

# Utility Commission Report

## October 2020

Reporting period August 2020



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

**Reporting Period:**  
**August 2020**

Prepared for: - Rialto Water Services

Prepared by: - Veolia Water West Operating Services



# RIALTO WASTEWATER OPERATIONS AND MAINTENANCE REPORT

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# RIALTO WASTEWATER

## MONTHLY OPERATIONS REPORT

### EXECUTIVE SUMMARY

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

- Refinement of operational methods and practices to optimize operation of the new S1 project upgraded treatment facilities (formerly Plant 5) is well underway.
- On August 15<sup>th</sup> one of the new NexTurbo aeration blowers suffered a significant mechanical failure. The unit was rendered inoperable and the vendor contacted. Vendor inspection indicated that vanes inside the blower had shattered with possible additional damage. Damaged components are being shipped to manufacturer’s factory for diagnosis and repair. Estimated completion and reinstallation is 3 weeks.
- On August 26<sup>th</sup>, the treatment plant commenced receiving an unusual waste which resulted in a deep red/maroon influent color. Staff immediately sampled the unusual waste and monitored the treatment process to determine if any deleterious impact was occurring (it was not). Collections team members along with Pretreatment Coordinator Chipper Greene commenced a survey of sewer conditions in an attempt to determine the source of the wastes. Waste discharge ceased in the early afternoon before the team could isolate the waste source. However, the waste discharge recommenced the following day allowing the search to resume. The discharge source was located in the Fitzgerald Business Park. Discussion with the property manager determined that dyes and inks from an evicted tenant were being poured into the building drains. City officials including Code Enforcement were a part of this investigation and will take appropriate actions under City regulations. It should be noted that it is extremely rare to track waste discharges of this type to their source. The Veolia team involved in this effort has been congratulated for successful identification of this discharger.
- Digester operation and solids processing operated normally during the month.
- There were no residential call outs or sewer overflows this month.

### 1. Collection System/Customer Service Log

a. Collections group activities this month:

Category	Current Month Statistics	Prior Month Statistics	2020 Year to Date Statistics
Sanitary sewer cleaned conventional method, feet	8,182	26,297	108,429
Sanitary sewer assessed using SL-RAT method, feet	0	0	39,346
“Hot Spot” Cleaning, feet	4,339	9,861	65,087
CCTV Inspection, miles (26 is annual goal)	4.27	5.49	17.5
Manhole Inspections	0	0	8

Category	Current Month Statistics	Prior Month Statistics	2020 Year to Date Statistics
USA Dig Alert Markings, count	72	96	499
Residential call outs	0	0	8
Sanitary sewer overflows	0	0	1

- b. Collection System Service Maps for August – Monthly Collection System Service Map
- c. Customer Service Call Outs – See Item 9

## 2. Wastewater Treatment Plant – Monthly Overview

August was a relatively quiet month for plant staff. With the substantial completion of the S1 construction project, activities were focused on:

- Steps to optimize treatment facility operation continued during the month. Objectives are to ensure that chemical and power usage is minimized while ensuring that facility performance reliability is not compromised.
- On August 15<sup>th</sup> at approximately 3PM, one of the two new NexTurbo aeration system blowers failed while in operation and could not be restarted. The second NexTurbo blower also failed in operation shortly thereafter. The existing Spencer blowers (designated for standby operation in the S1 design) were placed into service. AECOM/Lyles was immediately contacted and they, in turn, reached out to the blower manufacturer. A manufacturer’s representative subsequently inspected the blowers. It was determined that one blower had suffered a serious mechanical failure. A few of the blowers’ vanes, which spin at over 16,000 RPM, had shattered, potentially damaging other internal parts. The second blower was also inspected. It was determined that it had likely tripped from air pressure and electrical surges caused by the first blowers’ failure. Alarms were reset on the second blower and it operated normally. The manufacturer’s representative decided that the most efficient process to repair the failed blower would be to ship the failed parts to the manufacturer’s factory in Italy. The representative predicted that the blower segments would be shipped to the factory, disassembled, repaired and tested, and returned to the Rialto treatment plant site where they’d be reinstalled in a period of 3 weeks.
- On August 26<sup>th</sup>, treatment plant staff noted that an unusual waste was being received along with the normal plant influent flow. The waste, which appeared to float on the surface of the wastewater stream had a deep red/maroon coloration and appeared to be being discharged continuously into the collection system. Steps immediately taken were:
  - Sampling of the wastes for characterization as necessary
  - Observation of the treatment process to determine if any deleterious effects were occurring from the waste’s constituents. Other than color, none were noted.
  - A team of Collections group staff members and Pretreatment Coordinator Chipper Greene was formed to search backward through the collection system to attempt to identify the source of the waste. Key sewer manholes were opened to narrow the search area. It was quickly determined that the source of the waste was within Rialto and north of the I-10 freeway. The waste stream ceased in early afternoon, truncating the search. It is common that such waste discharges are never identified because the stream ceases before its location can be narrowed down. However, in this case, the waste discharge recommended the following day (the 27<sup>th</sup>). The search team discovered that the wastes

were being discharged from a location in the Fitzgerald Business Park. The search team alerted key City representatives including Code Enforcement to the identified waste source. Upon investigation it was established that wastes being discharged were from containers of dyes and ink that were being disposed of into the building drains which had been left by an evicted business at the direction of the property manager. The discharges were ordered to immediately cease and the wastes appropriately disposed of. City Code Enforcement will address this issue per City regulations.

- Treatment facility performance this month was in full compliance with regulatory requirements.
- Digester operation was stable during the month.
- There were neither resident call outs nor sewer overflows in the month.

### 3. Treatment Facility Performance/Laboratory Activities

- See attached Monthly Performance Summary
- Summary of Notices and Laboratory Tests/Reports filed with government agencies

Monthly submittal of State/Federal discharge monitoring report was completed in a timely fashion.

- Effluent Specification Exceedance Discussion

See Section 2 above.

- Valve exercising

Valves Exercised	Current Month Statistics	Prior Month Statistics	2020 Year to Date Statistics
Actual/Scheduled	15	5	95
Unscheduled*	0	0	0

\* Valves turned that are not required PM

### 4. Monthly Safety Program Overview

Category	Monthly Statistic
Safety Training Topics	Ladder Safety
Lost Time Incidents, count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	8
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 – 6,372 days.

## 5. Biosolids, Chemicals, and Utilities

### a. Monthly Biosolids Production

Biosolids	Current Month Statistics	Prior Month Statistics	2020 Year to Date Statistics
Quantity Produced, wet tons	*	1053.94	*

\* August invoice received from Synagro. Errors in the billed quantity of solids are currently being resolved

### b. Monthly Chemical Consumption

Chemical	Current Month Statistics	Prior Month Statistics
Sodium Hypochlorite, gallons	38,188	34,639
Sodium Bisulfite, gallons	14,486	10,942
Ferrous Chloride, gallons	2,361	3,610
Polymer, Gravity Belt Thickener, gallons	520	311
Polymer, Belt Filter Press, gallons	559	532
Alum, gallons	14	57

### c. Monthly Utilities Consumption

Utility	Current Month Statistics	Prior Month Statistics
Electricity WWTP, KWH	410,000	458,048
Electricity Lilac LS, KWH	507	578
Electricity Sycamore LS, KWH	869	1,119
Electricity Ayala LS, KWH	4,761	6,750
Electricity Agua Mansa LS, KWH	2,570	2,964
Electricity Cactus LS, KWH	923	1,213
Electricity Ramrod LS, KWH	493	458
Frisbie Park LS, KWH	373	673
Natural Gas WWTP, Therms	1,954	2,630

## 6. Odor Complaints Received/Actions Taken

No odor complaints were received this month.

## 7. Major Equipment and/or Machinery Outages

- Failed level transmitter replaced at the Ayala Lift Station
- East and West Dewatering Gates repaired in Chlorine Contact Basins
- Gravity Filter Backwash Pump #2 removed for repair
- Headworks generator fuel lines repaired and cooling system serviced
- Office generator failed battery was replaced

- Annual oil inspection performed on pumping equipment throughout the treatment plant
- Installation of conduit and electrical control panel box for new alarm system at Frisbie Park Lift Station
- Replacement of failed fuel sensor at underground storage tank
- Replacement of failed solenoid on FOG Rock Box
- Replacement of failed PLC power supply on Gravity Belt #2
- Replacement of failed batteries on the VFD's for Utility Water Pumps #4 and 5

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

- a. Government agency or property insurance inspections

None during the month

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

Permit testing was completed for this month

- c. Government agency notices of violation received

No notices were received.

- d. Government agency monitoring

Routine monitoring reports were submitted

- e. Other matters of concern

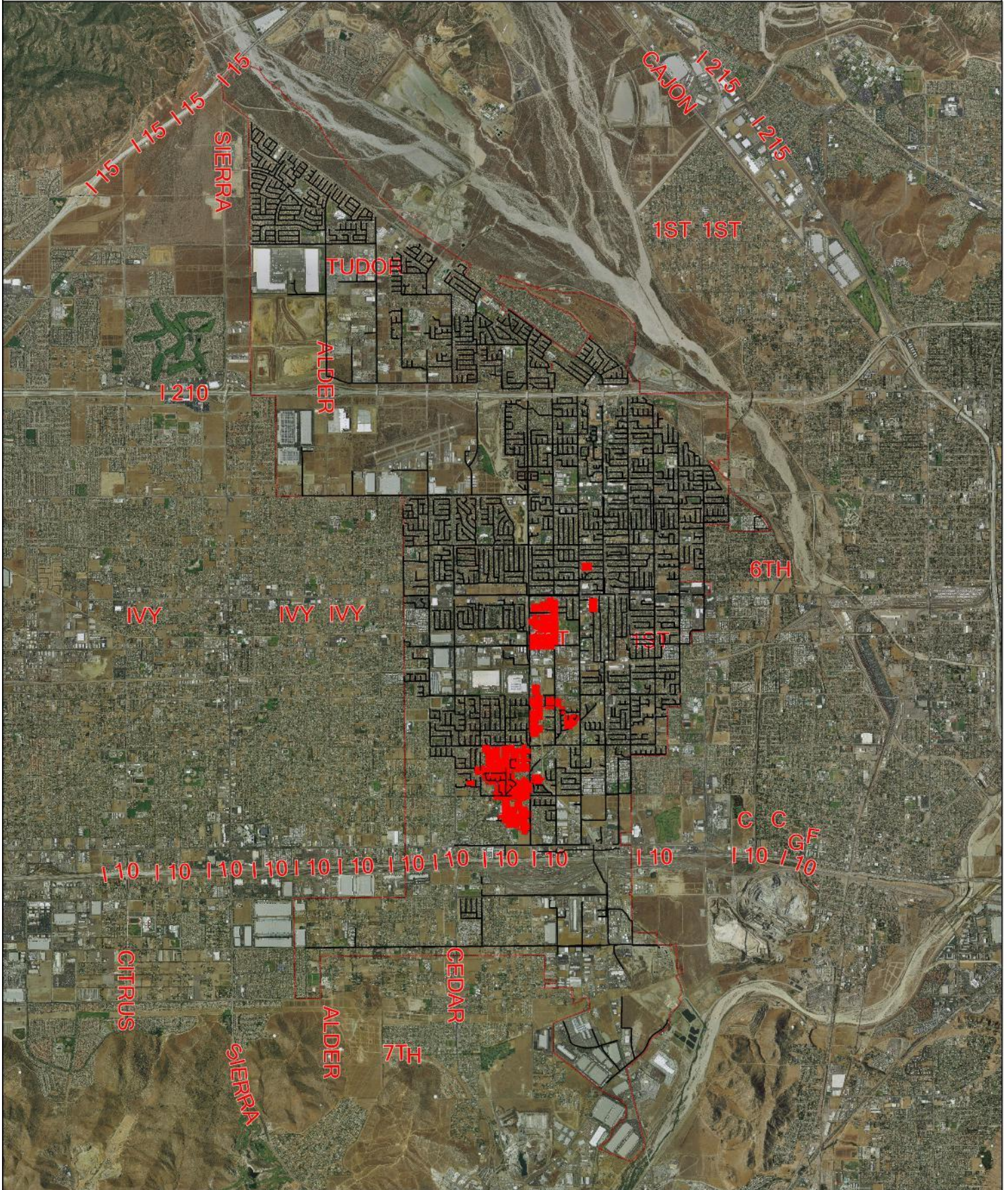
See 8(c) above

**9. Complaint Log**

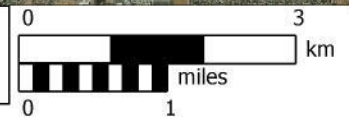
Date	Address	Comments	Personnel	Manhole	To Manhole
		None			



# Monthly Collection System Service Map



-- Pipe Cleaning August 2020



# Rialto Wastewater O&M Report

Report Start Date: 8/1/2020

Report End Date:

9/21/2020

## Table B

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

Date	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
	MGD	MGD	Gals	mg/l	lbs/day	mg/L	lbs/day	%	mg/L	lbs/day	mg/L	lbs/day	%
8/1/2020	6.450	6.740											
8/2/2020	8.070	7.690											
8/3/2020	5.000	6.760		300	12,510	2.5	141	99.2	210	8,757	2.0	113	99
8/4/2020	6.880	6.500											
8/5/2020	7.420	7.400											
8/6/2020	5.640	6.750											
8/7/2020	6.450	7.060		310	16,676	2.5	147	99.2					
8/8/2020	6.480	6.910											
8/9/2020	6.800	7.570											
8/10/2020	6.410	6.470		260	13,899	5.0	270	98.1	130	6,950	2.0	108	98
8/11/2020	6.700	6.970											
8/12/2020	6.620	7.500											
8/13/2020	7.070	6.680											
8/14/2020	6.990	6.920		300	17,489	2.5	144	99.2					
8/15/2020	6.280	6.990											
8/16/2020	6.320	7.280											
8/17/2020	8.750	7.040											
8/18/2020	5.690	7.420		260	12,338	2.5	155	99.0	250	11,864	2.0	124	99
8/19/2020	6.480	5.950											
8/20/2020	6.490	5.960											
8/21/2020	6.950	7.300		270	15,650	5.0	304	98.1					
8/22/2020	6.910	7.340											
8/23/2020	6.930	7.360											
8/24/2020	6.920	7.870		290	16,737	6.0	394	97.9	260	15,005	4.0	263	98
8/25/2020	6.980	7.580											
8/26/2020	6.910	7.350											
8/27/2020	6.820	6.340											
8/28/2020	6.900	7.160		290	16,688	5.0	299	98.3					
8/29/2020	7.030	7.390											
8/30/2020	6.900	8.060											
8/31/2020	6.910	6.790		300	17,289	5.0	283	98.3	170	9,797	2.0	113	99
Minimum	5.00	5.95		260	12,338	2.5	141	97.9	130	6,950	2.0	108	98.5
Maximum	8.75	8.06		310	17,489	6.0	394	99.2	260	15,005	4.0	263	99.2
Average	6.75	7.07		287	15,475	4.0	237	98.6	204	10,475	2.4	144	98.6
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	VE Inf 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
8/1/2020	1,168	920							
8/2/2020	1,242	938							
8/3/2020	1,342	949			510	410	490	40	8.4
8/4/2020	1,357	943							
8/5/2020	1,150	927							
8/6/2020	1,337	941							
8/7/2020	1,380	907							
8/8/2020	1,261	920							
8/9/2020	1,203	915							
8/10/2020	1,380	886							
8/11/2020	1,412	890							
8/12/2020	1,267	898							
8/13/2020	1,135	881							
8/14/2020	1,297	1,029							
8/15/2020	1,127	887							
8/16/2020	1,123	925							
8/17/2020	1,093	1,024							
8/18/2020	1,279	947							
8/19/2020	1,237	931							
8/20/2020	1,282	906							
8/21/2020	1,197	926							
8/22/2020	1,131	919							
8/23/2020	1,080	941							
8/24/2020	1,320	949							
8/25/2020	1,214	937							
8/26/2020	1,422	847							
8/27/2020	1,110	874							
8/28/2020	1,377	845	497	35					8.8
8/29/2020	1,161	858							
8/30/2020	1,073								
8/31/2020	1,259	861							
Minimum	1,073	845	497	35	510	410	490	40	8.4
Maximum	1,422	1,029	497	35	510	410	490	40	8.8
Average	1,239	917	497	35	510	410	490	40	8.6
12 Month Average	1,228	885	589	26	503	419	511	44	8.50
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
8/1/2020	7.65	7.02	30.2		<1.8	<1.80				126,092	17,800
8/2/2020	7.80	7.00	28.5		<1.8	<1.80				145,219	2,000
8/3/2020	7.90	7.02	30.2	<0.10	<1.8	<1.80		<5.00		125,330	600
8/4/2020	7.92	7.02	30.4		<1.8	<1.80	<2.0			139,253	800
8/5/2020	7.86	7.01	30.2		<1.8	<1.80				134,058	20,900
8/6/2020	7.65	7.19	30.0		<1.8	<1.80				153,977	15,900
8/7/2020	7.68	7.28	29.9		<1.8	<1.80				153,405	17,400
8/8/2020	7.88	7.26	29.8		<1.8	<1.80				162,275	700
8/9/2020	7.80	7.26	30.0		<1.8	<1.80				133,557	800
8/10/2020	7.84	7.22	30.2	<0.10	<1.8	<1.80				134,756	1,000
8/11/2020	7.78	7.22	30.1		<1.8	<1.80				125,236	12,800
8/12/2020	7.77	7.25	30.0		<1.8	<1.80				189,527	3,800
8/13/2020	7.71	7.21	30.1		<1.8	<1.80				85,558	18,900
8/14/2020	7.40	7.19	30.3		<1.8	<1.80				128,367	0
8/15/2020	7.73	7.19	30.5		<1.8	<1.80				138,802	5,400
8/16/2020	7.61	7.13	29.5		<1.8	<1.80				146,597	900
8/17/2020	7.58	7.11	31.0		<1.8	<1.80				146,660	13,500
8/18/2020	7.69	7.14	31.2	0.15	<1.8	<1.80				121,962	17,900
8/19/2020	7.66	7.04	30.6		<1.8	<1.80				131,921	1,500
8/20/2020	7.45	6.98	31.0		<1.8	<1.80				129,752	800
8/21/2020	7.75	6.94	31.1		<1.8	<1.80				116,226	1,200
8/22/2020	7.75	7.02	31.1		<1.8	<1.80				129,818	1,000
8/23/2020	7.72	6.94	29.9		<1.8	<1.80				117,454	18,800
8/24/2020	7.70	6.97	31.2	<0.10	<1.8	<1.80				131,924	6,500
8/25/2020	7.48	7.06	31.2		<1.8	<1.80				126,697	1,000
8/26/2020	8.03	7.14	30.1		<1.8	<1.80				103,551	13,300
8/27/2020	8.05	7.20	29.8		<1.8	<1.80				115,683	1,100
8/28/2020	7.93	7.18	30.2		<1.8	<1.80				122,078	1,200
8/29/2020	8.10	7.10	29.6		<1.8	<1.80				123,082	1,300
8/30/2020	7.93	7.12	28.9		<1.8	<1.80				106,563	19,900
8/31/2020	8.01	7.04	29.5	0.12	<1.8	<1.80				130,816	4,900
Minimum	7.40	6.94	28.5	0.1	1.8	1.8	2.0	5.00		85,558	0
Maximum	8.10	7.28	31.2	0.2	1.8	1.8	2.0	5.00		189,527	20,900
Average	7.77	7.11	30.2	0.1	1.8	1.8	2.0	5.00		131,490	7,213
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:**

**August 2020**



**Prepared for: Rialto Water Services**

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

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

**Reporting Period:**

**August 2020**

**Prepared for: Rialto Water Services**

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



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## I. CUSTOMER SERVICE SUMMARY

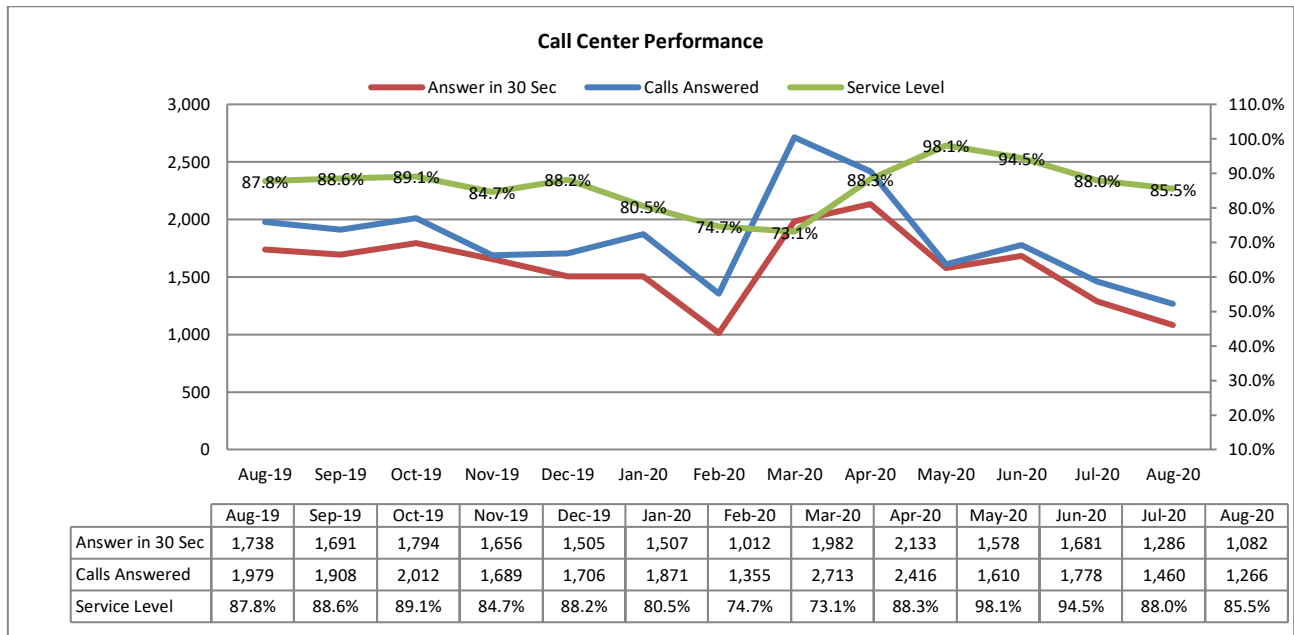
Customer Service answered 1,266 inbound calls with a service level of 85.5% during the month of August. Average wait time was 27 seconds.

Water consumption has increased 13.7% when compared to same month in 2019. 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 increased by 6.4% when compared against the prior month and increased 6.0% when compared against the same month in 2019.

## II. CALL CENTER PERFORMANCE

During this reporting month, a total of 1,266 calls were answered with a respective service level of 85.5% and an average wait time of 27 seconds with five (5) callers experiencing wait time greater than ten minutes. Two Customer Service agents are assigned to handle in-person counter services at the Payment Office since reopening June 29, 2020. Three agents are dedicated to providing customer service on the phones.





## AUTOMATED SERVICES

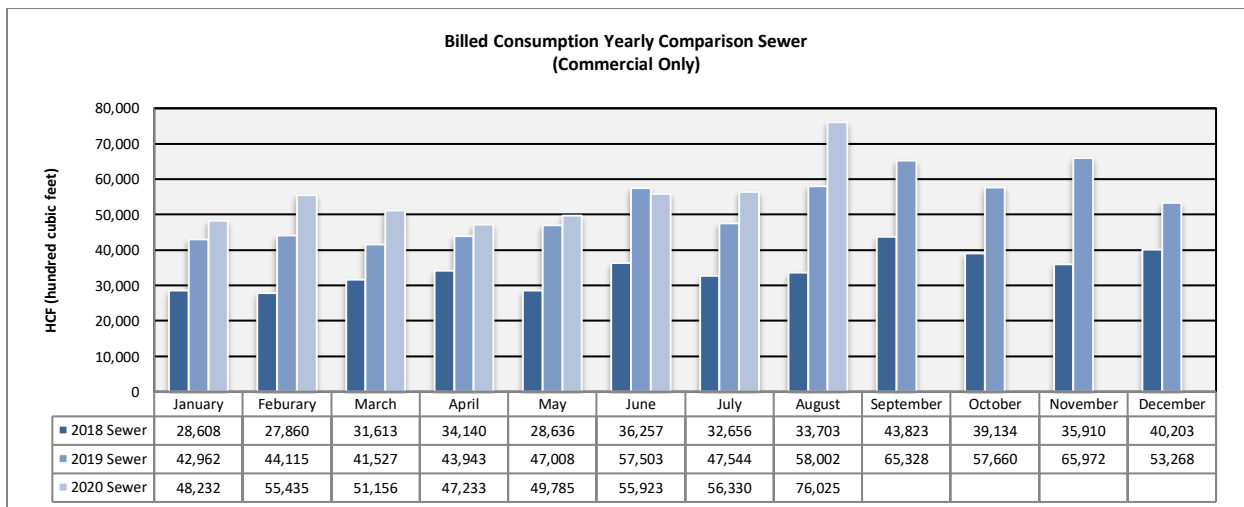
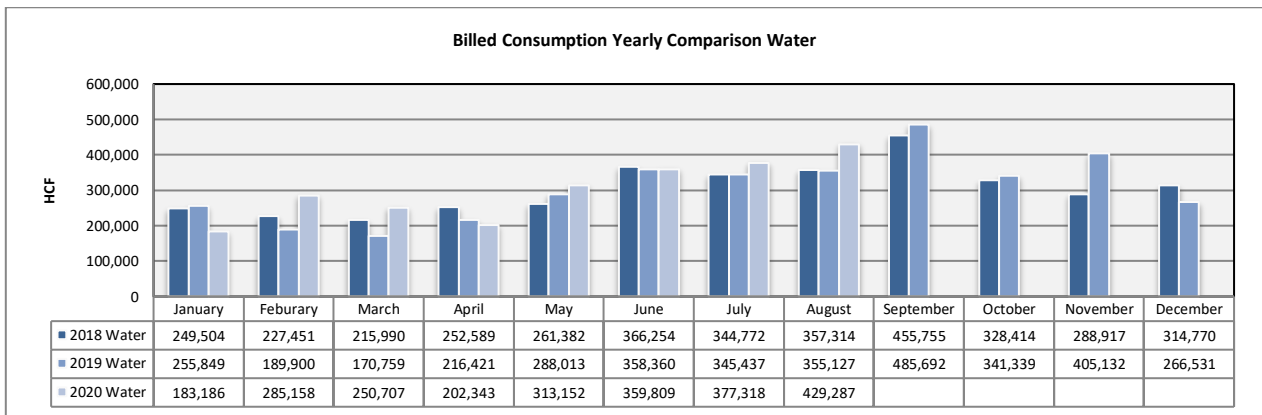
About 8,591 or 40% of the rate payers have created log-ins to access their accounts online. Of these customers, with online access, 46.6% have chosen the e-bill option. During the office closure, customer were still able make cash payments at participating cash acceptance center. Remote cash payment usage has decreased slightly once the service center has reopened.

	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Number of Bills	21,164	21,214	21,150	21,192	21,156	21,155	20,499	21,175	21,180	21,182	21,168	21,215	21,211
Number of Bill Adjustments (during billing)	22	23	26	21	30	60	26	36	52	23	20	33	22
Automated Over the Phone Payments	2,864	2,379	2,894	2,422	2,842	2,853	2,260	2,758	3,661	3,118	3,430	3,247	2,733
Online Payment	6,571	5,436	6,409	5,526	6,971	6,619	5,538	7,240	7,343	6,395	7,668	7,301	6,089
E-bill Participants	3,542	3,576	3,617	3,642	3,680	3,720	3,756	3,799	3,866	3,919	3,946	3,980	4,004
Auto Pay Participants (New Portal)	2,130	2,158	2,205	2,237	2,276	2,317	2,346	2,377	2,418	2,466	2,502	2,535	2,584
PayNearMe	70	70	72	76	88	91	35	318	694	576	677	511	418

## III. BILLING & CONSUMPTION

### A. Consumption

Water consumption has increased 13.7% when compared against the previous month and increased by 20.8% when compared against the prior year.



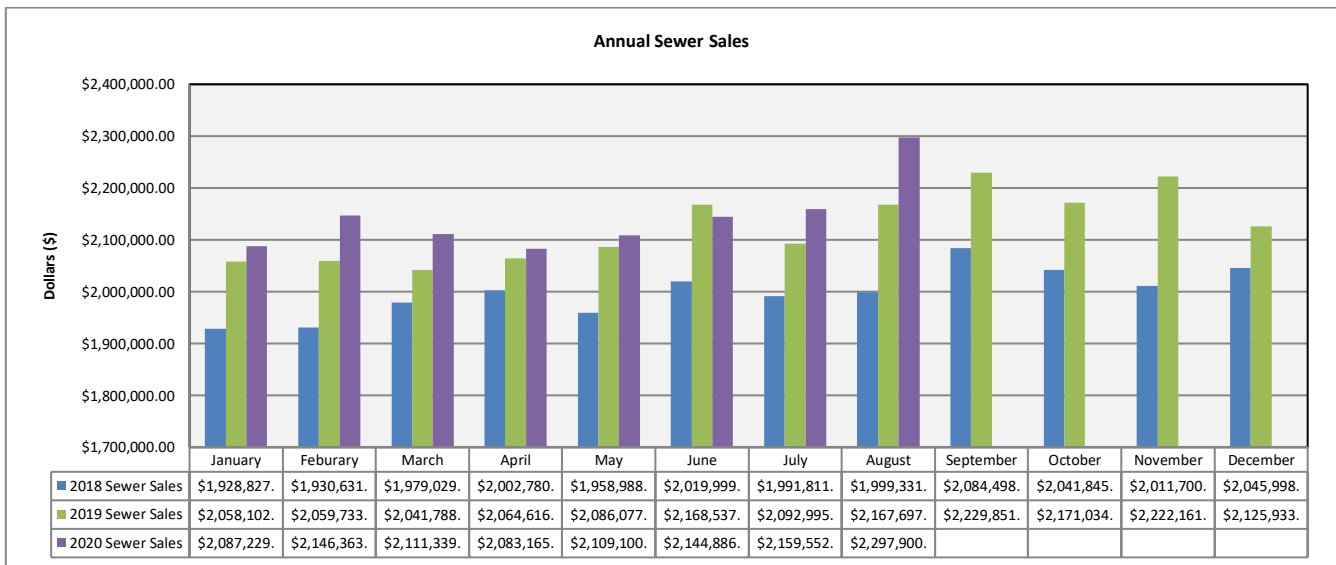
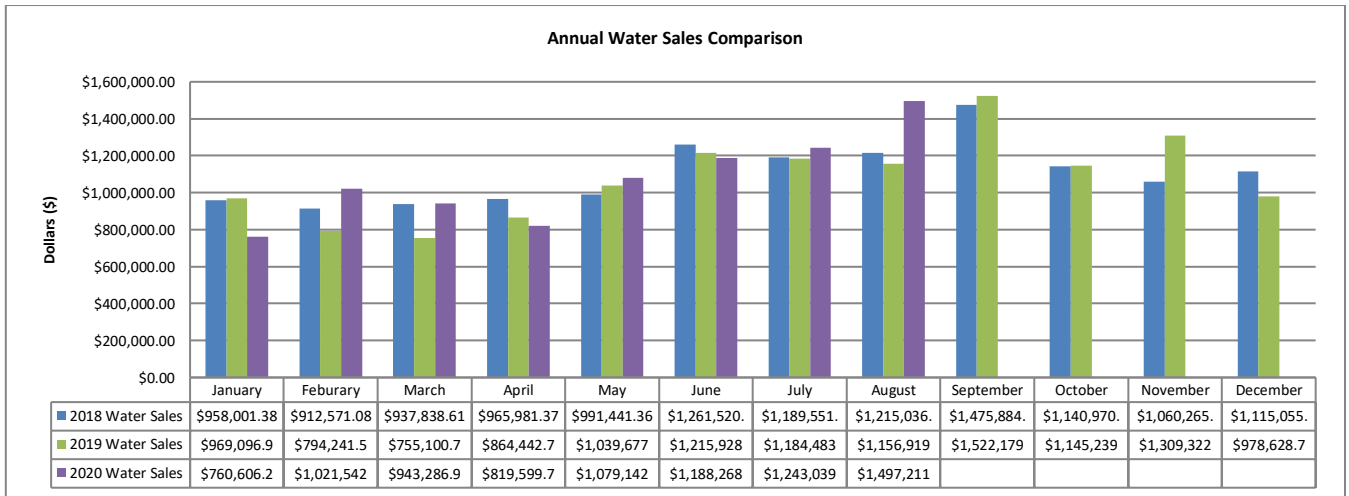
**B. Billing**

A total of 21,211 bills were mailed or sent out electronically in August. Billing accuracy was 99.9% with twenty-two (22) adjustments.

**IV. REVENUE & AGING**

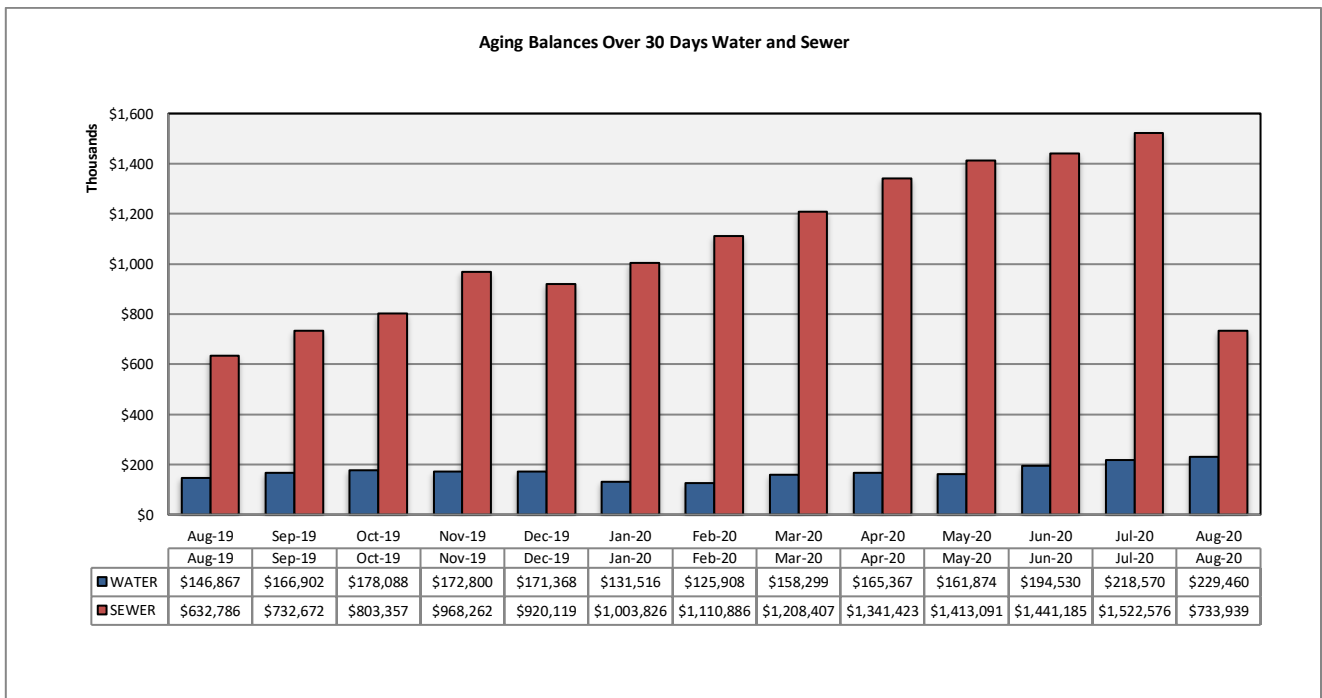
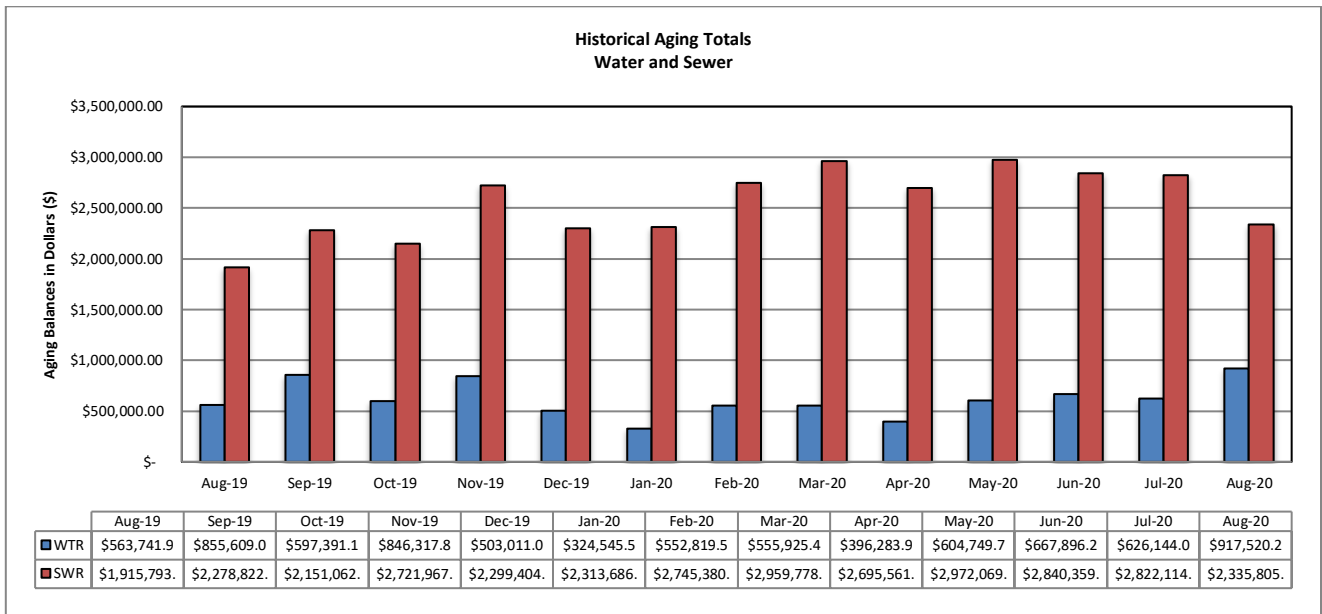
**A. Revenue**

Water revenue has increased by 20.4% when compared to the prior month. When compared against August of the prior year, revenue has increased by 29.4%.



## B. Aging

The total aging balance has decreased 5.6% from the previous month, *see first table below*. For balances >30-days only, water has increased 4.9% and wastewater has decreased 51.9%. Sewer aging balances decreased due to the City Council's approval of the tax roll process in August.



**C. Bad Debt**

16 accounts with a combined total amount of \$6,323.34 were submitted to the collections agency during this reporting month.

**V. SERVICE ORDERS**

195 service orders were initiated by the customer service team. Of this total, 82 service orders or 42% were due to occupant changes.

**VI. OTHER ACTIVITIES**

The Customer Service Payment Office reopened on June 29, 2020 with necessary safeguards against Covid-19. Since the opening, walk in traffic volume has been very low.

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

Following the regulations, water disconnection has been discontinued and late penalties are being waived. Overall more customers are paying their bills on time, but customers who are 60-days or more delinquent are not paying their bills. This will continue as water disconnection has been halted during the Covid-19 situation.

**VII. 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 August 2020 is \$3,467,000. Non-Rate Revenue is \$266,000; Utility Revenue is at \$2,982,000 and Tax / Ambulance Revenue at \$219,000.

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 2020 and August 2019 are \$214,000 and \$239,000 respectively. Ambulance Revenue is also collected on behalf of the City of Rialto totaling \$5,000 both in August 2020 and August 2019.

**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 \$12,000 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 \$2,400 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.

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 receives monies from the various developments, which is then distributed to RWS. There was no remittance in August of 2020.

**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**

<b>Payment Method</b>	<b>Description</b>	<b>Transaction Count</b>	<b>AUG 2020</b>	<b>%</b>
Carrier Deposits	Cash deposits prepared per day for transport to Union Bank	21	\$ 67,420	1.80%
Remote Deposits	Scanned batches of checks payments made at the customer service counter	21	605,458	16.20%
UB Bill	Batches of customer payments posted to customer accounts at Union Bank (EBOX)	21	301,154	8.06%
IVR	Customer payments by credit cards and ACH / eCheck payments through an Interactive Voice Response system using a touchtone phone.	9,354	1,338,721	35.81%
Lockbox Deposits	Batches of customer payments mailed in to Union Bank's lockbox	21	1,103,897	29.53%
Credit Cards	POS or retail credit payments received at the customer service counter		-	0.00%
Pay Near Me	Cash payment service that allows customers to pay at a local 7-Eleven, CVS, or Family Dollar stores.	412	50,845	1.36%
<b>Total Revenue per Bank</b>			<b>\$ 3,467,495</b>	<b>92.75%</b>
Recon to RUA Recap:				
Adj detailed in RUA			-	
Prior mo. Correction				
<b>RUA increase in Cash</b>			<b>\$ 3,467,495</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**

	<b>Jul 2020</b>	<b>Aug 2020</b>	<b>Total</b>	<b>%</b>
Carrier Deposits	\$ 57,617	\$ 67,420	\$ 125,037	1.74%
Remote Check Deposits	360,810	605,458	966,268	13.41%
UB Bill (EBOX)	372,195	301,154	673,349	9.34%
IVR	1,571,452	1,338,721	2,910,173	40.39%
Lockbox Deposits	1,318,111	1,103,897	2,422,008	33.61%
Credit Cards (POS)	-	-	-	0.00%
Pay Near Me	58,307	50,845	109,152	1.51%
<b>Total Revenue to Bank</b>	<b>\$ 3,738,492</b>	<b>\$ 3,467,495</b>	<b>\$ 7,205,987</b>	<b>100.00%</b>
NSF	(6,766)	(20,643)	(27,409)	
<b>Net deposits</b>	<b>\$ 3,731,727</b>	<b>\$ 3,446,852</b>	<b>\$ 7,178,579</b>	

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

	<b>Aug 2020</b>	<b>Aug 2019</b>	<b>Variance</b>
UUT Water	\$ 74,656	\$ 81,542	\$ (6,886)
UUT Sewer	139,335	157,541	(18,206)
Perchlorate	-	22	(22)
Ambulance	4,980	5,426	(446)
<b>Total</b>	<b>\$ 218,971</b>	<b>\$ 244,531</b>	<b>\$ (25,560)</b>

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

	<b>Aug 2020</b>	<b>Aug 2019</b>	<b>Variance</b>
Non-Rate / Extra Territorial Revenue	\$ 266,256	\$ 530,583	\$ (264,328)
Utility Revenue	\$ 2,982,268	\$ 3,478,919	\$ (496,651)
<b>Total</b>	<b>\$ 3,248,523</b>	<b>\$ 4,009,502</b>	<b>\$ (760,979)</b>

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

	Jul 2020	Aug 2020	Total
<b>Non-Rate Revenue</b>			
Cell Tower / Sublease	35,912	14,676	50,588
Interest Income	1,126	-	1,126
NRR-FOG	-	-	-
Extra Terr-Water	-	100,293	100,293
Extra Terr- Sewage	12,251	149,335	161,586
Turn On/Off Fees	5	5	9
NSF	225	137	362
Same Day Service	(909)	(16)	(925)
New Occupant Charge	1,796	1,825	3,621
DIF - Wastewater Connection	-	-	-
Sewer Bad Debt Collection Fees	-	-	-
Sewer Cash Over/Short	-	1	1
<b>Total Non-Rate Revenue</b>	<b>\$ 50,406</b>	<b>\$ 266,256</b>	<b>316,662</b>
<b>Utility Revenue</b>			-
Water Penalty	(71)	142	71
Sewer Penalty	4,019	(130)	3,889
Turf Removal Rebate	(944)	(951)	(1,895)
Hi Eff Toilet/Washer Rebates	-	-	-
Senior Disc - Water	(7,622)	(7,631)	(15,254)
Senior Disc - Sewer	(25,775)	(25,798)	(51,573)
Damaged /Lost Meter	923	-	923
Water Contract	-	-	-
Water Deposits	8,568	3,074	11,642
Water Deposits Billed	24,960	7,547	32,507
Water Meter Deposits	5,254	1,769	7,023
Sewer Deposits	2,192	1,853	4,045
Sewer Deposits Billed	9,088	11,223	20,310
Water	1,276,346	1,114,103	2,390,450
Sewer	2,131,906	1,877,387	4,009,293
Unapplied Credits	13,039	(319)	12,720
<b>Total Utility Revenue</b>	<b>\$ 3,441,883</b>	<b>\$ 2,982,268</b>	<b>\$ 6,424,151</b>
<b>Total Non-Rate + Utility Rev.</b>	<b>3,492,289</b>	<b>3,248,524</b>	<b>6,740,813</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>Aug 2020</b>	346,745	28,171	2,131,910	1,307,414	3,467,495	-	<b>3,467,495</b>
<b>Aug 2019</b>	4,254,034	115,682	2,778,210	1,360,142	4,254,034	731	<b>4,254,765</b>



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

<b>Name</b>	<b>Total as of 8/31/2020</b>	<b>Current</b>	<b>31-60 days</b>	<b>61-90 days</b>	<b>&gt;90 days</b>
AT&T - Easton	\$ (10,368)	(10,368)			
CITY OF FONTANA	123,847	123,847			
Colton Unified School District	-	-			-
County of San Bernardino-CSA 70 BL	24,503	12,251	12,251		
MR Tudor	(500)	(500)			
Rialto BioEnergy Facilities	10,000	10,000			
Sprint-Nextel	5,184	-			5,184
San Bernardino Co Waste System Div.	-	-			
SB Valley Mun Water District	-	-			
Vertical Bridge Holdco, LLC (CIG)	(182)				(182)
<b>Grand Total</b>	<b>\$ 152,484</b>	<b>\$ 135,230</b>	<b>\$ 12,251</b>	<b>\$ -</b>	<b>\$ 5,002</b>

**AT&T** makes annual payment. The credit balance indicates a year worth of advance lease payment.

**City of Fontana** subsequently paid its current balance in September.

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

**County of San Bernardino—CSA 70 BL (Bloomington):** 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 \$12,000 of monthly extraterritorial revenue. The County subsequently paid its balance due in September.

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

**Liquid Environmental:** There have not been F.O.G. services rendered and there is no balance due from the vendor.

**San Bernardino Valley Municipal Water District** is billed quarterly for rebate submitted within that period.

**Vertical Bridge Holdco, LLC and Sprint:** Vertical Bridge has been contacted for all open Invoices. Sprint is being contacted as well.

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

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## **RIALTO WATER**

### **MONTHLY OPERATIONS REPORT**

- **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. Due to COVID-19 impacts, various operational activities have been minimized for the health and safety of employees.

- Water Production Totals**

Total water delivered into the Rialto system this month was 1003.77 acre-feet. 725.27 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). 145.53 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 132.97 acre-feet came from the OP RTP.

<b>AUGUST 2020 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>OP RTP <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>			
8/1/20	6.04	5.49	0.00	0.00	8.18	8.17	2.78	9.57	4.28	36.34
8/2/20	3.72	4.97	0.00	0.00	6.42	7.25	5.21	8.05	4.28	32.65
8/3/20	5.72	0.13	0.00	0.00	10.14	8.69	9.82	3.79	4.23	33.83
8/4/20	5.26	0.08	0.00	0.00	9.21	9.10	8.06	3.74	4.46	30.81
8/5/20	6.24	3.19	0.00	0.00	8.42	10.26	11.25	2.87	4.80	36.77
8/6/20	6.22	0.04	0.00	0.00	6.29	8.37	7.14	3.19	3.78	26.66
8/7/20	4.09	2.50	0.00	0.00	8.38	9.57	5.62	3.63	4.53	28.75
8/8/20	6.79	5.17	0.00	0.00	7.69	7.70	3.90	5.02	4.19	32.76
8/9/20	4.04	3.80	0.00	0.00	8.75	7.33	2.23	7.99	4.32	31.13
8/10/20	5.62	2.73	0.00	0.00	7.64	9.33	7.37	3.33	4.80	31.49
8/11/20	6.57	3.06	0.00	0.00	7.52	10.55	7.83	1.15	3.90	30.03
8/12/20	4.38	3.56	0.00	0.00	8.32	7.02	6.82	2.80	4.64	30.52
8/13/20	5.81	5.32	0.00	0.00	7.61	8.84	5.88	1.79	4.00	30.41
8/14/20	0.78	5.32	0.00	0.00	8.38	9.32	4.29	7.30	4.48	30.55
8/15/20	1.65	7.11	0.00	0.00	8.06	9.14	6.34	11.21	4.27	38.64
8/16/20	2.53	2.53	0.00	0.00	9.66	6.81	4.71	8.83	4.04	32.30
8/17/20	5.69	3.34	0.00	0.00	6.75	0.00	7.07	4.45	4.42	31.72
8/18/20	4.15	3.18	0.00	0.00	8.58	17.67	0.00	4.51	4.09	24.51
8/19/20	0.18	2.88	0.00	0.00	8.60	10.15	0.00	8.63	4.62	24.91
8/20/20	0.00	0.56	0.00	0.00	5.12	7.16	26.33	13.38	3.89	49.28
8/21/20	0.00	3.73	0.00	0.00	8.46	9.69	6.82	11.25	4.69	34.95
8/22/20	4.75	1.04	0.00	0.00	7.68	8.14	9.48	5.96	3.76	32.67
8/23/20	4.45	1.01	0.00	0.00	6.49	9.57	10.17	6.96	4.39	33.47
8/24/20	6.50	0.22	2.94	0.00	4.39	7.02	8.15	8.17	4.25	34.62
8/25/20	4.66	0.77	0.62	0.00	7.51	9.66	8.77	4.31	3.99	30.63
8/26/20	6.15	1.18	1.51	0.00	2.29	9.86	9.43	5.20	4.39	30.15
8/27/20	5.26	0.00	0.00	0.00	11.31	6.27	0.00	0.00	4.38	20.95
8/28/20	6.15	0.00	0.00	0.00	8.15	9.56	20.02	9.40	4.31	48.03
8/29/20	0.83	2.00	0.00	0.00	8.04	8.84	10.12	3.88	4.25	29.12
8/30/20	3.99	0.99	0.00	0.00	9.91	7.47	8.13	3.39	4.67	31.08
8/31/20	5.45	1.40	0.00	0.00	6.54	10.23	8.36	8.42	3.87	34.04
<b>TOTAL</b>	<b>133.67</b>	<b>77.30</b>	<b>5.07</b>	<b>0.00</b>	<b>240.49</b>	<b>268.74</b>	<b>232.10</b>	<b>182.17</b>	<b>132.97</b>	<b>1003.77</b>
<b>MIN</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>2.29</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>3.76</b>	<b>20.95</b>
<b>MAX</b>	<b>6.79</b>	<b>7.11</b>	<b>2.94</b>	<b>0.00</b>	<b>11.31</b>	<b>17.67</b>	<b>26.33</b>	<b>13.38</b>	<b>4.80</b>	<b>49.28</b>
<b>AVE</b>	<b>4.31</b>	<b>2.49</b>	<b>0.16</b>	<b>0.00</b>	<b>7.76</b>	<b>8.67</b>	<b>7.49</b>	<b>5.88</b>	<b>4.29</b>	<b>32.38</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.

**AUGUST 2020 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>
8/1/20	0.00	0.00	6.96	0.00	5.39	2.78	0.84	0.00
8/2/20	0.00	0.00	5.74	0.00	3.41	5.21	3.73	0.00
8/3/20	0.00	0.00	7.93	0.00	0.00	9.82	0.00	0.00
8/4/20	0.00	0.00	5.89	0.00	0.00	8.06	0.00	0.00
8/5/20	0.00	0.00	8.27	1.15	0.00	11.25	0.00	0.00
8/6/20	0.00	0.00	6.33	0.37	0.00	7.14	0.00	0.00
8/7/20	0.00	0.00	5.94	0.00	0.00	5.62	0.00	0.00
8/8/20	0.00	0.00	3.47	0.00	1.28	3.90	9.22	0.00
8/9/20	0.00	0.00	1.23	0.00	3.47	2.23	7.28	0.00
8/10/20	0.00	0.00	6.88	0.39	0.00	7.37	0.00	0.00
8/11/20	0.00	0.00	8.48	1.55	0.00	7.83	0.00	0.00
8/12/20	0.00	0.00	5.38	1.85	0.00	6.82	0.00	0.00
8/13/20	0.00	0.00	7.93	0.00	0.00	5.88	0.00	0.00
8/14/20	0.00	0.00	2.72	0.00	3.70	4.29	6.41	0.00
8/15/20	0.00	0.00	6.50	0.27	6.73	6.34	0.32	0.00
8/16/20	0.00	0.00	2.32	1.65	3.76	4.71	0.18	0.00
8/17/20	0.00	0.00	3.46	0.82	0.00	7.07	6.58	0.00
8/18/20	0.00	0.00	6.51	0.00	0.06	0.00	0.00	0.00
8/19/20	0.00	0.00	0.90	0.00	3.17	0.00	0.00	1.18
8/20/20	0.00	0.00	1.12	0.00	6.33	26.33	15.57	0.00
8/21/20	0.00	0.00	4.51	0.00	6.55	6.82	3.97	3.71
8/22/20	0.00	0.00	5.96	2.00	1.80	9.48	0.00	0.90
8/23/20	0.00	0.00	4.59	1.15	2.41	10.17	0.00	0.00
8/24/20	0.00	0.00	7.07	0.85	4.15	8.15	0.00	0.00
8/25/20	0.00	0.00	7.82	1.22	0.13	8.77	0.00	0.00
8/26/20	0.00	0.00	6.60	0.65	1.48	9.43	0.00	0.00
8/27/20	0.00	0.00	0.00	0.63	0.00	0.00	0.00	0.01
8/28/20	0.00	0.00	9.35	0.00	2.19	20.02	9.02	0.00
8/29/20	0.00	0.00	3.01	0.00	0.00	10.12	5.49	0.00
8/30/20	0.00	0.00	5.48	0.02	3.40	8.13	0.00	0.00
8/31/20	0.00	0.00	6.45	0.42	0.00	8.36	0.84	0.00
<b>TOTAL</b>	<b>0.00</b>	<b>0.00</b>	<b>164.80</b>	<b>14.99</b>	<b>59.41</b>	<b>232.10</b>	<b>69.45</b>	<b>5.80</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>9.35</b>	<b>2.00</b>	<b>6.73</b>	<b>26.33</b>	<b>15.57</b>	<b>3.71</b>
<b>AVE</b>	<b>0.00</b>	<b>0.00</b>	<b>5.32</b>	<b>0.48</b>	<b>1.92</b>	<b>7.49</b>	<b>2.24</b>	<b>0.19</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	Sept.	Oct.	Nov.	Dec.	Jan	Feb	March	April	May	June	July	Aug
Chino # 1 (580 ft) <b>In-active well</b>	<b>427'</b>	420'	420'	420'	420'	421'	421'	421'	420'	427'	426'	423'	423'
Chino # 2 (550 ft)	<b>366'</b>	349'	350'	346'	348'	347'	349'	354'	344'	344'	348'	350'	366'
City # 1 (260 ft) <b>Dry</b>	<b>392'</b>	342'	340'	340'	343'	286'	290'	300'	244'	245'	243'	242'	243'
City # 2 (480 ft)	<b>402'</b>	368'	393'	331'	316'	339'	319'	292'	284'	290'	285'	272'	269'
City # 3 (525 ft) <b>Out of Service</b>	<b>475'</b>	448'	448'	448'	448'	448'	448'	448'	448'	448'	448'	448'	448'
City # 4A (420 ft)	<b>406'</b>	364'	356'	355'	356'	355'	356'	355'	355'	356'	370'	375'	380'
City # 5 (385 ft) <b>In-active well</b>	<b>355'</b>	332'	334'	333'	334'	330'	333'	331'	331'	331'	330'	332'	330'
Rialto # 1 (650 ft) <b>In-active well</b>	<b>588'</b>	569'	567'	569'	569'	567'	567'	569'	567'	566'	569'	576'	576'
Rialto # 2 (550 ft) <b>In-active well</b>	<b>490'</b>	486'	486'	486'	486'	486'	486'	486'	486'	486'	486'	485'	485'
Rialto # 3 (485 ft)	<b>465'</b>	460'	460'	460'	460'	457'	460'	458'	460'	465'	461'	465'	465'
Rialto # 4 (450 ft) <b>In-active well</b>	<b>413'</b>	403'	404'	403'	403'	401'	400'	403'	402'	402'	403'	403'	405'
Rialto # 5 (560 ft)	<b>374'</b>	374'	370'	371'	370'	358'	359'	373'	372'	372'	371'	372'	373'
Rialto Well # 7 <b>In-active well</b>	<b>353'</b>	351'	351'	351'	351'	348'	350'	349'	350'	349'	349'	351'	353'
Miro # 3 (550 ft)	<b>484'</b>	472'	474'	474'	475'	474'	476'	476'	475'	473'	474'	482'	484'

- REGULATORY**

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

- 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
Perchlorate (ClO <sub>4</sub> )	µg/L	4.0	6.0
Total Dissolved Solids	mg/L	--	500
P= Present A= Absent mg/L = parts per million µg/L = parts per billion			

Sample Date	Sample Site Location Results								
8/13/2020	Chino 2	City 2	City 4A	Rialto 3	Rialto 5	Miro 3	BLF Cactus	BLF 6-9	OP RTP
Total Coliform	P/A**	A	A	A	A	A	A	A	A
E. Coli	A	A	A	A	A	A	A	A	A
Nitrate as N	3.3					2.9			
Perchlorate (ClO <sub>4</sub> )	<4.0			5.0*	<4.0	13*			
Total Dissolved Solids	220	190	290	220	230	220	280	320	230

\*Sample is from the well head so it is before disinfection & treatment. Treatment is performed before it goes into the distribution system. Water going into the distribution system is <4.0 (non-detect).

\*\*Chino 2 well head was disinfected and repeat sample was absent for coliform.

- **Sample Site Location Results**

<b>Rialto Distribution Sample Results</b>						
<b>August 2020</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 - 8/05/20</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	1.00	A	A			
1228 W. Merrill	1.00	A	A			
256 N. Fillmore	1.10	A	A			
987 W. Grove	1.00	A	A			
978 N. Driftwood	0.90	A	A			
1451 N. Linden	1.00	A	A			
469 W. Jackson	0.80	A	A			
935 E. Mariposa	0.70	A	A			
1000 N. Joyce	0.84	A	A			
766 N. Chestnut	0.79	A	A			
149 W. Victoria	0.91	A	A			
313 E. McKinley	1.12	A	A			
609 E. South	0.88	A	A			
273 E. Alru	0.96	A	A			
1161 S. Lilac	0.97	A	A			
101 E. Valley	0.97	A	A			
<b>CYCLE 2 - 8/12/20</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	1.33	A	A	<3.0	<1.0	0.14
101 S. Larch	1.10	A	A	<3.0	<1.0	<0.10
320 N. Wisteria	1.24	A	A	<3.0	<1.0	0.16
861 W. Grove	1.15	A	A	<3.0	<1.0	0.10
1168 N. Glenwood	1.13	A	A	<3.0	<1.0	0.10
1320 N. Fitzgerald	1.09	A	A	<3.0	<1.0	0.17
860 N. Willow	0.92	A	A	<3.0	<1.0	0.11
209 E. Cornell	1.04	A	A	<3.0	<1.0	0.11
643 E. Margarita	0.80	A	A	<3.0	<1.0	0.17
1170 N. Terrace Rd.	1.00	A	A	<3.0	<1.0	0.24
681 E. Erwin	1.00	A	A	<3.0	<1.0	0.13
402 E. Merrill	0.90	A	A	<3.0	<1.0	0.17
261 W. Wilson	0.80	A	A	<3.0	<1.0	0.17
532 S. Iris	1.20	A	A	<3.0	<1.0	0.15
281 W. Hawthorne	1.10	A	A	<3.0	<1.0	0.26
379 W. Valley	1.00	A	A	<3.0	<1.0	0.13



## Rialto Distribution Sample Results

August 2020

Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
<b>CYCLE 3 - 8/19/20</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
236 N. Willow	0.82	A	A			
775 E. Foothill	0.95	A	A			
878 N. Primrose	0.93	A	A			
369 E. Van Koevering	0.74	A	A			
274 W. Valencia	0.91	A	A			
1566 N. Fillmore	0.77	A	A			
932 N. Idyllwild	0.84	A	A			
644 N. Smoketree	0.91	A	A			
605 W. Rosewood	0.90	A	A			
1189 W. Second	0.94	A	A			
775 W. Rialto	1.17	A	A			
211 E. Wilson	0.75	A	A			
595 E. Huff	1.11	A	A			
1005 S. Riverside	0.75	A	A			
794 S. Verde	0.75	A	A			
1055 W. Bloomington	0.84	A	A			
<b>CYCLE 4 - 8/26/20</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
375 S. Cactus	1.07	A	A			
101 S. Linden	1.15	A	A			
234 N. Larch	0.99	A	A			
575 N. Driftwood	1.12	A	A			
1355 W. Shamrock	0.99	A	A			
992 N. Yucca	0.70	A	A			
481 W. Cornell	0.97	A	A			
158. E. Shamrock	0.85	A	A			
749 E. Holly	0.70	A	A			
545 E. Victoria	0.80	A	A			
200 N. Sycamore	0.90	A	A			
407 E. Allen	1.00	A	A			
399 E. Montrose	1.00	A	A			
856 S. Orange	0.90	A	A			
911 S. Cactus	0.90	A	A			
220 W. Valley	0.90	A	A			
P/A + Present or Absent						

- **Violations**

No violations were received during this reporting period.

- **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 246 mg/L for the month of August as compared to 236 mg/L in July. The TDS levels are below the secondary maximum contaminant level requirements.

- **HEALTH AND SAFETY**

- **Incidents**

There were no reportable safety incidents for the reporting period.

- **Training**

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

- Ladder Safety for General Industry
- Tailgate Safety Meetings

- **Lost Time Safety Record**

2,545 days since the last reportable lost time safety incident.

- **CHEMICAL USE**

Pelletized calcium hypochlorite and sodium hypochlorite are the only chemicals added to the water system. A total of 1152 pounds of calcium hypochlorite was used in August as compared to 984 pounds used in July; a total of 1797 gallons of sodium hypochlorite was used in August as compared to 1807 gallons used in July.

- **ELECTRICAL USE**

Southern California Edison (SCE) has not provided all data for August 2020. Therefore, we are unable to report the electrical use for this month. We will provide the data as it is received, thus will include yearly usage received to date.

SCE		kWh
Year	Month	Billed Usage
2019	August	636,146
2019	September	606,780
2019	October	506,773
2019	November	297,212
2019	December	225,172
2020	January	312,872
2020	February	360,600
2020	March	267,178
2020	April	461,148
2020	May	551,771
2020	June	622,558
2020	July	579,765

- **WATER QUALITY COMPLAINTS**

No complaints were received during this reporting period.

- **OPERATIONS UPDATE**

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

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

- **Operational Wells**

There are no outages to report.

- **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. Due to COVID-19 impacts (i.e. limited onsite staff, adherence to social distancing policies, limiting activities that require more than 1 person, etc.), 102 valves were exercised for the month of August. This increase is attributed to COVID restricting a significant portion of other work, which valve exercising will decrease when we are able to catch up with other work.

- **Hydrant Flushing**

Veolia reviewed the original hydrant flushing list that identified 83 hydrants that were to be flushed annually; the review was completed in 2018. Veolia has completed all of the required flushing for 2019. In August zero hydrant flushing's were performed. Veolia is pending confirmation from DDW regarding the reduction of hydrants that require this exercise. If confirmed, there will be approximately 63 hydrants that will be required to be flushed.

<b>Hydrant/Dead End Flushing Progress</b>	
	<b>2020</b>
January	0
February	0
March	26
April	5
May	4
June	0
July	0
August	0
<b>Total</b>	<b>35</b>
<b>Progress % (63)</b>	56

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

Sanitary surveys are completed every three (3) to five (5) years, which the last survey was completed by Department of Drinking Water (DDW) in 2015. In anticipation of the next survey (pending on DDW to schedule), Veolia has reviewed all the regulatory conditions required and is prepared for the next sanitary survey.

#### **• ASSET MANAGEMENT**

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

- Preventive Maintenance – 171
- Corrective Maintenance –308
- Predictive Maintenance –0

86 - PM's are scheduled for September 2020.

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

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

#### **• Major Equipment and/or Machinery Outages**

There are no outages to report.

• **RAINFALL TOTALS**

SEASON	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL	
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	1.81	3.96	6.70	1.79	0.00	1.31	0.00	16.63	
2019-20	0.00	0.00	0.00	0.00	0.64	1.52	0.23	0.33	1.18	3.42	0.00	0.00	7.32	
2020-21	0.00	0.00											0.00	
							July 20- June 21		=	0.00	INCHES			
							YEAR TO DATE FOR 2020		=	5.16	INCHES			
							AVG. RAINFALL FOR LAST FIVE YEARS			10.86	INCHES			
AVG. RAINFALL FOR SAN BERNARDINO COUNTY FOR THE LAST 100 YEA									16.25				INCHES	
2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	
Totals	0.23	0.33	1.18	3.42	0.00	0.00	0.00	0.00					5.16	

**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 2020	2.37	0.09	261	7.4	67.9	41.3	53.6	77	32	54	36.2	3.1 K	51.3
Feb 2020	3.51	1.43	341	6.4 K	71.0	42.7 K	56.2	71	22	42 K	31.2 K	4.1 K	52.5
Mar 2020	3.41	4.70 K	354	9.5 K	65.6	46.0 K	55.3	88	43	64 K	42.6 K	4.1 K	57.6
Apr 2020	4.44 K	4.87	427	11.6 K	73.5 K	52.0	61.8 K	85	43	64 K	48.2 K	3.9	62.4
May 2020	7.24 K	0.33	616	13.0	85.2 K	55.8	69.9 K	81	30	53 K	51.2 K	4.4 K	68.3
Jun 2020	6.86 K	0.00	593	13.5 K	87.3 K	58.8	71.9 K	79	30	56 L	54.1 L	4.8 K	67.1
Jul 2020	8.44 K	0.00	652	13.5	96.0 K	61.4	78.3 K	74	19	42 K	52.3 K	4.2	69.1 K
Aug 2020	7.57 K	0.00	561	15.8 K	98.3 K	66.6 K	81.5 K	71	22	43 K	56.3 K	3.9 K	74.9
Tots/Avg	43.84	11.4	476	11.3	80.6	53.1	66.1	78	30	52	46.5	4.1	62.9