

# Utility Commission Report

## January 2019

Reporting period November 2018



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

**Reporting Period:**  
**November 2018**

Prepared for: - Rialto Water Services



Prepared by: - Veolia Water West Operating Services



# RIALTO WASTEWATER OPERATIONS AND MAINTENANCE REPORT

## Contents

EXECUTIVE SUMMARY .....	2
1. Collection System/Customer Service Log.....	2
a. Collections group activities this month: .....	2
b. Monthly Collection System Service Maps – See Table A.....	2
c. Customer Service Call Outs – See Item 9.....	2
2. Wastewater Treatment Plant – Monthly Overview .....	2
3. Treatment Facility Performance/Laboratory Activities .....	3
a. Monthly Performance Summary – See Table B .....	3
b. Summary of Notices and Laboratory Tests/Reports filed with government agencies ....	3
c. Effluent Specification Exceedance Discussion .....	3
d. Valve exercising .....	3
4. Monthly Safety Program Overview.....	3
5. Biosolids, FOG, Chemicals, and Utilities .....	4
a. Monthly Biosolids Production .....	4
b. FOG (Fats, Oils, Greases).....	4
c. Monthly Chemical Consumption .....	4
d. Monthly Utilities Consumption .....	5
6. Odor Complaints Received/Actions Taken.....	5
7. Major Equipment and/or Machinery Outages .....	5
8. Outside Agency Activities during the Month .....	5
a. Government agency or property insurance inspections .....	5
b. Government agency environmental, health, or safety tests/monitoring .....	5
c. Government agency notices of violation received.....	5
d. Government agency monitoring .....	6
e. Other matters of concern .....	6
9. Complaint Log .....	6

## Attachments

- A Collection System Service Map
- B Treatment Facility – Monthly Performance Summary

# RIALTO WASTEWATER

## MONTHLY OPERATIONS REPORT

### EXECUTIVE SUMMARY

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

- S1 project construction activities proceeded during the month. Minor disruptions due to unknown underground utilities. No impact to process operations. No permit exceedances resulting from these instances.
- Activity on the BDP research project was relatively slow during the month.
- No sewer overflows or resident call outs occurred in November.
- Repair of Plant 5 primary clarifier coatings and mechanical repairs are on hold pending funding and availability of the additional primary clarifier (part of S1) to come on-line.

### 1. Collection System/Customer Service Log

a. Collections group activities this month:

Category	Current Month Statistics	Prior Month Statistics	2018 Year to Date Statistics
Sanitary sewer cleaned conventional method, feet	18,676*	61,353	355,713
Sanitary sewer assessed using SL-RAT method, feet*	0	0	79,349
“Hot Spot” Cleaning, feet	10,262	8,375	91,688
CCTV Inspection, miles (25 is annual goal)	2.74	0.43**	26.43***
Manhole Inspections	0	0	47
USA Dig Alert Markings, count	108	86	1,190
Residential call outs	5	2	16
Sanitary sewer overflows	1	0	1

\* Test program using new sewer acoustic assessment technology (SL-RAT) performed in April, 2018

\*\* Pipe cleaning and CCTV inspection were lower than average due to staff vacations and vehicle service issues. CCTV target is expected to be met for 2018

\*\*\*Data entry error identified in prior months has been corrected which raised overall CCTV completion total. 2018 CCTV goal achieved!

b. Collection System Service Maps for November – See **Table A**

c. Customer Service Call Outs – See Item 9

### 2. Wastewater Treatment Plant – Monthly Overview

S1 construction activities continued to move quickly in November. Numerous meetings to resolve construction/operations procedures details were held. No significant impact on plant operations and maintenance was experienced.

Completion of construction as part of the BDP research project proceeded slowly in November due to issues between BDP and their subcontractor. It is understood that these issues have been largely resolved and that completion of construction is anticipated in January. Cal Trans will continue to use potable water until construction is completed.

Previous MORs have noted a concentrated effort to address necessary pump station repairs. In November, numerous repairs and upgrades were completed. Equipment delivery delays by vendors will slow some work as much as four months. No overflows or service issues have been experienced at the pump stations.

**3. Treatment Facility Performance/Laboratory Activities**

- a. Monthly Performance Summary – See **Table B**
- b. Summary of Notices and Laboratory Tests/Reports filed with government agencies  
  - Monthly submittal of State/Federal discharge monitoring report
- c. Effluent Specification Exceedance Discussion  
  - No effluent exceedances.
- d. Valve exercising

Valves Exercised	Current Month Statistics	Prior Month Statistics	2018 Year to Date Statistics
Actual/Scheduled	3	5	92
Unscheduled*	0	0	30

\* Valves turned that are not required PM

**4. Monthly Safety Program Overview**

Category	Monthly Statistic
Safety Training Topics	Asbestos Awareness
Lost Time Incidents, count*	0
Recordable Incidents, count	1
Near Miss Incidents, count	32
Vehicle Incidents, count	0

\* The wastewater facility has not experienced a lost time incident since the commencement of the City’s US Filter contract on May 1, 2003. Total days without a lost time incident as of the end of the month are - 5,692 days.

5. Biosolids, FOG, Chemicals, and Utilities

a. Monthly Biosolids Production

Biosolids	Current Month Statistics	Prior Month Statistics	2018 Year to Date Statistics
Quantity Produced, wet tons	803.37	803.37	9,717.40

b. FOG (Fats, Oils, Greases)

12 Month FOG Delivery Totals	
Month	FOG Gallons
Dec-17	167,300
Jan-18	187,700
Feb-18	162,723
Mar-18	208,770
Apr-18	113,689*
May-18	0*
Jun-18	0*
Jul-18	0*
Aug-18	0*
Sep-18	0*
Oct-18	0*
Nov-18	0*
Minimum	0
Maximum	208,770
Total	726,493
Average	60,541

\*Note that plant stopped accepting FOG on April 18<sup>th</sup>

c. Monthly Chemical Consumption

Chemical	Current Month Statistics	Prior Month Statistics
Sodium Hypochlorite, gallons	24,791	28,187
Sodium Bisulfite, gallons	8,056	8,878
Ferrous Chloride, gallons	3,800	5,178
Polymer, Gravity Belt Thickener, gallons	377	410
Polymer, Belt Filter Press, gallons	268	318
Alum, gallons	52	42

d. Monthly Utilities Consumption

Utility	Current Month Statistics	Prior Month Statistics
Electricity WWTP, KWH	531,820	508,808
Electricity Lilac LS, KWH	2,019	1,507
Electricity Sycamore LS, KWH	31	28
Electricity Ayala LS, KWH	4,894	392
Electricity Agua Mansa LS, KWH	2,565	1,832
Electricity Cactus LS, KWH	*	1,206
Electricity Ramrod LS, KWH	836	719
Natural Gas WWTP, Therms	5,645	1,215

\* Invoice not received at the time of this report

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

No odor complaints were received during the month of November.

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

- A leak in the FOG discharge pipeline at Plant 5 Headworks was repaired
- Wash box piping on Gravity Belt Filter 2 was replaced
- The Plant 2 primary sludge flow meter was replaced
- Plant 3 Mixer 5 was replaced
- Primary Return Pump 1 was replaced
- Life Ring cabinets were replaced at various locations around the plant
- Belts were replaced on Belt Press #2
- The timer on the Agua Mansa Pump Station generator was replaced
- A new pump was installed at the Ramrod Pump Station
- A new level sensor was installed at the Ayala Pump Station

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

- a. Government agency or property insurance inspections

None

- b. Government agency environmental, health, or safety tests/monitoring

Permit testing was completed for the month of November

- c. Government agency notices of violation received

No notices

d. Government agency monitoring

Routine monitoring reports were submitted

e. Other matters of concern

See 8(c) above

**9. Complaint Log**

Date	Address	Comments	Personnel	Manhole	To Manhole
		No residential call outs in November			

# FIGURE A



-- Pipe Cleaning November 2018



## Rialto Wastewater O&M Report

November 2018

### Table B

#### Influent (Inf.) and Effluent (Eff.) Laboratory Analysis Summary

	Influent daily flow	Effluent Flow	Reclaimed Water	Influent BOD	Influent BOD Load	Effluent BOD	Effluent BOD Load	BOD % Removal	Influent TSS	Influent TSS Load	Effluent TSS	Effluent TSS Load	TSS % Removal
Date	MGD	MGD	Gals	mg/l	lbs/day	mg/L	lbs/day	%	mg/L	lbs/day	mg/L	lbs/day	%
11/1/2018	6.480	5.220											
11/2/2018	6.880	5.380											
11/3/2018	6.670	5.160											
11/4/2018	7.130	5.620											
11/5/2018	7.440	5.970		290	17,994	3.0	149	99.0	220	13,651	1.3	65	99
11/6/2018	6.900	5.870											
11/7/2018	6.700	5.530											
11/8/2018	6.970	5.530											
11/9/2018	7.160	5.640		230	13,734	1.1	52	99.5	230	13,734	0.6	28	100
11/10/2018	6.320	4.880											
11/11/2018	7.150	5.630											
11/12/2018	7.100	5.540											
11/13/2018	7.320	6.130											
11/14/2018	6.930	5.520											
11/15/2018	7.210	6.040											
11/16/2018	6.950	5.530		320	18,548	1.7	78	99.5	240	13,911	0.5	23	100
11/17/2018	6.300	5.120											
11/18/2018	7.090	5.440											
11/19/2018	6.850	5.770		370	21,138	2.6	125	99.3	280	15,996	0.7	34	100
11/20/2018	7.370	6.000											
11/21/2018	6.750	5.770											
11/22/2018	7.530	5.830											
11/23/2018	7.490	5.440		120	7,496				120	7,496	0.5	23	100
11/24/2018	6.960	5.610											
11/25/2018	7.350	5.690											
11/26/2018	7.960	6.020		350	23,235	3.6	181	99.0	270	17,924	0.5	25	100
11/27/2018	7.490	5.630											
11/28/2018	6.900	5.630											
11/29/2018	7.150	5.560											
11/30/2018	8.600	6.590							130	9,324	0.8	44	99
Minimum	6.30	4.88		120	7,496	1.1	52	99.0	120	7,496	0.5	23	99.4
Maximum	8.60	6.59		370	23,235	3.6	181	99.5	280	17,924	1.3	65	99.8
Average	7.10	5.64		280	17,024	2.4	117	99.3	213	13,148	0.7	35	99.7
Eff Limits (A.M.)*	11.7	11.7				20mg/L		>85%			20mg/L		>85%
Permit Compliant	Yes	Yes	N/A	N/A	N/A	Yes	N/A	Yes	N/A	N/A	Yes	N/A	Yes

\* Monthly Average

## Rialto Wastewater O&M Report

### Influent (Inf.) and Effluent (Eff.) Laboratory Analysis Summary

	Influent Conductivity (uS/cm)	Effluent Conductivity umhos	Influent COD mg/L	Final Effluent COD mg/L	Influent TDS mg/l	Filter Effluent TDS mg/l	EFF FINAL TDS mg/L	Influent Inorganic Nitrogen mg/L	Effluent Inorganic Nitrogen mg/l as N
11/1/2018	1,174	893							
11/2/2018	1,160	880							
11/3/2018	1,151	915							
11/4/2018	1,241	905							
11/5/2018	1,289	958							
11/6/2018	1,112	899	440	<10.0	490	470	510	61	8.8
11/7/2018	1,233	885							
11/8/2018	1,264	807							
11/9/2018	1,242	878							
11/10/2018	1,337	882							
11/11/2018	1,351	878							
11/12/2018	1,273	884							
11/13/2018	1,326	899							
11/14/2018	1,325	880							
11/15/2018	1,367	871							
11/16/2018	1,421	875							
11/17/2018	1,469	895							
11/18/2018	1,404	875							
11/19/2018	1,364	869							
11/20/2018	1,285	882							
11/21/2018	1,180	881							
11/22/2018	909	865							
11/23/2018	1,034	859							
11/24/2018	868	905							
11/25/2018	1,229	895							
11/26/2018	1,232	880							
11/27/2018	1,172	875							
11/28/2018	1,005	879							
11/29/2018	1,131	884							
11/30/2018	1,124	867							
Minimum	868	807	440	<10	490	470	510	61	8.8
Maximum	1,469	958	440	<10	490	470	510	61	8.8
Average	1,222	883	440	<10	490	470	510	61	8.8
12 Month Average						470			8.8
Eff. Limits (A.M.)*						490 mg/L 12 Mo. Running			10 mg/L 12 Mo. Running
Permit	N/A	N/A	N/A	N/A	N/A	Yes	N/A	N/A	yes

\* Monthly Average

# Rialto Wastewater O&M Report

## Influent (Inf.) and Effluent (Eff.) Laboratory Analysis Summary

	Influent pH	Effluent pH	Effluent Temp	Effluent Ammonia	Effluent Total Coliform	Effluent Coliform 7 Day Median	Effluent Cyanide, Free Available	Eff Di(2-ethylhexyl) phthalate (DEHP)	FOG Daily Volume Gallons	Digester Gas	Natural Gas Daily Use
Date	SU	SU	Deg C	mg/L	MPN/100ml	MPN/100ML	ug/L	ug/l	Gals	cu ft/day	cf/day
11/1/2018	7.77	7.32	24.0		<1.8	<1.80				155,967	7,700
11/2/2018	7.80	7.31	24.3		<1.8	<1.80				137,466	3,600
11/3/2018	7.45	7.27	24.9		<1.8	<1.80				139,485	7,400
11/4/2018	7.76	7.24	25.1		<1.8	<1.80				161,061	2,100
11/5/2018	7.71	7.26	25.2	<0.10	<1.8	<1.80				134,095	3,100
11/6/2018	7.92	7.28	25.5		<1.8	<1.80		<2.20		134,452	24,100
11/7/2018	7.86	7.34	25.5		4.5	<1.80				145,115	2,400
11/8/2018	7.76	7.33	25.5		<1.8	<1.80				163,244	1,800
11/9/2018	7.63	7.32	22.7		<1.8	<1.80				123,959	10,200
11/10/2018	7.34	7.30	22.7		<1.8	<1.80				142,117	4,400
11/11/2018	7.31	7.34	23.2		<1.8	<1.80				147,536	15,600
11/12/2018	6.91	7.31	22.3		<1.8	<1.80				132,247	20,200
11/13/2018	7.86	7.35	22.2		<1.8	<1.80				149,597	19,100
11/14/2018	7.88	7.37	22.8		2.0	<1.80				129,754	17,200
11/15/2018	7.67	7.38	23.1		2.0	<1.80				145,858	100
11/16/2018	7.92	7.37	23.4		<1.8	<1.80				135,059	300
11/17/2018	7.73	7.37	23.5		<1.8	<1.80				134,037	24,000
11/18/2018	6.84	7.38	23.5		<1.8	<1.80				147,491	7,500
11/19/2018	6.83	7.34	23.2	<0.10	<1.8	<1.80				133,516	800
11/20/2018	7.59	7.36	23.3		<1.8	<1.80				107,670	6,000
11/21/2018	7.62	7.37	23.3		2.0	<1.80				137,256	42,600
11/22/2018	7.47	7.38	23.9		<1.8	<1.80				138,109	20,200
11/23/2018	7.36	7.36	23.9		4.5	<1.80				127,790	14,600
11/24/2018	7.31	7.32	23.8		<1.8	<1.80				123,038	13,700
11/25/2018	7.57	7.32	23.7		<1.8	<1.80				151,984	38,500
11/26/2018	7.90	7.38	23.0	<0.10	<1.8	<1.80				127,730	12,500
11/27/2018	7.81	7.38	22.5		<1.8	<1.80				141,045	11,600
11/28/2018	7.69	7.39	22.8		<1.8	<1.80	<2.0			144,796	44,000
11/29/2018	7.60	7.31	23.1		<1.8	<1.80				161,557	11,100
11/30/2018	7.83	7.35	22.8		4.0	<1.80				138,193	45,600
Minimum	6.83	7.24	22.2	0.1	1.8	1.8	2.0	2.20		107,670	100
Maximum	7.92	7.39	25.5	0.1	4.5	1.8	2.0	2.20		163,244	45,600
Average	7.59	7.34	23.6	0.1	2.1	1.8	2.0	2.20		139,707	14,400
Eff Limits (A.M.)*		6.5-8.5		4.5 mg/L		<2.2	4.2 ug/L	5.90 ug/L			
Permit Compliant	N/A	Yes	N/A	Yes	N/A	Yes	Yes	Yes	N/A	N/A	N/A

\* Monthly Average

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

**Reporting Period:**

**November 2018**

**Prepared for: Rialto Water Services**

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



**RIALTO WATER**  
**OPERATIONS AND MAINTENANCE REPORT**

**Contents**

<b>I. EXECUTIVE SUMMARY .....</b>	<b>4</b>
<b>A. Water Production Totals .....</b>	<b>5</b>
<b>B. Static Water Levels .....</b>	<b>7</b>
<b>II. REGULATORY .....</b>	<b>8</b>
<b>A. Regulatory Submittals .....</b>	<b>8</b>
<b>B. Sample Site Location Results .....</b>	<b>9</b>
<b>C. Violations .....</b>	<b>11</b>
<b>D. Source Water Total Dissolved Solids (TDS) .....</b>	<b>11</b>
<b>III. HEALTH AND SAFETY .....</b>	<b>11</b>
<b>A. Incidents .....</b>	<b>11</b>
<b>B. Training .....</b>	<b>11</b>
<b>C. Lost Time Safety Record .....</b>	<b>11</b>
<b>IV. CHEMICAL USE .....</b>	<b>11</b>
<b>V. ELECTRICAL USE .....</b>	<b>12</b>
<b>VI. WATER QUALITY COMPLAINTS .....</b>	<b>12</b>
<b>VII. OPERATIONS UPDATE .....</b>	<b>12</b>
<b>A. Valve Activity .....</b>	<b>12</b>
<b>B. Hydrant Flushing .....</b>	<b>12</b>
<b>VIII. ASSET MANAGEMENT .....</b>	<b>13</b>
<b>A. Main Breaks, Service Leaks, Adverse Water Quality and Health/Safety Issues .....</b>	<b>13</b>
<b>IX. RAINFALL TOTALS .....</b>	<b>14</b>

## **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 reservoir 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 700.25 acre-feet. 438.60 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). 202.91 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 58.74 acre-feet came from the OPRTP.

<b>NOVEMBER 2018 DAILY PRODUCTION TOTALS IN ACRE FEET</b>										
<b>DATE</b>	<b>Chino 2</b>	<b>City 2</b>	<b>Rialto 3</b>	<b>Rialto 5</b>	<b>Miro 3</b>	<b>Delivered Via BLF</b>			<b>OPRTP <sup>2</sup></b>	<b>TOTAL <sup>3</sup></b>
						<b>City 4A</b>	<b>Purchased</b>			
						<b>BOOSTER 6-9</b>	<b>Cactus <sup>1</sup></b>			
11/1/18	2.53	8.25	0.00	0.00	4.41	0.00	0.00	6.91	2.43	24.53
11/2/18	5.58	7.58	0.00	0.00	6.43	0.00	0.00	6.17	1.72	27.48
11/3/18	3.79	8.32	0.00	0.00	6.14	0.00	0.00	6.40	1.95	26.60
11/4/18	1.19	8.68	0.00	0.00	3.00	0.00	0.00	7.67	2.01	22.55
11/5/18	0.00	8.28	0.00	0.00	4.58	0.00	0.00	7.37	1.91	22.14
11/6/18	7.00	10.00	0.00	0.00	4.48	0.00	0.00	5.90	2.02	29.40
11/7/18	5.49	8.16	0.00	0.00	5.16	0.00	0.00	5.14	1.88	25.83
11/8/18	5.90	7.12	0.00	0.00	0.84	1.82	0.37	8.66	1.88	24.77
11/9/18	5.23	8.35	0.00	0.00	0.00	0.81	0.00	4.71	2.22	20.51
11/10/18	0.85	8.34	0.00	0.00	3.66	0.00	0.00	9.85	1.65	24.35
11/11/18	4.36	8.72	0.00	0.00	4.35	0.00	0.00	8.84	1.89	28.16
11/12/18	0.00	8.75	0.00	0.00	0.13	0.00	0.00	6.28	1.98	17.14
11/13/18	5.53	8.43	0.00	0.00	0.00	0.02	0.00	7.40	2.06	23.42
11/14/18	5.99	8.43	0.00	0.00	5.89	0.00	0.00	8.29	1.92	30.52
11/15/18	6.22	7.08	0.00	0.00	3.67	0.00	0.00	6.02	1.67	24.66
11/16/18	1.68	7.19	0.00	0.00	5.48	0.00	0.00	7.65	2.11	24.11
11/17/18	0.00	8.20	0.00	0.00	4.67	0.00	0.00	6.09	1.86	20.82
11/18/18	4.18	8.65	0.00	0.00	4.41	0.00	0.00	6.57	1.90	25.71
11/19/18	1.31	8.03	0.00	0.00	3.86	0.00	0.00	8.43	1.92	23.55
11/20/18	4.55	10.00	0.00	0.00	4.55	0.00	0.00	5.68	1.95	26.73
11/21/18	1.26	6.92	0.00	0.00	5.10	0.00	0.18	5.30	1.96	20.72
11/22/18	4.11	8.37	0.00	0.00	1.03	0.00	0.00	9.18	1.94	24.63
11/23/18	1.15	8.32	0.00	0.00	0.03	0.00	0.00	5.67	1.99	17.16
11/24/18	2.16	8.82	0.00	0.00	5.15	0.00	0.00	5.78	2.26	24.17
11/25/18	1.22	7.23	0.00	0.00	4.18	0.00	0.00	8.64	1.62	22.89
11/26/18	5.12	0.00	0.00	0.00	4.87	0.00	0.00	5.34	2.25	17.58
11/27/18	1.03	0.00	0.00	0.00	4.30	9.50	9.62	6.54	1.66	23.15
11/28/18	0.00	0.00	0.00	0.00	5.20	8.31	9.73	0.00	2.00	16.93
11/29/18	3.05	0.00	0.00	0.00	4.93	0.09	0.00	10.72	2.02	20.72
11/30/18	5.75	0.00	0.00	0.00	5.10	0.00	0.00	6.36	2.11	19.32
<b>TOTAL</b>	<b>96.23</b>	<b>206.22</b>	<b>0.00</b>	<b>0.00</b>	<b>115.60</b>	<b>20.55</b>	<b>19.90</b>	<b>202.91</b>	<b>58.74</b>	<b>700.25</b>
<b>MIN</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1.62</b>	<b>16.93</b>
<b>MAX</b>	<b>7.00</b>	<b>10.00</b>	<b>0.00</b>	<b>0.00</b>	<b>6.43</b>	<b>9.50</b>	<b>9.73</b>	<b>10.72</b>	<b>2.43</b>	<b>30.52</b>
<b>AVE</b>	<b>3.21</b>	<b>6.87</b>	<b>0.00</b>	<b>0.00</b>	<b>3.85</b>	<b>0.69</b>	<b>0.66</b>	<b>6.79</b>	<b>1.96</b>	<b>23.34</b>

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

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

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

**NOVEMBER 2018 DAILY BOOSTER TOTALS IN ACRE FEET**

<b>DATE</b>	<b>Booster 1</b>	<b>Booster 2</b>	<b>Booster 3</b>	<b>Booster 4</b>	<b>Booster 5</b>	<b>Booster 6-9</b>	<b>Booster 10</b>	<b>Booster 11</b>
11/1/18	0.00	0.00	6.31	4.57	0.00	0.00	0.00	2.23
11/2/18	0.00	0.00	5.27	5.94	0.00	0.00	0.00	0.00
11/3/18	0.00	0.00	5.55	5.09	0.00	0.00	0.00	1.16
11/4/18	0.00	0.00	7.63	3.78	0.00	0.00	0.00	1.71
11/5/18	0.00	0.00	6.35	0.38	0.00	0.00	0.00	0.00
11/6/18	0.00	0.00	7.23	5.60	0.00	0.00	0.00	0.00
11/7/18	0.00	0.00	6.54	1.97	0.00	0.00	0.00	0.00
11/8/18	0.00	0.00	5.52	2.54	4.09	0.37	0.00	0.00
11/9/18	0.00	0.00	5.68	0.00	0.00	0.00	7.49	3.14
11/10/18	0.00	0.00	6.71	3.10	4.78	0.00	0.00	0.00
11/11/18	0.00	0.00	4.65	4.49	3.42	0.00	0.00	0.00
11/12/18	0.00	0.00	5.94	3.66	1.85	0.00	0.00	0.00
11/13/18	0.00	0.00	6.17	3.77	2.23	0.00	0.00	0.00
11/14/18	0.00	0.00	6.71	5.66	1.91	0.00	0.00	0.00
11/15/18	0.00	0.00	5.80	2.16	1.45	0.00	0.00	0.00
11/16/18	0.00	0.00	0.94	1.78	1.49	0.00	7.16	0.00
11/17/18	0.00	0.00	0.00	0.48	1.34	0.00	8.90	0.00
11/18/18	0.00	0.00	2.39	0.80	2.19	0.00	6.04	0.00
11/19/18	0.00	0.00	0.00	0.00	2.58	0.00	12.61	0.00
11/20/18	0.00	0.00	0.00	2.72	0.61	0.00	9.29	0.00
11/21/18	0.00	0.00	0.00	2.88	0.00	0.18	9.20	0.00
11/22/18	0.00	0.00	0.73	3.99	4.31	0.00	3.47	0.00
11/23/18	0.00	0.00	5.88	4.94	1.33	0.00	0.00	0.00
11/24/18	0.00	0.00	1.04	2.15	1.56	0.00	7.54	0.00
11/25/18	0.00	0.00	0.31	3.11	4.07	0.00	7.38	0.00
11/26/18	0.00	0.00	5.79	0.00	0.91	0.00	0.00	0.00
11/27/18	0.00	0.00	6.99	0.00	1.97	9.62	0.00	0.00
11/28/18	0.00	0.00	5.65	0.00	0.00	9.73	0.00	0.00
11/29/18	0.00	0.00	0.75	6.08	2.31	0.00	0.00	0.00
11/30/18	0.00	0.00	2.92	6.17	2.33	0.00	0.00	0.00
<b>TOTAL</b>	<b>0.00</b>	<b>0.00</b>	<b>125.45</b>	<b>87.81</b>	<b>46.73</b>	<b>19.90</b>	<b>79.08</b>	<b>8.24</b>
<b>MIN</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>MAX</b>	<b>0.00</b>	<b>0.00</b>	<b>7.63</b>	<b>6.17</b>	<b>4.78</b>	<b>9.73</b>	<b>12.61</b>	<b>3.14</b>
<b>AVE</b>	<b>0.00</b>	<b>0.00</b>	<b>4.18</b>	<b>2.93</b>	<b>1.56</b>	<b>0.66</b>	<b>2.64</b>	<b>0.27</b>

**B. Static Water Levels**

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

2018 Depth to Water												
Wells Depth to Pump	Historical Maximum Depth to Water	Jan	Feb	March	April	May	June	July	Aug	Sept.	Oct.	Nov.
Chino # 1 (580 ft) <b>In-active well</b>	<b>425'</b>	422'	422'	418'	418'	419'	425'	422'	418'	415'	418'	418'
Chino # 2 (550 ft)	<b>360'</b>	346'	351'	344'	344'	343'	344'	344'	349'	350'	350'	344'
City # 1 (260 ft) <b>Dry</b>	<b>392'</b>	376'	376'	376'	370'	368'	368'	370'	370'	370'	376'	376'
City # 2 (480 ft)	<b>402'</b>	378'	378'	375'	377'	374'	387'	397'	391'	388'	381'	389'
City # 3 (525 ft) <b>Out of Service</b>	<b>475'</b>	452'	450'	449'	448'	448'	449'	451'	453'	454'	453'	453'
City # 4A (420 ft)	<b>406'</b>	341'	346'	339'	342'	350'	350'	406'	355'	360'	353'	355'
City # 5 (385 ft) <b>In-active well</b>	<b>355'</b>	328'	329'	328'	328'	325'	326'	328'	330'	331'	332'	331'
Rialto # 1 (650 ft) <b>In-active well</b>	<b>588'</b>	562'	566'	564'	564'	565'	569'	571'	569'	566'	564'	564'
Rialto # 2 (550 ft) <b>In-active well</b>	<b>490'</b>	488'	489'	488'	488'	488'	489'	489'	489'	490'	486'	490'
Rialto # 3 (485 ft)	<b>459'</b>	456'	454'	458'	457'	457'	443'	443'	443'	456'	459'	457'
Rialto # 4 (450 ft) <b>In-active well</b>	<b>413'</b>	398'	397'	400'	401'	400'	400'	399'	401'	400'	401'	400'
Rialto # 5 (560 ft)	<b>371'</b>	368'	368'	370'	370'	368'	369'	369'	371'	368'	368'	369'
Rialto Well # 7 <b>In-active well</b>	<b>347'</b>	346'	346'	346'	346'	345'	346'	346'	346'	345'	346'	347'
Miro # 3 (550 ft)	<b>467'</b>	454'	456'	454'	453'	454'	458'	460'	467'	465'	461'	456'

## 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 DRINC Report

Sample Test Result Standards			
Type of Sampling	Units of Measure	Detectible Limit for Reporting	Maximum Contaminant Level
Total Coliform	A	--	--
E. Coli	A	--	--
Nitrate as N	mg/L	2.0	10.0
Perchlorate (CLO <sub>4</sub> )	µg/L	4.0	6.0
Total Dissolved Solids	mg/L	--	500
P= Present A= Absent			

Sample Date 11/07/2018	Sample Site Location Results								
	Chino 2	City 2	City 4A	Rialto 3	Rialto 5	Miro 3	BLF Cactus	BLF 6-9	OP RTP
Total Coliform	A	A	A	A	A	A	A	A	A
E. Coli	A	A	A	A	A	A	A	A	A
Nitrate as N	3.0					2.5			
Perchlorate (CLO <sub>4</sub> )	<4.0			5.3	<4.0	17			
Total Dissolved Solids	220	190	320	210	230	220	340	340	250

**B. Sample Site Location Results**

<b>Rialto Distribution Sample Results</b>						
<b>November 2018</b>						
<b>Sample Location</b>	<b>Free Cl Res (Field)</b>	<b>Total Coliform</b>	<b>E. Coli</b>	<b>Apparent Color</b>	<b>Odor Threshold</b>	<b>Turbidity</b>
<b>CYCLE 1 - 11/06/18</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
335 W. Rialto	1.20	A	A	<3.0	<1.0	<0.10
1228 W. Merrill	1.30	A	A	<3.0	<1.0	<0.10
256 N. Fillmore	1.30	A	A	<3.0	<1.0	<0.10
987 W. Grove	1.20	A	A	<3.0	<1.0	<0.10
978 N. Driftwood	1.10	A	A	<3.0	<1.0	<0.10
1451 N. Linden	0.75	A	A	<3.0	<1.0	<0.10
469 W. Jackson	0.79	A	A	<3.0	<1.0	<0.10
935 E. Mariposa	0.70	A	A	<3.0	<1.0	<0.10
1000 N. Joyce	0.89	A	A	<3.0	<1.0	<0.10
766 N. Chestnut	0.69	A	A	<3.0	<1.0	<0.10
149 W. Victoria	0.91	A	A	<3.0	<1.0	<0.10
313 E. McKinley	1.10	A	A	<3.0	<1.0	<0.10
609 E. South	0.92	A	A	<3.0	<1.0	<0.10
273 E. Alru	1.30	A	A	<3.0	<1.0	<0.10
1161 S. Lilac	1.20	A	A	<3.0	<1.0	<0.10
101 E. Valley	1.10	A	A	<3.0	<1.0	<0.10
<b>CYCLE 2 - 11/14/18</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
210 N. Park	1.20	A	A			
101 S. Larch	1.10	A	A			
331 N. Wisteria	1.10	A	A			
886 W. Grove	1.10	A	A			
1168 N. Glenwood	1.10	A	A			
1320 N. Fitzgerald	1.00	A	A			
860 N. Willow	0.94	A	A			
209 E. Cornell	0.95	A	A			
643 E. Margarita	0.91	A	A			
1132 N. Vista Grande	0.89	A	A			
681 E. Erwin	1.00	A	A			
402 E. Merrill	1.10	A	A			
261 W. Wilson	1.40	A	A			
532 S. Iris	1.30	A	A			
281 W. Hawthorne	0.89	A	A			
379 W. Valley	1.10	A	A			

## Rialto Distribution Sample Results

November 2018

Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
	mg/l	P/A	P/A	Color Units	TON	NTU
<b>CYCLE 3 - 11/19/18</b>						
240 N. Willow	0.90	A	A			
775 E. Foothill	1.00	A	A			
878 N. Primrose	0.80	A	A			
369 E. Van Koevering	0.90	A	A			
274 W. Valencia	0.80	A	A			
1578 N. Fillmore	0.80	A	A			
932 N. Idyllwild	0.80	A	A			
644 N. Smoketree	1.10	A	A			
605 W. Rosewood	1.10	A	A			
1189 W. Second	1.20	A	A			
775 W. Rialto	1.20	A	A			
211 E. Wilson	1.20	A	A			
595 E. Huff	1.40	A	A			
1005 S. Riverside	1.50	A	A			
794 S. Verde	1.50	A	A			
1055 W. Bloomington	1.40	A	A			
<b>CYCLE 4 - 11/27/18</b>						
375 S. Cactus	1.10	A	A			
149 S. Linden	1.40	A	A			
234 N. Larch	1.30	A	A			
575 N. Driftwood	0.90	A	A			
1355 W. Shamrock	0.90	A	A			
992 N. Yucca	0.90	A	A			
481 W. Cornell	0.90	A	A			
158. E. Shamrock	1.00	A	A			
749 E. Holly	0.90	A	A			
545 E. Victoria	0.90	A	A			
200 N. Sycamore	0.90	A	A			
407 E. Allen	0.80	A	A			
399 E. Montrose	0.90	A	A			
856 S. Orange	0.90	A	A			
911 S. Cactus	0.90	A	A			
220 W. Valley	1.00	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 251 mg/L for the month of November as compared to 246 mg/L in October. The TDS levels are below the secondary maximum contaminant level requirements.

**III. HEALTH AND SAFETY**

**A. Incidents**

There were no reportable safety incidents for the reporting period.

**B. Training**

The following Health and Safety (H&S) training was performed for water staff in November:

- Scaffolding Safety for General Industry
- Asbestos Awareness
- Tailgate Safety Meetings

**C. Lost Time Safety Record**

1,905 days since the last reportable lost time safety incident.

**IV. CHEMICAL USE**

Pelletized calcium hypochlorite is the only chemical added to the water system. A total of 1715 pounds of calcium hypochlorite was used in November as compared to 1917 pounds used in October.

## **V. ELECTRICAL USE**

Southern California Edison (SCE) usage was 47055 kWh for November as compared to 494337 kWh in October. Please note that due to SCE billing cycles the kWh reported for November was less than half the sites (6 out of 15 sites were provided by SCE).

## **VI. WATER QUALITY COMPLAINTS**

No complaints were received during this reporting period.

## **VII. OPERATIONS UPDATE**

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

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

### **A. Valve Activity**

87 valves were exercised for the month of November. The valve turning program has resulted in the following: exercised 2,221 valves out of 3,718, which is approximately 60% completion. We anticipate turning all valves by November 2019. Upon completion, we will be able to establish a baseline assessment of all valves.

### **B. Hydrant Flushing**

For the month of November, one fire hydrant/dead end were flushed. The Veolia PM and Field Supervisor have completed the flushing program evaluation. They have determined to commence flushing in 2019 of fewer than 83 locations.

**C. Sanitary Survey**

Sanitary surveys are completed every three (3) years, which the last survey was completed by Department of Drinking Water (DDW) in 2015. In anticipation of the next survey, Veolia has reviewed all the regulatory conditions required and is prepared for the next sanitary survey.

**D. Cross-Connection Control Program**

Program plan was submitted to City for review and approval. Plan outlines authorities and responsibilities, surveys and notifications, procedures for tests and inspections, and water service terminations. Program adopts and adheres to Title 17, incorporating Section 7583 through 7605 of the California Code of Regulations entitling “Regulations Relating to Cross-Connections” and City of Rialto ordinance 605.

**VIII. ASSET MANAGEMENT**

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

- Preventive Maintenance– 405
- Corrective Maintenance– 47
- Predictive Maintenance– 0

225 PM’s are scheduled for December 2018.

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

Corrective Work Order labor hours were dedicated to five pipe lines and one hydrant repair.

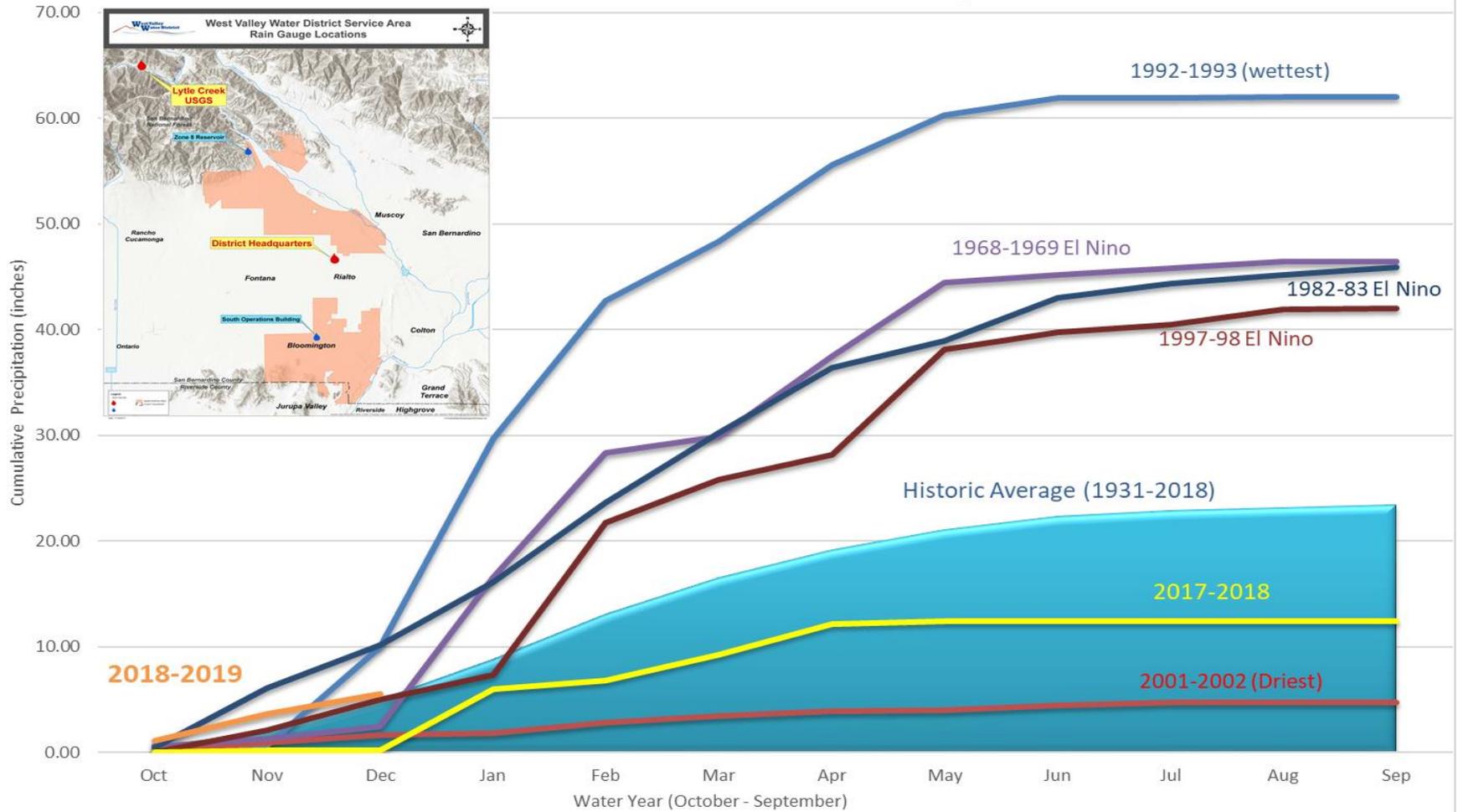
## IX. RAINFALL TOTALS

SEASON	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL	
2013-14	0.08	0.36	0.00	0.10	1.54	0.98	0.00	1.08	2.79	0.88	0.00	0.00	7.81	
2014-15	0.00	2.80	0.00	0.00	1.40	5.58	0.88	1.10	0.17	0.16	1.11	0.00	13.20	
2015-16	0.91	0.00	1.57	1.91	0.32	1.48	2.40	0.50	0.68	0.77	0.10	0.00	10.64	
2016-17	0.00	0.00	0.00	0.55	3.18	1.52	6.93	1.73	0.40	0.00	0.20	0.00	14.51	
2017-18	0.00	0.53	0.00	0.00	0.00	0.00	1.02	0.80	2.87	0.00	0.00	0.00	5.22	
2018-19	0.00	0.00	0.00	0.00	1.06								1.06	
							July 18- June 19		=	1.06 INCHES				
							YEAR TO DATE FOR 2018		=	5.75 INCHES				
							AVG. RAINFALL FOR LAST FIVE YEARS		=	8.93 INCHES				
2018	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	
Totals	1.02	0.80	2.87	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.06		5.75	

## 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 2018	2.49 K	2.69	252	7.3 K	73.8 L	45.1 K	57.9 K	67	26	45 K	35.6 K	2.8	53.9
Feb 2018	3.16 K	0.71	356	6.0 K	69.3 L	42.2 K	55.4 K	66	23	41 K	30.8 K	3.5 K	54.1
Mar 2018	3.97 K	2.12	382	9.0 K	70.1 K	47.2 K	58.3 K	77	34	54 K	40.2 K	3.9 K	57.7
Apr 2018	5.82 K	1.16	516	10.4 K	80.0 L	50.9 K	64.5 L	71 K	29 K	46 L	41.2 L	4.4 K	63.3
May 2018	5.27 K	0.00	482	13.0 K	77.7 L	51.7 L	65.0 K	79 K	40 K	58 L	47.4 L	4.4 K	66.5
Jun 2018	7.27 K	0.00	645	14.8 K	84.7 L	54.7 K	73.6 K	82 K	26 K	52 L	50.4 L	4.5 K	71.9
Jul 2018	7.72 K	0.00	558	16.5 K	102.9 L	66.3 K	81.8 K	68 K	25 K	44 L	56.7 L	4.4 K	76.4
Aug 2018	7.19 K	0.00	547	16.8 K	94.4	66.0 K	79.7 K	76	27	49 K	58.2 K	4.0 K	75.7
Sep 2018	6.03 K	0.00	503	14.5	92.0	59.6	75.2	81	26	49	54.0	3.7 K	70.1
Oct 2018	4.07	0.00	359	11.5 K	80.8 K	55.1	67.4	76	30	51 K	46.4 K	3.8 K	65.9
Nov 2018	2.88	1.06	273	7.4	74.8	47.2	59.9	66	24	43	34.4	3.0	58.8
Tots/Avg	55.87	7.7	443	11.6	81.9	53.3	67.2	74	28	48	45.0	3.9	64.9

# West Valley Water District Area Two Station Precipitation Index Historical Cumulative Precipitation



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

**Reporting Period:**

**November 2018**

**Prepared for: Rialto Water Services**

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



## Table of Contents

<b>I. CUSTOMER SERVICE SUMMARY</b> .....	3
<b>II. CALL CENTER PERFORMANCE</b> .....	3
<b>III. AUTOMATED SERVICES</b> .....	4
<b>IV. BILLING &amp; CONSUMPTION</b> .....	4
<b>A. Consumption</b> .....	4
<b>B. Billing</b> .....	5
<b>V. REVENUE &amp; AGING</b> .....	5
<b>A. Revenue</b> .....	5
<b>B. Aging</b> .....	6
<b>C. Bad Debt</b> .....	6
<b>VI. SERVICE ORDERS</b> .....	6
<b>VII. OTHER ACTIVITIES</b> .....	6
<b>VIII. REVENUE REPORT</b> .....	7
<b>A. Revenue Summary</b> .....	7
<b>B. Non Rate Revenue - Extraterritorial Customers</b> .....	7
<b>C. Non-Rate Revenue – Other</b> .....	7
<b>D. Development Impact Fees</b> .....	8
<b>E. Rialto Basin Water Rights and Leasing</b> .....	8
<b>F. Cash Collections by Payment Method – Rialto Water Services</b> .....	8
<b>G. Payment Collection Method – Fiscal Year to Date</b> .....	9
<b>H. Cash Collections on Behalf of the City of Rialto-Prior Year Comparison</b> .....	9
<b>I. Non-Rate Revenue + Utility Revenue Collections Prior Year Comparison</b> .....	9
<b>J. Non-Rate Revenue + Utility Revenue Collected Fiscal Year-to-Date</b> .....	10
<b>K. Increase in Cash Collections and Fund Distribution—Prior Year Comparison</b> .....	10
<b>L. Non-Incode Customer Accounts Receivable Aging</b> .....	11

## I. CUSTOMER SERVICE SUMMARY

Customer Service answered 1,994 inbound calls with a service level of 93.4% during the month of November. Average wait time was 12 seconds.

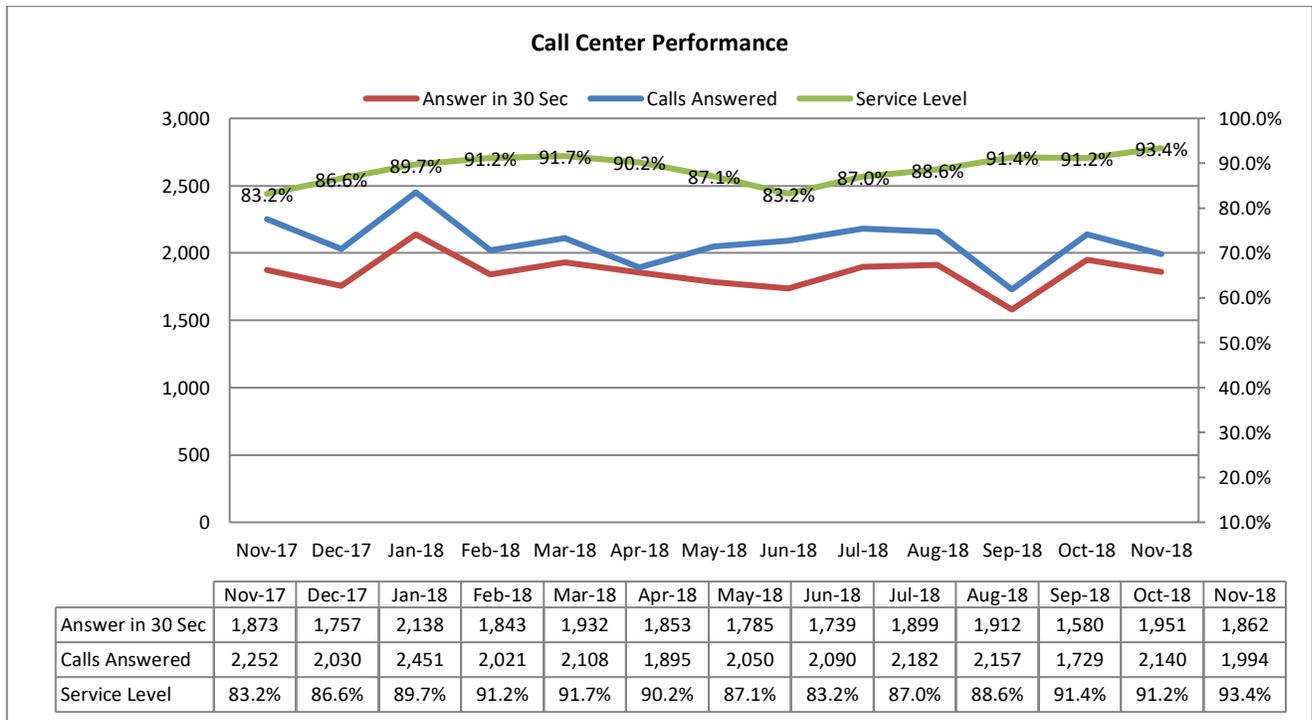
Water consumption has decreased by 12% when compared against the previous month and decreased by 11.8% when compared against November of the prior year.

With the decrease in water consumption, water revenue has decreased by 7% when compared against the prior month. Please note that the percentage of increase or decrease in water consumption will not align with the revenue due to the fact that constant minimum base charges makes up a larger portion of the revenues.

Sewer revenue has decreased by 1.5% when compared against the prior month and increased by 3.3% when compared against the same month in 2017.

## II. CALL CENTER PERFORMANCE

During November 2018, a total of 1,994 calls were answered with a respective service level of 93.4% and an average 12 second wait time. No callers waited greater than ten minutes and longest wait time was seven minutes and twenty-seven seconds. Only 5.2% of the callers experienced wait times greater than one (1) minute.



### III. AUTOMATED SERVICES

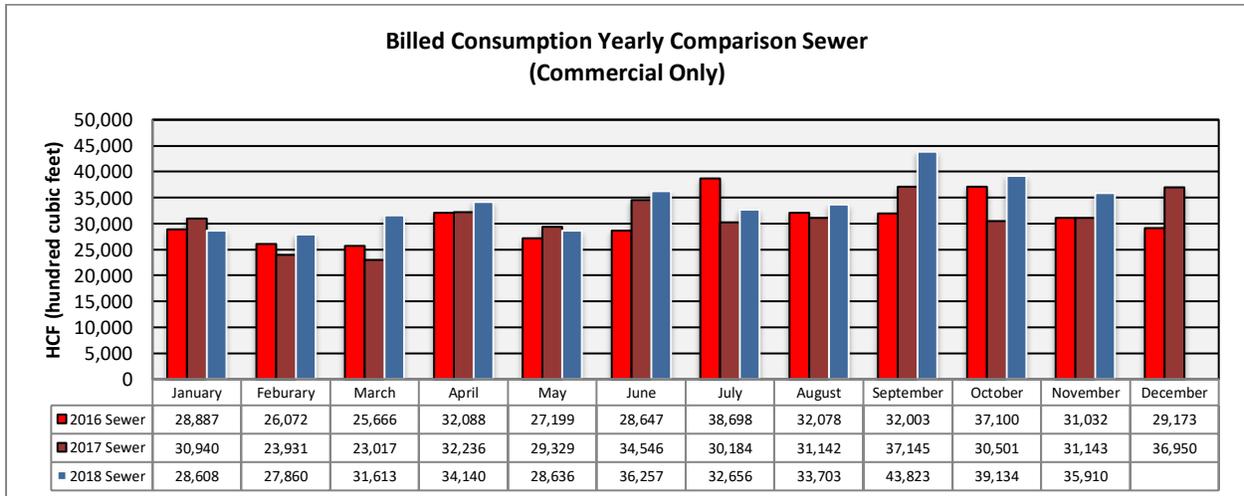
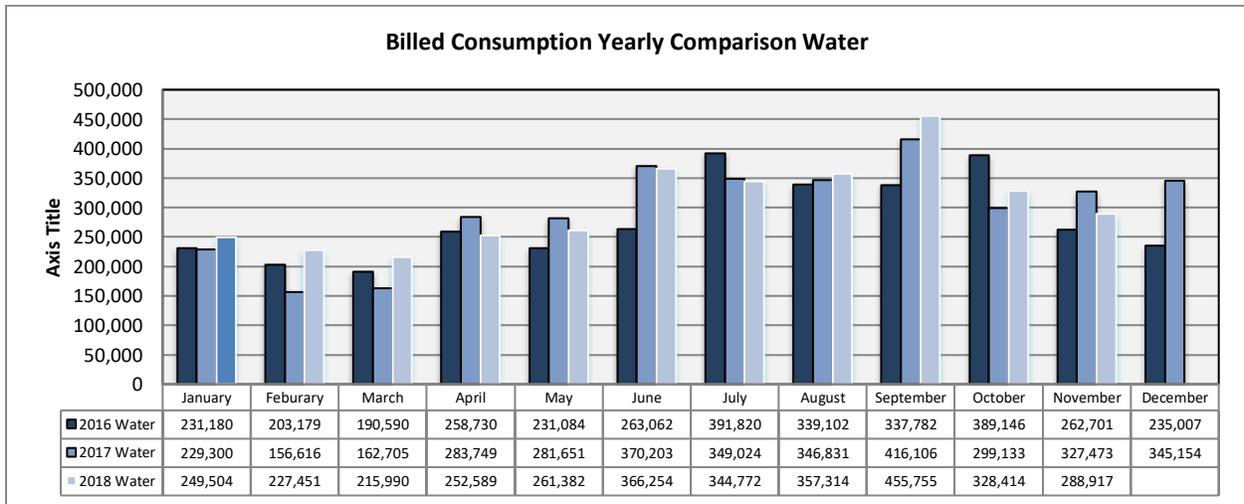
About 41% of the rate payers utilized the online service portal, over the phone payment system or PayNearMe to make their payments. Thirty-one (31) percent of rate payers have created online accounts to view their bills or to make online payments.

	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
Number of Bills	21,004	21,026	20,994	20,979	20,981	21,048	21,018	21,079	21,055	21,064	21,090	21,063	21,073
Number of Bill Adjustments (during billing)	15	31	35	21	25	22	20	22	16	15	11	19	18
Automated Over the Phone Payments	2,707	2,428	2,965	2,686	2,986	2,557	2,719	2,618	2,942	2,824	2,456	2,970	2,753
Online Payment	4,516	4,020	5,187	4,675	5,222	4,813	5,260	4,754	5,935	5,835	4,823	6,113	5,832
E-bill Participants	2,523	2,588	2,660	2,725	2,785	2,847	2,900	2,957	3,038	3,095	3,128	3,163	3,208
Auto Pay Participants (New Portal)	1,276	1,347	1,393	1,446	1,512	1,572	1,627	1,676	1,705	1,736	1,764	1,800	1,835
PayNearMe	0	0	0	0	0	26	42	35	53	52	57	53	58

### IV. BILLING & CONSUMPTION

#### A. Consumption

Water consumption has decreased by 12% when compared against the previous month and when compared against November of the prior year, consumption has decreased by 11.8%.



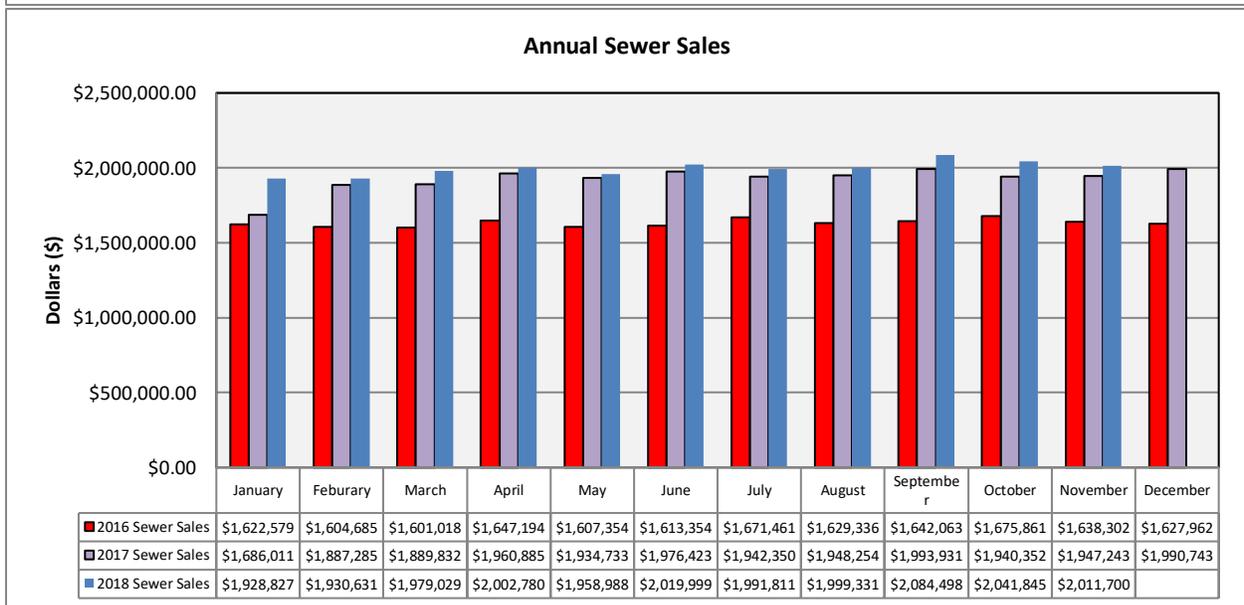
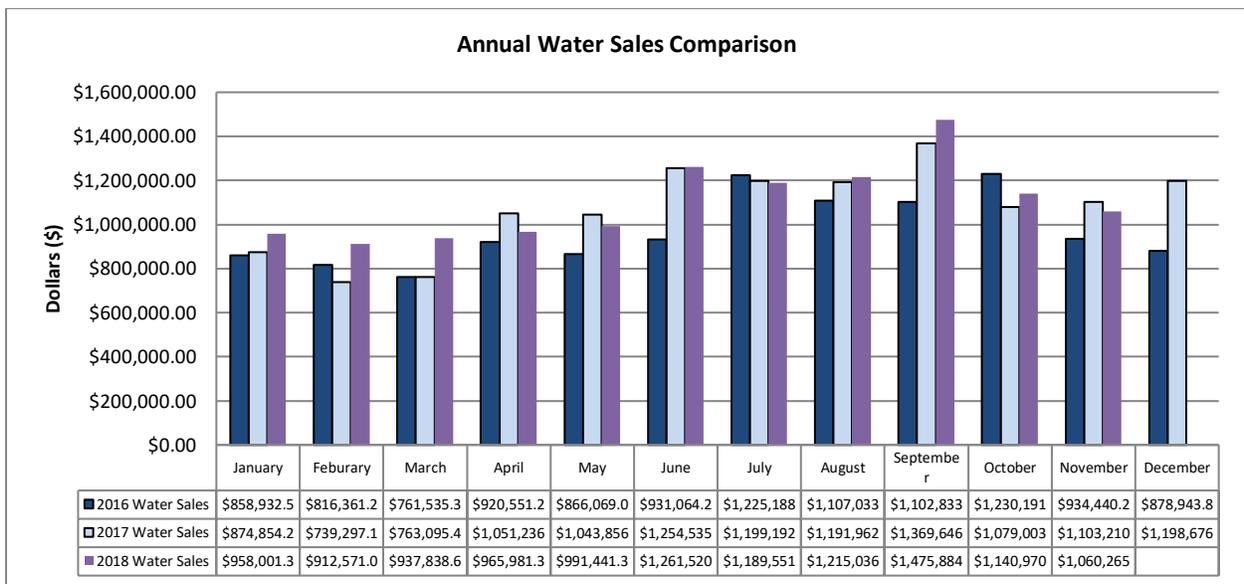
**B. Billing**

A total of 21,073 bills were mailed or sent out electronically in November. Billing accuracy was 99.9% with eighteen (18) adjustments.

**V. REVENUE & AGING**

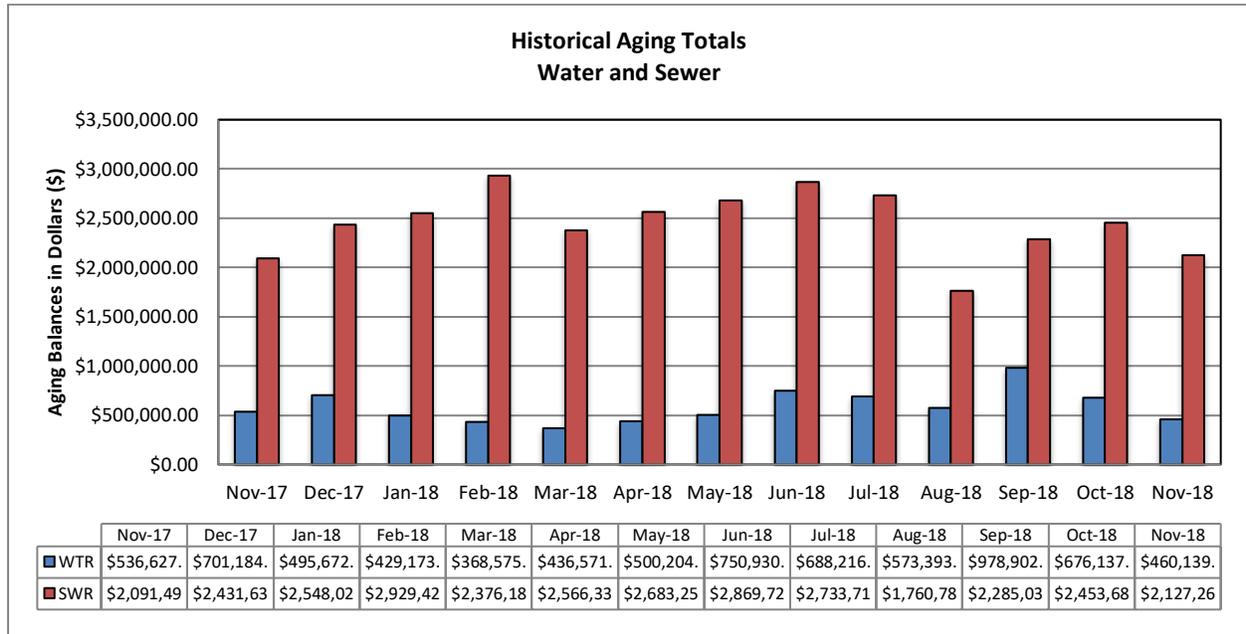
**A. Revenue**

With the decrease in water consumption, water revenue has decreased by 7% when compared to the prior month. When compared against November of the prior year, revenue has decreased by 3.9%.



**B. Aging**

The total aging balance has decreased by 17.3% from the previous month, *see table below*. For balances >30-days, water has decreased by 29.3% and wastewater has increased by 17.4%.



**C. Bad Debt**

40 accounts with a combined total amount of \$14,763.91 were submitted to the collections agency during this reporting month.

**VI. SERVICE ORDERS**

276 service orders were initiated by the customer service team. Of this total, 109 service orders or 39.5% were due to occupant changes.

**VII. OTHER ACTIVITIES**

One of the representatives is out on disability. A temporary employee will be starting in December.

Monthly safety training is on-going.

No work time losses were experienced in October. Everyone at Veolia is striving to achieve “zero harm safety record” by practicing the knowledge gained during continuous monthly safety training events.

## **VIII. REVENUE REPORT**

### **A. Revenue Summary**

Collected cash revenue is compiled and reconciled to the merchant account on a daily basis. Bank deposits are made daily and internal controls are reviewed regularly to ensure safeguarding of assets and proper recording of all transactions. Total revenue collected in November is \$3,663,000. Non-Rate Revenue is \$27,000; Utility Revenue is at \$3,387,000 and Tax / Ambulance Revenue at \$249,000.

RWS collects Utility User Taxes and Ambulance Fees on behalf of the City of Rialto. In addition, small amounts of Perchlorate Treatment Fees are collected on past due bills only. The Utility User Tax (UUT) rates are based on the total billed amount, therefore the collection fluctuates as billed amounts change. There is a \$26,000 increase in UUT charges collected in November 2018 totaling \$248,000, as compared to November 2017 collection of \$222,000.

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

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

The 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.

In 2013, an extraterritorial agreement 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 about \$16,000 per month.

### **C. Non-Rate Revenue – Other**

Other revenue is generated by leasing space for cell towers to AT&T and Sprint at a currently contracted rate of \$1,700 each per month. Vertical Bridge also provides \$2,300 a month of cell tower generated Revenue.

RWS and the City secured an agreement with Rialto Bioenergy Facilities whereby they provide a subleased City property rental income of \$10,000 a month. In addition, Chino 2 Water Well Site yard is also being rented to MR Tudor, which generates \$500 in monthly revenues.

Liquid Environmental Solutions has provided F.O.G. recycling fees to RWS in the past, but this is on hold until the City can negotiate a new contract and acceptance protocol to protect the wastewater treatment plant. City staff is in the process of negotiating an updated contract for these services.

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

**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 reimburses RWS for any money collected as determined each fiscal period. There was no remittance in November of 2018.

**E. Rialto Basin Water Rights and Leasing**

A Standby Water Lease Agreement between Fontana Union Water Company and Rialto is in effect. San Bernardino County is to pay Rialto \$60,000 per year for Administrative Fees, \$64,000 per year for Standby Charges and \$160,000 per year for 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	NOVEMBER 2018	%
Carrier Deposits	Cash deposits prepared per day for transport to Union Bank	20	\$ 251,901	6.88%
Remote Deposits	Scanned batches of checks payments made at the customer service counter	20	452,895	12.36%
UB Bill	Batches of customer payments posted to customer accounts at Union Bank (EBOX)	20	321,314	8.77%
IVR	Customer payments by credit cards and ACH / eCheck payments through an Interactive Voice Response system using a touchtone phone.	8,789	1,311,392	35.79%
Lockbox Deposits	Batches of customer payments mailed in to Union Bank's lockbox	19	1,167,471	31.86%
Credit Cards	POS or retail credit payments received at the customer service counter	1,075	151,709	4.14%
Pay Near Me	Cash payment service that allows customers to pay at a local 7-Eleven, CVS, or Family Dollar stores.	15	7,283	0.20%
<b>Total Revenue per Bank</b>			<b>\$ 3,663,964</b>	<b>100.00%</b>
Recon to RUA Recap:				
Adj detailed in RUA			(524)	
Prior mo. Correction				
<b>RUA increase in Cash</b>			<b>\$ 3,663,440</b>	

*Note: 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 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Total	%
Carrier Deposits	\$ 269,835	\$ 280,212	\$ 210,328	\$ 292,226	\$ 251,901	\$ 1,304,502	7.02%
Remote Deposits	589,623	638,526	533,727	641,569	452,895	\$ 2,856,340	15.36%
UB Bill	316,065	345,041	261,788	347,441	321,314	\$ 1,591,649	8.56%
IVR	1,412,262	1,348,534	1,066,716	1,455,376	1,311,392	\$ 6,594,279	35.47%
Lockbox Deposits	1,131,204	1,138,582	760,292	1,253,096	1,167,471	\$ 5,450,645	29.32%
Credit Cards (POS)	154,888	161,490	122,123	170,181	151,709	\$ 760,391	4.09%
Pay Near Me	7,837	6,600	6,317	6,937	7,283	\$ 34,973	0.19%
<b>Total Revenue to Bank</b>	<b>\$ 3,881,715</b>	<b>\$ 3,918,985</b>	<b>\$ 2,961,291</b>	<b>\$ 4,166,825</b>	<b>\$ 3,663,964</b>	<b>\$ 18,592,779</b>	<b>100.00%</b>
NSF	(4,550)	(6,234)	(2,799)	(4,989)	(5,754)	\$ (24,325)	
<b>Net deposits</b>	<b>\$ 3,877,165</b>	<b>\$ 3,912,751</b>	<b>\$ 2,958,492</b>	<b>\$ 4,161,836</b>	<b>\$ 3,658,210</b>	<b>\$ 18,568,454</b>	

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

	Nov 2018	Nov 2017	Variance
UUT Water	\$ 85,471	\$ 74,706	\$ 10,764
UUT Sewer	157,448	141,353	16,094
Perchlorate	-	38	(38)
Ambulance	5,894	6,543	(648)
<b>Total</b>	<b>\$ 248,813</b>	<b>\$ 222,640</b>	<b>\$ 26,172</b>

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

	Nov 2018	Nov 2017	Variance
Non-Rate / Extra Territorial Revenue	\$ 26,903	\$ 160,925	\$ (134,023)
Utility Revenue	\$ 3,387,724	3,158,890	228,834
<b>Total</b>	<b>\$ 3,414,627</b>	<b>\$ 3,319,816</b>	<b>\$ 94,811</b>

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

	Jul 2018	Aug 2018	Sept 2018	Oct 2018	Nov 2018	Total
<b>Non-Rate Revenue</b>						
Cell Tower / Sublease	2,375	5,831	4,103	4,103	4,103	20,513
Interest Income	-	2,027	-	-	4,833	6,860
NRR-FOG	-	-	-	-	-	-
Extra Terr-Water	500	500	500	500	500	2,500
Extra Terr- Sewage	145,329	139,184	256,077	145,941	10,000	696,530
Turn On/Off Fees	4,629	4,016	3,886	5,691	5,048	23,270
NSF	475	300	225	400	310	1,710
Same Day Service	513	601	573	571	259	2,516
New Occupant Charge	2,701	2,804	2,295	2,942	2,230	12,972
DIF - Wastewater Connection	-	-	-	-	-	-
Sewer Bad Debt Collection Fees	-	-	-	-	(399)	(399)
Sewer Cash Over/Short	-	-	-	(96)	20	(76)
<b>Total Non-Rate Revenue</b>	<b>\$ 156,520</b>	<b>\$ 155,262</b>	<b>\$ 267,659</b>	<b>\$ 160,052</b>	<b>\$ 26,903</b>	<b>766,396</b>
<b>Utility Revenue</b>						
Water Penalty	18,435	29,489	19,319	29,186	(35,243)	61,187
Sewer Penalty	(24,694)	62,227	22,881	81,437	(73,326)	68,524
Turf Removal Rebate	(5,812)	-	-	-	-	(5,812)
Hi Eff Toilet/Washer Rebates	-	-	(50)	(50)	-	(100)
Irrigation Timer Rebate	-	-	-	-	-	-
Senior Disc - Water	(8,066)	(7,470)	(7,714)	(7,595)	(7,401)	(38,246)
Senior Disc - Sewer	(26,389)	(26,289)	(25,622)	(27,313)	(20,414)	(126,027)
Water Meter	-	-	-	-	-	-
Damaged /Lost Meter	2,020	22,411	887	1,390	153	26,862
Water Contract	16	71	27	14	-	127
Water Deposits	10,350	8,154	5,884	9,730	16,372	50,490
Water Deposits Billed	9,555	2,745	1,896	2,422	2,593	19,211
Water Meter Deposits	-	-	-	-	-	-
Sewer Deposits	8,499	8,429	5,951	7,921	7,021	37,821
Sewer Deposits Billed	4,325	4,033	3,078	3,866	3,793	19,094
Water	1,294,039	1,358,019	949,578	1,488,898	1,315,471	6,406,007
Sewer	2,187,636	2,079,417	1,538,060	2,148,535	2,166,549	10,120,197
Unapplied Credits	544	(18,554)	(225)	3,156	12,155	(2,924)
<b>Total Utility Revenue</b>	<b>\$ 3,470,459</b>	<b>\$ 3,522,682</b>	<b>\$ 2,513,950</b>	<b>\$ 3,741,597</b>	<b>\$ 3,387,724</b>	<b>\$ 16,636,411</b>
<b>Total Non-Rate + Utility Rev.</b>	<b>3,626,979</b>	<b>3,677,944</b>	<b>2,781,609</b>	<b>3,901,649</b>	<b>3,414,627</b>	<b>17,402,808</b>

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

	Increase to Cash per Incode	Adjustments Required to GL Cash	Fund 660- Sewer	Fund 670- Water	Total Cash Per GL	Adjustments To Match RUA to Bank	Cash/CC/Cks Deposit To Bank
<b>November 2018</b>	3,663,440	10,206	2,260,517	1,392,717	3,663,440	524	<b>3,663,964</b>
<b>November 2017</b>	3,542,456	9,115	2,261,917	1,271,424	3,542,456	19,480	<b>3,561,935</b>

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

Name	Total as of 11/30/2018	Current	31 to 60 days	61 to 90 days	>90 days
AT&T - Easton	\$ (5,184)				(5,184)
CITY OF FONTANA	123,038	123,038			
Colton Unified School District	6,451	6,451			
County of San Bernardino-CSA 70 BL	370,222	15,925	15,925	15,925	322,447
Liquid Environmental Solutions	-	-			
Rialto BioEnergy Facilities	-	-			
Sprint-Nextel	1,728	1,728			
San Bernardino Co Waste System Div.	284,000	284,000			
SB Valley Mun Water District	712				712
Vertical Bridge Holdco, LLC (CIG)	4,640	2,375			2,265
<b>Grand Total</b>	<b>\$ 785,607</b>	<b>\$ 433,517</b>	<b>\$ 15,925</b>	<b>\$ 15,925</b>	<b>\$ 320,240</b>

**AT&T** remits payment in advance every year. The current credit balance of \$5,000 indicates prepaid lease payments through February 2019.

**City of Fontana** is current with its payments to RWS.

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

**County of San Bernardino—CSA 70 BL (Bloomington):** The past due balance amount of \$145,000 represents back-billing of residential and commercial sewer connections in 2016 and prior months through November of 2017. A monthly billing for a total of 197 EDU for residential and commercial sewer connections is being billed to the County. These connections generate approximately \$16,000 of monthly extraterritorial revenue. The contract rate is currently being considered and discussed between the City and County. The remaining balance due of \$225,000 will be resolved as determined.

**Rialto Bioenergy Facilities:** The customer is current with its lease obligations.

**Liquid Environmental:** There has been no F.O.G. services rendered and there is no balance due from the vendor.

**San Bernardino Valley Municipal Water District:** The balance represents the billed amount per the quarterly rebates issued to customers.

**Vertical Bridge Holdco, LLC and Sprint:** Subsequently, RWS received a payment of \$2,375 for the prior month’s cell tower rent.