

# City of Rialto

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



## **Regular Meeting - Final**

**Tuesday, December 17, 2024**

**REGULAR MEETING - 6:00 P.M.**

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

### **Utilities Commission**

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

HOW TO REVIEW THE AGENDA. ALL AGENDAS ARE POSTED IN THE CITY HALL ADMINISTRATION BUILDING (150 SOUTH PALM AVENUE, RIALTO) AT LEAST 72 HOURS IN ADVANCE OF THE MEETING. ALL WRITINGS THAT RELATE TO AN OPEN SESSION AGENDA ITEM AT A REGULAR UTILITIES COMMISSION MEETING DISTRIBUTED TO ALL OF THE UTILITIES COMMISSION WILL BE MADE AVAILABLE AT THE SAME TIME BUT AT LEAST 72 HOURS BEFORE A REGULAR MEETING, FOR PUBLIC INSPECTION ON THE CITY'S WEBSITE AT [www.yourrialto.com](http://www.yourrialto.com) AND IN THE OFFICE OF THE CITY CLERK LOCATED AT 290 WEST RIALTO AVENUE, RIALTO, CALIFORNIA (909-820-2519) FROM 7:00 A.M. TO 6:00 P.M., MONDAY THROUGH THURSDAY. ANY PERSON HAVING A QUESTION CONCERNING ANY AGENDA ITEM MAY CALL THE ADMINISTRATION/UTILITIES DIVISION AT 909-820-2689 TO MAKE INQUIRY CONCERNING THE NATURE OF THE ITEM DESCRIBED ON THE AGENDA.

ITEMS ADDED TO THE AGENDA. CONSISTENT WITH THE RALPH M. BROWN ACT, ADDITIONAL ITEMS MAY BE ADDED TO THE AGENDA AND ACTED UPON BY THE UTILITIES COMMISSION ONLY IF IT IS CONSIDERED TO BE A "SUBSEQUENT NEED" OR "EMERGENCY" ITEM AND IS ADDED BY A MAJORITY VOTE. MATTERS RAISED UNDER ORAL COMMUNICATIONS MAY NOT BE ACTED UPON AT THAT MEETING OTHER THAN AS PROVIDED ABOVE.

NEED ADA ASSISTANCE? IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT, IF YOU NEED SPECIAL ASSISTANCE TO PARTICIPATE IN THIS MEETING, PLEASE CONTACT THE PUBLIC WORKS DIRECTOR AT (909) 421-7279. NOTIFICATION 48 HOURS PRIOR TO THE MEETING WILL ENABLE THE CITY TO MAKE REASONABLE ARRANGEMENTS TO ENSURE ACCESSIBILITY TO THIS MEETING (28 CAR 35.102-35.104 ADA Title II).

HOW TO ATTEND THE MEETING.

Members of the public may attend the meeting in person.

HOW TO MAKE A PUBLIC COMMENT.

(1) Appear at the meeting and speak during the public comment period. There is a 5-minute time limit.

(2) You may submit a public comment in writing to the Rialto Utility Authority by email at [ASKRUA@RIALTOCA.GOV](mailto:ASKRUA@RIALTOCA.GOV).

## **CALL TO ORDER**

## **ROLL CALL**

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

## **PLEDGE OF ALLEGIANCE**

## **MOMENT OF SILENCE/INVOCATION**

## **APPROVAL OF MINUTES**

[UC-24-1895](#) Regular Meeting of October 15, 2024

Attachments: [Minutes - 10-15-2024.pdf](#)

## **ORAL COMMUNICATIONS**

## **NEW BUSINESS**

[UC-24-1902](#) Presentation on the *City of Rialto's Water Sampling Process* provided by Rialto Water Services/Veolia.

**Attachments:** [Drinking Quality Sampling.pdf](#)

[UC-24-1900](#) Monthly Activity Report for City of Rialto Waste Management Services

### **RECOMMENDATION**

Staff recommends that the Utilities Commission receive and file this report for the month of December 2024.

[UC-24-1894](#) Veolia's Monthly Operations Report - December 2024 (Reporting period October 2024).

Veolia's Monthly Operations Report - November 2024 (Reporting period September 2024).

### **(RECEIVE AND FILE)**

**Attachments:** [Monthly Operations Report - December 2024 \(Reporting period October 2024\).](#)

[Monthly Operations Report - November 2024 \(Reporting period September 2024\).](#)

## **OLD BUSINESS**

[UC-24-1897](#) Previous Discussion Update.

[UC-24-1896](#) To-Do List.

## **UTILITIES DIRECTOR UPDATES**

[UC-24-1898](#) Utilities Director Update.

## **COMMISSIONER REPORTS**

## **ADJOURNMENT**



# City of Rialto

## Legislation Text

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**File #:** UC-24-1895, **Version:** 1, **Agenda #:**

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For Utilities Commission Meeting [December 17, 2024]

TO: Honorable Chairperson and Commission

APPROVAL: John Rossi, Interim Utilities Director

FROM: Nicole Hemmans, Senior Administrative Analyst

Regular Meeting of October 15, 2024



**CITY OF RIALTO**  
**REGULAR MEETING OF THE UTILITIES COMMISSION**  
**October 15, 2024 - 6:00 P.M.**  
**MINUTES**

The Regular meeting of the Utilities Commission of the City of Rialto was held in the Civic Center Council Chambers located at 150 S. Palm Avenue, Rialto, California 92376, on Tuesday, October 15, 2024.

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

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**CALL TO ORDER**

Vice Chair June Hayes called the meeting to order at 6:06 p.m.

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**ROLL CALL**

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

Present:

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

Absent:

- Chair Barbara Rickman
- Commissioner Richard “Kim” Chitwood

City staff present:

- John Rossi, Interim Utilities Director
- Amy Crow, Administrative Analyst
- Toyasha Sebbag, Assistant to the City Manager
- Nicole Hemmans, Senior Administrative Analyst

Also present:

- Rolf Ohlemutz, General Manager – RWS/Veolia
- Nancy Jackson, Customer Service Supervisor – RWS/Veolia
- Andrew Coleman, Field Operations Supervisor – RWS/Veolia
- Stephanee Valencia, Operations Supervisor – RWS/Veolia
- Jason Brandon, Project Engineer – RWS/Veolia
- Frank Garza, Wastewater Chief Plant Operator – RWS/Veolia
- Michael Heftman, Regional Manager – Burrtec Waste Management

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**PLEDGE OF ALLEGIANCE**

Vice Chair Hayes led the pledge of allegiance.

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**MOMENT OF SILENCE/  
INVOCATION**

Nicole Hemmans led the invocation.

**APPROVAL OF MINUTES**

Regular Meeting of October 15, 2024.

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

- ◆ None.

**Action**

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

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**ORAL COMMUNICATIONS**

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

- ◆ None

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**NEW BUSINESS ITEMS**

**UC-24-1770**

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

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

**Questions & Comments**

- ◆ Commissioner Kobbe inquired whether material is weighed upon entering and exiting the Burrtec Material Recovery Facility (MRF).
  - Mr. Heftman confirmed that weighing takes place on the way in and way out of the MRF.
- ◆ Vice Chair Hayes inquired if bimetal cans are still accepted and if plastic bags are going away.
  - Mr. Heftman confirmed that bimetal cans are still being received and that plastic bags for groceries will be banned indefinitely.

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**UC-24-1771**

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

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

**Questions & Comments**

- ◆ Commissioner Kobbe inquired about the process of emptying a Vacuum Truck.
  - Mr. Garza stated that the wastewater from the Vacuum Truck is

taken to the wastewater treatment plant for processing and the solid waste material is sent to Burrtec.

- ◆ Mr. Ohlemutz advised that the purpose of the sewer cleaning process is to keep water flowing toward the treatment plant and that the mitigation of pests are not a part of the routine operation.

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**UC-24-1765**

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

Ms. Crow went over the Monthly Waste Management Report for the month of October 2024. (September Reporting Period).

**Questions & Comments**

- ◆ None.

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**UC-24-1768**

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

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

Section 5.1 (p) of the Concession Agreement states: *“Concessionaire or the Contractor, as applicable, will meet with the Authority’s Contract Administrator, or his designee, to review and discuss operating and Maintenance activities, plans and priorities for the Wastewater Facility. The frequency of such meetings shall be reasonable under the circumstances and mutually agreed to by Concessionaire and the Authority. Concessionaire shall attend the monthly meetings of the City of Rialto Utility Commission. Concessionaire shall additionally meet with representatives of the State, EPA, or other Governmental Agencies, or the City’s consulting or staff engineer, as reasonably required.”*

**Questions & Comments**

- ◆ Mr. Ohlemutz advised that Concessionaire representation will be present at the meetings in the future.
- ◆ Mr. Ohlemutz requested to attend the Utilities Commission meetings via ZOOM.
  - Vice Chair Hayes advised that she supports his request and requested staff to confirm if ZOOM can be provided.

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**UC-24-1767**

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

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

**Questions & Comments**

- ◆ Vice Chair Hayes requested reducing the current Drought Classification from stage 2 because we are no longer in a drought.
  - Ms. Sebbag suggested that any changes to the Drought Classification Stage occur after the final Drought Contingency Plan is available in 2025.
  - Mr. Rossi agreed and stated that waiting until Spring of 2025 will allow us to consider the upcoming winter season.
  
- ◆ Vice Chair Hayes asked the Commissioners if they would like to suggest changing the stage now or waiting until the Drought Contingency Plan is available in 2025.
  - The Commissioners agreed to wait until the Drought Contingency Plan is reviewed in 2025 before recommending any changes.

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**UC-24-1774**  
 Veolia's Operations and  
 Maintenance Monthly Report  
 (RECEIVE AND FILE)

Receive and File the Monthly Operations Report from Veolia for the months of October and November 2024 (August and September 2024 Reporting Period).

**Customer Service update provided by Nancy Jackson:**  
Questions & Comments

- ◆ Vice Chair Hayes asked how long it takes for services to be turned off after a bill is sent to collections.
  - Mrs. Jackson stated that services are disconnected after 30 days from going to collections, which is 90 days of non-payment.

**Water update provided by Andrew Coleman:**  
Questions & Comments

- ◆ Vice Chair Hayes provided an overview of the Cactus Basin recharge.
- ◆ Mr. Coleman suggested that recharge can be done at the Cedar Reservoir.

**Wastewater update provided by Frank Garza:**

Questions & Comments

- ◆ None.

**CIP update provided by Jason Brandon:**  
Questions & Comments

- ◆ None.



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**OLD BUSINESS**

**UC-24-1773**

Previous Discussion

Previous Discussion Update.

None.

**Questions & Comments**

◆ None.

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**UC-24-1772**

To-Do List

**Future Agenda Items:**

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

**Questions & Comments:**

○ None.

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**UTILITIES DIRECTOR  
UPDATES**

**Questions & Comments:**

- ◆ Ms. Sebbag advised that the title of **Utility Manager** has changed to **Utilities Director**.

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**COMMISSIONER'S REPORTS**

No Commissioner's updates provided.

**Questions & Comments:**

- ◆ None.

**ADJOURNMENT**

**Action**

- ◆ Commissioner Kobbe made a motion to approve.
- ◆ Commissioner Shields seconded.
- ◆ All in favor.
- ◆ Motion carried.
  
- ◆ Meeting adjourned at 7:36 p.m.





# City of Rialto

## Legislation Text

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**File #:** UC-24-1902, **Version:** 1, **Agenda #:**

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For Utilities Commission Meeting December 17, 2024

TO: Honorable Chair and Commission

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

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

# Drinking Water Sampling, Compliance and Regulatory Samples



Rialto Water Services, Operated by **Veolia**

# Water Quality Sampling:

- **Where**
- **When**
- **How**



# Where to Sample ??

- The sampling point is based on the systems Bacteriological Site Sampling Plan (BSSP) plan filed with The State Of California Water Boards.
- The BSSP, is specific to each water system.
- This Plan, states sources, locations and alternative sampling points

Old PS Codes	New PS Codes	Facility ID	Sample Point ID	Sample Point Name	Status
3610038-001	CA3610038_001_001	001	001	AIRPORT WELL (RIALTO 03)	A
3610038-004	CA3610038_004_004	004	004	CITY WELL 02	A
3610038-010	CA3610038_010_010	010	010	RIALTO WE LL 06 (ETIWANDA WELL)	A
3610038-016	CA3610038_016_016	016	016	BASELINE FEEDER	A
3610038-017	CA3610038_017_017	017	017	CHINO WELL 02	A
3610038-018	CA3610038_018_018	018	018	RIALTO WELL 05	A
3610038-019	CA3610038_019_019	019	019	CITY WELL 04A	A
3610038-020	CA3610038_020_020	020	020	CHINO WELL 02 - TREATED	A
3610038-021	CA3610038_021_021	021	021	RIALTO WELL 05 - TREATED	A
3610038-022	CA3610038_022_022	022	022	PURCHASED WATER - WEST VALLEY WD	A
3610038-023	CA3610038_023_023	023	023	EMERGENCY INTERTIE - CITY OF SAN BERNARD	A
3610038-024	CA3610038_024_024	024	024	EMERGENCY INTERTIE - SGVWC FONTANA WC	A
3610038-025	CA3610038_025_025	025	025	EMERGENCY INTERTIE - RIV HIGHLAND MWC	A
3610038-026	CA3610038_026_026	026	026	MONITORING WELL M1 - SHALLOW	A
3610038-027	CA3610038_027_027	027	027	MONITORING WELL M2 - PORT 1	A
3610038-028	CA3610038_027_028	027	028	MONITORING WELL M2 - PORT 2	A
3610038-029	CA3610038_027_029	027	029	MONITORING WELL M2 - PORT 3	A
3610038-030	CA3610038_027_030	027	030	MONITORING WELL M2 - PORT 4	A
3610038-031	CA3610038_027_031	027	031	MONITORING WELL M2 - PORT 5	A
3610038-032	CA3610038_027_032	027	032	MONITORING WELL M2 - PORT 6	A
3610038-033	CA3610038_027_033	027	033	MONITORING WELL M2 - PORT 7	A
3610038-034	CA3610038_034_034	034	034	MONITORING WELL M3 - PORT 1	A
3610038-035	CA3610038_034_035	034	035	MONITORING WELL M3 - PORT 2	A
3610038-036	CA3610038_034_036	034	036	MONITORING WELL M3 - PORT 3	A





# How to Sample:

- Techs will grab a sampling using the EPA method specific to each sample type.







# City of Rialto

## Legislation Text

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**File #:** UC-24-1900, **Version:** 1, **Agenda #:**

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For Utilities Commission Meeting [December 17, 2024]

TO: Honorable Chairperson and Commission

APPROVAL: Toyasha Sebbag, Assistant to the City Manager

FROM: Amy Crow, Administrative Analyst

Monthly Activity Report for City of Rialto Waste Management Services

### **RECOMMENDATION**

Staff recommends that the Utilities Commission receive and file this report for the month of December 2024.

### **BACKGROUND**

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

### **ANALYSIS/DISCUSSION**

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

- **Hazardous Household Waste Collected** - During the month of November:
  - 138 residents served
  - 255 gallons of used motor oil
  - 5 pallets of paint
  - 7 drums of miscellaneous poisons and other toxic liquids
  - 5 barrels of sharps, including needles, lancets, and syringes used by residents for their home healthcare and medical needs

During the month of December, the Household Hazardous Waste site was open on the 6th and 7th and will be open on the 20th and 21st from 8 am until noon.

- **Community Clean-up Day Stats**

October 26, 2024

Activities Included:

Used Tire Collection = **355**

Electronic Waste Drop-off = **10,719 lbs**

Personal Document Shredding = **11,850 lbs**

Trash, Bulky Items, Green Waste Drop-off =

**Metal = 7.99 tons**

**Green Waste = 6.1 tons**

**Inerts = 7.6 tons**

**Trash = 39.62 tons**

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



# City of Rialto

## Legislation Text

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**File #:** UC-24-1894, **Version:** 1, **Agenda #:**

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For Utilities Commission Meeting December 17, 2024

TO: Honorable Chair and Commission

APPROVAL: John Rossi, Interim Utilities Director

FROM: Nicole Hemmans, Senior Administrative Analyst

Veolia's Monthly Operations Report - December 2024 (Reporting period October 2024).

Veolia's Monthly Operations Report - November 2024 (Reporting period September 2024).

**(RECEIVE AND FILE)**

# Utility Commission Report December 2024

Reporting period October 2024



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

**Reporting Period:  
October 2024**

**Prepared for: Rialto Water Services**

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



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

**Reporting Period:**

**October 2024**

**Prepared for: Rialto Water Services**

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



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

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# RIALTO WATER

## MONTHLY OPERATIONS REPORT

### I. EXECUTIVE SUMMARY

Highlights of this month's Water O&M report include the following:

- The water distribution network achieved compliance with all permit requirements.
- No sample anomalies that require secondary sampling.
- No significant issues with water availability. The purchasing of water remained consistent and daily equalization tanks levels remained at anticipated volume for customer availability.
- The Preventative Maintenance Program, as well as Valve Exercising, continues to identify areas of focus for our Routine Repair and Replacement.

## A. Water Production Totals

Total water delivered into the Rialto system this month was 969.67 acre-feet. 652.93 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). 183.24 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 133.50 acre-feet came from the OPRTP.

OCTOBER 2024 DAILY PRODUCTION TOTALS IN ACRE FEET											
DATE	Chino 2	City 2	Rialto 3	Rialto 5	Miro 3	EW-1	Delivered Via BLF				TOTAL <sup>3</sup>
							City 4A	Purchased		OPRTP <sup>2</sup>	
							BOOSTER 6-9	Cactus <sup>1</sup>			
10/1/24	0.00	4.59	0.00	0.00	4.69	8.07	8.41	2.92	8.84	0.30	29.41
10/2/24	0.00	4.46	0.00	0.00	4.33	6.33	2.57	6.06	1.32	4.28	26.78
10/3/24	0.00	4.38	0.00	0.00	4.05	5.79	0.00	7.53	4.48	4.42	30.65
10/4/24	0.00	6.01	0.00	0.00	4.60	5.61	7.74	5.05	4.59	4.22	30.08
10/5/24	5.28	1.50	0.00	0.00	4.15	4.64	5.18	8.59	7.99	5.12	37.28
10/6/24	5.21	0.00	0.00	0.00	4.96	7.17	0.87	5.49	3.88	4.64	31.35
10/7/24	4.64	0.82	0.00	0.00	3.77	6.25	3.30	6.13	5.74	4.13	31.48
10/8/24	4.36	2.69	0.00	0.00	4.51	5.56	0.00	4.84	4.98	4.42	31.35
10/9/24	5.21	3.63	0.00	0.00	4.47	6.08	0.44	4.11	4.71	4.53	32.75
10/10/24	4.96	1.52	0.00	0.00	4.59	5.98	2.16	4.61	5.72	4.65	32.03
10/11/24	5.46	2.91	0.00	0.00	4.08	6.08	0.85	0.64	6.38	3.94	29.49
10/12/24	4.96	2.53	0.00	0.00	4.45	5.63	8.47	8.91	5.88	5.68	38.04
10/13/24	5.76	1.26	0.00	0.00	4.57	6.04	5.60	8.86	0.46	3.86	30.82
10/14/24	4.82	2.48	0.00	0.00	4.55	6.10	0.00	6.36	1.08	4.27	29.66
10/15/24	5.03	7.95	0.00	0.00	3.92	6.19	0.00	0.02	4.52	4.43	32.06
10/16/24	4.96	0.52	0.00	0.00	4.39	5.29	0.23	3.31	3.81	4.45	26.74
10/17/24	4.43	4.24	0.00	0.00	4.64	5.88	0.22	0.00	5.28	4.62	29.10
10/18/24	5.39	1.01	0.00	0.00	2.67	7.89	8.43	10.51	4.84	5.12	37.43
10/19/24	5.83	0.00	0.00	0.00	3.81	4.12	7.11	0.00	7.16	0.00	20.92
10/20/24	5.74	0.00	0.00	0.00	4.16	5.73	7.90	11.59	4.22	9.01	40.45
10/21/24	4.50	1.50	0.00	0.00	3.71	6.23	6.75	6.86	6.04	4.13	32.97
10/22/24	4.66	0.00	0.00	0.00	3.94	5.57	9.36	7.46	4.68	5.05	31.35
10/23/24	4.82	0.00	0.00	0.00	4.32	5.83	6.91	8.93	5.58	3.41	32.89
10/24/24	4.87	0.32	0.00	0.00	3.89	6.34	8.49	7.14	5.37	4.65	32.57
10/25/24	5.49	5.47	0.00	0.00	3.90	5.81	0.00	0.00	4.06	4.23	28.96
10/26/24	5.67	5.18	0.00	0.00	3.88	5.76	0.00	0.00	5.65	4.74	30.89
10/27/24	4.64	5.28	0.00	0.00	4.18	5.79	0.00	1.12	4.04	5.47	30.52
10/28/24	5.51	4.15	0.00	0.00	3.71	6.10	1.72	2.43	4.68	3.20	29.78
10/29/24	4.80	4.91	0.00	0.00	3.14	7.00	3.34	3.98	3.03	3.45	30.31
10/30/24	4.77	5.42	0.00	0.00	4.41	4.58	0.00	0.00	3.54	5.77	28.49
10/31/24	4.72	6.30	0.00	0.00	3.63	11.82	0.00	0.00	3.30	3.31	33.08
<b>TOTAL</b>	<b>136.49</b>	<b>91.03</b>	<b>0.00</b>	<b>0.00</b>	<b>128.07</b>	<b>191.29</b>	<b>106.05</b>	<b>143.45</b>	<b>145.85</b>	<b>133.50</b>	<b>969.67</b>
<b>MIN</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>2.67</b>	<b>4.12</b>	<b>0.00</b>	<b>0.00</b>	<b>0.46</b>	<b>0.00</b>	<b>20.92</b>
<b>MAX</b>	<b>5.83</b>	<b>7.95</b>	<b>0.00</b>	<b>0.00</b>	<b>4.96</b>	<b>11.82</b>	<b>9.36</b>	<b>11.59</b>	<b>8.84</b>	<b>9.01</b>	<b>40.45</b>
<b>AVE</b>	<b>4.40</b>	<b>2.94</b>	<b>0.00</b>	<b>0.00</b>	<b>4.13</b>	<b>6.17</b>	<b>3.42</b>	<b>4.63</b>	<b>4.70</b>	<b>4.31</b>	<b>31.28</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.

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

<b>DATE</b>	<b>Booster 1</b>	<b>Booster 2</b>	<b>Booster 3</b>	<b>Booster 4</b>	<b>Booster 5</b>	<b>Booster 6-9</b>	<b>Booster 10</b>	<b>Booster 11</b>
10/1/24	0.00	0.00	3.67	0.00	0.00	2.92	0.00	0.00
10/2/24	0.00	0.00	1.92	0.00	0.01	6.06	0.00	0.00
10/3/24	0.00	0.00	2.99	0.00	0.00	7.53	0.00	0.00
10/4/24	0.00	0.00	3.27	0.00	0.00	5.05	0.00	0.00
10/5/24	0.00	0.00	3.79	0.00	1.72	8.59	0.00	0.00
10/6/24	0.00	0.00	2.49	0.00	0.00	5.49	0.00	0.00
10/7/24	0.00	0.00	2.69	0.00	0.00	6.13	0.00	0.00
10/8/24	0.00	0.00	3.25	0.00	0.00	4.84	0.00	0.00
10/9/24	0.00	0.00	3.85	0.00	0.00	4.11	0.00	0.00
10/10/24	0.00	0.00	3.19	0.00	0.00	4.61	0.00	0.00
10/11/24	0.00	0.00	1.15	0.00	1.33	0.64	0.00	0.00
10/12/24	0.00	0.00	3.23	0.00	3.84	8.91	0.00	0.00
10/13/24	0.00	0.00	2.30	0.00	0.19	8.86	0.00	0.00
10/14/24	0.00	0.00	1.57	0.00	0.00	6.36	0.00	0.00
10/15/24	0.00	0.00	4.20	0.00	0.00	0.02	0.00	0.00
10/16/24	0.00	0.00	1.43	0.00	0.00	3.31	0.00	0.00
10/17/24	0.00	0.00	3.29	0.00	0.00	0.00	0.00	0.00
10/18/24	0.00	0.00	5.66	0.00	0.00	10.51	0.00	0.00
10/19/24	0.00	0.00	0.00	0.00	2.33	0.00	0.00	0.00
10/20/24	0.00	0.00	7.74	0.00	0.00	11.59	0.00	0.00
10/21/24	0.00	0.00	3.82	0.00	0.00	6.86	0.00	0.00
10/22/24	0.00	0.00	4.37	0.00	0.00	7.46	0.00	0.00
10/23/24	0.00	0.00	3.45	0.00	0.00	8.93	0.00	0.00
10/24/24	0.00	0.00	2.95	0.00	0.00	7.14	0.00	0.00
10/25/24	0.00	0.00	3.12	0.00	0.00	0.00	0.00	0.00
10/26/24	0.00	0.00	4.79	0.00	0.00	0.00	0.00	0.00
10/27/24	0.00	0.00	3.68	0.00	0.00	1.12	0.00	0.00
10/28/24	0.00	0.00	2.27	0.00	0.00	2.43	0.00	0.00
10/29/24	0.00	0.00	4.20	0.00	0.00	3.98	0.00	0.00
10/30/24	0.00	0.00	4.21	0.00	0.00	0.00	0.00	0.00
10/31/24	0.00	0.00	2.94	0.00	0.00	0.00	0.00	0.00
<b>TOTAL</b>	<b>0.00</b>	<b>0.00</b>	<b>101.48</b>	<b>0.00</b>	<b>9.42</b>	<b>143.45</b>	<b>0.00</b>	<b>0.00</b>
<b>MIN</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>MAX</b>	<b>0.00</b>	<b>0.00</b>	<b>7.74</b>	<b>0.00</b>	<b>3.84</b>	<b>11.59</b>	<b>0.00</b>	<b>0.00</b>
<b>AVE</b>	<b>0.00</b>	<b>0.00</b>	<b>3.27</b>	<b>0.00</b>	<b>0.30</b>	<b>4.63</b>	<b>0.00</b>	<b>0.00</b>

## B. Static Water Levels

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

Depth to Water													
Wells Depth to Pump	Historical Maximum Depth to Water	Oct	Nov	Dec	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct
Chino # 1 (580 ft) In-active well	429'	423'	416'	411'	411'	420'	417'	411'	414'	414'	412'	411'	411'
Chino # 2 (550 ft)	369'	369'	344'	344'	345'	342'	346'	354'	347'	352'	347'	347'	343'
City # 1 (260 ft)	392'	243'	247'	247'	247'	247'	164'	158'	158'	151'	150'	247'	247'
City # 2 (480 ft)	402'	212'	212'	212'	210'	171'	182'	164'	164'	164'	171'	210'	137'
City # 3 (525 ft) Out of Service	505'	456'	456'	451'	429'	450'	423'	423'	423'	418'	417'	416'	416'
City # 4A (528 ft)	406'	368'	374'	375'	376'	361'	373'	373'	374'	380'	379'	380'	380'
City # 5 (385 ft) In-active well	364'	364'	360'	358'	340'	339'	340'	339'	335'	333'	334'	332'	322'
Rialto # 1 (650 ft) In-active well	588'	574'	574'	581'	553'	564'	569'	569'	571'	571'	571'	571'	553'
Rialto # 2 (550 ft) In-active well	502'	498'	500'	501'	499'	500'	500'	500'	501'	500'	501'	502'	501'
Rialto # 3 (509 ft)	478'	474'	474'	474'	474'	475'	474'	475'	474'	477'	477'	473'	476'
Rialto # 4 (450 ft) In-active well	418'	414'	415'	415'	416'	415'	415'	415'	415'	416'	415'	418'	418'
Rialto # 5 (560 ft)	386'	380'	382'	383'	385'	385'	386'	386'	386'	386'	385'	384'	384'
Rialto Well # 7 In-active well	362'	362'	362'	362'	362'	361'	362'	362'	361'	361'	362'	362'	362'
Miro # 3 (563 ft)	492'	487'	489'	487'	485'	486'	487'	488'	487'	489'	487'	485'	485'
EW-1 (780 ft)	476'	476'	476'	476'	474'	475'	476'	476'	473'	474'	475'	474'	473'

January 2024 the sounder was out of service.

## II. REGULATORY

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

### A. Regulatory Submittals

- Monthly Summary of Distribution System Coliform Monitoring
- NPDES Discharge Letter
- Conservation SAFER Report

Sample Test Result Standards			
Type of Sampling	Units of Measure	Detectable Limit for Reporting	Maximum Contaminant Level
Total Coliform	A	--	--
E. Coli	A	--	--
Nitrate as N	mg/L	0.20	10
Perchlorate (ClO <sub>4</sub> )	µg/L	1.0	6.0
Total Dissolved Solids	mg/L	--	500
Perfluorooctanoic (PFOA)	ng/L	2.0	4
Perfluorooctanesulfonic (PFOS)	ng/L	2.0	4
1,2,3-TCP	µg/L	0.0050	0.005
Hexavalent Chromium	µg/L	0.10	10
P= Present A= Absent mg/L = parts per million µg/L = parts per billion ng/L = parts per trillion			

Sample Date	Sample Site Location Results									
	Chino 2	City 2	City 4A	Rialto 3	Rialto 5	Miro 3	EW-1	BLF Cactus	BLF 6-9	OPRT P
10/18/2024										
Type of Sampling										
Total Coliform	A	A	A	A	A	A	A	A	A	A
E. Coli	A	A	A	A	A	A	A	A	A	A
Nitrate as N	3.2									
Perchlorate (ClO <sub>4</sub> )	1.6*			1.7*	<1.0	9.2*	140*			
Total Dissolved Solids	230	200	320	230	240	230	230	340	320	220
Perfluorooctanoic (PFOA)	<2.0									
Perfluorooctanesulfonic (PFOS)	<2.0									
1,2,3-TCP	<0.0050	<0.0050	<0.0050	<0.0050						
Hexavalent Chromium	2.8	0.97	0.58	1.7	0.96	1.2	1.2	1.4	1.4	0.16

\*Sample is from the well head so it is before disinfection & treatment. Treatment is performed before it goes into the distribution system. Water going into the distribution system is <1.0 (non-detect).

Sample Date 10/10/2024	Sample Site Location Results					
Type of Sampling	749 E Holly	978 N Driftwood	1228 W Merrill	101 E Valley	BLF Cactus Reservoir	OPRTP
<b>Trihalomethanes</b>						
Bromodichloromethane						2.3
Bromoform						<1.0
Chloroform (Trichloromethane)						2.6
Dibromochloromethane						1.8
Total Trihalomethanes (TTHM)						6.7
<b>Haloacetic Acid</b>						
Monochloroacetic Acid						<1.0
Dichloroacetic Acid						1.0
Trichloroacetic Acid						<1.0
Monobromoacetic Acid						<2.0
Dibromoacetic Acid						<1.0
Total Haloacetic Acids (HAA5)						1.0

## B. Sample Site Location Results

<b>Rialto Distribution Sample Results</b>						
<b>October 2024</b>						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
<b>CYCLE 1 - 10/08/24</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
335 W. Rialto	1.18	A	A			
1228 W. Merrill	1.13	A	A			
256 N. Fillmore	1.22	A	A			
987 W. Grove	1.25	A	A			
978 N. Driftwood	1.25	A	A			
1451 N. Linden	1.14	A	A			
469 W. Jackson	1.10	A	A			
935 E. Mariposa	1.12	A	A			
1000 N. Joyce	1.08	A	A			
766 N. Chestnut	1.12	A	A			
149 W. Victoria	1.11	A	A			
313 E. McKinley	1.10	A	A			
609 E. South	1.13	A	A			
273 E. Alru	1.05	A	A			
1161 S. Lilac	1.09	A	A			
101 E. Valley	1.02	A	A			
<b>CYCLE 2 - 10/15/24</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
210 N. Park	1.10	A	A			
101 S. Larch	1.10	A	A			
320 N. Wisteria	1.20	A	A			
861 W. Grove	1.20	A	A			
1168 N. Glenwood	1.10	A	A			
1320 N. Fitzgerald	1.10	A	A			
860 N. Willow	1.30	A	A			
209 E. Cornell	1.30	A	A			
643 E. Margarita	1.20	A	A			
1170 N. Terrace Rd.	1.00	A	A			
681 E. Erwin	1.10	A	A			
402 E. Merrill	1.10	A	A			
261 W. Wilson	1.00	A	A			
532 S. Iris	0.90	A	A			
281 W. Hawthorne	1.00	A	A			
379 W. Valley	0.80	A	A			



## Rialto Distribution Sample Results

October 2024

Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
<b>CYCLE 3 - 10/22/24</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
236 N. Willow	1.31	A	A			
775 E. Foothill	0.76	A	A			
878 N. Primrose	1.30	A	A			
369 E. Van Koevering	1.13	A	A			
274 W. Valencia	1.08	A	A			
1566 N. Fillmore	1.18	A	A			
932 N. Idyllwild	1.27	A	A			
644 N. Smoketree	1.27	A	A			
605 W. Rosewood	1.18	A	A			
1189 W. Second	1.33	A	A			
775 W. Rialto	1.23	A	A			
211 E. Wilson	1.04	A	A			
595 E. Huff	0.98	A	A			
1005 S. Riverside	1.06	A	A			
794 S. Verde	1.10	A	A			
1055 W. Bloomington	0.99	A	A			
<b>CYCLE 4 - 10/30/24</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
375 S. Cactus	0.86	A	A	<3.0	1	<0.10
101 S. Linden	1.08	A	A	<3.0	1	0.44
234 N. Larch	1.06	A	A	<3.0	1	0.47
575 N. Driftwood	1.07	A	A	<3.0	1	0.14
1355 W. Shamrock	0.97	A	A	<3.0	1	<0.10
992 N. Yucca	1.16	A	A	<3.0	1	1.00
481 W. Cornell	1.00	A	A	<3.0	1	0.14
158. E. Shamrock	1.10	A	A	<3.0	1	<0.10
749 E. Holly	1.07	A	A	<3.0	1	<0.10
545 E. Victoria	1.10	A	A	<3.0	1	<0.10
200 N. Sycamore	0.88	A	A	<3.0	1	0.26
407 E. Allen	1.05	A	A	<3.0	1	0.16
399 E. Montrose	0.91	A	A	<3.0	1	<0.10
856 S. Orange	1.11	A	A	5.0	1	<0.10
911 S. Cactus	0.90	A	A	<3.0	1	<0.10
220 W. Valley	0.98	A	A	<3.0	1	<0.10
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 256 mg/L for the month of October as compared to 239 mg/L in September. The TDS levels are below the secondary maximum contaminant level requirements.

**III. HEALTH AND SAFETY**

**A. Monthly Safety Program Overview**

Category	Monthly Statistic
Safety Training Topics	Confined Space Authorized Entrant, Attendant , Supervisor-Operations Level Refresher Work Zone Safety and Flagger-TTCZ Fire Prevention Plan
Lost Time Incidents, count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	15
Vehicle Incidents, count	0

\*A lost time incident has not occurred in the past 4036 days.

**IV. CHEMICAL USE**

Sodium hypochlorite is the only chemical added to the water system. A total of 2822 gallons of sodium hypochlorite was used in October as compared to 3040 gallons used in September.

**V. ELECTRICAL USE**

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

SCE		kWh
Year	Month	Billed Usage
2023	October	531,770
2023	November	564,667
2023	December	373,789
2024	January	208,007
2024	February	186,792
2024	March	421,268
2024	April	463,324
2024	May	428,050
2024	June	629,344
2024	July	550,202
2024	August	650,431
2024	September	562,739

**VI. WATER QUALITY COMPLAINTS**

No complaints were received during this reporting period.

**VII. OPERATIONS UPDATE**

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

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

**A. Operational Wells**

All wells were operational.

**B. Valve Activity**

On the basis of information collected in 2019, Veolia now has a baseline assessment of all valves and has initiated a new cycle of valve exercising. 114 valves were exercised for the month of October.

<b>Valve Turning Progress</b>	
	<b>Valves Turned</b>
2020	530
2021	340
2022	463
2023	750
2024	312

**C. Hydrant Flushing**

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

<b>Hydrant/Dead End Flushing Progress</b>	
	<b>2024</b>
January	0
February	3
March	9
April	0
May	5
June	0
July	5
August	20
September	0
October	6
<b>Total</b>	<b>48</b>

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

The last sanitary survey was completed by the Department of Drinking Water (DDW) in 2015. Veolia has reviewed all the regulatory conditions required and is prepared for the sanitary survey. DDW performed field site visits on May 22 and August 22, 2024. The results of the sanitary survey were received on September 19, 2024. Veolia will reach out to DDW regarding the minor deficiencies.

### **VIII. ASSET MANAGEMENT**

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

- Preventive Maintenance –10
- Corrective Maintenance –0
- Predictive Maintenance –0

124– PMs planned for November 2024

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

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

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

All wells were operational.

## IX. RAINFALL TOTALS

SEASON	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
2019-20	0.00	0.00	0.00	0.00	0.64	1.52	0.23	0.33	1.18	3.42	0.00	0.00	7.32
2020-21	0.00	0.00	0.00	0.00	0.85	1.02	2.55	0.05	1.13	0.00	0.00	0.00	5.60
2021-22	0.53	0.00	0.00	0.55	0.00	7.27	0.00	0.00	0.77	0.45	0.03	0.00	9.60
2022-23	0.00	0.00	0.24	0.38	2.15	1.80	5.06	4.14	7.73	0.20	0.59	0.00	22.29
2023-24	0.00	2.62	0.00	0.09	0.60	1.18	1.00	10.38	1.87	0.53	0.34	0.00	18.61
2024-25	0.00	0.00	0.00	0.00									0.00

July 24- June 25	=	0.00 INCHES
YEAR TO DATE FOR 2024	=	14.12 INCHES
AVG. RAINFALL FOR LAST FIVE YEARS	=	8.87 INCHES

AVG. RAINFALL FOR SAN BERNARDINO COUNTY FOR THE LAST 100 YEARS :	16.25 INCHES
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2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Totals	1.00	10.38	1.87	0.53	0.34	0.00	0.00	0.00	0.00	0.00			14.12

## Highland - Los Angeles Basin - Station 251

Month Year	Total ETo (in)	Total Precip (in)	Avg Sol Rad (Ly/day)	Avg Vap Pres (mBars)	Avg Max Air Temp (°F)	Avg Min Air Temp (°F)	Avg Air Temp (°F)	Avg Max Rel Hum (%)	Avg Min Rel Hum (%)	Avg Rel Hum (%)	Avg Dew Point (°F)	Avg Wind Speed (mph)	Avg Soil Temp (°F)
Jan 2024	2.19	1.25	257	7.9 K	65.1	41.9	52.5	80	37	58 K	37.5 K	3.3 K	52.2
Feb 2024	2.08	8.56	268	9.5 K	62.4	44.6	52.9	88	50	69 K	42.6 K	3.2 K	53.8
Mar 2024	3.58	2.31	384	9.5	65.1 K	45.0	54.7	87	44	66	43.0	4.2 K	57.4
Apr 2024	5.12	0.63 K	517	10.4	73.5 K	47.5 K	59.7 K	85	36	60 K	44.9 K	4.1	60.7
May 2024	5.95	0.02 K	579 K	13.0 K	76.8	53.0 K	63.3 K	89 K	41 K	66	51.5	4.6 K	66.1 K
Jun 2024	7.42	0.00	659	15.5	89.7	59.6	73.8	83	34	56	56.2	4.5	68.8
Jul 2024	8.79	0.01	666	16.5	99.7 K	66.3	82.7	72	24	43	57.8	4.4 K	72.8
Aug 2024	8.14	0.75	617	14.7 K	98.2 K	64.8	80.7 K	70	21	41 K	54.6 K	4.3	76.1
Sep 2024	5.61	1.03 K	470 K	14.9 K	91.4 K	62.0	75.5 K	77 K	29 K	52 K	55.1 K	3.8 K	73.2 K
Oct 2024	4.65	0.56	405	11.5	86.9	56.6	70.6	73	25	45	47.4	3.4 K	67.5
Tots/Avgs	53.53	15.1	482	12.3	80.9	54.1	66.6	80	34	56	49.1	4.0	64.9

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## I. CUSTOMER SERVICE SUMMARY

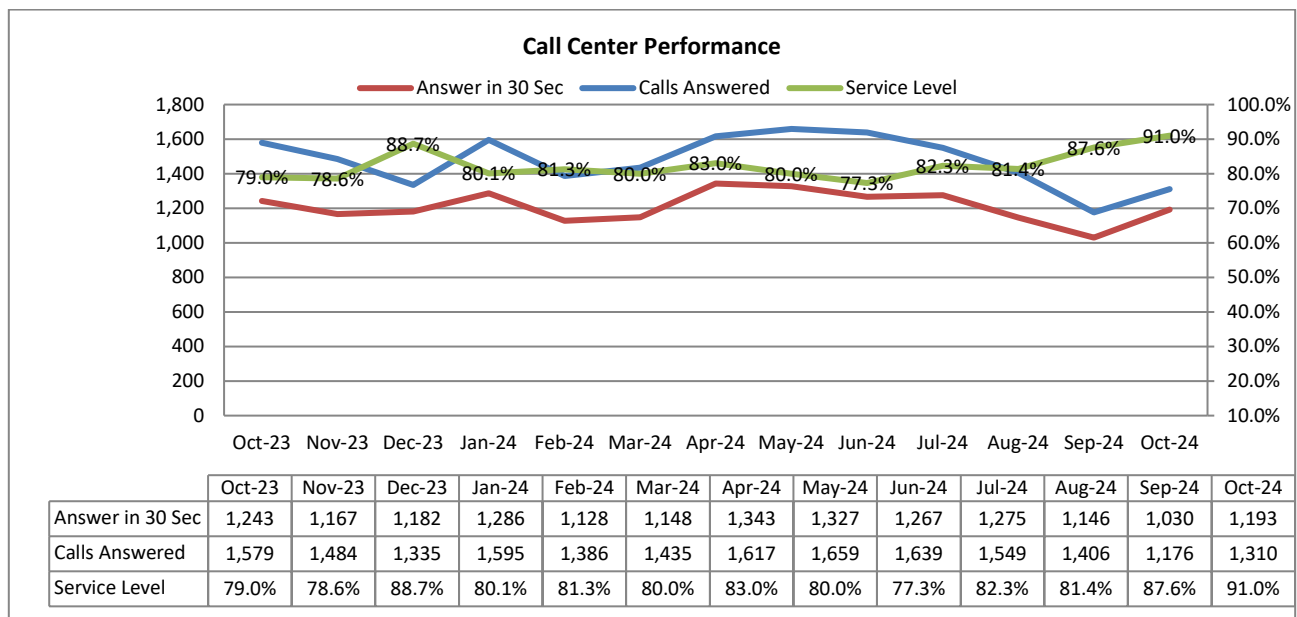
During this reporting month, the Customer Service team provided call service level of 91%. Out of 1,310 inbound calls answered, 1,193 were answered within the first 30 seconds.

Water consumption has decreased by 30.1% when compared against previous month. When compared against last year, consumption has increased by 10.5%.

Sewer revenue has decreased by 3.8% compared to the prior month and increased by 2.3% from last year.

## II. CALL CENTER PERFORMANCE

During this reporting month, service level was 91% with 1,193 out of 1,310 being answered within the first 30 seconds. Overall average wait time was twenty-one (21) seconds.



## III. AUTOMATED SERVICES

About 12,414 or 55% of the rate payers have created log-ins to access their accounts online. Of these customers, with online access, 47.1% have chosen the e-bill option. This e-bill participation is 8.7% increase from October of the prior year.

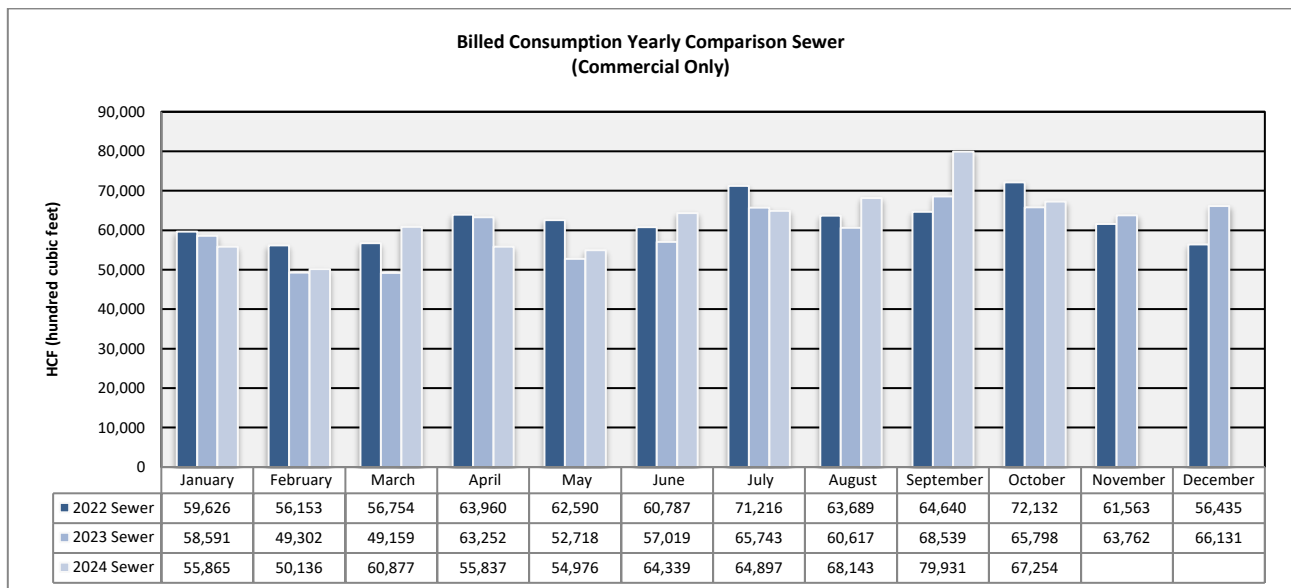
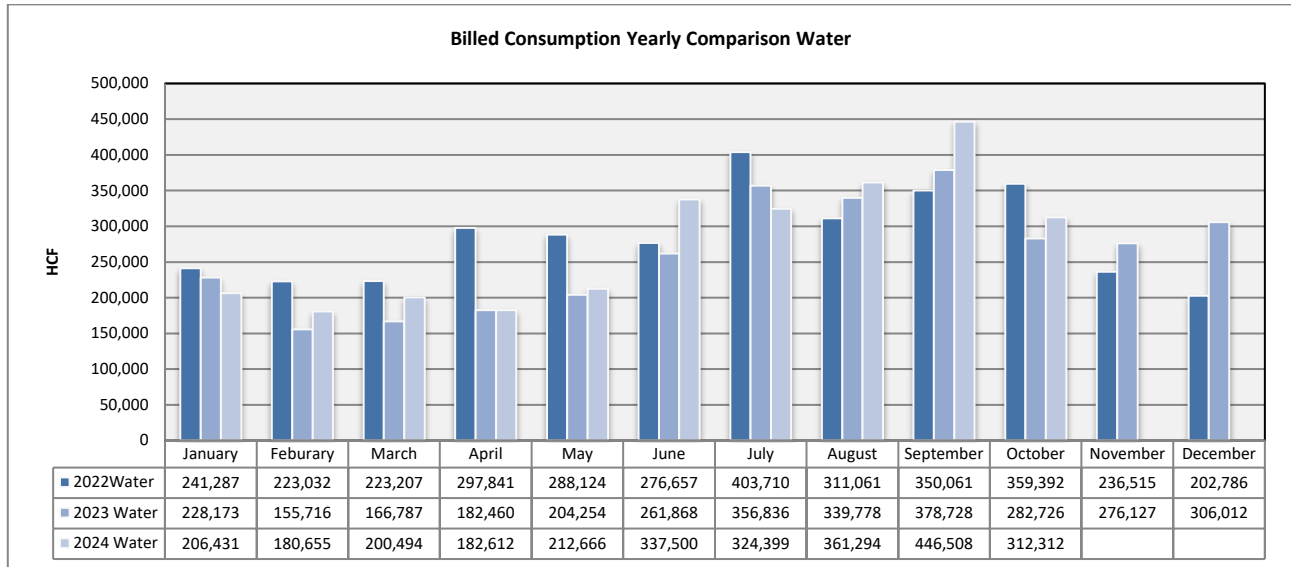
	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24
Number of Bills	22,062	22,106	22,161	22,204	22,246	22,202	22,369	22,331	22,372	22,410	22,425	22,470	22,541
Number of Bill Adjustments (during billing)	8	9	5	15	18	10	12	16	10	11	9	5	11
Automated Over the Phone Payments	2,809	2,597	2,340	2,700	2,539	2,539	2,592	2,382	2,058	2,250	2,310	2,050	2,483
Online Payment	9,615	8,624	7,466	10,027	8,553	7,756	9,888	9,126	7,457	9,828	9,302	7,538	9,302
E-bill Participants	5,383	5,896	5,451	5,497	5,534	5,564	5,610	5,654	5,683	5,731	5,770	5,814	5,855
Auto Pay Participants (New Portal)	3,863	3,896	3,927	3,984	4,007	4,054	4,082	4,129	4,165	4,221	4,273	4,278	4,305
PayNearMe	122	134	107	128	100	115	118	111	88	114	118	92	95



## IV. CONSUMPTION & BILLING

### A. Consumption

Water consumption has decreased by 30.1% when compared against previous month. When compared against last year, consumption has increased by 10.5%. This decrease in water consumption is due to the number of days between the reads (27 versus 35 days). Water consumption was high during the previous month.



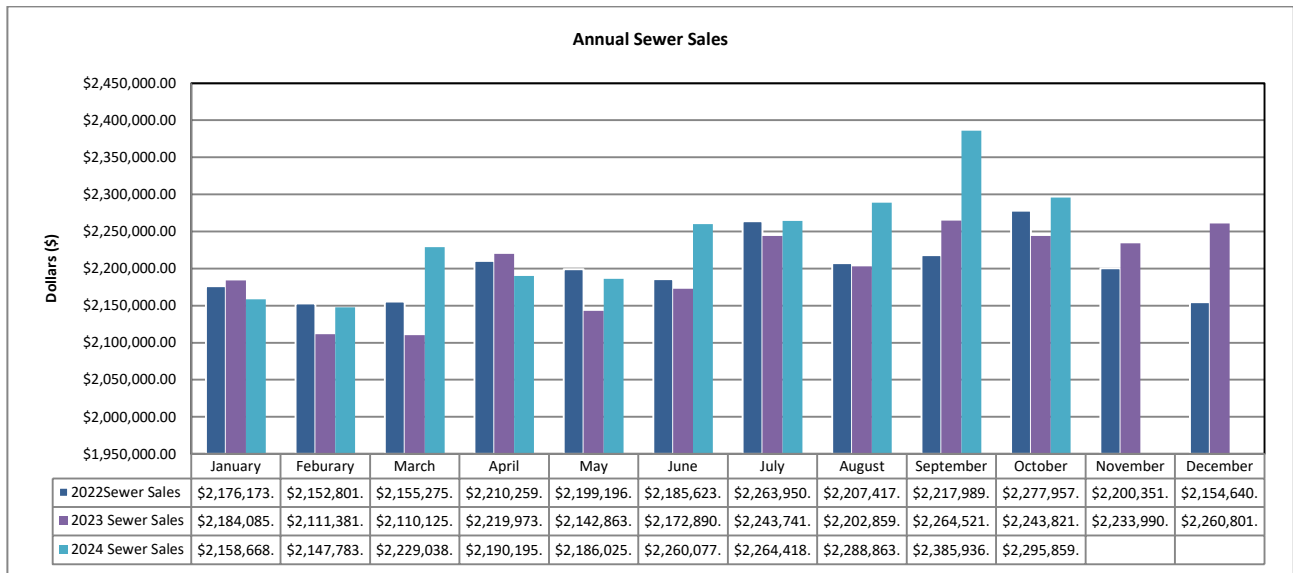
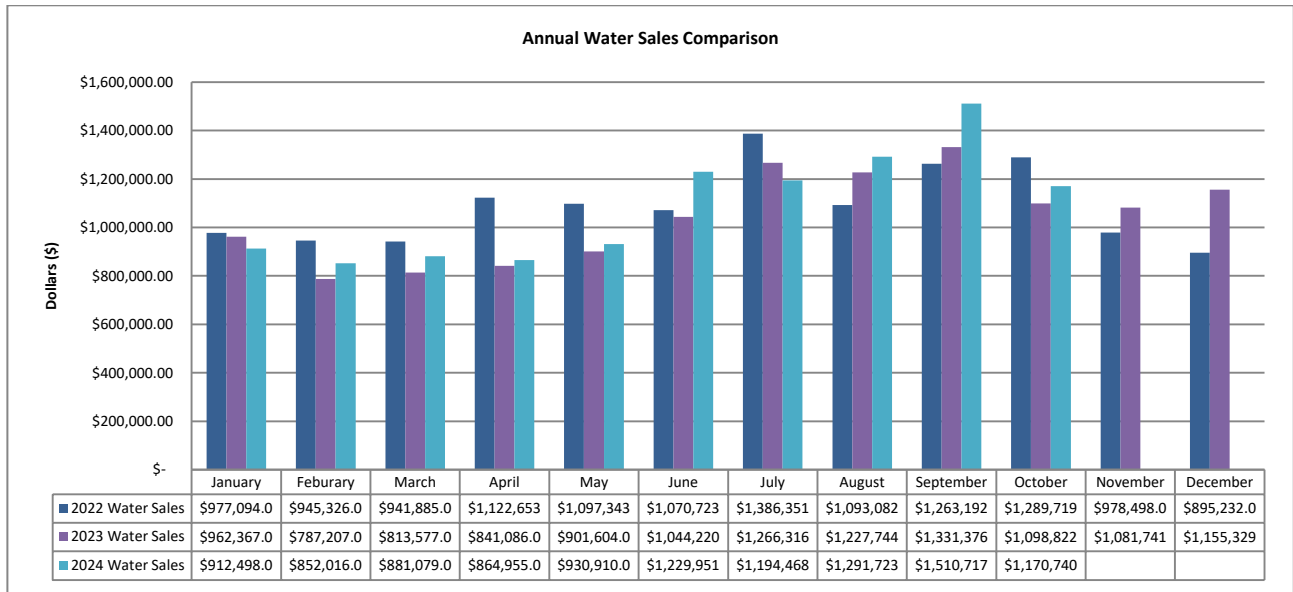
### B. Billing

A total of 22,541 bills were mailed or sent out electronically in October. Billing accuracy was 99.95% with eleven (11) requiring adjustments.

## V. REVENUE & AGING

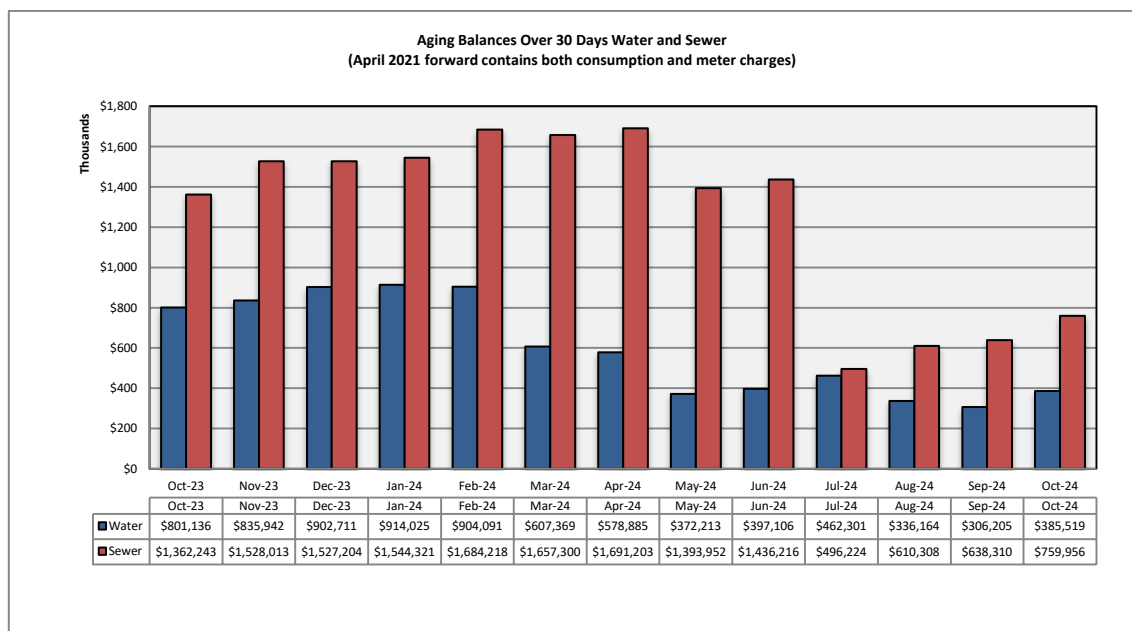
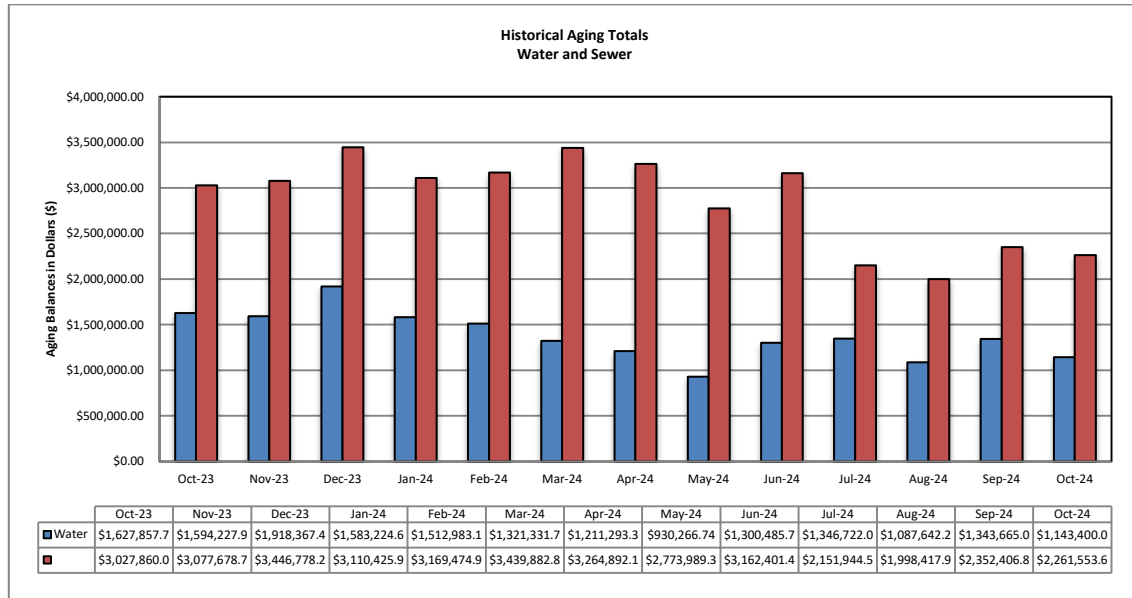
### A. Revenue

Water revenue has decreased 22.5% when compared against the prior month and increased 6.5% when compared against previous year. Sewer revenue has decreased by 3.8% compared to the prior month and increased by 2.3% from last year. Please consider that revenue from water consumption is smaller than monthly water base charges.



## B. Aging

The total aging balance has decreased by 7.9%, *see first table below*. For balances >30-days only, water has increased 25.9% and wastewater has increased by 19.1%.



## C. Bad Debt

18 (eighteen) accounts were sent to collections for a total amount of \$3,845.55. These collections arise when renter or property owner move out without paying their bills.

## **VI. SERVICE ORDERS**

389 service orders were initiated by the customer service team during the reporting month. Of this total, 83 service orders or 21.3% were due to occupant changes.

205 service orders were initiated to accommodate water disconnection for non-payment and reconnection of water services when customer set up (or reinstate) a payment arrangement with down payment.

## **VII. OTHER ACTIVITIES**

Number of physical disconnection has increased to about 20-30 accounts per week. This number is similar to quantities prior to Covid-19 pandemic.

## **VIII. REVENUE REPORT**

### **A. Revenue Summary**

Cash Revenue is compiled and reconciled to the merchant account on a daily basis. Cash receipts and deposits are made daily and internal controls are reviewed regularly to ensure safeguarding of assets and proper recording of all transactions. Total revenue collected in October 2024 is \$4,332,000 Non-Rate Revenue is \$262,000; Utility Revenue is \$3,787,000 and Tax / Ambulance Revenue at \$283,000.

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 October 2024 and October 2023 are \$278,000 and \$256,000 respectively. Ambulance Revenue is also collected on behalf of the City of Rialto totaling \$5,000 in October 2024 and \$5,000 in October 2023.

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

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

Colton Unified School District is in agreement with RWS to pay \$5,000 monthly for sewage connections based on enrollment rates provided each school year.

An extraterritorial agreement to provide sewer service was executed between the City of Rialto and the County of San Bernardino—County Service Area 70, Zone BL (Bloomington). This housing development project generates extraterritorial sewer service revenue of \$19,000 per month.

The City has an agreement with Social Science Services dba Cedar House Life Change Center to provide extraterritorial sewer service providing sewer revenue of about \$8,000 each month.

**C. Non-Rate Revenue – Other**

Other revenue is generated by leasing space for cell towers to AT&T, which has two leases at \$2,073 and \$1,500. Sprint lease is at a currently contracted rate of \$1,700 each month. Vertical Bridge also provides \$2,400 a month of cell tower generated Revenue.

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

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

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

**D. Development Impact Fees**

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

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

A Standby Water Lease Agreement between Fontana Union Water Company and City of Rialto is in effect. For the Water 2023-2024 Water Year, San Bernardino County is to pay City of Rialto a total of \$332,624 for Standby Charges and Production Charges.

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

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

<b>Payment Method</b>	<b>Description</b>	<b>Transaction Count</b>	<b>OCTOBER 2024</b>	<b>%</b>
Carrier Deposits	Cash deposits prepared per day for transport to US Bank	23	\$ 121,951	2.90%
Remote Check Deposits	Scanned batches of checks payments made at the customer service counter	23	394,629	9.40%
EBOX	Batches of electronic customer payments posted to customer accounts at US Bank.	22	349,088	8.32%
PAYMENTUS - IVR / Paymentus / Walk-in Credit Card payment	Customer payments by credit cards and ACH / eCheck payments through an Interactive Voice Response system using a touchtone phone. Payments originated from Merchant online service	12,773	2,034,573	48.46%
Lockbox Deposits	Batches of customer payments mailed in to US Bank's lockbox.	22	1,285,860	30.63%
Pay Near Me	Cash payment service that allows customers to pay at a local 7-Eleven, CVS, or Family Dollar stores.	96	11,968	0.29%
<b>Total Revenue per Bank</b>			<b>\$ 4,198,068</b>	<b>100%</b>
Recon to RUA Recap:				
Adj detailed in RUA			133,924	
Prior mo. Correction				
<b>RUA increase in Cash</b>			<b>\$ 4,331,992</b>	

*Transaction Counts for Carrier Deposits, Remote Deposits, UB Bill Conc Service (EBOX), and Lockbox Deposits reflect number of batches deposited to the bank. Transaction counts for credit card POS, IVR, and Pay-Near-Me transactions are per number of customer payments. IVR payments are received and process by Paymentus on the day the transactions are made. General ledger are posted and accounted for the following day the payments are processed.*

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

	Jul 2024	Aug 2024	Sept 2024	Oct 2024	TOTAL	%
Cash Deposits	\$ 122,310	\$ 116,600	\$ 111,287	\$ 121,951	\$ 472,148	2.95%
Remote Check Deposits	227,143	953,011	383,642	394,629	\$ 1,958,424	12.22%
EBOX	334,259	346,067	289,347	349,088	\$ 1,318,760	8.23%
Paymentus, IVR, Credit Cards	1,827,817	1,855,221	1,688,345	2,034,573	\$ 7,405,956	46.21%
Lockbox Deposits	1,169,619	1,273,243	1,089,604	1,285,860	\$ 4,818,326	30.07%
Pay Near Me	14,561	14,530	10,989	11,968	\$ 52,048	0.32%
<b>Total Revenue to Bank</b>	<b>\$ 3,695,709</b>	<b>\$ 4,558,672</b>	<b>\$ 3,573,214</b>	<b>\$ 4,198,068</b>	<b>\$ 16,025,663</b>	<b>100.00%</b>
NSF	(7,962)	(4,947)	(8,970)	(8,950)	\$ (30,829)	
<b>Net deposits</b>	<b>\$ 3,687,747</b>	<b>\$ 4,553,726</b>	<b>\$ 3,564,244</b>	<b>\$ 4,189,118</b>	<b>\$ 15,994,835</b>	

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

	Oct 2024	Oct 2023	Variance
UUT Water	\$ 95,599	\$ 94,230	\$ 1,369
UUT Sewer	182,153	161,923	20,230
Ambulance	5,369	5,520	(151)
<b>Total</b>	<b>\$ 283,121</b>	<b>\$ 261,673</b>	<b>\$ 21,448</b>

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

	Oct 2024	Oct 2023	Variance
Non-Rate / Extra Territorial Revenue	\$ 262,152	\$ 236,088	\$ 26,065
Utility Revenue	\$ 3,786,719	\$ 3,877,054	\$ (90,336)
<b>Total</b>	<b>\$ 4,048,871</b>	<b>\$ 4,113,142</b>	<b>\$ (64,271)</b>

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

	Jul 2024	Aug 2024	Sept 2024	Oct 2024	TOTAL
<b>Non-Rate Revenue</b>					
Cell Tower Rent, Lease	5,647	19,985	21,506	66,161	113,298
Interest Income	19,290	9,559	-	-	28,850
NRR-FOG	-	-	-	-	-
Municipal Water Sales	-	-	-	-	-
Extra Terr- Sewage	31,463	252,123	161,340	185,039	629,965
Abatement of Expenses	-	-	-	-	-
Water Meter Lost/Damaged/Repl	1,419	710	2,129	5,171	9,429
Misc Fees - New Occ, Same Day Svc	5,877	4,453	4,939	5,629	20,897
Miscellaneous Revenue - Sewer	-	-	-	-	-
NSF	-	342	-	152	494
DIF - Wastewater Connection	-	-	-	-	-
Sewer Bad Debt Collection Fees	-	-	-	-	-
Sewer Cash Over/Short	-	-	-	-	-
<b>Total Non-Rate Revenue</b>	<b>\$ 63,697</b>	<b>\$ 287,171</b>	<b>\$ 189,913</b>	<b>\$ 262,152</b>	<b>\$ 802,933</b>
<b>Utility Revenue</b>					
Water Penalty	3,154	15,321	10,183	5,903	34,560
Sewer Penalty	5,200	33,061	18,283	7,639	64,182
Turf Removal, Hi-Eff Rebate	(1,000)	(100)	-	-	(1,100)
Senior Disc - Water	-	-	-	-	-
Senior Disc - Sewer	-	-	-	-	-
Water Contract	-	-	-	-	-
Water Deposits Paid	-	-	-	-	-
Water Deposits Billed	17,289	8,629	9,906	8,629	44,454
Hydrant Deposits	574	-	-	-	574
Sewer Deposits Paid	-	-	-	-	-
Sewer Deposits Billed	11,760	12,823	9,518	10,900	45,002
Water	1,171,886	1,540,256	1,194,449	1,386,681	5,293,272
Sewer	2,327,246	2,418,456	1,959,890	2,448,917	9,154,508
Unapplied Credits	(101,077)	(54,176)	(140,916)	(81,949)	(378,119)
Bad Debt Sewer	12,029	9,909	-	-	21,939
Bad Debt Water	-	-	-	-	-
Tax Roll - Sewer	15,596	2,790	-	-	18,386
Collection Agency - Water	-	-	-	-	-
Collection Agency - Sewer	-	-	-	-	-
Collection Agency - Misc Water	-	-	-	-	-
<b>Total Utility Revenue</b>	<b>\$ 3,462,656</b>	<b>\$ 3,986,969</b>	<b>\$ 3,061,313</b>	<b>\$ 3,786,719</b>	<b>\$ 14,297,657</b>
<b>Total Non-Rate + Utility Rev.</b>	<b>3,526,353</b>	<b>4,274,141</b>	<b>3,251,226</b>	<b>4,048,871</b>	<b>15,100,590</b>

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

	Increase to Cash per CIS	Adjustments Required to GL Cash	Fund 660-Sewer	Fund 670-Water	Total Cash Per GL	Adjustments To Match RUA to Bank	Cash/CC/Cks Deposit To Bank
<b>October 2024</b>	4,331,992	9,167	2,801,808	1,521,016	4,331,992	(133,924)	<b>4,198,068</b>
<b>October 2023</b>	4,374,815	12,599	2,746,879	1,615,337	4,374,815	(73,199)	<b>4,301,616</b>



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

Name	Total as of 10/31/2024	Current	31-60 days	61-90 days	>90 days
AT&T - Easton	\$ (9,794)	(1,500)	-	-	(8,294)
Social Science Service - Cedar House	-	-	-	-	-
CITY OF FONTANA	123,847	123,847	-	-	-
Colton Unified School District	-	-	-	-	-
County of San Bernardino-CSA 70 BL	-	-	-	-	-
Rialto BioEnergy Solutions	39,889	48,250	10,750	(1,179)	(17,932)
Sprint-Nextel SBA 2012 TC Assets	9,331	2,074	-	-	7,258
San Bernardino Co Waste System Div.	332,624	332,624	-	-	-
SB Valley Mun Water District	-	-	-	-	-
Vertical Bridge Holdco, LLC (CIG)	4,714	-	-	-	4,714
<b>Grand Total</b>	<b>\$ 500,610</b>	<b>\$ 505,294</b>	<b>\$ 10,750</b>	<b>\$ (1,179)</b>	<b>\$ (14,256)</b>

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

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

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

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

**County of San Bernardino** is current with its obligations.

**Rialto Bioenergy Facilities** has been contacted for payment of outstanding Invoices.

**San Bernardino Co Waste System Division** has been billed for the annual Standby Water Lease Agreement.

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

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

**Reporting Period:**  
**October 2024**

Prepared for: - Rialto Water Services



Prepared by: - Veolia Water West Operating Services



# RIALTO WASTEWATER OPERATIONS AND MAINTENANCE REPORT

## Contents

### EXECUTIVE SUMMARY

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

### TABLES

- Treatment Facility – Monthly Performance Summary
- Collection System- Monthly Pipe Cleaned

# RIALTO WASTEWATER

## MONTHLY OPERATIONS REPORT

### EXECUTIVE SUMMARY

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

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

### 1. Collection System/Customer Service Log

a. Collections group activities this month:

Category	Current Month Statistics	Prior Month Statistics	2024 Year to Date Statistics
Sanitary sewers are cleaned using the conventional method, including feet, which includes “Hot spot cleaning.”	21,054	5,549	209,736
Sanitary sewers assessed using the SL-RAT method, feet	11,876	375	23,908
CCTV Inspection, miles (26 is the annual goal)*	2.59	.67	23.78
Manhole Inspections	8	28	53
USA Dig Alert Markings, count	30	13	245
Residential call outs	0	2	30
Sanitary sewer overflows	0	0	6

b. S.S.O. dates: N/A

c. Customer Service Call Outs – See Item 9 for details.

### 2. Wastewater Treatment Plant – Monthly Overview

- NPDES discharge compliance parameters were achieved.

a. Significant events during the month were: None.

### 3. Treatment Facility Performance/Laboratory Activities

a. See the attached Table 1 Monthly Performance Summary.

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

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

#### 4. Monthly Safety Program Overview

Category	Monthly Statistic
Safety Training Topics	PPE, Hearing Conservation, Respiratory Protection, Excavation/Trenching, Powered Industrial Truck
Lost Time Incidents count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	9
Vehicle Incidents, count	0

\*A lost time incident has not occurred since 9-3-2020, totaling 1,518 days.

#### 5. Biosolids, Chemicals, and Utilities

##### a. Monthly Biosolids Production

Biosolids	Current Month Statistics	Prior Month Statistics	2024 Year-to-Date Statistics
Wet Tons Produced	1,559.77	1,067.69	10,877.65

##### b. Monthly Chemical Consumption

Chemical	Current Month Gallons Used	Prior Month Gallons Used
Sodium Hypochlorite, Tertiary Disinfection	25,215.3	26,573.7
Sodium Bisulfite, Discharge Dechlorination	10,408	9,408
Ferrous Chloride, Digester Gas Conditioning	3,458	3,885.5
Polymer, Gravity Belt Thickener	384	334
Polymer, Belt Filter Press	606	612
Alum, Tertiary Filters	2	1

c. Monthly Utilities Consumption

Utility	Current Month Statistics	Prior Month Statistics
Electricity WWTP, KWH	**	**
Electricity Lilac LS, KWH	707	870
Electricity Sycamore LS, KWH	492	513*
Electricity Ayala LS, KWH	7532	8038
Electricity Agua Mansa LS, KWH	4257	4389
Electricity Cactus LS, KWH	1310	1383
Electricity Ramrod LS, KWH	494	538
Frisbee Park LS, KWH	624	637
El Rancho Verde LS, KWH	1368	1370
Natural Gas WWTP, Therms	2684	2,818

\* LS is in bypass mode, pending CIP completion

\*\* SCE has not updated account access for the City.

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

No odor complaints were received this month.

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

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

**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 this month
- c. Government agency notices of violation received  
No notices were received.
- d. Government agency monitoring  
Routine monitoring reports were submitted.
- e. Other matters of concern  
*None*

**9. Customer Service Callout Details Log**

Date	Address	Comments	Personnel	Manhole	To Manhole
NA	NA	NA	NA	NA	NA

## **Table 1 Summary**

### Table 1 Summary

October 2024

Date	Rialto	Rialto	Influent BOD	Influent BOD	Rialto	Rialto WRPEffluent			Rialto WRPIInfluent		Rialto WRPEffluent		
	Influent daily flow	Effluent Flow			Influent BOD Load	Effluent BOD	Effluent BOD Load	BOD % Removal	Influent TSS	Influent TSS Load	Effluent TSS	Effluent TSS Load	TSS % Removal
	MGD	MGD	mg/l	mg/l	lbs/day	mg/L	lbs/day	%	mg/L	lbs/day	mg/L	lbs/day	%
10/1/2024	7.18	7.73											
10/2/2024	7.30	7.32											
10/3/2024	6.93	7.00											
10/4/2024	7.09	6.75	290	290	17,148	2.8	157.63	99.00					
10/5/2024	6.97	6.33											
10/6/2024	6.96	6.93											
10/7/2024	7.44	7.07	280	280	17,374	5.7	336.09	98.00	230.00	14271.00	1.00	59.00	99.60
10/8/2024	7.25	7.59											
10/9/2024	6.83	6.98											
10/10/2024	7.10	7.18											
10/11/2024	6.83	6.71	310	310	17,658	<5.0	279.81	98.40					
10/12/2024	6.71	6.90											
10/13/2024	7.38	7.43											
10/14/2024	6.92	7.30	310	310	17,891	<5.0	304.41	98.40	170.00	9811.00	0.70	43.00	99.60
10/15/2024	7.27	6.82											
10/16/2024	6.53	7.21											
10/17/2024	6.95	7.01											
10/18/2024	6.82	7.20	350	350	19,908	<5.0	300.24	98.60					
10/19/2024	7.15	9.82											
10/20/2024	6.81	4.44											
10/21/2024	7.23	7.25	320	320	19,295	<2.5	151.16	99.20	280.00	16883.00	1.00	60.00	99.60
10/22/2024	6.90	6.98											
10/23/2024	6.85	7.26											
10/24/2024	7.54	6.94											
10/25/2024	6.43	7.42	280	280	15,015	<5.0	309.41	98.20					
10/26/2024	6.60	6.90											
10/27/2024	6.89	7.02											
10/28/2024	7.10	7.59	240	240	14,211				260.00	15396.00			
10/29/2024	7.10	7.01				<2.5	146.16				1.00	58.00	
10/30/2024	6.92	7.23											
10/31/2024	6.66	6.83											
Minimum	6.43	4.44	240	240	14,211	<2.5	146.16	98.00	170.00	9811.00	0.70	43.00	99.60
Maximum	7.54	9.82	350	350	19,908	5.7	336.09	99.20	280.00	16883.00	1.00	60.00	99.60
Total	216.64	220.15	2,380	2,380	138,501	<33.5	1984.91	689.80	940.00	56362.00	3.70	221.00	298.80
Average	6.99	7.10	298	298	17,313	<4.2	248.11	98.50	235.00	14090.00	0.93	55.00	99.60



## Table 2 Summary

## Table 2 Summary

October 2024

Date	Rialto	Rialto WRF Effluent		Rialto WRF Eff		Rialto WRF Effluent		Rialto	Rialto
	Influent Conductivity (uS/cm)	Eff Conductivity Daily Ave (uS/cm)	Influent COD mg/l	Final Effluent COD mg/l	Influent TDS mg/l	Filter Effluent TDS mg/l	EFF FINAL TDS mg/L	Influent Inorganic Nitrogen mg/L	Effluent Inorganic Nitrogen mg/l as N
10/1/2024	1337.00	831.00							
10/2/2024	1225.00	801.00							
10/3/2024	1409.00	798.00			490.00	410.00	460.00	40.00	7.20
10/4/2024	1399.00	805.00	690	31.0					
10/5/2024	1208.00	827.00							
10/6/2024	1326.00	825.00							
10/7/2024	1433.00	809.00							
10/8/2024	1509.00	813.00							
10/9/2024	1329.00	809.00							
10/10/2024	1301.00	812.00							
10/11/2024	1387.00	811.00							
10/12/2024	1325.00	818.00							
10/13/2024	1370.00	848.00							
10/14/2024	1325.00	830.00							
10/15/2024	1436.00	816.00							
10/16/2024	1367.00	807.00							
10/17/2024	1322.00	803.00							
10/18/2024	1417.00	797.00							
10/19/2024	1317.00	808.00							
10/20/2024	1269.00	806.00							
10/21/2024	1391.00	833.00							
10/22/2024	1322.00	828.00							
10/23/2024	1314.00	819.00							
10/24/2024	1332.00	865.00							
10/25/2024	1331.00	803.00							
10/26/2024	1200.00	795.00							
10/27/2024	1250.00	732.00							
10/28/2024	1326.00	812.00							
10/29/2024	1437.00	804.00							
10/30/2024	1245.00	840.00							
10/31/2024	1286.00	860.00							
Minimum	1200.00	732.00	690	31.0	490.00	410.00	460.00	40.00	7.20
Maximum	1509.00	865.00	690	31.0	490.00	410.00	460.00	40.00	7.20
Average	1337.00	815.00	690	31.0	490.00	410.00	460.00	40.00	7.20

### **Table 3 Summary**

### Table 3 Summary

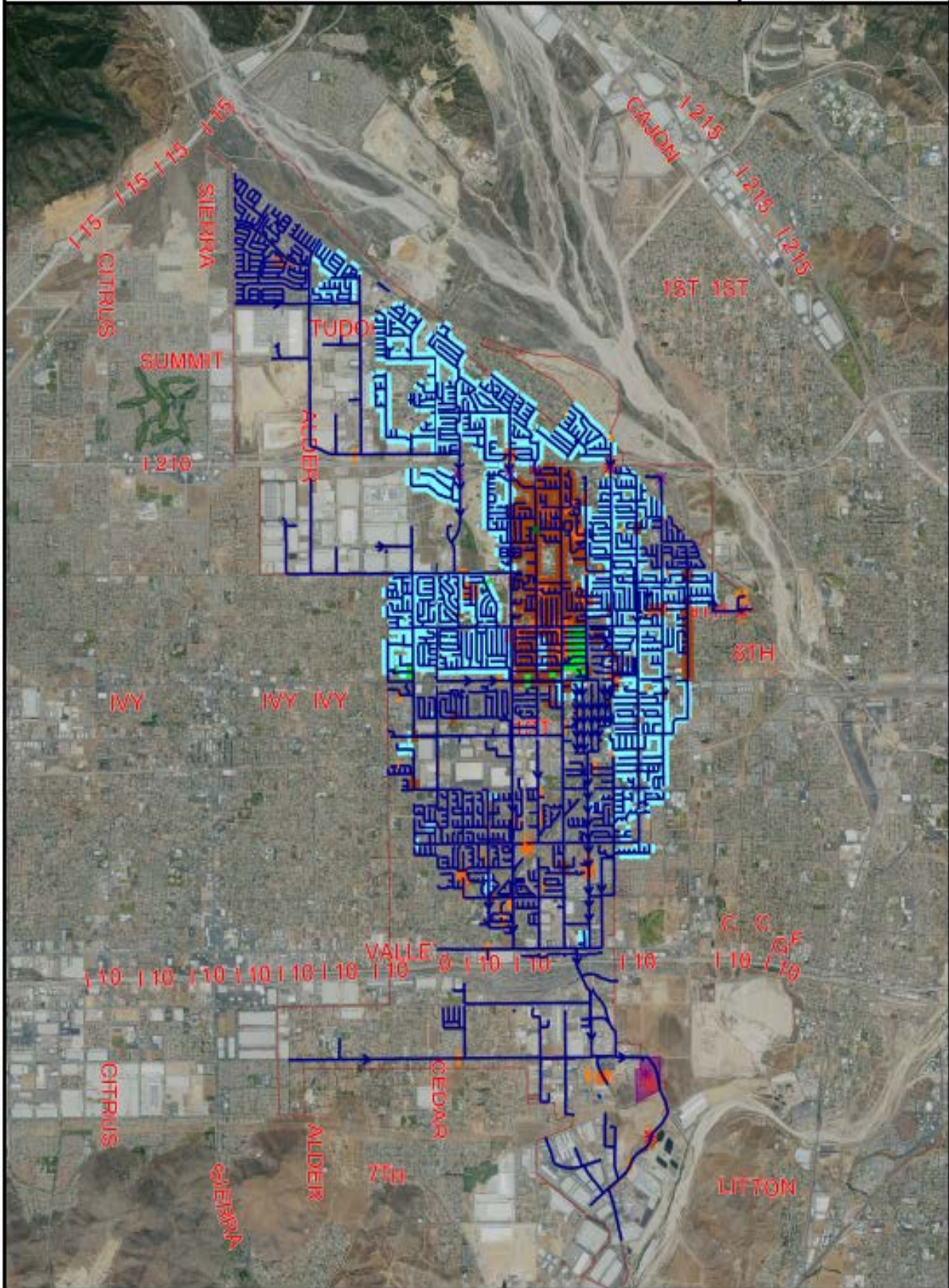
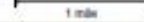
October 2024

Date	Rialto WRF Influent		Rialto WRF Effluent		Rialto WRF Eff		Rialto WRF Effluent		Tranfer	Tranfer	Rialto	Tranfer Data
	Influent pH	24 hr avg. effl. pH	Effluent Temp	Effluent Ammonia	Effluent Total Coliform	Effluent Coliform 7 Day Median	Effluent Cyanide, Free Available	Eff Di(2-ethylhexyl) phthalate (DEHP)	FIT- 8321 ADG #2 Flow	FIT- 8321 ADG #2 Flow	Natural Gas Daily Use	FIT- 8321 ADG #2 Flow
	SU	SU	Deg C	mg/L	MPN/100mL	MPN/100ML	ug/L	ug/l	cu ft/day	cu ft/day	cf/day	cu ft/day
10/1/2024	7.38	7.07	28.20		<1.8	<1.80			154864.00	154864.00	16700.00	154864.00
10/2/2024	6.66	7.09	28.20		<1.8	<1.80			148549.00	148549.00	16600.00	148549.00
10/3/2024	7.19	7.08	28.50	<0.10	<1.8	<1.80		<5.00	155893.00	155893.00	17000.00	155893.00
10/4/2024	7.38	7.06	28.50		<1.8	<1.80			167214.00	167214.00	14500.00	167214.00
10/5/2024	7.42	7.01	28.20		<1.8	<1.80			146682.00	146682.00	600.00	146682.00
10/6/2024	7.43	7.08	28.20		<1.8	<1.80			149865.00	149865.00	700.00	149865.00
10/7/2024	7.40	7.12	28.50	<0.10	<1.8	<1.80			142978.00	142978.00	500.00	142978.00
10/8/2024	7.34	7.11	28.40		<1.8	<1.80			145643.00	145643.00	15300.00	145643.00
10/9/2024	7.47	7.08	28.20		<1.8	<1.80			149174.00	149174.00	4100.00	149174.00
10/10/2024	7.35	7.00	28.10		<1.8	<1.80			166074.00	166074.00	300.00	166074.00
10/11/2024	7.62	7.02	27.80		<1.8	<1.80			158256.00	158256.00	500.00	158256.00
10/12/2024	7.33	7.01	27.40		<1.8	<1.80			156485.00	156485.00	12600.00	156485.00
10/13/2024	7.69	7.08	27.30		<1.8	<1.80			132269.00	132269.00	18300.00	132269.00
10/14/2024	7.33	7.07	27.60	<0.10	<1.8	<1.80			142872.00	142872.00	18100.00	142872.00
10/15/2024	7.41	7.04	27.40		<1.8	<1.80			149420.00	149420.00	18400.00	149420.00
10/16/2024	7.17	6.99	27.60		<1.8	<1.80			146773.00	146773.00	5600.00	146773.00
10/17/2024	7.18	7.05	27.40		<1.8	<1.80			152007.00	152007.00	700.00	152007.00
10/18/2024	6.88	7.09	26.80		<1.8	<1.80			142332.00	142332.00	1400.00	142332.00
10/19/2024	7.84	7.07	25.40		<1.8	<1.80			112819.00	112819.00	21300.00	112819.00
10/20/2024	7.97	7.12	25.80		<1.8	<1.80			174093.00	174093.00	17900.00	174093.00
10/21/2024	8.03	7.10	26.40	<0.10	<1.8	<1.80			174232.00	174232.00	17400.00	174232.00
10/22/2024	7.55	7.12	26.60		<1.8	<1.80			138150.00	138150.00	17000.00	138150.00
10/23/2024	7.43	7.12	26.80		<1.8	<1.80			163310.00	163310.00	16900.00	163310.00
10/24/2024	7.34	7.10	26.70		<1.8	<1.80			144403.00	144403.00	500.00	144403.00
10/25/2024	7.38	7.11	26.70		<1.8	<1.80			144902.00	144902.00	2000.00	144902.00
10/26/2024	7.46	7.08	26.30		<1.8	<1.80			140447.00	140447.00	18500.00	140447.00
10/27/2024	7.43	7.11	26.40		<1.8	<1.80			140830.00	140830.00	20200.00	140830.00
10/28/2024	7.30	7.12	26.80	<0.10	<1.8	<1.80			142435.00	142435.00	19400.00	142435.00
10/29/2024	7.50	7.15	26.30		<1.8	<1.80			145749.00	145749.00	1400.00	145749.00
10/30/2024	7.51	7.07	25.90		<1.8	<1.80			138221.00	138221.00	500.00	138221.00
10/31/2024	7.63	7.00	25.60		<1.8	<1.80			145733.00	145733.00	13900.00	145733.00
Minimum	6.66	6.99	25.40	<0.10	<1.8	<1.80		<5.00	112819.00	112819.00	300.00	112819.00
Maximum	8.03	7.15	28.50	<0.10	<1.8	<1.80		<5.00	174232.00	174232.00	21300.00	174232.00
Average	7.42	7.07	27.20	<0.10	<1.8	<1.80		<5.00	148796.00	148796.00	10606.00	148796.00

## Monthly Sewer Line Cleaned

# Pipe Cleaning - October 2024

Map Centre Coords  
x: 2556327, y: 567067  
Date Printed: 10/22/2024  
Scale: 1:80000



# Utility Commission Report November 2024

Reporting period September 2024





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

**Reporting Period:  
September 2024**

**Prepared for: Rialto Water Services**

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





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## I. CUSTOMER SERVICE SUMMARY

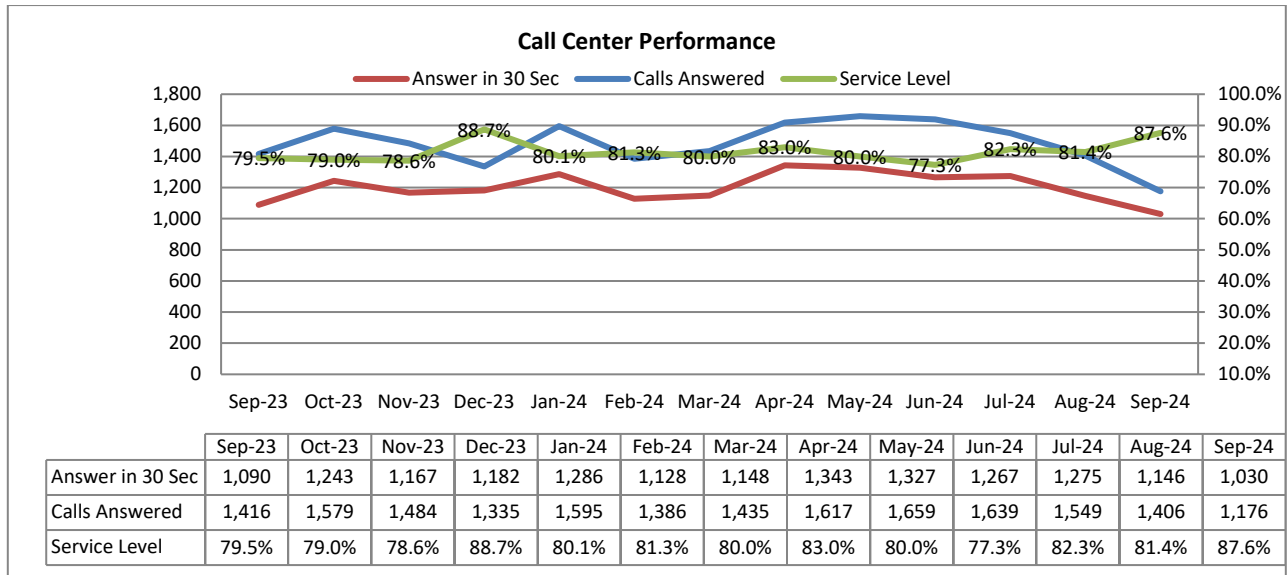
During this reporting month, the Customer Service team provided call service level of 87.6%. Out of 1,176 inbound calls answered, 1,030 were answered within the first 30 seconds.

Water consumption has increased by 23.6% when compared against previous month. When compared against last year, consumption has increased by 17.9%. Water consumption has increase 3 out of last 4 months. This may be attributed to hot weather, but will be monitored closely for any trends.

Sewer revenue has increased by 4.2% compared to the prior month and increased by 5.4% from last year.

## II. CALL CENTER PERFORMANCE

During this reporting month, service level was 87.6% with 1,030 out of 1,176 being answered within the first 30 seconds. Overall average wait time was thirty-three (33) seconds.



## III. AUTOMATED SERVICES

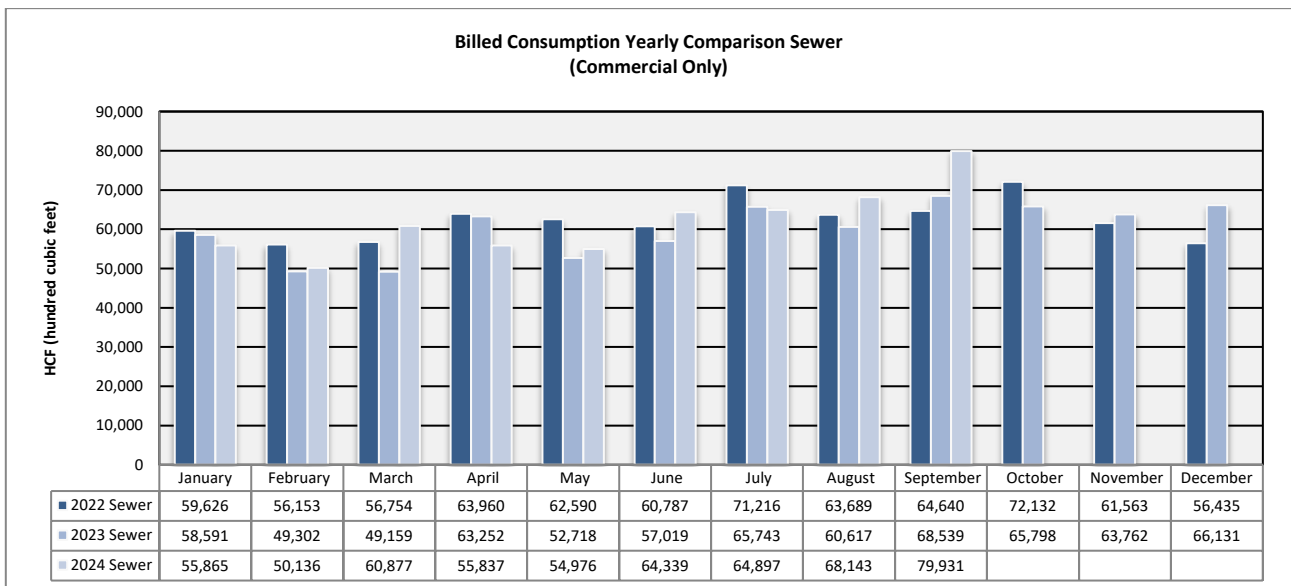
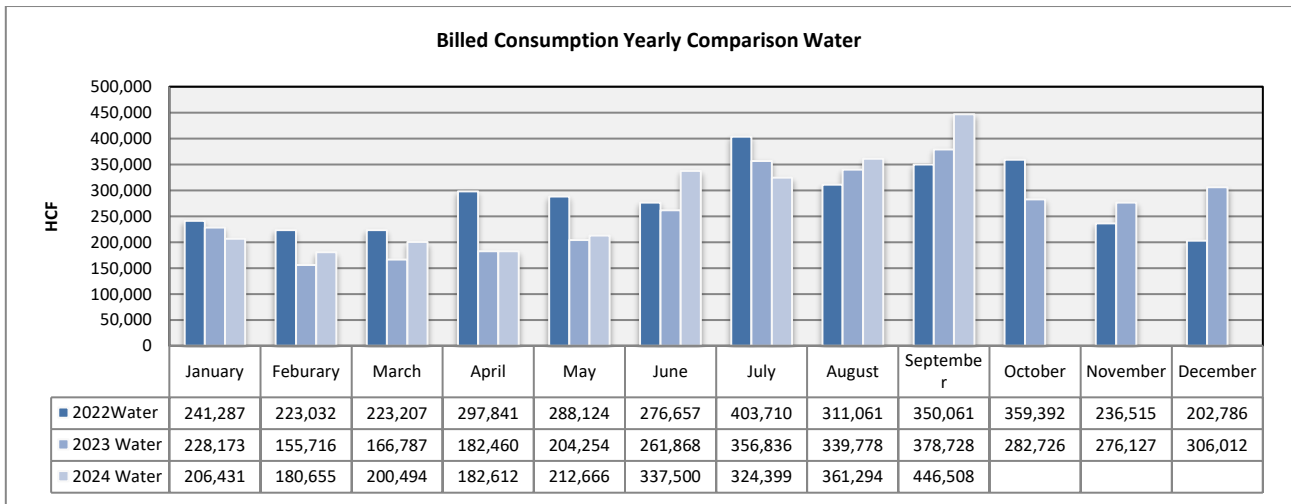
About 12,066 or 53.5% of the rate payers have created log-ins to access their accounts online. Of these customers, with online access, 48.1% have chosen the e-bill option. This e-bill participation is 11.7% increase from September of the prior year.

	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
Number of Bills	22,015	22,062	22,106	22,161	22,204	22,246	22,202	22,369	22,331	22,372	22,410	22,425	22,470
Number of Bill Adjustments (during billing)	1	8	9	5	15	18	10	12	16	10	11	9	5
Automated Over the Phone Payments	2,770	2,809	2,597	2,340	2,700	2,539	2,539	2,592	2,382	2,058	2,250	2,310	2,050
Online Payment	7,169	9,615	8,624	7,466	10,027	8,553	7,756	9,888	9,126	7,457	9,828	9,302	7,538
E-bill Participants	5,205	5,383	5,896	5,451	5,497	5,534	5,564	5,610	5,654	5,683	5,731	5,770	5,814
Auto Pay Participants (New Portal)	3,841	3,863	3,896	3,927	3,984	4,007	4,054	4,082	4,129	4,165	4,221	4,273	4,278
PayNearMe	116	122	134	107	128	100	115	118	111	88	114	118	92

## IV. CONSUMPTION & BILLING

### A. Consumption

Water consumption has increased by 23.6% when compared against previous month. When compared against last year, consumption has increased by 17.9%. Water consumption has increase 3 out of last 4 months. This may be attributed to hot weather, but will be monitored closely for any trends.



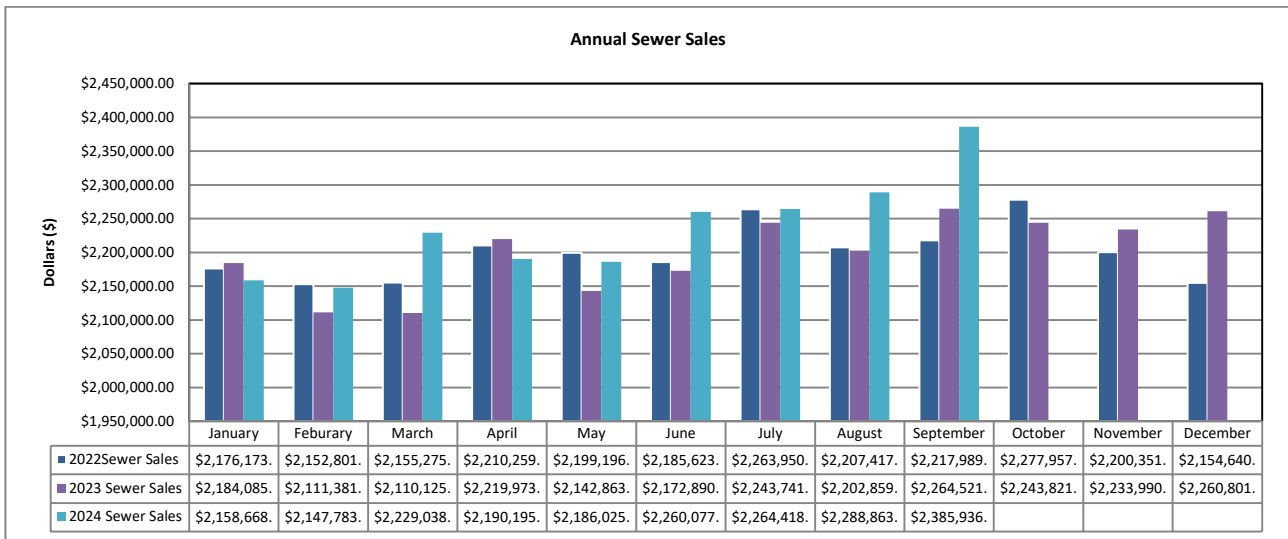
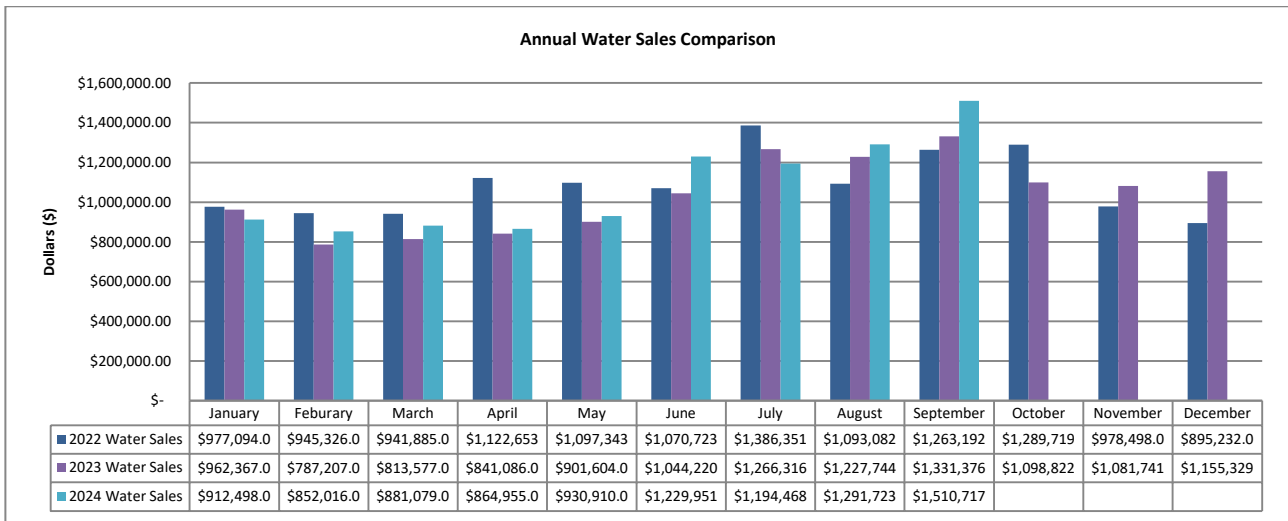
**B. Billing**

A total of 22,470 bills were mailed or sent out electronically in September. Billing accuracy was 99.98% with four (4) requiring adjustments.

**V. REVENUE & AGING**

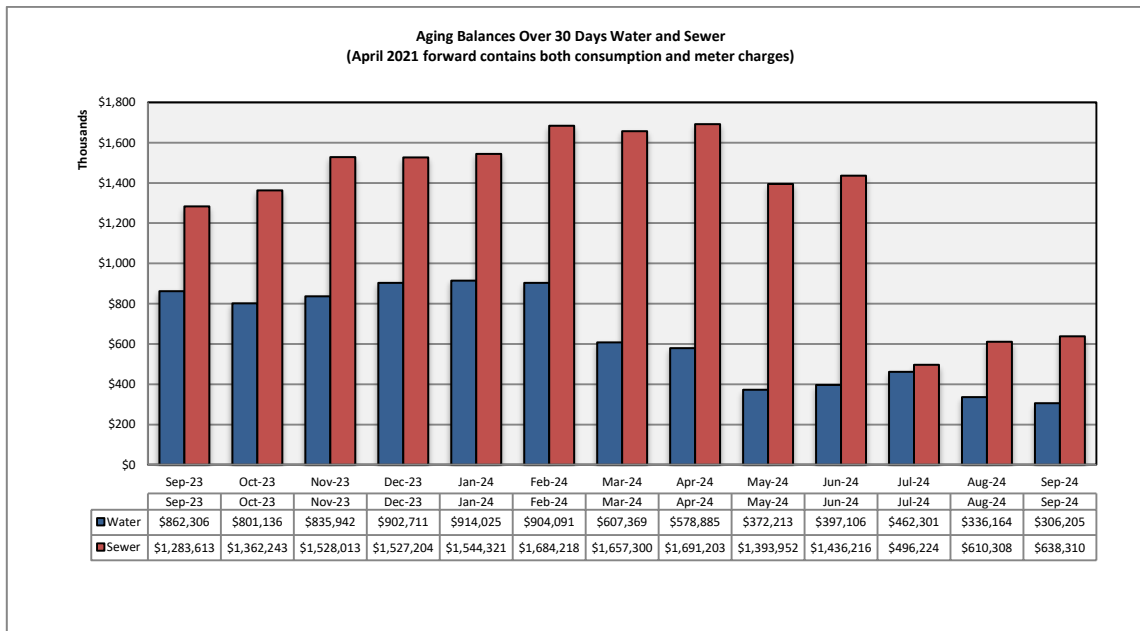
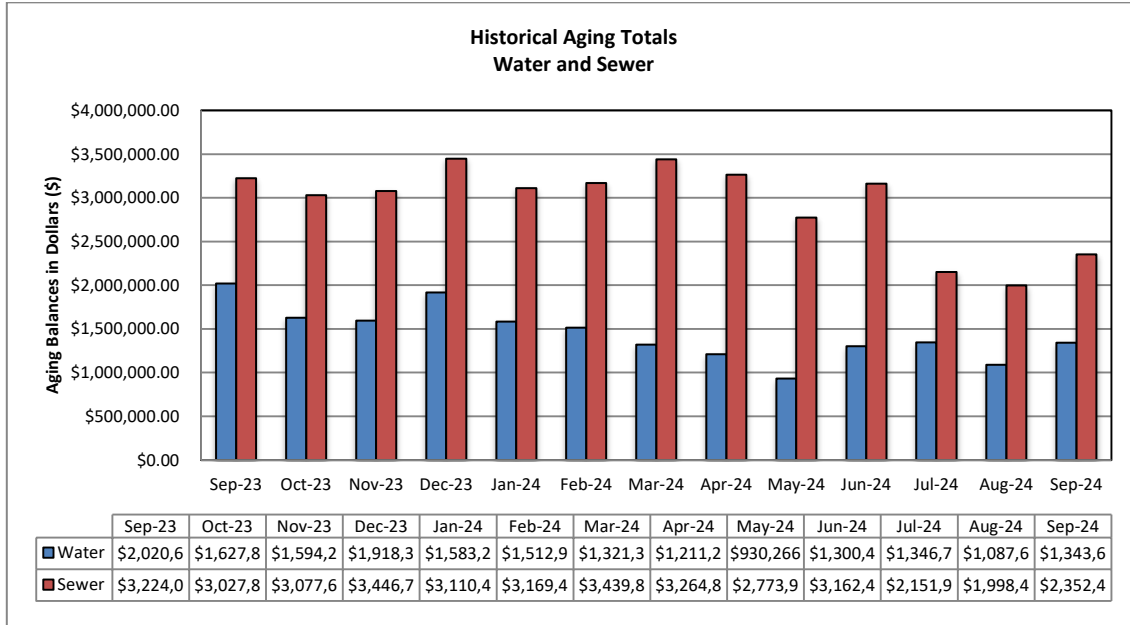
**A. Revenue**

Water revenue has increased 17.0% when compared against the prior month and increased 13.5% when compared against previous year. Sewer revenue has increased by 4.2% compared to the prior month and increased by 5.4% from last year. Please consider that revenue from water consumption is smaller than monthly water base charges.



## B. Aging

The total aging balance has increased by 19.8%, *see first table below*. For balances >30-days only, water has decreased 8.92% and wastewater has increased by 4.6%.



## C. Bad Debt

21 (twenty-one) accounts were sent to collections for a total amount of \$7,832.74. These collections arise when renter or property owner move out without paying their bills.

## **VI. SERVICE ORDERS**

214 service orders were initiated by the customer service team during the reporting month. Of this total, 51 service orders or 23.8% were due to occupant changes.

97 service orders were initiated to accommodate water disconnection for non-payment and reconnection of water services when customer set up (or reinstate) a payment arrangement with down payment.

## **VII. OTHER ACTIVITIES**

Number of physical disconnection are about 7-15 accounts per week. This is substantially lower than when disconnection moratorium has ended. This number is also lower than prior to Covid-19 pandemic.

## **VIII. REVENUE REPORT**

### **A. Revenue Summary**

Cash Revenue is compiled and reconciled to the merchant account on a daily basis. Cash receipts and deposits are made daily and internal controls are reviewed regularly to ensure safeguarding of assets and proper recording of all transactions. Total revenue collected in September 2024 is \$3,476,000 Non-Rate Revenue is \$190,000; Utility Revenue is \$3,061,000 and Tax / Ambulance Revenue at \$225,000.

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 September 2024 and September 2023 are \$221,000 and \$211,000 respectively. Ambulance Revenue is also collected on behalf of the City of Rialto totaling \$4,000 in September 2024 and \$4,000 in September 2023.

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

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

Colton Unified School District is in agreement with RWS to pay \$6,000 monthly for sewage connections based on enrollment rates provided each school year.

An extraterritorial agreement to provide sewer service was executed between the City of Rialto and the County of San Bernardino—County Service Area 70, Zone BL (Bloomington). This housing development project generates extraterritorial sewer service revenue of \$19,000 per month.

The City has an agreement with Social Science Services dba Cedar House Life Change Center to provide extraterritorial sewer service providing sewer revenue between \$4,000 and \$8,000 each month.

**C. Non-Rate Revenue – Other**

Other revenue is generated by leasing space for cell towers to AT&T, which has two leases at \$2,073 and \$1,500. Sprint lease is at a currently contracted rate of \$1,700 each month. Vertical Bridge also provides \$2,400 a month of cell tower generated Revenue.

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

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

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

**D. Development Impact Fees**

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

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

A Standby Water Lease Agreement between Fontana Union Water Company and City of Rialto is in effect. For the Water 2023-2024 Water Year, San Bernardino County is to pay City of Rialto a total of \$316,784 for Standby Charges and Production Charges.

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

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

<b>Payment Method</b>	<b>Description</b>	<b>Transaction Count</b>	<b>SEPTEMBER 2024</b>	<b>%</b>
Carrier Deposits	Cash deposits prepared per day for transport to US Bank	20	\$ 111,287	3.11%
Remote Check Deposits	Scanned batches of checks payments made at the customer service counter	20	383,642	10.74%
EBOX	Batches of electronic customer payments posted to customer accounts at US Bank.	20	289,347	8.10%
PAYMENTUS - IVR / Paymentus / Walk-in Credit Card payment	Customer payments by credit cards and ACH / eCheck payments through an Interactive Voice Response system using a touchtone phone. Payments originated from Merchant online service	11,660	1,688,345	47.25%
Lockbox Deposits	Batches of customer payments mailed in to US Bank's lockbox.	20	1,089,604	30.49%
Pay Near Me	Cash payment service that allows customers to pay at a local 7-Eleven, CVS, or Family Dollar stores.	96	10,989	0.31%
<b>Total Revenue per Bank</b>			<b>\$ 3,573,214</b>	<b>100%</b>
Recon to RUA Recap:				
Adj detailed in RUA			(96,617)	
Prior mo. Correction				
<b>RUA increase in Cash</b>			<b>\$ 3,476,597</b>	

*Transaction Counts for Carrier Deposits, Remote Deposits, UB Bill Conc Service (EBOX), and Lockbox Deposits reflect number of batches deposited to the bank. Transaction counts for credit card POS, IVR, and Pay-Near-Me transactions are per number of customer payments. IVR payments are received and process by Paymentus on the day the transactions are made. General ledger are posted and accounted for the following day the payments are processed.*



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

	<b>Jul 2024</b>	<b>Aug 2024</b>	<b>Sept 2024</b>	<b>TOTAL</b>	<b>%</b>
Cash Deposits	\$ 122,310	\$ 116,600	\$ 111,287	\$ 350,197	2.96%
Remote Check Deposits	227,143	953,011	383,642	\$ 1,563,796	13.22%
EBOX	334,259	346,067	289,347	\$ 969,673	8.20%
Paymentus, IVR, Credit Cards	1,827,817	1,855,221	1,688,345	\$ 5,371,383	45.41%
Lockbox Deposits	1,169,619	1,273,243	1,089,604	\$ 3,532,466	29.87%
Pay Near Me	14,561	14,530	10,989	\$ 40,081	0.34%
<b>Total Revenue to Bank</b>	<b>\$3,695,709</b>	<b>\$4,558,672</b>	<b>\$ 3,573,214</b>	<b>\$ 11,827,595</b>	<b>100.00%</b>
NSF	(7,962)	(4,947)	(8,970)	\$ (21,879)	
<b>Net deposits</b>	<b>\$3,687,747</b>	<b>\$4,553,726</b>	<b>\$ 3,564,244</b>	<b>\$ 11,805,716</b>	

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

	<b>Sept 2024</b>	<b>Sept 2023</b>	<b>Variance</b>
UUT Water	\$ 75,736	\$ 80,298	\$ (4,562)
UUT Sewer	145,004	130,799	14,205
Ambulance	4,632	4,075	556
<b>Total</b>	<b>\$ 225,371</b>	<b>\$ 215,172</b>	<b>\$ 10,200</b>

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

	<b>Sept 2024</b>	<b>Sept 2023</b>	<b>Variance</b>
Non-Rate / Extra Territorial Revenue	\$ 189,913	\$ 264,299	\$ (74,386)
Utility Revenue	\$3,061,313	\$2,792,112	\$ 269,200
<b>Total</b>	<b>\$3,251,226</b>	<b>\$3,056,411</b>	<b>\$ 194,815</b>

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

	Jul 2024	Aug 2024	Sept 2024	TOTAL
<b>Non-Rate Revenue</b>				
Cell Tower Rent, Lease	5,647	19,985	21,506	47,138
Interest Income	19,290	9,559	-	28,850
NRR-FOG	-	-	-	-
Municipal Water Sales	-	-	-	-
Extra Terr- Sewage	31,463	252,123	161,340	444,926
Abatement of Expenses	-	-	-	-
Water Meter Lost/Damaged/Repl	1,419	710	2,129	4,258
Misc Fees - New Occ, Same Day Svc	5,877	4,453	4,939	15,268
Miscellaneous Revenue - Sewer	-	-	-	-
NSF	-	342	-	342
DIF - Wastewater Connection	-	-	-	-
Sewer Bad Debt Collection Fees	-	-	-	-
Sewer Cash Over/Short	-	-	-	-
<b>Total Non-Rate Revenue</b>	<b>\$ 63,697</b>	<b>\$ 287,171</b>	<b>\$ 189,913</b>	<b>\$ 540,781</b>
<b>Utility Revenue</b>				
Water Penalty	3,154	15,321	10,183	28,658
Sewer Penalty	5,200	33,061	18,283	56,543
Turf Removal, Hi-Eff Rebate	(1,000)	(100)	-	(1,100)
Senior Disc - Water	-	-	-	-
Senior Disc - Sewer	-	-	-	-
Water Contract	-	-	-	-
Water Deposits Paid	-	-	-	-
Water Deposits Billed	17,289	8,629	9,906	35,825
Hydrant Deposits	574	-	-	574
Sewer Deposits Paid	-	-	-	-
Sewer Deposits Billed	11,760	12,823	9,518	34,102
Water	1,171,886	1,540,256	1,194,449	3,906,591
Sewer	2,327,246	2,418,456	1,959,890	6,705,591
Unapplied Credits	(101,077)	(54,176)	(140,916)	(296,169)
Bad Debt Sewer	12,029	9,909	-	21,939
Bad Debt Water	-	-	-	-
Tax Roll - Sewer	15,596	2,790	-	18,386
Collection Agency - Water	-	-	-	-
Collection Agency - Sewer	-	-	-	-
Collection Agency - Misc Water	-	-	-	-
<b>Total Utility Revenue</b>	<b>\$ 3,462,656</b>	<b>\$ 3,986,969</b>	<b>\$ 3,061,313</b>	<b>\$ 10,510,938</b>
<b>Total Non-Rate + Utility Rev.</b>	<b>3,526,353</b>	<b>4,274,141</b>	<b>3,251,226</b>	<b>11,051,719</b>

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

	Increase to Cash per CIS	Adjustments Required to GL Cash	Fund 660-Sewer	Fund 670-Water	Total Cash Per GL	Adjustments To Match RUA to Bank	Cash/CC/Cks Deposit To Bank
<b>September 2024</b>	3,476,597	8,913	2,199,899	1,267,785	3,476,597	96,617	<b>3,573,214</b>
<b>September 2023</b>	3,271,583	13,191	2,165,722	1,092,670	3,271,583	(80,237)	<b>3,191,346</b>

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

Name	Total as of 9/30/2024	Current	31-60 days	61-90 days	>90 days
AT&T - Easton	\$ (11,868)	(1,500)	-	-	(10,368)
Social Science Service - Cedar House	8,673	8,673	-	-	-
CITY OF FONTANA	123,847	123,847	-	-	-
Colton Unified School District	-	-	-	-	-
County of San Bernardino-CSA 70 BL	19,403	19,403	-	-	-
Rialto BioEnergy Solutions	50,639	10,750	20,321	19,568	-
Sprint-Nextel SBA 2012 TC Assets	7,258	-	-	-	7,258
San Bernardino Co Waste System Div.	-	-	-	-	-
SB Valley Mun Water District	-	-	-	-	-
Vertical Bridge Holdco, LLC (CIG)	7,544	2,830	-	-	4,714
<b>Grand Total</b>	<b>\$ 205,495</b>	<b>\$ 164,004</b>	<b>\$ 20,321</b>	<b>\$ 19,568</b>	<b>\$ 1,603</b>

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

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

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

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

**County of San Bernardino** is current with its obligations.

**Rialto Bioenergy Facilities** has been contacted for payment of outstanding Invoices.

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

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

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

**Reporting Period:**

**September 2024**

**Prepared for: Rialto Water Services**

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

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

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# RIALTO WATER

## MONTHLY OPERATIONS REPORT

### I. EXECUTIVE SUMMARY

Highlights of this month's Water O&M report include the following:

- The water distribution network achieved compliance with all permit requirements.
- No sample anomalies that require secondary sampling.
- No significant issues with water availability. The purchasing of water remained consistent and daily equalization tanks levels remained at anticipated volume for customer availability.
- The Preventative Maintenance Program, as well as Valve Exercising, continues to identify areas of focus for our Routine Repair and Replacement.

## A. Water Production Totals

Total water delivered into the Rialto system this month was 958.80 acre-feet. 850.49 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). 108.31 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 0 acre-feet came from the OPRTP.

SEPTEMBER 2024 DAILY PRODUCTION TOTALS IN ACRE FEET											
DATE	Chino 2	City 2	Rialto 3	Rialto 5	Miro 3	EW-1	Delivered Via BLF				TOTAL <sup>3</sup>
							City 4A	Purchased		OPRTP <sup>2</sup>	
							BOOSTER 6-9	Cactus <sup>1</sup>			
9/1/24	5.23	3.60	0.00	0.00	6.93	0.00	8.59	7.25	5.96	0.00	28.97
9/2/24	4.96	3.47	0.00	0.00	7.41	8.01	9.20	4.18	4.04	0.00	32.07
9/3/24	5.26	4.76	0.00	0.00	6.83	8.47	8.00	6.52	5.46	0.00	37.30
9/4/24	5.58	4.15	0.00	0.00	6.41	7.71	8.73	4.41	6.61	0.00	34.87
9/5/24	3.67	2.03	0.00	0.00	7.75	8.13	6.58	2.48	7.34	0.00	31.40
9/6/24	6.70	0.00	0.00	0.00	6.42	7.31	9.21	1.52	10.46	0.00	32.41
9/7/24	5.16	12.11	0.00	0.00	6.67	7.65	8.94	2.27	12.50	0.00	46.36
9/8/24	5.33	1.82	0.00	0.00	7.50	7.90	8.98	6.70	5.26	0.00	34.51
9/9/24	0.10	4.69	0.00	0.00	6.45	8.58	7.10	6.52	5.56	0.00	31.90
9/10/24	0.00	5.77	0.00	0.00	7.27	7.47	9.98	6.29	4.29	0.00	31.09
9/11/24	0.00	5.40	0.00	0.00	6.86	8.31	6.37	3.54	4.71	0.00	28.82
9/12/24	0.00	0.00	0.00	0.00	7.18	8.04	8.63	3.26	5.98	0.00	24.46
9/13/24	0.00	13.99	0.00	0.00	6.74	8.11	5.37	0.00	8.73	0.00	37.57
9/14/24	0.00	7.52	0.00	0.00	6.83	7.96	6.60	0.00	12.74	0.00	35.05
9/15/24	0.00	8.11	0.00	0.00	7.23	7.94	4.36	0.00	5.54	0.00	28.82
9/16/24	0.00	7.65	0.00	0.00	6.69	8.30	1.52	1.42	6.36	0.00	30.42
9/17/24	0.00	8.41	0.00	0.00	6.32	7.83	3.60	2.57	4.57	0.00	29.70
9/18/24	0.00	7.65	0.00	0.00	1.60	8.60	4.25	3.47	5.16	0.00	26.48
9/19/24	0.00	7.64	0.00	0.00	2.17	6.94	7.43	1.72	9.26	0.00	27.73
9/20/24	0.00	7.38	0.00	0.00	5.77	8.13	8.80	1.35	11.17	0.00	33.80
9/21/24	0.00	8.47	0.00	0.00	6.78	8.03	9.67	5.46	8.86	0.00	37.60
9/22/24	0.00	2.00	0.00	0.00	7.47	7.94	8.78	3.17	8.31	0.00	28.89
9/23/24	0.00	7.38	0.00	0.00	6.84	8.56	3.64	1.33	7.02	0.00	31.13
9/24/24	0.00	1.06	0.00	0.00	6.83	7.95	7.36	3.35	8.95	0.00	28.14
9/25/24	0.00	1.93	0.00	0.00	6.64	7.94	8.91	3.65	8.36	0.00	28.52
9/26/24	0.00	6.33	0.00	0.00	7.22	7.61	7.72	1.63	8.70	0.00	31.49
9/27/24	0.00	5.87	0.00	0.00	8.23	8.40	9.63	2.71	11.63	0.00	36.84
9/28/24	0.00	2.69	0.00	0.00	5.42	9.54	7.21	0.00	12.86	0.00	30.51
9/29/24	0.00	1.65	0.00	0.00	7.24	6.21	9.53	5.23	8.42	0.00	28.75
9/30/24	0.00	4.46	0.00	0.00	7.06	8.49	7.01	1.82	11.38	0.00	33.21
<b>TOTAL</b>	<b>41.99</b>	<b>157.99</b>	<b>0.00</b>	<b>0.00</b>	<b>196.76</b>	<b>232.05</b>	<b>221.70</b>	<b>93.82</b>	<b>236.19</b>	<b>0.00</b>	<b>958.80</b>
<b>MIN</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1.60</b>	<b>0.00</b>	<b>1.52</b>	<b>0.00</b>	<b>4.04</b>	<b>0.00</b>	<b>24.46</b>
<b>MAX</b>	<b>6.70</b>	<b>13.99</b>	<b>0.00</b>	<b>0.00</b>	<b>8.23</b>	<b>9.54</b>	<b>9.98</b>	<b>7.25</b>	<b>12.86</b>	<b>0.00</b>	<b>46.36</b>
<b>AVE</b>	<b>1.40</b>	<b>5.27</b>	<b>0.00</b>	<b>0.00</b>	<b>6.56</b>	<b>7.74</b>	<b>7.39</b>	<b>3.13</b>	<b>7.87</b>	<b>0.00</b>	<b>31.96</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.

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

<b>DATE</b>	<b>Booster 1</b>	<b>Booster 2</b>	<b>Booster 3</b>	<b>Booster 4</b>	<b>Booster 5</b>	<b>Booster 6-9</b>	<b>Booster 10</b>	<b>Booster 11</b>
9/1/24	0.00	0.00	2.90	0.00	1.01	7.25	0.00	0.00
9/2/24	0.00	0.00	4.82	0.00	0.00	4.18	0.00	0.00
9/3/24	0.00	0.00	4.00	0.00	0.00	6.52	0.00	0.00
9/4/24	0.00	0.00	4.18	0.00	0.00	4.41	0.00	0.00
9/5/24	0.00	0.00	2.16	0.00	3.14	2.48	0.00	0.00
9/6/24	0.00	0.00	2.23	0.00	5.39	1.52	0.00	0.00
9/7/24	0.00	0.00	0.00	0.00	5.85	2.27	0.00	0.00
9/8/24	0.00	0.00	7.99	0.00	1.15	6.70	0.00	0.00
9/9/24	0.00	0.00	4.21	0.00	0.00	6.52	0.00	0.00
9/10/24	0.00	0.00	4.01	0.00	0.00	6.29	0.00	0.00
9/11/24	0.00	0.00	2.89	0.00	0.00	3.54	0.00	0.00
9/12/24	0.00	0.00	2.31	0.00	1.39	3.26	0.00	0.00
9/13/24	0.00	0.00	1.15	0.00	4.46	0.00	0.00	0.00
9/14/24	0.00	0.00	2.12	0.00	6.40	0.00	0.00	0.00
9/15/24	0.00	0.00	3.17	0.00	0.03	0.00	0.00	0.00
9/16/24	0.00	0.00	1.20	0.00	0.00	1.42	0.00	0.00
9/17/24	0.00	0.00	3.25	0.00	0.00	2.57	0.00	0.00
9/18/24	0.00	0.00	3.23	0.00	0.00	3.47	0.00	0.00
9/19/24	0.00	0.00	5.89	0.00	1.45	1.72	0.00	0.00
9/20/24	0.00	0.00	6.86	0.00	2.08	1.35	0.00	0.00
9/21/24	0.00	0.00	7.86	0.00	0.00	5.46	0.00	0.00
9/22/24	0.00	0.00	0.46	0.00	1.89	3.17	0.00	0.00
9/23/24	0.00	0.00	2.86	0.00	0.00	1.33	0.00	0.00
9/24/24	0.00	0.00	0.40	0.00	0.00	3.35	0.00	0.00
9/25/24	0.00	0.00	2.07	0.00	0.00	3.65	0.00	0.00
9/26/24	0.00	0.00	5.51	0.00	0.00	1.63	0.00	0.00
9/27/24	0.00	0.00	1.61	0.00	3.18	2.71	0.00	0.00
9/28/24	0.00	0.00	0.22	0.00	3.65	0.00	0.00	0.00
9/29/24	0.00	0.00	0.00	0.00	0.00	5.23	0.00	0.00
9/30/24	0.00	0.00	5.27	0.00	0.00	1.82	0.00	0.00
<b>TOTAL</b>	<b>0.00</b>	<b>0.00</b>	<b>94.83</b>	<b>0.00</b>	<b>41.07</b>	<b>93.82</b>	<b>0.00</b>	<b>0.00</b>
<b>MIN</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>MAX</b>	<b>0.00</b>	<b>0.00</b>	<b>7.99</b>	<b>0.00</b>	<b>6.40</b>	<b>7.25</b>	<b>0.00</b>	<b>0.00</b>
<b>AVE</b>	<b>0.00</b>	<b>0.00</b>	<b>3.16</b>	<b>0.00</b>	<b>1.37</b>	<b>3.13</b>	<b>0.00</b>	<b>0.00</b>



## B. Static Water Levels

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

Depth to Water													
Wells Depth to Pump	Historical Maximum Depth to Water	Sept	Oct	Nov	Dec	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
Chino # 1 (580 ft) <b>In-active well</b>	<b>429'</b>	418'	423'	416'	411'	411'	420'	417'	411'	414'	414'	412'	411'
Chino # 2 (550 ft)	<b>369'</b>	369'	369'	344'	344'	345'	342'	346'	354'	347'	352'	347'	347'
City # 1 (260 ft)	<b>392'</b>	247'	243'	247'	247'	247'	247'	164'	158'	158'	151'	150'	247'
City # 2 (480 ft)	<b>402'</b>	212'	212'	212'	212'	210'	171'	182'	164'	164'	164'	171'	210'
City # 3 (525 ft) <b>Out of Service</b>	<b>505'</b>	456'	456'	456'	451'	429'	450'	423'	423'	423'	418'	417'	416'
City # 4A (528 ft)	<b>406'</b>	378'	368'	374'	375'	376'	361'	373'	373'	374'	380'	379'	380'
City # 5 (385 ft) <b>In-active well</b>	<b>364'</b>	361'	364'	360'	358'	340'	339'	340'	339'	335'	333'	334'	332'
Rialto # 1 (650 ft) <b>In-active well</b>	<b>588'</b>	581'	574'	574'	581'	553'	564'	569'	569'	571'	571'	571'	571'
Rialto # 2 (550 ft) <b>In-active well</b>	<b>502'</b>	499'	498'	500'	501'	499'	500'	500'	500'	501'	500'	501'	502'
Rialto # 3 (509 ft)	<b>478'</b>	474'	474'	474'	474'	474'	475'	474'	475'	474'	477'	477'	473'
Rialto # 4 (450 ft) <b>In-active well</b>	<b>418'</b>	414'	414'	415'	415'	416'	415'	415'	415'	415'	416'	415'	418'
Rialto # 5 (560 ft)	<b>386'</b>	376'	380'	382'	383'	385'	385'	386'	386'	386'	386'	385'	384'
Rialto Well # 7 <b>In-active well</b>	<b>362'</b>	362'	362'	362'	362'	362'	361'	362'	362'	361'	361'	362'	362'
Miro # 3 (563 ft)	<b>492'</b>	486'	487'	489'	487'	485'	486'	487'	488'	487'	489'	487'	485'
EW-1 (780 ft)	<b>476'</b>	474'	476'	476'	476'	474'	475'	476'	476'	473'	474'	475'	474'

January 2024 the sounder was out of service.

## II. REGULATORY

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

### A. Regulatory Submittals

- Monthly Summary of Distribution System Coliform Monitoring
- NPDES Discharge Letter
- Conservation SAFER Report
- Stage 2 DBP Quarterly TTHM and HAA5 Report
- Quarterly Report for Disinfectant Residuals Compliance

Sample Test Result Standards			
Type of Sampling	Units of Measure	Detectable Limit for Reporting	Maximum Contaminant Level
Total Coliform	A	--	--
E. Coli	A	--	--
Nitrate as N	mg/L	0.20	10
Perchlorate (ClO <sub>4</sub> )	µg/L	1.0	6.0
Total Dissolved Solids	mg/L	--	500
Perfluorooctanoic (PFOA)	ng/L	2.0	4
Perfluorooctanesulfonic (PFOS)	ng/L	2.0	4
Arsenic	µg/L	2.0	10
P= Present A= Absent mg/L = parts per million µg/L = parts per billion ng/L = parts per trillion			

Sample Date 09/24/2024	Sample Site Location Results									
	Chino 2	City 2	City 4A	Rialto 3	Rialto 5	Miro 3	EW-1	BLF Cactus	BLF 6-9	OPRT P
Total Coliform	OUT OF SERVICE	A	A	A	A	A	A	A	A	OUT OF SERVICE
E. Coli		A	A	A	A	A	A	A	A	
Nitrate as N										
Perchlorate (ClO <sub>4</sub> )				5.4*	<1.0	10*	140*			
Total Dissolved Solids		210	280	230	220	210	250	320	340	
Perfluorooctanoic (PFOA)					6.0					
Perfluorooctanesulfonic (PFOS)					<2.0					
Arsenic		5.9								

\*Sample is from the well head so it is before disinfection & treatment. Treatment is performed before it goes into the distribution system. Water going into the distribution system is <1.0 (non-detect).

Sample Date 09/10/2024	Sample Site Location Results					
Type of Sampling	749 E Holly	978 N Driftwood	1228 W Merrill	101 E Valley	BLF Cactus Reservoir	OPRTP
<b>Trihalomethanes</b>						
Bromodichloromethane	<1.0	<1.0	<1.0	<1.0	<1.0	OUT OF SERVICE
Bromoform	<1.0	<1.0	<1.0	<1.0	<1.0	
Chloroform (Trichloromethane)	<1.0	<1.0	<1.0	<1.0	<1.0	
Dibromochloromethane	<1.0	<1.0	<1.0	1.1	1.3	
Total Trihalomethanes (TTHM)	<1.0	<1.0	<1.0	1.1	1.3	
<b>Haloacetic Acid</b>						
Monochloroacetic Acid	<2.0	<2.0	<2.0	<2.0	<2.0	
Dichloroacetic Acid	<1.0	<1.0	<1.0	<1.0	<1.0	
Trichloroacetic Acid	<1.0	<1.0	<1.0	<1.0	<1.0	
Monobromoacetic Acid	<1.0	<1.0	<1.0	<1.0	<1.0	
Dibromoacetic Acid	<1.0	<1.0	<1.0	<1.0	<1.0	
Total Haloacetic Acids (HAA5)	<2.0	<2.0	<2.0	<2.0	<2.0	

## B. Sample Site Location Results

Rialto Distribution Sample Results						
September 2024						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
<b>CYCLE 1 - 09/04/24</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
335 W. Rialto	0.91	A	A			
1228 W. Merrill	0.90	A	A			
256 N. Fillmore	0.90	A	A			
987 W. Grove	0.93	A	A			
978 N. Driftwood	0.94	A	A			
1451 N. Linden	0.90	A	A			
469 W. Jackson	0.94	A	A			
935 E. Mariposa	0.91	A	A			
1000 N. Joyce	1.04	A	A			
766 N. Chestnut	1.06	A	A			
149 W. Victoria	1.04	A	A			
313 E. McKinley	1.02	A	A			
609 E. South	0.96	A	A			
273 E. Alru	0.99	A	A			
1161 S. Lilac	0.97	A	A			
101 E. Valley	0.80	A	A			
<b>CYCLE 2 - 09/11/24</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
210 N. Park	0.90	A	A			
101 S. Larch	1.00	A	A			
320 N. Wisteria	0.90	A	A			
861 W. Grove	0.80	A	A			
1168 N. Glenwood	0.80	A	A			
1320 N. Fitzgerald	0.70	A	A			
860 N. Willow	0.87	A	A			
209 E. Cornell	0.90	A	A			
643 E. Margarita	0.86	A	A			
1170 N. Terrace Rd.	0.78	A	A			
681 E. Erwin	1.00	A	A			
402 E. Merrill	1.00	A	A			
261 W. Wilson	0.85	A	A			
532 S. Iris	1.00	A	A			
281 W. Hawthorne	1.08	A	A			
379 W. Valley	0.67	A	A			

## Rialto Distribution Sample Results

September 2024

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 - 09/17/24</b>						
236 N. Willow	0.99	A	A	<3.0	1	<0.10
775 E. Foothill	0.76	A	A	<3.0	1	0.14
878 N. Primrose	0.78	A	A	<3.0	1	<0.10
369 E. Van Koevering	1.02	A	A	<3.0	1	<0.10
274 W. Valencia	0.82	A	A	<3.0	1	<0.10
1566 N. Fillmore	0.95	A	A	<3.0	1	<0.10
932 N. Idyllwild	0.83	A	A	<3.0	1	<0.10
644 N. Smoketree	0.80	A	A	<3.0	1	<0.10
605 W. Rosewood	0.84	A	A	<3.0	1	0.13
1189 W. Second	0.83	A	A	<3.0	1	<0.10
775 W. Rialto	0.76	A	A	<3.0	1	<0.10
211 E. Wilson	0.77	A	A	<3.0	1	<0.10
595 E. Huff	1.05	A	A	<3.0	1	0.12
1005 S. Riverside	0.98	A	A	<3.0	1	0.16
794 S. Verde	0.98	A	A	<3.0	1	0.18
1055 W. Bloomington	0.95	A	A	<3.0	1	0.11
<b>CYCLE 4 - 09/24/24</b>						
375 S. Cactus	0.89	A	A			
101 S. Linden	0.75	A	A			
234 N. Larch	0.80	A	A			
575 N. Driftwood	0.73	A	A			
1355 W. Shamrock	0.78	A	A			
992 N. Yucca	0.71	A	A			
481 W. Cornell	0.76	A	A			
158. E. Shamrock	0.78	A	A			
749 E. Holly	0.82	A	A			
545 E. Victoria	0.78	A	A			
200 N. Sycamore	0.83	A	A			
407 E. Allen	0.76	A	A			
399 E. Montrose	0.80	A	A			
856 S. Orange	0.70	A	A			
911 S. Cactus	0.76	A	A			
220 W. Valley	0.78	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 239 mg/L for the month of September as compared to 234 mg/L in August. The TDS levels are below the secondary maximum contaminant level requirements.

**III. HEALTH AND SAFETY**

**A. Monthly Safety Program Overview**

Category	Monthly Statistic
Safety Training Topics	High Pressure Water Hydroblasting Jetting LOTO(Authorized & Affected Employees) Veolia Safety Week: Break the Routine Sonic Dog Repellent Instruction
Lost Time Incidents, count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	0
Vehicle Incidents, count	0

\*A lost time incident has not occurred in the past 4005 days.

**IV. CHEMICAL USE**

Sodium hypochlorite is the only chemical added to the water system. A total of 3040 gallons of sodium hypochlorite was used in September as compared to 3823 gallons used in August.

**V. ELECTRICAL USE**

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

SCE		kWh
Year	Month	Billed Usage
2023	October	531,770
2023	November	564,667
2023	December	373,789
2024	January	208,007
2024	February	186,792
2024	March	421,268
2024	April	463,324
2024	May	428,050
2024	June	629,344
2024	July	550,202
2024	August	650,431
2024	September	477,760

**VI. WATER QUALITY COMPLAINTS**

No complaints were received during this reporting period.

**VII. OPERATIONS UPDATE**

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

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

**A. Operational Wells**

Chino Well 2 is offline due to motor issues. OPRTP meter is offline due to the agreement to use West Valley Water District’s water rights at EW-1.

**B. Valve Activity**

On the basis of information collected in 2019, Veolia now has a baseline assessment of all valves and has initiated a new cycle of valve exercising. 32 valves were exercised for the month of September.

<b>Valve Turning Progress</b>	
	<b>Valves Turned</b>
2020	530
2021	340
2022	463
2023	750
2024	198

**C. Hydrant Flushing**

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

<b>Hydrant/Dead End Flushing Progress</b>	
	<b>2024</b>
January	0
February	3
March	9
April	0
May	5
June	0
July	5
August	20
September	0
<b>Total</b>	<b>42</b>



**D. Sanitary Survey**

The last sanitary survey was completed by the Department of Drinking Water (DDW) in 2015. Veolia has reviewed all the regulatory conditions required and is prepared for the sanitary survey. DDW performed field site visits on May 22 and August 22, 2024. The results of the sanitary survey were received on September 19, 2024. Veolia will reach out to DDW regarding the minor deficiencies.

**VIII. ASSET MANAGEMENT**

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

- Preventive Maintenance –26
- Corrective Maintenance – 11
- Predictive Maintenance –0

26 – PMs planned for October 2024

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

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

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

Chino Well 2 is offline due to motor issues. OPRTP meter is offline due to the agreement to use West Valley Water District’s water rights at EW-1.

## IX. RAINFALL TOTALS

SEASON	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
2019-20	0.00	0.00	0.00	0.00	0.64	1.52	0.23	0.33	1.18	3.42	0.00	0.00	7.32
2020-21	0.00	0.00	0.00	0.00	0.85	1.02	2.55	0.05	1.13	0.00	0.00	0.00	5.60
2021-22	0.53	0.00	0.00	0.55	0.00	7.27	0.00	0.00	0.77	0.45	0.03	0.00	9.60
2022-23	0.00	0.00	0.24	0.38	2.15	1.80	5.06	4.14	7.73	0.20	0.59	0.00	22.29
2023-24	0.00	2.62	0.00	0.09	0.60	1.18	1.00	10.38	1.87	0.53	0.34	0.00	18.61
2024-25	0.00	0.00	0.00										0.00

July 24- June 25	=	0.00 INCHES
YEAR TO DATE FOR 2024	=	14.12 INCHES
AVG. RAINFALL FOR LAST FIVE YEARS	=	8.87 INCHES

AVG. RAINFALL FOR SAN BERNARDINO COUNTY FOR THE LAST 100 YEARS : 16.25 INCHES

2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Totals	1.00	10.38	1.87	0.53	0.34	0.00	0.00	0.00	0.00				14.12

## Highland - Los Angeles Basin - Station 251

Month Year	Total ETo (in)	Total Precip (in)	Avg Sol Rad (Ly/day)	Avg Vap Pres (mBars)	Avg Max Air Temp (°F)	Avg Min Air Temp (°F)	Avg Air Temp (°F)	Avg Max Rel Hum (%)	Avg Min Rel Hum (%)	Avg Rel Hum (%)	Avg Dew Point (°F)	Avg Wind Speed (mph)	Avg Soil Temp (°F)
Jan 2024	2.19	1.25	257	7.9 K	65.1	41.9	52.5	80	37	58 K	37.5 K	3.3 K	52.2
Feb 2024	2.08	8.56	268	9.5 K	62.4	44.6	52.9	88	50	69 K	42.6 K	3.2 K	53.8
Mar 2024	3.58	2.31	384	9.5	65.1 K	45.0	54.7	87	44	66	43.0	4.2 K	57.4
Apr 2024	5.12	0.63 K	517	10.4	73.5 K	47.5 K	59.7 K	85	36	60 K	44.9 K	4.1	60.7
May 2024	5.95	0.02 K	579 K	13.0 K	76.8	53.0 K	63.3 K	89 K	41 K	66	51.5	4.6 K	66.1 K
Jun 2024	7.42	0.00	659	15.5	89.7	59.6	73.8	83	34	56	56.2	4.5	68.8
Jul 2024	8.79	0.01	666	16.5	99.7 K	66.3	82.7	72	24	43	57.8	4.4 K	72.8
Aug 2024	8.14	0.75	617	14.7 K	98.2 K	64.8	80.7 K	70	21	41 K	54.6 K	4.3	76.1
Sep 2024	5.61	1.03 K	470 K	14.9 K	91.4 K	62.0	75.5 K	77 K	29 K	52 K	55.1 K	3.8 K	73.2 K
Tots/Avgs	48.88	14.6	491	12.4	80.2	53.9	66.2	81	35	57	49.2	4.0	64.6

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

**Reporting Period:**  
**September 2024**

Prepared for: - Rialto Water Services



Prepared by: - Veolia Water West Operating Services



# RIALTO WASTEWATER OPERATIONS AND MAINTENANCE REPORT

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### TABLES

- Treatment Facility – Monthly Performance Summary
- Collection System- Monthly Pipe Cleaned

# RIALTO WASTEWATER

## MONTHLY OPERATIONS REPORT

### EXECUTIVE SUMMARY

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

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

### 1. Collection System/Customer Service Log

a. Collections group activities this month:

Category	Current Month Statistics	Prior Month Statistics	2024 Year to Date Statistics
Sanitary sewers are cleaned using the conventional method, including feet, which includes “Hot spot cleaning.”	5,549	15,120	188,682
Sanitary sewers assessed using the SL-RAT method, feet	375	0	12,032
CCTV Inspection, miles (26 is the annual goal)*	.67	.7	21.19
Manhole Inspections	28	6	45
USA Dig Alert Markings, count	13	29	215
Residential call outs	2	4	30
Sanitary sewer overflows	0	0	6

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

### 2. Wastewater Treatment Plant – Monthly Overview

- NPDES discharge compliance parameters were achieved.

a. **Significant events during the month were: None**

### 3. Treatment Facility Performance/Laboratory Activities

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

### 4. Monthly Safety Program Overview

Category	Monthly Statistic
Safety Training Topics	PPE, Hearing Conservation, Respiratory Protection, Excavation/Trenching, Powered Industrial Truck
Lost Time Incidents count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	2
Vehicle Incidents, count	0

\*A lost time incident has not occurred since 9-3-2020, totaling 1,487 days.

### 5. Biosolids, Chemicals, and Utilities

- a. Monthly Biosolids Production

Biosolids	Current Month Statistics	Prior Month Statistics	2024 Year-to-Date Statistics
Wet Tons Produced	1,067.69	988.37	9,317.88

- b. Monthly Chemical Consumption

Chemical	Current Month Gallons Used	Prior Month Gallons Used
Sodium Hypochlorite, Tertiary Disinfection	26,573.7	27,626
Sodium Bisulfite, Discharge Dechlorination	9,408	10,878
Ferrous Chloride, Digester Gas Conditioning	3,885.5	4,018
Polymer, Gravity Belt Thickener	334	264
Polymer, Belt Filter Press	612	628
Alum, Tertiary Filters	1	0

c. Monthly Utilities Consumption

Utility	Current Month Statistics	Prior Month Statistics
Electricity WWTP, KWH	**	**
Electricity Lilac LS, KWH	870	889
Electricity Sycamore LS, KWH	513*	542*
Electricity Ayala LS, KWH	8038	7804
Electricity Agua Mansa LS, KWH	4389	3244
Electricity Cactus LS, KWH	1383	1298
Electricity Ramrod LS, KWH	538	519
Frisbee Park LS, KWH	637	599
El Rancho Verde LS, KWH	1370	1283
Natural Gas WWTP, Therms	2,818	3,337

\* LS is in bypass mode, pending CIP completion

\*\* SCE has not updated account access for the City.

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

No odor complaints were received this month.

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

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

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

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

**9. Customer Service Callout Details Log**

Date	Address	Comments	Personnel	Manhole	To Manhole
09/04/2024	600 W 2nd	The customer called about toilets and tubs backing up with sewage. The Technician checked the upstream and downstream manholes. The line was clear and flowing freely. The resident was informed of the findings and recommended calling a plumber.	PH		
09/22/2024	765 E Foothill	The customer called about sewage backing up in the restaurant parking lot. The upstream and downstream manholes were clear and flowing freely. A courtesy cleaning was performed. The customer was informed they needed their grease trap checked and should call a plumber.	ZG		



## Table 1 Summary

## Table 1 Summary

September 2024

Date	Rialto	Rialto	Influent BOD	Influent BOD	Rialto Influent BOD Load	Rialto WRF Effluent			Rialto WRF Influent		Rialto WRF Effluent		
	Influent daily flow	Effluent Flow				Effluent BOD	Effluent BOD Load	BOD % Removal	Influent TSS	Influent TSS Load	Effluent TSS	Effluent TSS Load	TSS % Removal
	MGD	MGD	mg/l	mg/l	lbs/day	mg/L	lbs/day	%	mg/L	lbs/day	mg/L	lbs/day	%
9/1/2024	6.83	7.26											
9/2/2024	7.17	7.56											
9/3/2024	7.56	7.64	250	250	15,763	<2.5	159.29	99.00	260.00	16393.00	0.90	57.00	99.70
9/4/2024	7.22	7.87											
9/5/2024	7.47	6.99											
9/6/2024	6.81	7.06	280	280	15,903	<2.5	147.20	99.10					
9/7/2024	6.97	6.22											
9/8/2024	7.68	7.34											
9/9/2024	8.17	8.86	220	220	14,990	<2.5	184.73	98.90	260.00	17716.00	0.80	59.00	99.70
9/10/2024	7.03	6.85											
9/11/2024	7.22	7.51											
9/12/2024	7.14	7.13											
9/13/2024	7.14	7.11	230	230	13,688	<2.5	148.24	98.90					
9/14/2024	7.14	7.95											
9/15/2024	7.14	7.00											
9/16/2024	7.52	7.25	220	220	13,798	<2.5	151.16	98.90	240.00	15052.00	1.00	60.00	99.60
9/17/2024	6.80	6.93											
9/18/2024	7.10	7.22											
9/19/2024	7.02	7.43											
9/20/2024	7.21	6.97	320	320	19,242	<5.0	290.65	98.40					
9/21/2024	6.60	6.81											
9/22/2024	6.61	7.80											
9/23/2024	6.29	7.05	270	270	14,164	<2.5	146.99	99.10	240.00	12590.00	1.00	59.00	99.60
9/24/2024	6.95	7.84											
9/25/2024	7.23	7.22											
9/26/2024	6.68	6.73											
9/27/2024	7.50	7.16	310	310	19,391	3.0	179.14	99.00					
9/28/2024	6.35	7.33											
9/29/2024	6.81	6.78											
9/30/2024	7.22	7.99	300	300	18,064	4.8	319.86	98.40	220.00	13247.00	1.00	67.00	99.50
Minimum	6.29	6.22	220	220	13,688	<2.5	146.99	98.40	220.00	12590.00	0.80	57.00	99.50
Maximum	8.61	8.86	320	320	19,391	<5.0	319.86	99.10	260.00	17716.00	1.00	67.00	99.70
Total	214.56	218.86	2,400	2,400	145,002	<27.8	1727.27	889.70	1220.00	74998.00	4.70	302.00	498.10
Average	7.15	7.30	267	267	16,111	<3.1	191.92	98.90	244.00	15000.00	0.94	60.00	99.60

## Table 2 Summary

## Table 2 Summary

September 2024

Date	Rialto	Rialto WRF\Effluent		Rialto WRF\Eff		Rialto WRF\Effluent		Rialto	Rialto
	Influent Conductivity (uS/cm)	Eff Conductivity Daily Ave (uS/cm)	Influent COD mg/l	Final Effluent COD mg/l	Influent TDS mg/l	Filter Effluent TDS mg/l	EFF FINAL TDS mg/L	Influent Inorganic Nitrogen mg/L	Effluent Inorganic Nitrogen mg/l as N
9/1/2024	1250.00	823.00							
9/2/2024	1330.00	821.00							
9/3/2024	1619.00	830.00							
9/4/2024	1383.00	834.00			520.00			41.00	
9/5/2024	1354.00	821.00				440.00	490.00		9.50
9/6/2024	1382.00	812.00	450	8.0					
9/7/2024	1240.00	820.00							
9/8/2024	1321.00	843.00							
9/9/2024	1609.00	818.00							
9/10/2024	1364.00	833.00							
9/11/2024	1405.00	812.00							
9/12/2024	1365.00	817.00							
9/13/2024	1392.00	838.00							
9/14/2024	1277.00	819.00							
9/15/2024	1310.00	809.00							
9/16/2024	1328.00	818.00							
9/17/2024	1296.00	829.00							
9/18/2024	1370.00	844.00							
9/19/2024	1406.00	838.00							
9/20/2024	1444.00	820.00							
9/21/2024	1152.00	836.00							
9/22/2024	1221.00	846.00							
9/23/2024	1657.00	864.00							
9/24/2024	1644.00	924.00							
9/25/2024	1429.00	835.00							6.90
9/26/2024	1310.00	805.00							
9/27/2024	1495.00	829.00							
9/28/2024	1281.00	832.00							
9/29/2024	1331.00	826.00							
9/30/2024	1402.00	828.00							
Minimum	1152.00	805.00	450	8.0	520.00	440.00	490.00	41.00	6.90
Maximum	1657.00	924.00	450	8.0	520.00	440.00	490.00	41.00	9.50
Average	1379.00	831.00	450	8.0	520.00	440.00	490.00	41.00	8.20

## Table 3 Summary

### Table 3 Summary

September 2024

Date	Rialto WRF Influent		Rialto WRF Effluent		Rialto WRF Eff		Rialto WRF Effluent		Transfer	Transfer	Rialto	Transfer Data
	Influent pH	24 hr avg. effl. pH	Effluent Temp	Effluent Ammonia	Effluent Total Coliform	Effluent Coliform 7 Day Median	Effluent Cyanide, Free Available	Eff DI(2-ethylhexyl) phthalate (DEHP)	FIT- 8321 ADG #2 Flow	FIT- 8321 ADG #2 Flow	Natural Gas Daily Use	FIT- 8321 ADG#2 Flow
	SU	SU	Deg C	mg/L	MPN/100mL	MPN/100ML	ug/L	ug/l	cu ft/day	cu ft/day	cf/day	cu ft/day
9/1/2024	7.35	7.23	29.20		<1.8	<1.80			152294.00	152294.00	16300.00	152294.00
9/2/2024	7.46	7.24	29.30		<1.8	<1.80			134584.00	134584.00	16900.00	134584.00
9/3/2024	7.40	7.21	29.60	<0.10	<1.8	<1.80			117255.00	117255.00	2000.00	117255.00
9/4/2024	7.48	7.24	29.40		<1.8	<1.80			146896.00	146896.00	500.00	146896.00
9/5/2024	7.34	7.25	29.60	<0.10	<1.8	<1.80		<5.00	166294.00	166294.00	400.00	166294.00
9/6/2024	7.41	7.28	29.90		<1.8	<1.80			178126.00	178126.00	100.00	178126.00
9/7/2024	7.29	7.26	29.90		<1.8	<1.80			107917.00	107917.00	300.00	107917.00
9/8/2024	7.37	7.24	29.80		<1.8	<1.80			168862.00	168862.00	200.00	168862.00
9/9/2024	7.37	7.36	29.60	<0.10	<1.8	<1.80			126124.00	126124.00	10400.00	126124.00
9/10/2024	7.27	7.34	29.60		<1.8	<1.80	<2.0		155472.00	155472.00	16500.00	155472.00
9/11/2024	7.33	7.30	29.30		2.0	<1.80			166141.00	166141.00	7100.00	166141.00
9/12/2024	7.01	7.29	29.00		<1.8	<1.80			156968.00	156968.00	500.00	156968.00
9/13/2024	6.85	7.27	28.90		<1.8	<1.80			139912.00	139912.00	900.00	139912.00
9/14/2024	6.95	7.31	28.60		<1.8	<1.80			131984.00	131984.00	1900.00	131984.00
9/15/2024	7.24	7.27	28.60		<1.8	<1.80			169213.00	169213.00	12100.00	169213.00
9/16/2024	7.47	7.27	28.60	<0.10	<1.8	<1.80			147046.00	147046.00	20200.00	147046.00
9/17/2024	7.62	7.27	28.00		<1.8	<1.80			137210.00	137210.00	21900.00	137210.00
9/18/2024	7.24	7.25	28.00		<1.8	<1.80			168277.00	168277.00	7500.00	168277.00
9/19/2024	6.79	7.28	28.20		<1.8	<1.80			147434.00	147434.00	1300.00	147434.00
9/20/2024	7.27	7.28	28.20		<1.8	<1.80			99882.00	99882.00	1900.00	99882.00
9/21/2024	7.30	7.27	27.60		<1.8	<1.80			127333.00	127333.00	13400.00	127333.00
9/22/2024	7.38	7.28	27.90		<1.8	<1.80			161632.00	161632.00	19000.00	161632.00
9/23/2024	7.28	7.33	28.30	<0.10	<1.8	<1.80			147477.00	147477.00	17800.00	147477.00
9/24/2024	7.27	7.22	28.40		<1.8	<1.80			153833.00	153833.00	18900.00	153833.00
9/25/2024	7.25	7.31	28.30		<1.8	<1.80			153490.00	153490.00	5100.00	153490.00
9/26/2024	7.38	7.36	28.20		<1.8	<1.80			147495.00	147495.00	900.00	147495.00
9/27/2024	7.44	7.39	28.00		<1.8	<1.80			145418.00	145418.00	800.00	145418.00
9/28/2024	7.55	7.37	27.60		<1.8	<1.80			134089.00	134089.00	1200.00	134089.00
9/29/2024	7.54	7.34	27.80		<1.8	<1.80			145935.00	145935.00	600.00	145935.00
9/30/2024	7.38	7.19	27.90	<0.10	<1.8	<1.80			144089.00	144089.00	14200.00	144089.00
Minimum	6.79	7.19	27.60	<0.10	<1.8	<1.80	<2.0	<5.00	99882.00	99882.00	100.00	99882.00
Maximum	7.62	7.39	29.90	<0.10	2.0	<1.80	<2.0	<5.00	178126.00	178126.00	21900.00	178126.00
Average	7.31	7.28	28.70	<0.10	<1.8	<1.80	<2.0	<5.00	145956.00	145956.00	7693.00	145956.00

## Monthly Sewer Line Cleaned









# City of Rialto

## Legislation Text

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**File #:** UC-24-1897, **Version:** 1, **Agenda #:**

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For Utilities Commission Meeting December 17, 2024

TO: Honorable Chair and Commission

APPROVAL: John Rossi, Interim Utilities Director

FROM: Nicole Hemmans, Senior Administrative Analyst

Previous Discussion Update.

**None.**



# City of Rialto

## Legislation Text

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**File #:** UC-24-1896, **Version:** 1, **Agenda #:**

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For Utilities Commission Meeting December 17, 2024

TO: Honorable Chair and Commission

APPROVAL: John Rossi, Interim Utilities Director

FROM: Nicole Hemmans, Senior Administrative Analyst

To-Do List.

### **BACKGROUND**

#### **Future Agenda Items:**

- Presentation on the Rialto Habitat Nature Center.
- How does a well work
- Update on Perchlorate
- Update on Cactus Basin
- Update on the Rialto Habitat Nature Center
- Reservoir Forecasting
- Final Construction Work Authorization (FCWA) for the Department of Water Resources Bureau of Reclamation (DWR/BOR) Automatic Meter Infrastructure (AMI) Project.
- FCWA for the Bureau of Reclamation 3A Groundwater Treatment Plan.
- FCWA for Safe Routes to Schools.
- Water View Presentation.



# City of Rialto

## Legislation Text

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**File #:** UC-24-1898, **Version:** 1, **Agenda #:**

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For Utilities Commission Meeting December 17, 2024

TO: Honorable Chair and Commission

APPROVAL: John Rossi, Interim Utilities Director

Utilities Director Update.

**None**