 29.60 | | <1.8 | <1.80 | | | 142371.00 | 142371.00 | 4300.00 | 142371.00 |
| 8/9/2024 | 7.41 | 7.35 | 29.50 | | <1.8 | <1.80 | | | 77662.00 | 77662.00 | 2800.00 | 77662.00 |
| 8/10/2024 | 7.41 | 7.35 | 29.40 | | <1.8 | <1.80 | | | 158351.00 | 158351.00 | .00 | 158351.00 |
| 8/11/2024 | 7.12 | 7.39 | 29.70 | | <1.8 | <1.80 | | | 51094.00 | 51094.00 | 500.00 | 51094.00 |
| 8/12/2024 | 6.93 | 7.43 | 29.90 | <0.10 | <1.8 | <1.80 | | | 189500.00 | 189500.00 | .00 | 189500.00 |
| 8/13/2024 | 7.04 | 7.44 | 29.60 | | <1.8 | <1.80 | | | 164935.00 | 164935.00 | 1100.00 | 164935.00 |
| 8/14/2024 | 7.38 | 7.37 | 29.50 | | <1.8 | <1.80 | | | 127890.00 | 127890.00 | 16500.00 | 127890.00 |
| 8/15/2024 | | 7.41 | 29.50 | | <1.8 | <1.80 | | | 137074.00 | 137074.00 | 16700.00 | 137074.00 |
| 8/16/2024 | 7.35 | 7.43 | 29.50 | | <1.8 | <1.80 | | | 150816.00 | 150816.00 | 3700.00 | 150816.00 |
| 8/17/2024 | 7.11 | 7.39 | 29.50 | | <1.8 | <1.80 | | | 131645.00 | 131645.00 | 4800.00 | 131645.00 |
| 8/18/2024 | 7.10 | 7.45 | 29.30 | | <1.8 | <1.80 | | | 138798.00 | 138798.00 | 11000.00 | 138798.00 |
| 8/19/2024 | 6.70 | 7.50 | 29.50 | <0.10 | <1.8 | <1.80 | | | 153165.00 | 153165.00 | 600.00 | 153165.00 |
| 8/20/2024 | 6.79 | 7.49 | 29.60 | | <1.8 | <1.80 | | | 161307.00 | 161307.00 | .00 | 161307.00 |
| 8/21/2024 | 7.41 | 7.47 | 29.30 | | <1.8 | <1.80 | | | 169671.00 | 169671.00 | 100.00 | 169671.00 |
| 8/22/2024 | 7.51 | 7.48 | 29.20 | | <1.8 | <1.80 | | | 98290.00 | 98290.00 | .00 | 98290.00 |
| 8/23/2024 | 7.55 | 7.54 | 29.10 | | <1.8 | <1.80 | | | 161087.00 | 161087.00 | 300.00 | 161087.00 |
| 8/24/2024 | 7.40 | 7.49 | 28.80 | | <1.8 | <1.80 | | | 161908.00 | 161908.00 | 400.00 | 161908.00 |
| 8/25/2024 | 7.41 | 7.49 | 28.60 | | <1.8 | <1.80 | | | 164923.00 | 164923.00 | 12800.00 | 164923.00 |
| 8/26/2024 | 7.31 | 7.42 | 28.90 | <0.10 | <1.8 | <1.80 | | | 112896.00 | 112896.00 | 17100.00 | 112896.00 |
| 8/27/2024 | 7.37 | 7.45 | 29.10 | | <1.8 | <1.80 | | | 166269.00 | 166269.00 | 7200.00 | 166269.00 |
| 8/28/2024 | 7.46 | 7.41 | 29.20 | | <1.8 | <1.80 | | | 137133.00 | 137133.00 | 300.00 | 137133.00 |
| 8/29/2024 | 7.54 | 7.42 | 29.00 | | 2.0 | <1.80 | | | 128420.00 | 128420.00 | 300.00 | 128420.00 |
| 8/30/2024 | 7.41 | 7.22 | 29.00 | | <1.8 | <1.80 | | | 141210.00 | 141210.00 | 400.00 | 141210.00 |
| 8/31/2024 | 7.41 | 7.16 | 28.90 | | <1.8 | <1.80 | | | 130410.00 | 130410.00 | 200.00 | 130410.00 |
| Minimum | 6.70 | 7.16 | 28.60 | <0.10 | <1.8 | <1.80 | | <5.00 | 51094.00 | 51094.00 | .00 | 51094.00 |
| Maximum | 7.55 | 7.54 | 29.90 | <0.10 | 2.0 | <1.80 | | <5.00 | 189500.00 | 189500.00 | 22800.00 | 189500.00 |
| Average | 7.28 | 7.40 | 29.30 | <0.10 | <1.8 | <1.80 | | <5.00 | 140618.00 | 140618.00 | 6177.00 | 140618.00 |

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City of Rialto

Legislation Text

File #: UC-24-1773, **Version:** 1, **Agenda #:**

For Utilities Commission Meeting October 15, 2024

TO: Honorable Chair and Commission

APPROVAL: John Rossi, Interim Utilities Director

FROM: Nicole Hemmans, Senior Administrative Analyst

Previous Discussion Update.

None.



City of Rialto

Legislation Text

File #: UC-24-1772, Version: 1, Agenda #:

For Utilities Commission Meeting October 15, 2024

TO: Honorable Chair and Commission

APPROVAL: John Rossi, Interim Utilities Director

FROM: Nicole Hemmans, Senior Administrative Analyst

To-Do List.

BACKGROUND

Future Agenda Items:

- ✓ Sewer Cleaning 101 - 10/15/24
- 1. Water Sampling - 11/19/24
- 2. Presentation on the Rialto Habitat Nature Center.
- 3. How does a well work
- 4. Update on Perchlorate
- 5. Update on Cactus Basin
- 6. Update on the Rialto Habitat Nature Center
- 7. Reservoir Forecasting
- 8. Final Construction Work Authorization (FCWA) for the Department of Water Resources Bureau of Reclamation (DWR/BOR) Automatic Meter Infrastructure (AMI) Project.
- 9. FCWA for the Bureau of Reclamation 3A Groundwater Treatment Plan.
- 10. FCWA for Safe Routes to Schools.
- 11. Water View Presentation.



City of Rialto

Legislation Text

File #: UC-24-1766, **Version:** 1, **Agenda #:**

For Utilities Commission Meeting October 15, 2024

TO: Honorable Chair and Commission

FROM: Toyasha Sebbag, Assistant to the City Manager

Utilities Director Update.

Introduction of John Rossi, Interim Utilities Director.