

# **City of Rialto**

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



## **Regular Meeting - Final**

**Tuesday, December 16, 2025**

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

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

### **Cable Advisory and Utilities Commission**

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

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

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

## **CALL TO ORDER**

## **ROLL CALL**

*Chairperson Barbara Rickman, Vice-Chairperson Carla D. Towns, Commissioner Brenda Nuno Gutierrez, Commissioner Erlinda Patterson, Commissioner James M. Shields, Commissioner Kevin C. Kobbe, Commissioner Rocio Martinez*

## **PLEDGE OF ALLEGIANCE**

## **MOMENT OF SILENCE/INVOCATION**

## **APPROVAL OF MINUTES**

[CUC-25-0828](#) Minutes to the Regular Meeting of October 21, 2025

Attachments: [Minutes 10-21-25](#)

## **ORAL COMMUNICATIONS**

## **NEW BUSINESS**

[CUC-25-0834](#) Director of Utilities Update:

1. Introduction to the Director of Utilities, Sachin Chawla.

[CUC-25-0838](#) Presentation on the Water and Wastewater Utility Rate Study (Receive and File)

Attachments: [PRESENTATION Water and Wastewater Rates](#)

[CUC-25-0772](#) Monthly Activity Report for City of Rialto Waste Management Services

[CUC-25-0830](#) Presentation/Update on the Rialto Network/Information Technology Department and its Activities

[CUC-25-0829](#) Update on the Status of iPads for the Cable Advisory and Utilities Commissioners

[CUC-25-0836](#) Veolia's Monthly Operations Reports: November 2025 (Reporting period September 2025) & December 2025 (Reporting period October 2025).

Attachments: [Monthly Operation Report - Reporting Period September 2025 NOVEMBER REPORT](#)  
[Monthly Operation Report - Reporting Period October 2025 DECEMBER REPORT](#)

## **OLD BUSINESS**

[CUC-25-0831](#) Previous Discussion Items

[CUC-25-0835](#) To-Do-List

## **DIRECTOR OF UTILITIES UPDATE**

## **COMMISSIONER REPORTS**

## **ADJOURNMENT**



# City of Rialto

## Legislation Text

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**File #:** CUC-25-0828, **Version:** 1, **Agenda #:**

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For Cable Advisory and Utilities Commission Meeting December 16, 2025

TO: Honorable Chairperson and Commission

APPROVAL: Sachin Chawla, Director of Utilities

FROM: Nicole Hemmans, Senior Administrative Analyst

Minutes to the Regular Meeting of October 21, 2025



**CITY OF RIALTO  
REGULAR MEETING OF  
THE CABLE ADVISORY AND UTILITIES COMMISSION  
October 21, 2025 - 6:00 P.M.  
MINUTES**

The Regular meeting of the Cable Advisory and 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 21, 2025.

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

**CALL TO ORDER**

Chair Barbara Rickman called the meeting to order at 6:00 p.m.

**ROLL CALL**

Nicole Hemmans, Senior Administrative Analyst, took the roll call.

**Commissioners Present:**

Chair Barbara Zrelak-Rickman  
Vice-Chair Carla D Towns  
Commissioner Brenda Nuno Gutierrez  
Commissioner Erlinda Patterson  
Commissioner James Shields  
Commissioner Kevin C. Kobbe  
Commissioner Rocio Martinez

**Commissioners Absent:**

None

**Staff/Others Present:**

Scott Brosious, Broadcast Production Supervisor  
Amy Crow, Administrative Analyst  
Nicole Hemmans, Senior Administrative Analyst  
Robert Lee, Customer Service Manager – RWS/Veolia  
Andrew Coleman, Field Operations Supervisor – RWS/Veolia  
Brandon Stallings, CIP Project Engineer – RWS/Veolia  
Frank Garza, Wastewater Project Manager – RWS/Veolia

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**PLEDGE OF ALLEGIANCE**

Chair Barbara Rickman led the Pledge of Allegiance.

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**MOMENT OF SILENCE/  
INVOCATION**

Nicole Hemmans led the invocation.

## **APPROVAL OF MINUTES**

September 16, 2025 meeting

Chair Rickman asked whether there were any comments on the minutes of the regular meeting on September 16, 2025.

- ◆ None.

### **Action**

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

## **ORAL COMMUNICATIONS**

Chair Rickman asked if there was oral communication from the audience of items not on the agenda.

- ◆ None.

## **NEW BUSINESS ITEMS**

### **CUC-25-0727**

Monthly Activity Report for City of Rialto Waste Management Services.

Amy Crow provided the monthly activity report for City of Rialto Waste Management Services for the month of September. (RECEIVE AND FILE)

### **Questions & Comments**

- ◆ Commissioner Kevin Kobbe inquired what abandoned waste is.
  - Ms. Amy Crow advised that abandoned waste refers to waste materials that have been improperly left behind by individuals rather than disposed of through appropriate means.

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### **CUC-25-0722**

Extraterritorial Wastewater Service Agreement.

Staff requested that the Cable Advisory and Utilities Commission recommend that the City Council adopt a Resolution and a Rialto Utility Authority Resolution approving an Extraterritorial Wastewater Service Agreement with Sergia Arteaga and Leticia Martinez (Owners) for the property located at 19010 Valley Blvd., Bloomington, CA (APN 0253-123-47-0000). (ACTION)

### **Questions & Comments**

- ◆ None

### **Action**

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

**CUC-25-0724**

Staff requests to reschedule or cancel the November 18, 2025 Cable Advisory and Utilities Commission meeting.

Staff requested the Cable Advisory and Utilities Commission to provide guidance on whether to reschedule or cancel the November 18, 2025, meeting date, which conflicts with the only scheduled City Council meeting for November. (ACTION)

The Commissioners agreed to cancel the November 2025 meeting.

**Action**

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

**CUC-25-0723**

Veolia Monthly Operations Report.

Receive and file the Monthly Operations Report from Veolia for the months of:

1. September 2025 (Reporting period July 2025)
  2. October 2025 (Reporting period August 2025)
- (RECEIVE AND FILE)

**Customer Service update provided by Robert Lee:**

**Questions & Comments**

- ◆ Robert Lee, Customer Service Manager, provided an introduction to the commissioners on the Customer Service report, which he provides an update on monthly.

**Wastewater update provided by Frank Garza:**

**Questions & Comments**

- ◆ Frank Garza, Wastewater Project Manager, provided an introduction to the commissioners on the Wastewater report, which he provides an update on monthly.
- ◆ Commissioner Kobbe requested an overview of the acronyms in the report.
  - Mr. Garza when over in detail the list of Acronyms in the waste report.
- ◆ Chair Rickman asked what would cause the affluent to be excessively high on July 6, 2025.
  - Mr. Garza mentioned it was a typo in the report.
- ◆ Chair Rickman asked if the SOS call out was due to construction debris.
  - Mr. Garza confirmed yes.

**Water update provided by Brandon Stallings:**

Questions & Comments

- ◆ Brandon Stalling, CIP Manager, provided an introduction to the commissioners on the CIP report, which was not included in the MOR's report for October.

**Water update provided by Andrew Coleman:**

Questions & Comments

- ◆ Andrew Coleman, Field Operations Supervisor, provided an introduction to the commissioners on the Customer Service report, which he provides an update on monthly.

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**OLD BUSINESS ITEMS**

**CUC-25-0725**

Previous Discussion Items

Previous Discussion Items:

- ◆ None

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**CUC-25-0726**

To-Do-List

To-Do-List.

Questions & Comments

- ◆ Chair Rickman requested an update on the iPad replacement for the Commissioners and asked that this be discussed as a discussion item at the next meeting.
- ◆ Chair Rickman asked when the Utility User Tax (UUT) will return as a charge on the monthly bill.
  - Nicole Hemmans advised that she will confirm the date and provide an update at the next meeting.
- ◆ The Commissioners requested a tour of the *Wastewater Treatment plant* and the *Burrtec Material Recovery Facility* (MRF).
- ◆ Chair Rickman and Commissioner Kobbe requested an update on the Cable Advisory, including an overview of the department and the types of recommendations they would be responsible for providing.



- Scott Brosious provided information on the Cable Advisory section of the meeting.

- ◆ Commissioner Patterson said she is proud of the work Rialto Network is doing.

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## **UTILITIES DIRECTOR UPDATES**

### **CUC-25-0730**

Utilities Director Updates

Utilities Director updates:

1. Staff provided an update on the Advanced Metering Infrastructure Project.

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## **COMMISSIONER UPDATES**

Commissioner Updates: None

### **Questions & Comments**

- ◆ Chair Rickman requested an update on the Edison issue with collecting data.
  - Mr. Garza advised that the issue had to do with the update to the account numbers and credentials in accessing the SCE site. This issue was being resolved with Edison.

## **ADJOURNMENT**

- ◆ Meeting adjourned at 7:03 p.m.



# City of Rialto

## Legislation Text

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**File #:** CUC-25-0834, **Version:** 1, **Agenda #:**

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For Cable Advisory and Utilities Commission Meeting December 16, 2025

TO: Honorable Chairperson and Commission

APPROVAL: Sachin Chawla, Director of Utilities

Director of Utilities Update:

1. Introduction to the Director of Utilities, Sachin Chawla.



# City of Rialto

## Legislation Text

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**File #:** CUC-25-0838, **Version:** 1, **Agenda #:**

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For Cable Advisory and Utilities Commission Meeting December 16, 2025

TO: Honorable Chairperson and Commission

APPROVAL: Sachin Chawla, Director of Utilities

Presentation on the Water and Wastewater Utility Rate Study (Receive and File)

# City of Rialto

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Proposed Water and Sewer/Wastewater Rate Study Report  
December 16, 2025

Rate Study Report Prepared by:



**Water Resources  
Economics**

PROMOTING THE VALUE AND PRICE OF  
WATER SERVICE

# Agenda

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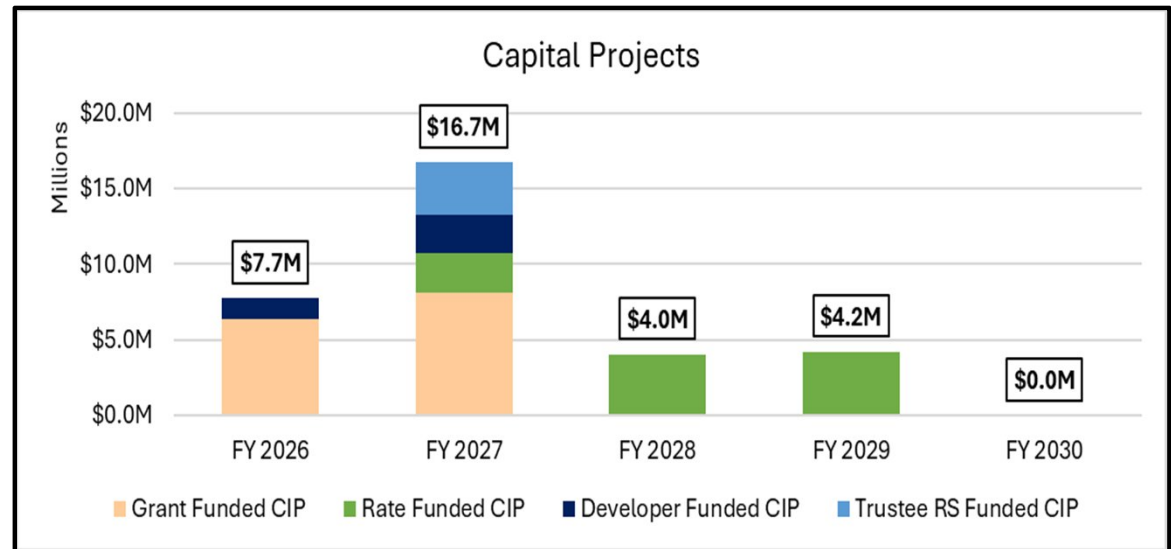
- Proposed Water Financial Plan Scenario
- Proposed Water Rates
- Proposed Wastewater Financial Plan Scenario
- Proposed Wastewater Rates

# Water CIP

CIP, Funded by Rates/ Grants/ DIF/ Rate Stabilization

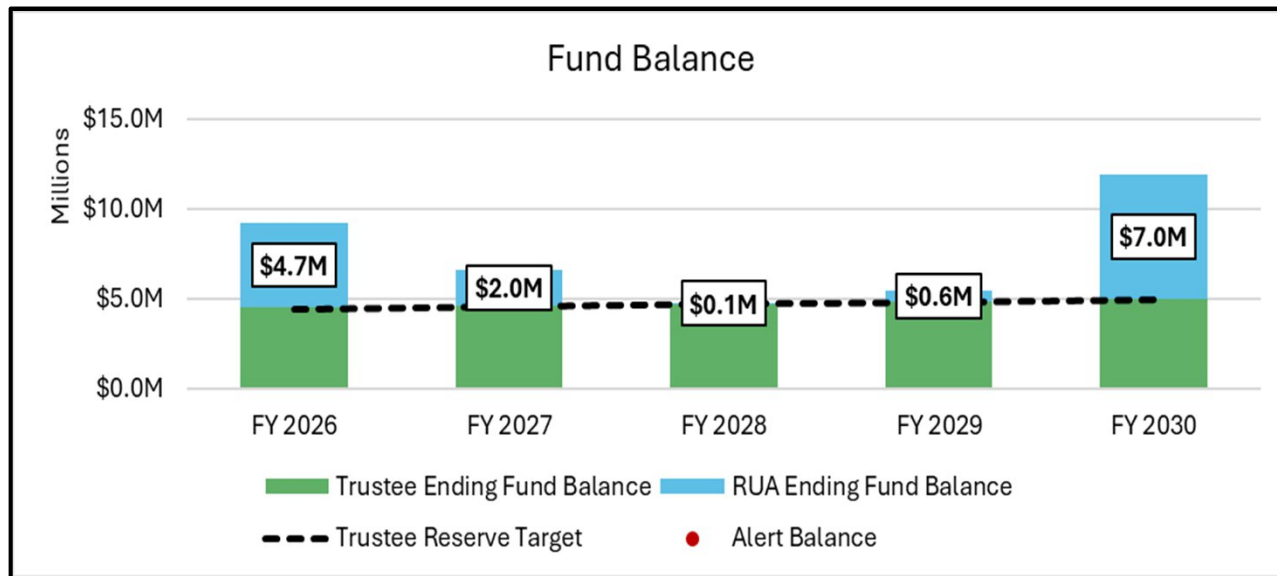
CIP Funding Sources:

- **Trustee Rate Stabilization** = \$3.5 Million
- **DIF** = \$4 Million
- **Grants** = \$14.5 Million
- **Rates** = \$10.8 Million



# Water Proposed

CIP + O&M, Funded by Rates/ Grants/ DIF/ Rate Stabilization

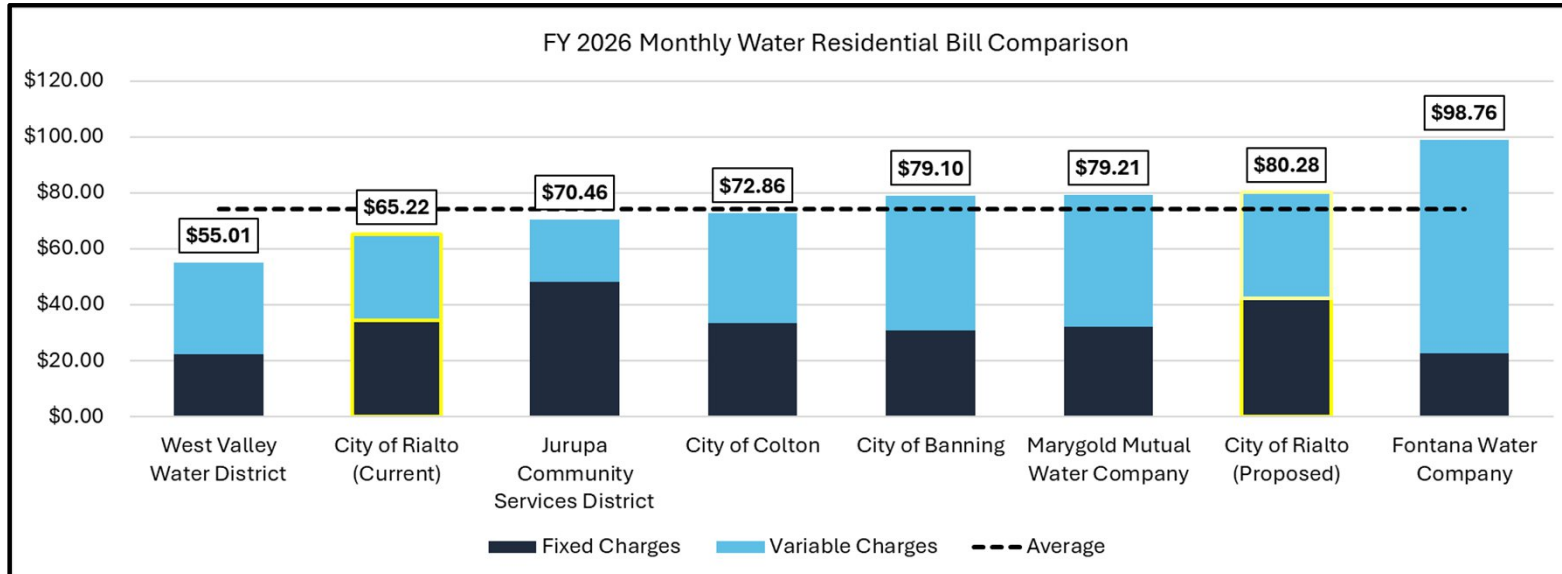


Rialto will meet its trustee coverage requirements in each year.

Proposed Scenario	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	Total
Rate Adjustment	23%	18%	17%	3%	3%	64%

# Water Customer Impacts

Proposed Scenario based on 23% Revenue Adjustment in FY 2026



Proposed Scenario	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	Total
Rate Adjustment	23%	18%	17%	3%	3%	64%

*\*Based on average monthly residential customer usage of 15 ccf*

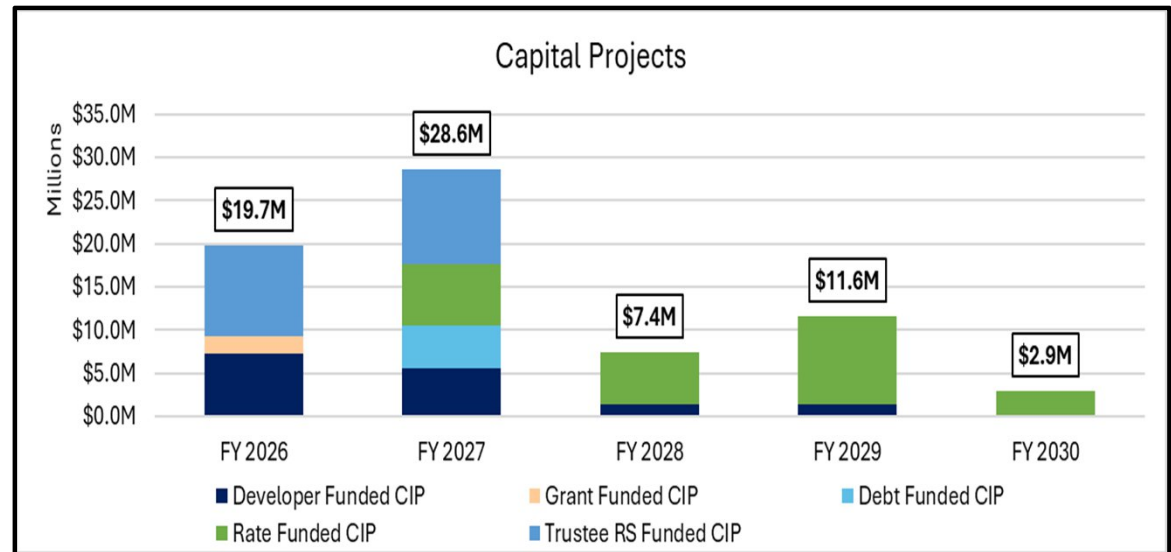


# Wastewater CIP

Funded by Rates/ DIF/ Rate Stabilization/ Debt

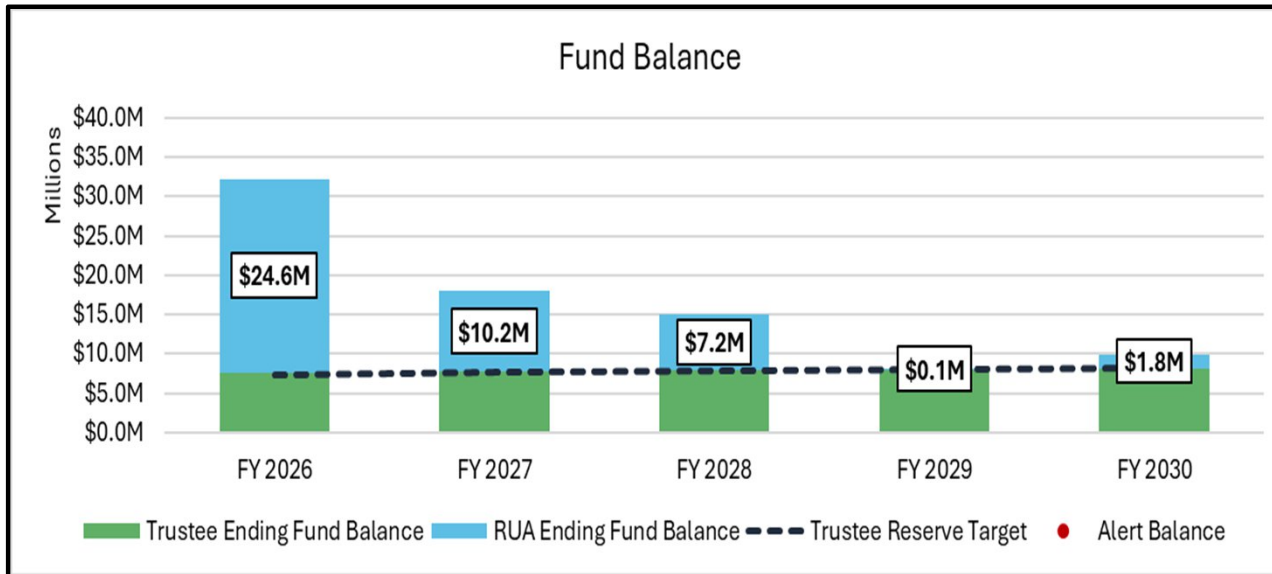
## CIP Funding Sources:

- **Trustee Rate Stabilization** = \$21.3 Million
- **DIF** = \$15.7 Million
- **Grants** = \$2 Million
- **Debt** = \$5 Million
- **Rates** = \$26.2 Million



# Wastewater Proposed

CIP + O&M, Funded by Rates/ Grants/ DIF/ Revenue Stabilization/ Debt



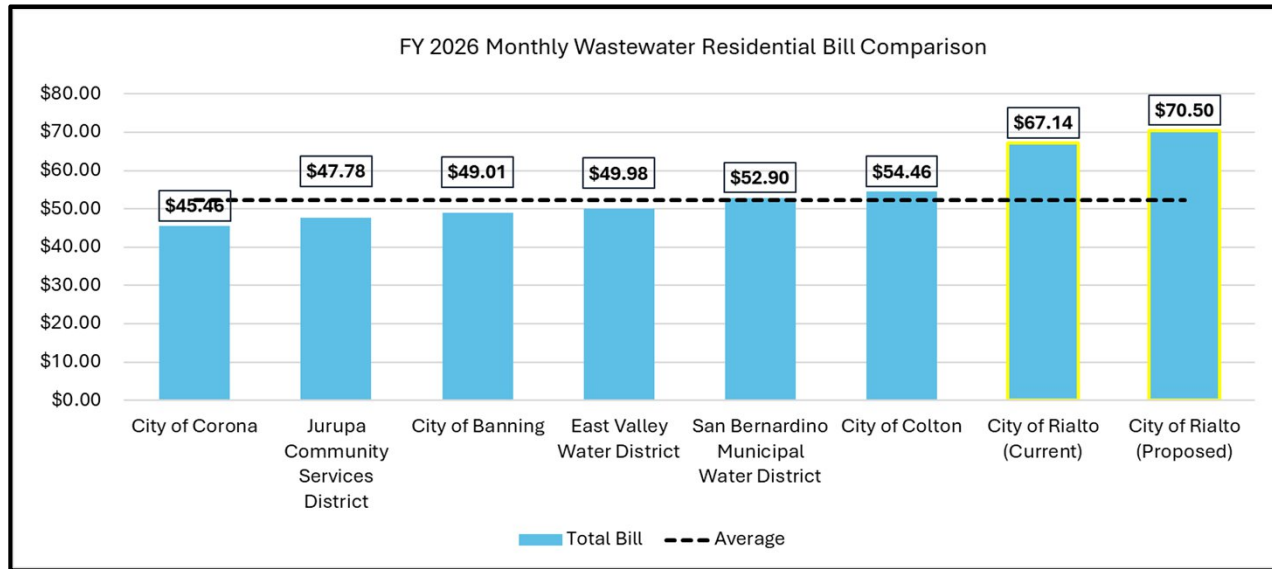
Rialto will meet its trustee coverage requirements in each year.

For the City's new debt issuance (\$5 Million in FY 2027), the City will meet its debt coverage requirements in each year.

Proposed Scenario	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	Total
Rate Adjustment	5%	5%	5%	4%	4%	23%

# Wastewater Customer Impacts

Proposed Scenario based on 5% Revenue Adjustment in FY 2026



Proposed Scenario	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	Total
Rate Adjustment	5%	5%	5%	4%	4%	23%



## Water Resources Economics

PROMOTING THE VALUE AND PRICE OF  
WATER SERVICE

## Contact Information

Rate Study Found @ <https://www.rialtoca.gov/806/Proposed-Water-Sewer-Wastewater-Rates>

Sanjay Gaur  
Founder / President  
[sgaur@water-economics.com](mailto:sgaur@water-economics.com)

Nancy Phan  
Principal Consultant  
[nphan@water-economics.com](mailto:nphan@water-economics.com)

Grace Hunzicker  
Project Analyst  
[ghunzicker@water-economics.com](mailto:ghunzicker@water-economics.com)

# Proposed Water Rates

Proposed Rates	Current	Effective 3/1/2026	Effective 1/1/2027	Effective 1/1/2028	Effective 1/1/2029	Effective 1/1/2030
<b>Monthly Minimum Charge</b>						
3/4" and smaller	\$34.53	\$42.48	\$50.13	\$58.66	\$60.42	\$62.24
1"	\$53.03	\$65.23	\$76.98	\$90.07	\$92.78	\$95.57
1 1/2"	\$99.28	\$122.12	\$144.11	\$168.61	\$173.67	\$178.89
2"	\$154.79	\$190.40	\$224.68	\$262.88	\$270.77	\$278.90
3"	\$302.80	\$372.45	\$439.50	\$514.22	\$529.65	\$545.54
4"	\$469.31	\$577.26	\$681.17	\$796.97	\$820.88	\$845.51
6"	\$931.84	\$1,146.17	\$1,352.49	\$1,582.42	\$1,629.90	\$1,678.80
8"	\$1,486.88	\$1,828.87	\$2,158.07	\$2,524.95	\$2,600.70	\$2,678.73
<b>Volume Charge (\$/ ccf)</b>						
<b>All Customers Except Those Noted Below</b>						
Tier 1 (0-9 units)	\$1.95	\$2.40	\$2.84	\$3.33	\$3.43	\$3.54
Tier 2 (10-30 units)	\$2.19	\$2.70	\$3.19	\$3.74	\$3.86	\$3.98
Tier 3 (31+ units)	\$3.19	\$3.93	\$4.64	\$5.43	\$5.60	\$5.77
<b>Multiple Apartments</b>						
Over 49 Units and Mobile Homes	\$2.35	\$2.90	\$3.43	\$4.02	\$4.15	\$4.28
<b>Landscape</b>						
Tier 1	\$2.19	\$2.70	\$3.19	\$3.74	\$3.86	\$3.98
Tier 2	\$3.19	\$3.93	\$4.64	\$5.43	\$5.60	\$5.77
<b>Fire Line Charges</b>						
3"	\$21.56	\$26.52	\$31.30	\$36.63	\$37.73	\$38.87
4"	\$45.95	\$56.52	\$66.70	\$78.04	\$80.39	\$82.81
6"	\$133.47	\$164.17	\$193.73	\$226.67	\$233.48	\$240.49
8"	\$284.43	\$349.85	\$412.83	\$483.02	\$497.52	\$512.45
10"	\$511.50	\$629.15	\$742.40	\$868.61	\$894.67	\$921.52
<b>Hydrant Charges</b>						
Water Use, \$/ccf	\$2.70	\$3.33	\$3.93	\$4.60	\$4.74	\$4.89
Per Day	\$3.43	\$4.22	\$4.98	\$5.83	\$6.01	\$6.20

# Proposed Wastewater Rates

Proposed Rates	Current	Effective 3/1/2026	Effective 1/1/2027	Effective 1/1/2028	Effective 1/1/2029	Effective 1/1/2030
<b>Group 1 (\$/ month/ residential unit)</b>						
Residential Single Family & Multi-Family	\$67.14	\$70.50	\$74.03	\$77.74	\$80.85	\$84.09
Residential x 1.3	\$87.28	\$91.65	\$96.24	\$101.06	\$105.11	\$109.32
<b>Non-Residential (\$/ ccf)</b>						
Group II - Commercial	\$5.80	\$6.09	\$6.40	\$6.72	\$6.99	\$7.27
Group III - Commercial	\$8.32	\$8.74	\$9.18	\$9.64	\$10.03	\$10.44
Group IV - Commercial	\$12.06	\$12.67	\$13.31	\$13.98	\$14.54	\$15.13
Group VI - Commercial	\$5.80	\$6.09	\$6.40	\$6.72	\$6.99	\$7.27
Commercial II x 1.3	\$7.54	\$7.92	\$8.32	\$8.74	\$9.09	\$9.46
Commercial III x 1.3	\$10.82	\$11.37	\$11.94	\$12.54	\$13.05	\$13.58
Commercial IV x 1.3	\$15.68	\$16.47	\$17.30	\$18.17	\$18.90	\$19.66
Commercial VI x 1.3	\$7.54	\$7.92	\$8.32	\$8.74	\$9.09	\$9.46
<b>School (\$/ pupil/ month)</b>						
Elementary, Continuing, and Adult Education	\$1.00	\$1.05	\$1.11	\$1.17	\$1.22	\$1.27
Junior High and High	\$2.30	\$2.42	\$2.55	\$2.68	\$2.79	\$2.91



# City of Rialto

## Legislation Text

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**File #:** CUC-25-0772, **Version:** 1, **Agenda #:**

---

For Cable Advisory and Utilities Commission Meeting December 16, 2025

TO: Honorable Cable Advisory and Utilities Commission Members

APPROVAL: Sachin Chawla, Director of Utilities

FROM: Amy Crow, Administrative Analyst

Monthly Activity Report for City of Rialto Waste Management Services

**BACKGROUND:**

The City of Rialto Municipal Code Chapter 2.24 establishes and defines the Rialto Cable Advisory and 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 Maintenance and Facilities 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 -**

During the month of October:

- 383 residents served,
- 665 gallons of used motor oil,
- 14 pallets of paint,
- 17 drums of miscellaneous poisons and other toxic liquids,
- 9 barrels of sharps, including needles, lancets, and syringes used by residents for their home healthcare and medical needs

During the month of November, the Household Hazardous Waste site was open on the 7<sup>th</sup> and 8<sup>th</sup> and will be open again on the 21<sup>st</sup> and 22<sup>nd</sup> from 8 am until 12 noon.

During the month of November:

- 82 residents served,
- 205 gallons of used motor oil,
- 4 pallets of paint,

- 4 drums of miscellaneous poisons and other toxic liquids,
- 4 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 4<sup>th</sup> and 5<sup>th</sup> and will be open again on the 18<sup>th</sup> and 19<sup>th</sup> from 8 am until 12 noon.

- **Community Clean-up Day** - October 25, 2025  
Used Tire Collection = 413  
Electronic Waste Drop-off = 10,563 lbs.  
Personal Document Shredding = 15,870 lbs.  
Salvation Army Donation Drop-off = 1 truck load  
Trash = 60.11 tons  
Green Waste = 8.7 tons  
Metal = 4.08 tons  
Inert = 7.29
- **Burrtec Waste Tonnage Report** - Available tonnage reports will be distributed at the meeting.

**RECOMMENDATION:**

Staff recommends the Utilities Commission receive this report for the month of December, 2025.





# City of Rialto

## Legislation Text

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**File #:** CUC-25-0830, **Version:** 1, **Agenda #:**

---

For Cable Advisory and Utilities Commission Meeting December 16, 2025

TO: Honorable Chairperson and Commission

APPROVAL: Sachin Chawla, Director of Utilities

FROM: Scott Brosious, Broadcast Production Supervisor

Presentation/Update on the Rialto Network/Information Technology Department and its Activities



# City of Rialto

## Legislation Text

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**File #:** CUC-25-0829, **Version:** 1, **Agenda #:**

---

For Utilities Commission Meeting December 16,2025

TO: Honorable Chairperson and Commission

APPROVAL: Sachin Chawla, Director of Utilities

FROM: Nicole Hemmans, Senior Administrative Analyst

Update on the Status of iPads for the Cable Advisory and Utilities Commissioners



# City of Rialto

## Legislation Text

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**File #:** CUC-25-0836, **Version:** 1, **Agenda #:**

---

For Utilities Commission Meeting December 16, 2025

TO: Honorable Chairperson and Commission

APPROVAL: Sachin Chawla, Director of Utilities

Veolia's Monthly Operations Reports: November 2025 (Reporting period September 2025) & December 2025 (Reporting period October 2025).

### **RECOMMENDATION**

Staff recommends that the Utilities Commission receive and file the following reports:

1. November 2025 (Reporting period September 2025)
2. December 2025 (Reporting period October 2025)

# **Cable Advisory & Utility Commission Report**

## **November 2025**

**Reporting period September 2025**

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

**Reporting Period:**

**September 2025**

**Prepared for: Rialto Water Services**

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



# **RIALTO WATER**

## **MONTHLY OPERATIONS REPORT**

**Reporting Period:**

**September 2025**

**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 1032.08 acre-feet. 834.97 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). 105.02 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 92.09 acre-feet came from the OPRTP.

SEPTEMBER 2025 DAILY PRODUCTION TOTALS IN ACRE FEET											
							Delivered Via BLF				
								Purchased			
DATE	Chino 2	City 2	Rialto 3	Rialto 5	Miro 3	EW-1	City 4A	BOOSTER 6-9	Cactus <sup>1</sup>	OPRIP <sup>2</sup>	TOTAL <sup>3</sup>
9/1/25	5.62	3.73	6.75	0.00	6.20	0.00	9.39	5.78	6.98	2.99	38.05
9/2/25	3.72	5.65	6.06	0.00	7.44	0.00	7.82	5.85	5.21	2.88	36.81
9/3/25	5.14	3.43	6.73	0.00	5.82	0.00	10.30	7.35	5.00	3.24	36.71
9/4/25	5.14	3.69	6.15	0.00	5.62	0.00	6.21	4.02	3.83	3.45	31.91
9/5/25	4.41	1.96	3.40	0.00	5.70	0.00	10.09	4.02	3.78	2.52	25.78
9/6/25	2.62	7.37	8.13	0.00	6.16	0.00	8.45	0.00	12.86	2.81	39.95
9/7/25	1.03	8.61	6.43	0.00	6.50	0.00	9.00	12.01	5.60	3.20	43.38
9/8/25	0.00	7.19	6.13	0.00	5.93	0.00	8.08	5.56	6.98	2.96	34.75
9/9/25	0.00	8.10	6.29	0.00	6.29	0.00	9.56	7.83	4.64	3.21	36.35
9/10/25	0.00	7.76	5.90	0.00	6.07	0.00	8.35	6.29	5.23	2.89	34.14
9/11/25	0.00	6.80	5.88	0.00	5.54	0.00	8.64	6.29	3.90	3.15	31.56
9/12/25	0.00	3.52	6.22	0.00	5.21	0.00	8.68	8.72	7.51	3.17	34.35
9/13/25	0.00	7.38	7.09	0.00	7.98	0.00	8.07	3.44	6.06	3.21	35.16
9/14/25	0.00	8.59	8.75	0.00	6.22	0.00	10.19	8.65	4.61	3.47	40.29
9/15/25	3.49	2.07	3.37	0.00	5.94	0.00	7.91	5.95	5.00	2.66	28.49
9/16/25	6.54	2.36	7.09	0.00	7.14	0.00	10.39	6.08	5.44	3.26	37.91
9/17/25	4.04	0.29	5.10	0.00	5.08	0.00	9.04	10.42	4.48	3.08	32.48
9/18/25	6.15	1.13	6.66	0.00	6.57	0.00	3.14	2.27	5.03	3.07	30.88
9/19/25	5.10	3.02	6.38	0.00	6.23	0.00	1.55	0.00	5.66	2.76	29.15
9/20/25	4.27	1.99	5.95	0.00	5.82	0.00	9.08	0.00	14.37	2.14	34.54
9/21/25	5.74	0.00	6.36	0.00	6.30	0.00	9.14	4.27	5.44	4.77	32.88
9/22/25	4.87	0.00	7.42	0.00	7.45	0.00	8.10	9.00	4.57	2.71	36.01
9/23/25	6.01	0.00	4.41	0.00	4.71	0.00	8.63	8.70	5.35	2.71	31.89
9/24/25	4.66	0.00	6.08	0.00	5.93	0.00	9.21	7.55	3.49	3.57	31.28
9/25/25	4.38	2.86	8.38	0.00	0.03	0.00	7.94	2.30	7.27	2.27	27.49
9/26/25	5.85	3.43	7.09	0.00	0.00	0.00	9.07	9.57	5.10	2.08	33.12
9/27/25	5.97	9.80	6.93	0.00	4.04	0.00	7.33	4.15	6.41	2.43	39.73
9/28/25	5.46	9.72	5.99	0.00	5.89	0.00	2.34	0.80	5.26	6.06	39.17
9/29/25	5.07	8.08	6.59	0.00	12.11	0.00	0.00	0.00	5.30	2.93	40.08
9/30/25	5.71	0.00	7.14	0.00	0.08	0.00	8.93	6.25	6.16	2.44	27.78
TOTAL	110.99	128.53	190.84	0.00	169.98	0.00	234.63	163.12	176.53	92.09	1032.08
MIN	0.00	0.00	3.37	0.00	0.00	0.00	0.00	0.00	3.49	2.08	25.78
MAX	6.54	9.80	8.75	0.00	12.11	0.00	10.39	12.01	14.37	6.06	43.38
AVE	3.70	4.28	6.36	0.00	5.67	0.00	7.82	5.44	5.88	3.07	34.40

<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 2025 DAILY BOOSTER TOTALS IN ACRE FEET								
DATE	Booster 1	Booster 2	Booster 3	Booster 4	Booster 5	Booster 6-9	Booster 10	Booster 11
9/1/25	0.00	0.00	7.88	0.00	1.63	5.78	0.00	0.00
9/2/25	0.00	0.00	8.25	0.00	0.00	5.85	0.00	0.00
9/3/25	0.00	0.00	7.87	0.00	0.00	7.35	0.00	0.00
9/4/25	0.00	0.00	6.08	0.00	0.00	4.02	0.00	0.00
9/5/25	0.00	0.00	4.49	0.00	0.00	4.02	0.00	0.00
9/6/25	0.00	0.00	4.60	0.00	0.61	0.00	0.00	0.00
9/7/25	0.00	0.00	10.30	0.00	1.86	12.01	0.00	0.00
9/8/25	0.00	0.00	8.32	0.00	0.80	5.56	0.00	0.00
9/9/25	0.00	0.00	8.46	0.00	0.00	7.83	0.00	0.00
9/10/25	0.00	0.00	6.01	0.00	0.00	6.29	0.00	0.00
9/11/25	0.00	0.00	7.64	0.00	0.00	6.29	0.00	0.00
9/12/25	0.00	0.00	5.83	0.00	0.00	8.72	0.00	0.00
9/13/25	0.00	0.00	6.12	0.00	0.00	3.44	0.00	0.00
9/14/25	0.00	0.00	7.42	0.00	0.00	8.65	0.00	0.00
9/15/25	0.00	0.00	7.23	0.00	0.00	5.95	0.00	0.00
9/16/25	0.00	0.00	6.87	0.00	0.00	6.08	0.00	0.00
9/17/25	0.00	0.00	7.61	0.00	0.00	10.42	0.00	0.00
9/18/25	0.00	0.00	2.73	0.00	0.00	2.27	0.00	0.00
9/19/25	0.00	0.00	3.13	0.00	1.49	0.00	0.00	0.00
9/20/25	0.00	0.00	0.00	0.00	0.77	0.00	0.00	0.00
9/21/25	0.00	0.00	5.82	0.00	9.59	4.27	0.00	0.00
9/22/25	0.00	0.00	5.30	0.00	0.00	9.00	0.00	0.00
9/23/25	0.00	0.00	6.34	0.00	0.00	8.70	0.00	0.00
9/24/25	0.00	0.00	6.41	0.00	0.00	7.55	0.00	0.00
9/25/25	0.00	0.00	6.45	0.00	0.00	2.30	0.00	0.00
9/26/25	0.00	0.00	4.54	0.00	1.67	9.57	0.00	0.00
9/27/25	0.00	0.00	3.87	0.00	0.00	4.15	0.00	0.00
9/28/25	0.00	0.00	14.41	0.00	1.61	0.80	0.00	0.00
9/29/25	0.00	0.00	3.49	0.00	0.00	0.00	0.00	0.00
9/30/25	0.00	0.00	3.78	0.00	0.00	6.25	0.00	0.00
<b>TOTAL</b>	<b>0.00</b>	<b>0.00</b>	<b>187.25</b>	<b>0.00</b>	<b>20.03</b>	<b>163.12</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>14.41</b>	<b>0.00</b>	<b>9.59</b>	<b>12.01</b>	<b>0.00</b>	<b>0.00</b>
<b>AVE</b>	<b>0.00</b>	<b>0.00</b>	<b>6.24</b>	<b>0.00</b>	<b>0.67</b>	<b>5.44</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	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
Chino # 1 (580 ft) In-active well	429'	411'	411'	410'	412'	414'	414'	413'	413'	413'	411'	410'	410'
Chino # 2 (550 ft)	369'	343'	340'	342'	341'	335'	338'	335'	337'	334'	334'	333'	331'
City # 1 (260 ft)	392'	247'	251'	121'	126'	121'	122'	119'	117'	119'	121'	120'	120'
City # 2 (480 ft)	402'	137'	139'	147'	146'	128'	130'	128'	122'	129'	131'	125'	126'
City # 3 (525 ft) Out of Service	505'	416'	417'	414'	414'	415'	416'	416'	414'	417'	418'	418'	417'
City # 4A (528 ft)	406'	380'	380'	381'	374'	377'	375'	373'	362'	367'	370'	366'	360'
City # 5 (385 ft) In-active well	364'	322'	320'	318'	318'	321'	318'	318'	316'	316'	316'	316'	317'
Rialto # 1 (650 ft) In-active well	588'	553'	552'	561'	555'	571'	569'	565'	563'	564'	565'	562'	563'
Rialto # 2 (550 ft) In-active well	502'	501'	501'	499'	501'	496'	495'	502'	496'	498'	498'	497'	496'
Rialto # 3 (509 ft)	478'	476'	473'	472'	473'	473'	472'	472'	470'	470'	472'	471'	471'
Rialto # 4 (450 ft) In-active well	418'	418'	414'	413'	414'	415'	416'	415'	415'	414'	413'	414'	413'
Rialto # 5 (560 ft)	387'	384'	384'	385'	385'	384'	384'	386'	386'	387'	387'	387'	386'
Rialto Well # 7 In-active well	362'	362'	361'	362'	360'	360'	359'	353'	356'	354'	356'	357'	357'
Miro # 3 (563 ft)	492'	485'	484'	484'	484'	484'	484'	483'	483'	481'	480'	479'	480'
EW-1 (780 ft)	476'	473'	475'	475'	474'	472'	475'	475'	474'	475'	460'	471'	467'

## 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 Annual 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 09/17/2025	Sample Site Location Results									
Type of Sampling	Chino 2	City 2	City 4A	Rialto 3	Rialto 5	Miro 3	EW-1	BLF Cactus	BLF 6- 9	OPRT P
Total Coliform	A	A	A	A	A	A	OUT OF SERVICE	A	A	A
E. Coli	A	A	A	A	A	A		A	A	A
Nitrate as N	3.0									
Perchlorate (CLO <sub>4</sub> )	2.3*			8.2*	<1.0	7.6*				
Total Dissolved Solids	260	180	300	220	230	210		330	330	250
Perfluorooctanoic (PFOA)	<2.0				8.4**					
Perfluorooctanesulfonic (PFOS)	<2.0				2.5**					
Arsenic		5.5								

\*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).

\*\* Well is severed from the water distribution system and is used for monitoring purposes only.

Sample Date 09/23/2025	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	1.2	<1.0	<1.0	<1.0	<1.0	<1.0
Bromoform	<1.0	<1.0	<1.0	<1.0	<1.0	<1.0
Chloroform (Trichloromethane)	1.0	<1.0	<1.0	<1.0	<1.0	<1.0
Dibromochloromethane	1.1	<1.0	<1.0	<1.0	<1.0	<1.0
Total Trihalomethanes (TTHM)	3.3	<1.0	<1.0	<1.0	<1.0	<1.0
<b>Haloacetic Acid</b>						
Monochloroacetic Acid	<2.0	<2.0	<2.0	<2.0	<2.0	<2.0
Dichloroacetic Acid	<1.0	1.2	<1.0	<1.0	<1.0	<1.0
Trichloroacetic Acid	<1.0	<1.0	<1.0	<1.0	<1.0	<1.0
Monobromoacetic Acid	<1.0	<1.0	<1.0	<1.0	<1.0	<1.0
Dibromoacetic Acid	<1.0	<1.0	<1.0	<1.0	<1.0	<1.0
Total Haloacetic Acids (HAA5)	<2.0	<2.0	<2.0	<2.0	<2.0	<2.0

## B. Sample Site Location Results

Rialto Distribution Sample Results						
September 2025						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
<b>CYCLE 1 - 09/03/25</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
335 W. Rialto	1.20	A	A			
1228 W. Merrill	1.00	A	A			
256 N. Fillmore	1.10	A	A			
987 W. Grove	1.10	A	A			
978 N. Driftwood	1.00	A	A			
1451 N. Linden	1.10	A	A			
469 W. Jackson	1.00	A	A			
935 E. Mariposa	0.93	A	A			
1000 N. Joyce	0.99	A	A			
766 N. Chestnut	1.10	A	A			
149 W. Victoria	1.00	A	A			
313 E. McKinley	0.79	A	A			
609 E. South	1.00	A	A			
273 E. Alru	0.72	A	A			
1161 S. Lilac	1.00	A	A			
101 E. Valley	0.94	A	A			
<b>CYCLE 2 - 09/09/25</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	1.00	A	A			
101 S. Larch	0.56	A	A			
320 N. Wisteria	0.96	A	A			
861 W. Grove	0.73	A	A			
1168 N. Glenwood	1.10	A	A			
1320 N. Fitzgerald	0.95	A	A			
860 N. Willow	0.96	A	A			
209 E. Cornell	1.00	A	A			
643 E. Margarita	1.10	A	A			
1170 N. Terrace Rd.	1.20	A	A			
681 E. Erwin	1.00	A	A			
402 E. Merrill	1.10	A	A			
261 W. Wilson	1.00	A	A			
532 S. Iris	0.84	A	A			
281 W. Hawthorne	1.00	A	A			
379 W. Valley	1.00	A	A			

Rialto Distribution Sample Results
September 2025

Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
<b>CYCLE 3 - 09/16/25</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
236 N. Willow	0.97	A	A	<3.0	1	<0.10
775 E. Foothill	0.76	A	A	<3.0	1	<0.10
878 N. Primrose	1.00	A	A	<3.0	1	<0.10
369 E. Van Koevering	0.95	A	A	<3.0	1	<0.10
274 W. Valencia	0.68	A	A	<3.0	1	<0.10
1566 N. Fillmore	0.63	A	A	<3.0	1	<0.10
932 N. Idyllwild	0.93	A	A	<3.0	1	<0.10
644 N. Smoketree	0.92	A	A	<3.0	1	<0.10
605 W. Rosewood	1.00	A	A	<3.0	1	0.22
1189 W. Second	1.00	A	A	<3.0	1	<0.10
775 W. Rialto	0.96	A	A	<3.0	1	<0.10
211 E. Wilson	0.84	A	A	<3.0	1	<0.10
595 E. Huff	0.94	A	A	<3.0	1	<0.10
1005 S. Riverside	1.00	A	A	<3.0	1	<0.10
794 S. Verde	0.64	A	A	<3.0	1	<0.10
1055 W. Bloomington	0.99	A	A	<3.0	1	<0.10
<b>CYCLE 4 - 09/23/25</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
375 S. Cactus	1.10	A	A			
101 S. Linden	1.20	A	A			
234 N. Larch	1.20	A	A			
575 N. Driftwood	0.96	A	A			
1355 W. Shamrock	1.30	A	A			
992 N. Yucca	0.80	A	A			
481 W. Cornell	1.20	A	A			
158. E. Shamrock	1.10	A	A			
749 E. Holly	1.00	A	A			
545 E. Victoria	1.10	A	A			
200 N. Sycamore	1.10	A	A			
407 E. Allen	1.10	A	A			
399 E. Montrose	1.10	A	A			
856 S. Orange	0.86	A	A			
911 S. Cactus	1.00	A	A			
220 W. Valley	1.00	A	A			
P/A + Present or Absent						

### C. Violations

No violations were received during this reporting period.

#### D. Source Water Total Dissolved Solids (TDS)

Veolia has a goal of maintaining an acceptable blended TDS level between all its sources. This goal is achieved by shifting production to or from the lowest TDS wells or purchased low TDS water while adhering to the overall water supply strategy and meeting system demands. The TDS was 250 mg/L for the month of September as compared to 233 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	Safety Week: Stop Work Authority Annual Drill: Fire Drill
Lost Time Incidents, count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	6
Vehicle Incidents, count	0

\*A lost time incident has not occurred in the past 4370 days.

### IV. CHEMICAL USE

Sodium hypochlorite is the only chemical added to the water system. A total of 3295 gallons of sodium hypochlorite was used in September as compared to 3928 gallons used in August.

### V. ELECTRICAL USE

Southern California Edison (SCE) has not provided all of the data for September 2025. We will provide the data as it is received, thus will include yearly usage received to date.

SCE		kWh
Year	Month	Billed



		Usage
2024	October	529,208
2024	November	266,378
2024	December	247,546
2025	January	360,398
2025	February	294,421
2025	March	223,709
2025	April	428,976
2025	May	505,764
2024	June	575,467
2025	July	842,561
2025	August	669,021
2025	September	752,171

## 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

EW-1 well was out of service due to pump issues.

## B. Valve Activity

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

Valve Turning Progress	
	Valves Turned
2020	530
2021	340
2022	463
2023	750
2024	379
2025	322

## C. Hydrant Flushing

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

Hydrant/Dead End Flushing Progress	
	2025
January	0
February	0
March	6
April	6
May	11
June	0
July	0
August	29
September	3
<b>Total</b>	<b>55</b>
<b>Progress % (87)</b>	

## D. 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. All minor deficiencies have been corrected and submitted to DDW.

## **VIII. ASSET MANAGEMENT**

The following work orders were completed by Water production staff for the month of September:

- Preventive Maintenance –173
- Corrective Maintenance –1
- Predictive Maintenance –0

83– PMs planned for October 2025

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

The following work orders were completed by Water distribution staff for the month of September:

- Main line – 1
- Service line – 5
- Hydrants - 1
- Angle Meter Stop – 10
- Meter Box & Lid Replacement – 0
- Meter Leaks/ Replacements - 11

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

EW-1 well was out of service due to pump issues.

## **IX. RAINFALL TOTALS**

## 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 2025	2.81 K	1.87	261	5.4	66.4 K	38.9	52.5	65	26	42	27.1	4.0 K	49.8 K
Feb 2025	2.87	4.35	321	8.9 K	71.3 K	45.9 K	57.8 K	80	37	56 K	40.7 K	3.5	53.8
Mar 2025	3.66	3.01	389	9.7	67.2 K	45.8	55.7	87	43	65	43.5	4.0 K	56.8
Apr 2025	4.90	1.39	480 K	9.8	73.3	48.8	60.3	82	34	56	43.5	4.2 K	61.2 K
May 2025	6.07	3.76	558	13.1	80.1	55.7	66.9 K	85	39	61 K	51.7 K	4.3	66.6 L
Jun 2025	7.31	2.58	666	15.0	88.8	59.5 K	73.1	82	33	55	55.3	4.5 K	71.4
Jul 2025	8.05 K	1.96	676	15.1	92.1 K	60.9 K	75.6 K	80	27	50 L	55.5 L	4.5 K	73.6
Aug 2025	7.58	1.90 K	590	15.8	96.7	64.9	80.2	74	25	45	56.7	4.0 K	74.6
Sep 2025	5.31	2.32	452	16.7	89.6	64.1	75.6	79	35	56	58.2	3.8 K	73.7
Tots/Avg	48.56	23.1	488	12.2	80.6	53.8	66.4	79	33	54	48.0	4.1	64.6

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## I. CUSTOMER SERVICE SUMMARY

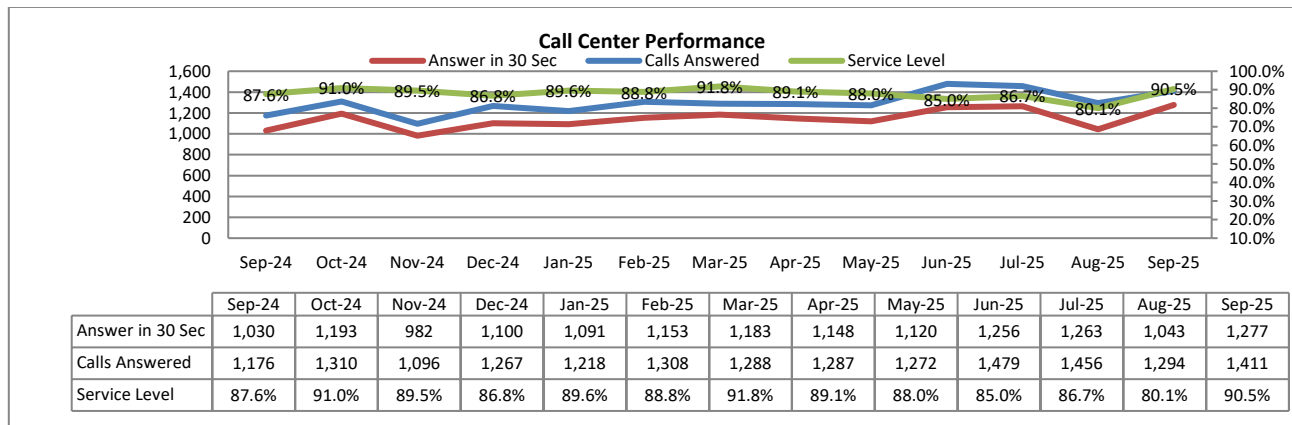
During this reporting month, the Customer Service team provided call service level of 90.5%. Out of 1,411 inbound calls answered 1,277 answered within the first 30 seconds.

Water consumption has decreased by less than 19.8% when compared against previous month. When compared against last year, consumption has decreased 22.7%. This increase is attributed higher water consumption during the prior month.

Sewer revenue has decreased by less than 1% compared to the prior month and increased by 2.3% from last year.

## II. CALL CENTER PERFORMANCE

During this reporting month, service level was 90.5% with 1,277 out of 1,411 being answered within the first 30 seconds. Overall average wait time was forty-two (42) seconds.



## III. AUTOMATED SERVICES

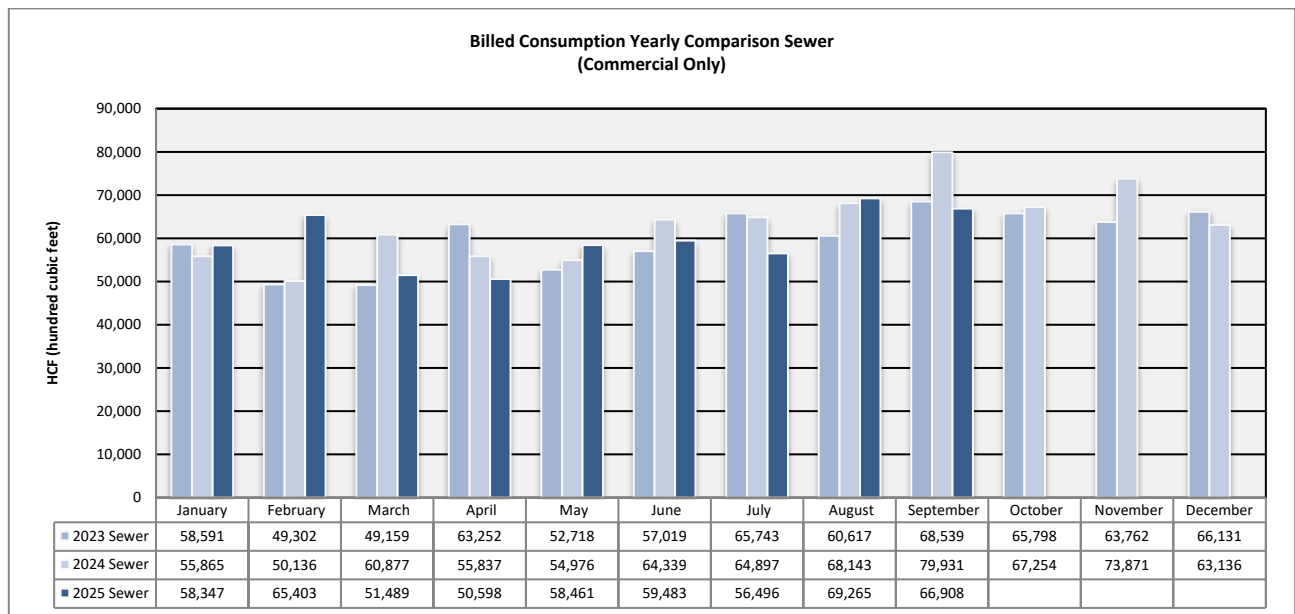
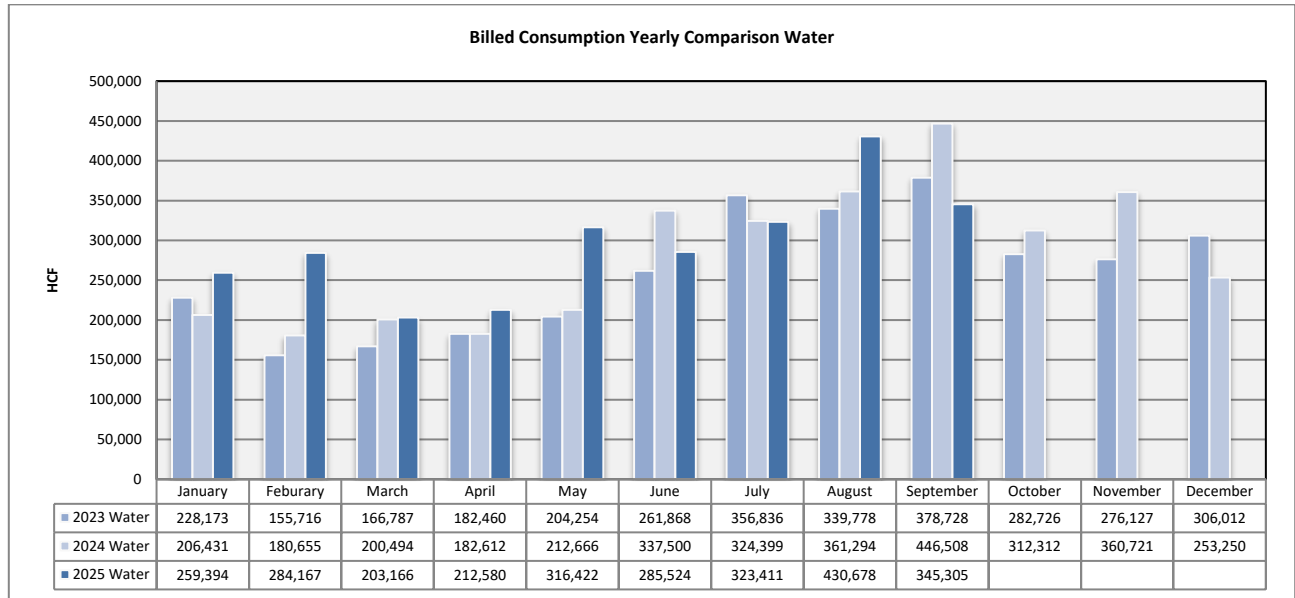
About 12884 or 56.3% of the rate payers have created log-ins to access their accounts online. Of these customers, with online access, 48.3% have chosen the e-bill option. This e-bill participation is 7.2% increase from September of the prior year.

	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25
Number of Bills	22,470	22,541	22,571	22,575	22,587	22,604	22,657	22,694	22,705	22,770	22,792	22,838	22,864
Number of Bill Adjustments (during billing)	5	11	9	29	17	10	29	25	15	18	29	10	7
Automated Over the Phone Payments	2,050	2,483	2,092	2,436	2,509	2,040	2,509	2,454	2,276	2,578	2,596	2,344	2,531
Online Payment	7,538	9,302	7,804	10,320	9,747	7,676	9,912	9,798	8,434	9,800	10,260	8,691	11,224
E-bill Participants	5,814	5,855	5,922	5,959	5,997	6,031	6,069	5,969	6,000	6,074	6,134	6,185	6,233
Auto Pay Participants (New Portal)	4,278	4,305	4,343	4,367	4,420	4,467	4,536	4,554	4,630	4,696	4,728	4,776	4,834
PayNearMe	92	95	93	95	108	73	99	97	88	88	88	88	103

## IV. CONSUMPTION & BILLING

### A. Consumption

Water consumption has decreased by 19.8% when compared against previous month. When compared against last year, consumption has decreased 22.7%. This increase is attributed higher water consumption during the prior month due to additional days between the meter reads.



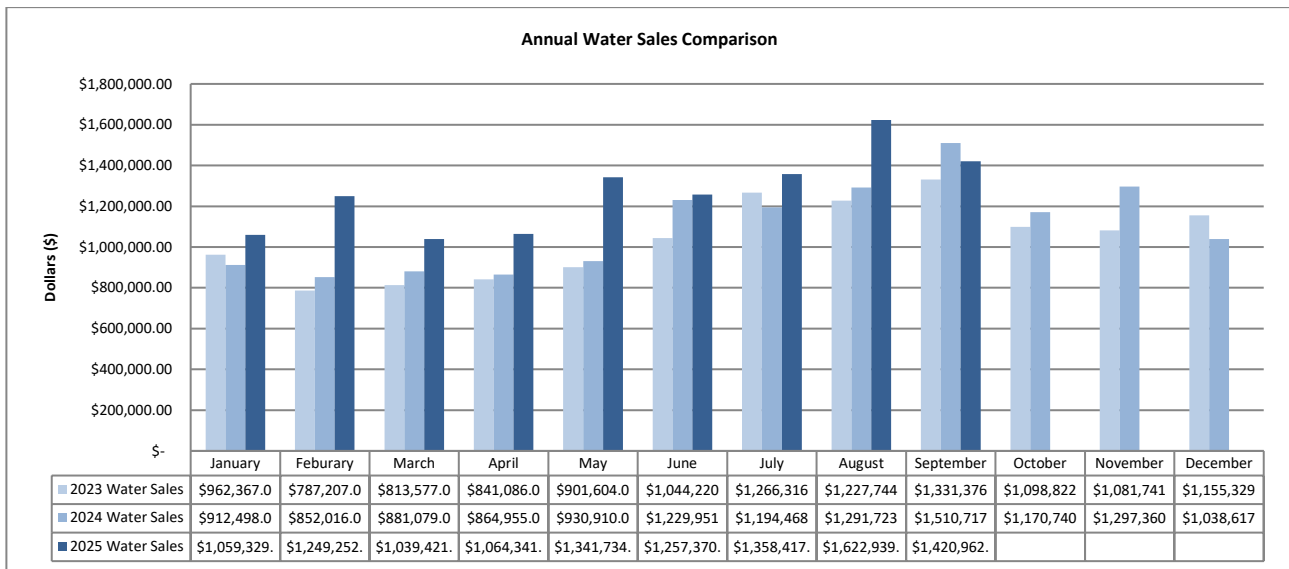
## B. Billing

A total of 22,864 bills were mailed or sent out electronically in September. Billing accuracy was 99.9% with seven (7) requiring adjustments after bill generation.

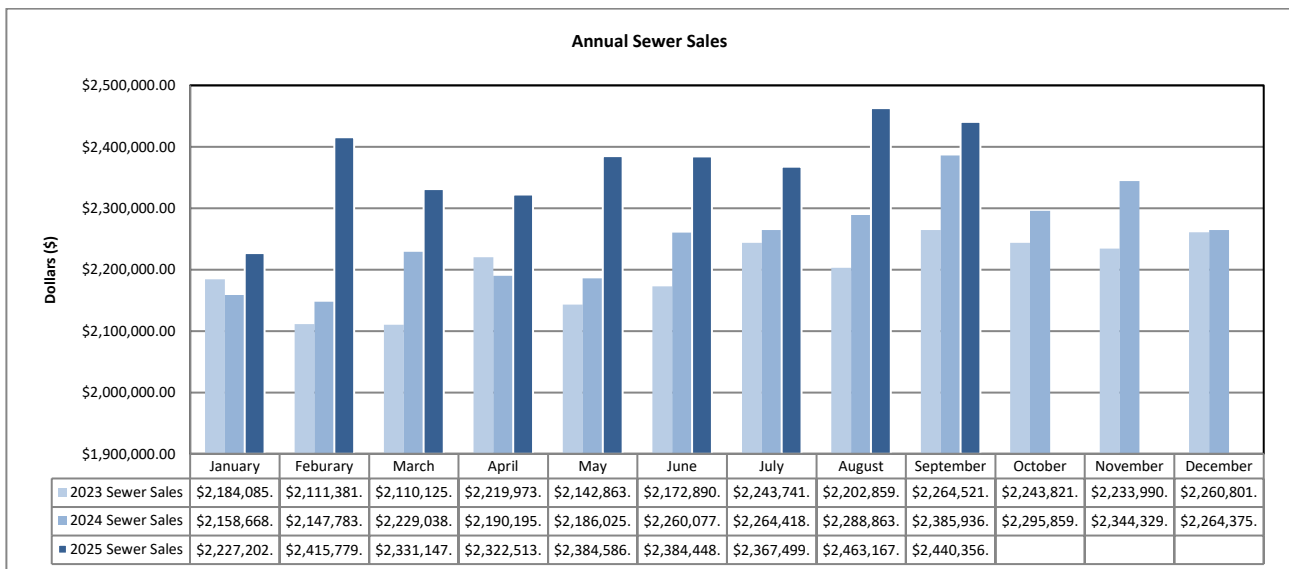
## V. REVENUE & AGING

### A. Revenue

Water revenue has decreased 12.4% when compared against the prior month and decreased 5.9% when compared against previous year. Sewer revenue has decreased by less than 1% compared to the prior month and increased by 2.3% from last year. The rise in revenue is mostly attributed to recent rate increase in January 2025.



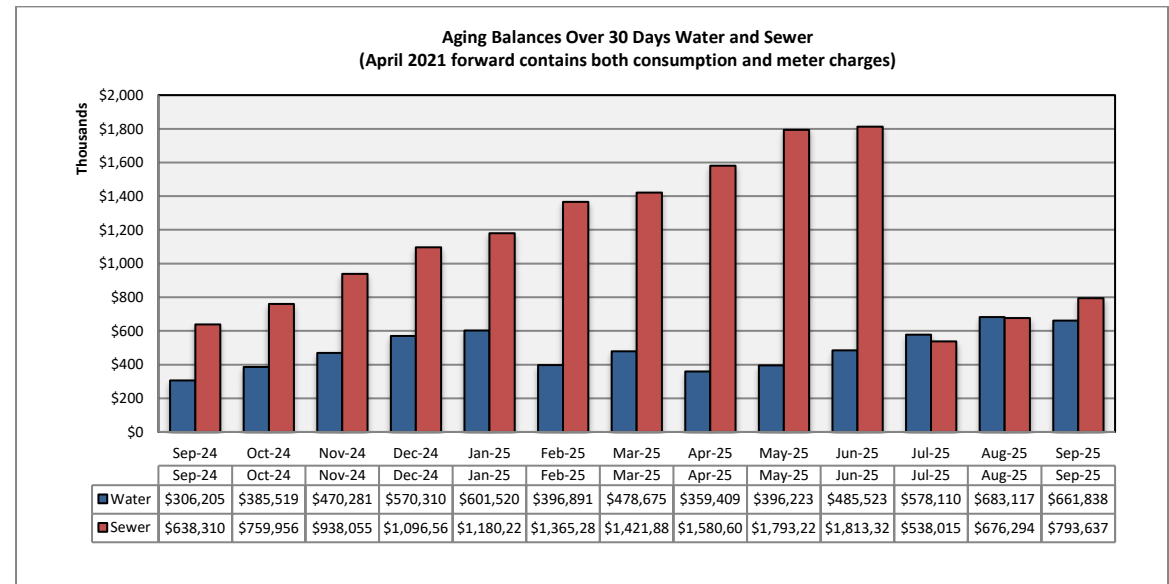
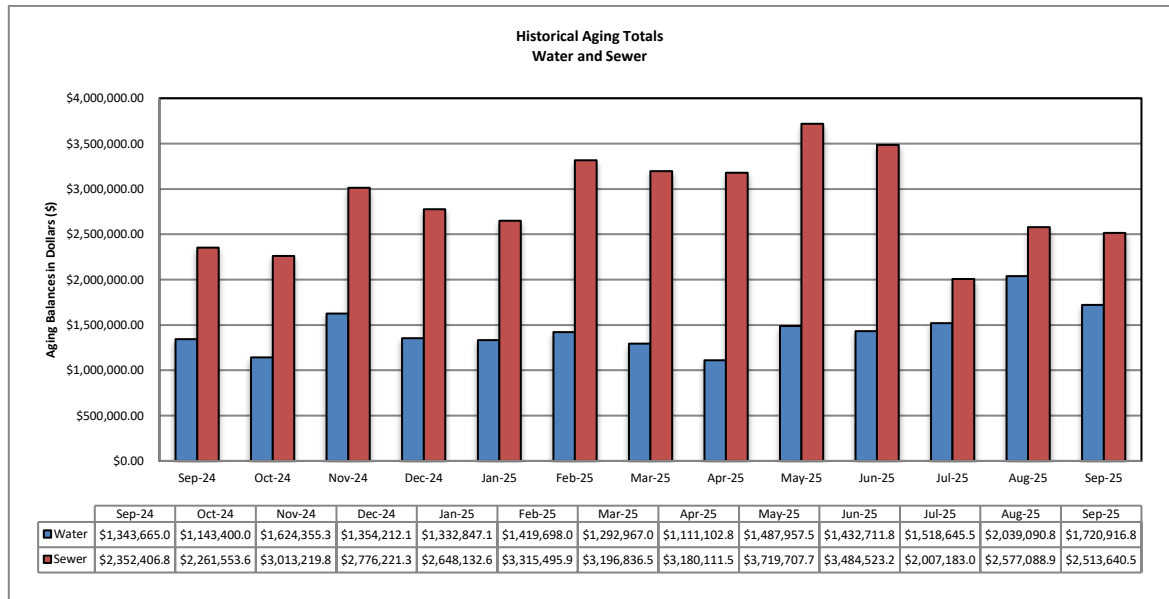
(Please consider the scale of the graph as doubled height does not mean double the amount)





## B. Aging

The total aging balance has decreased by 8.3%, *see first table below*. For balances >30-days only, water has decreased 3.1% and wastewater has increased by 17.4%. Sewer gaining balances are expected to continue rising until tax roll in year 2026.



### **C. Bad Debt**

Thirteen (13) accounts were sent to collections for a total amount of \$3,347.45. These bad debts arise from customers moving out or selling the property and not closing the account with final payments.

## **VI. SERVICE ORDERS**

357 service orders were initiated by the customer service team during the reporting month. Of this total, 60 service orders or 17% were due to occupant changes.

207 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**

One (1) CS team member is currently out on disability. In anticipation, temporary employee was hired and trained during May. This team member is expected to return to the office during the month of November.

CS team has been working with City's Staff to accommodate meter roll out for Lennar Developer. There has been increase in turnaround time for the new meters due to international trade situations.

## **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 2025 is \$4,642,000 whereas Non-Rate Revenue is \$144,000; Utility Revenue is \$4,432,000 and Tax / Ambulance Revenue at \$66,000.

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 2025 and September 2024 are \$61,000 and \$221,000 respectively. The large variance in collection of UUT charges is due to the City exempting UUT charges to the Residential customers beginning January 2025 through December 2025. Ambulance Revenue is also collected on behalf of the City of Rialto totaling \$5,000 in September 2025 and \$4,000 in September 2024.

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

RWS bills the City of Fontana \$133,000 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 \$20,000 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 \$5,000 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 \$2,000 each month. Vertical Bridge also provides \$2,400 a month of cell tower generated Revenue.

Rialto Bioenergy Solutions subleased a City property for \$10,750 a month.

The City and San Bernardino Valley Municipal Water District have entered into a Brine Line Capacity Agreement on 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 2025.

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

A Standby Water Lease Agreement between Fontana Union Water Company and City of Rialto is in effect. For the Water 2023-2024 Water Year, RWS received a payment from San Bernardino County the amount of \$332,624 for Standby Charges and Production Charge.

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

### Cash Collections by Payment Method – Rialto Water Services

Payment Method	Description	Transaction Count	SEPTEMBER 2025	%
Carrier Deposits	Cash deposits prepared per day for transport to US Bank.	21	\$ 155,654	3.39%
Remote Deposits	Scanned batches of checks payments made at the customer service counter	21	686,008	14.92%
EBOX	Batches of electronic customer payments posted to customer accounts at US Bank.	21	367,169	7.99%
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	14,891	2,370,061	51.56%
Lockbox Deposits	Batches of customer payments mailed in to US Bank's lockbox	21	1,003,875	21.84%
Pay Near Me	Cash payment service that allows customers to pay at a local 7-Eleven, CVS, Walmart or Family Dollar stores.	107	14,142	0.31%
<b>Total Revenue per Bank</b>			<b>\$ 4,596,910</b>	<b>100.00%</b>
Recon to RUA Recap:				
Adj detailed in RUA			44,965	
Prior mo. Correction				
<b>RUA increase in Cash</b>			<b>\$ 4,641,874</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.

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

	<b>Jul 2025</b>	<b>Aug 2025</b>	<b>SEPT 2025</b>	<b>Total</b>	<b>%</b>
Carrier Deposits	\$ 144,793	\$ 140,286	\$ 155,654	\$ 440,732	3.56%
Remote Deposits	499,489	241,420	686,008	\$ 1,426,917	11.51%
EBOX	407,888	286,741	367,169	\$ 1,061,798	8.57%
Paymentus, IVR, Credit Cards	2,118,383	1,853,657	2,370,061	\$ 6,342,101	51.17%
Lockbox Deposits	1,176,928	904,658	1,003,875	\$ 3,085,461	24.89%
Pay Near Me	11,821	11,616	14,142	\$ 37,580	0.30%
<b>Total Revenue to Bank</b>	<b>\$4,359,302</b>	<b>\$3,438,377</b>	<b>\$ 4,596,910</b>	<b>\$ 12,394,589</b>	<b>100.00%</b>
NSF	(10,757)	(15,745)	(17,442)	\$ (43,943)	
<b>Net deposits</b>	<b>\$4,348,546</b>	<b>\$3,422,632</b>	<b>\$ 4,579,468</b>	<b>\$ 12,350,646</b>	

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

	<b>Sept 2025</b>	<b>Sept 2024</b>	<b>Variance</b>
UUT Water	\$ 25,641	\$ 75,736	\$ (50,095)
UUT Sewer	35,146	145,004	(109,857)
Ambulance	5,538	4,632	906
<b>Total</b>	<b>\$ 66,325</b>	<b>\$ 225,371</b>	<b>\$ (159,046)</b>

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

	<b>Sept 2025</b>	<b>Sept 2024</b>	<b>Variance</b>
Non-Rate / Extra Territorial Revenue	\$ 143,717	\$ 189,913	\$ (46,196)
Utility Revenue	\$4,431,832	\$3,061,313	1,370,520
<b>Total</b>	<b>\$4,575,549</b>	<b>\$3,251,226</b>	<b>\$ 1,324,324</b>

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

	Jul 2025	Aug 2025	Sept 2025	Total
<b>Non-Rate Revenue</b>				
Cell Tower Rent, Lease	21,485	17,154	15,080	53,719
Interest Income	-	-	-	-
NRR-FOG	-	-	-	-
Municipal Water Sales	-	-	-	-
Extra Terr- Sewage	169,483	6,711	107,820	284,014
Abatement of Expenses	-	-	-	-
Water Meter Lost/Damaged/Repl	22,650	17,176	13,295	53,121
Misc Fees - New Occ., Same Day Svc	10,815	7,182	7,522	25,518
Miscellaneous Revenue - Sewer	-	-	-	-
NSF	-	-	-	-
<b>Total Non-Rate Revenue</b>	<b>\$ 224,433</b>	<b>\$ 48,223</b>	<b>\$ 143,717</b>	<b>416,373</b>
<b>Utility Revenue</b>				
Water Penalty	30,460	33,752	31,754	95,966
Sewer Penalty	74,191	48,802	42,100	165,094
Turf Removal, Hi-Eff Rebate	(100)	-	-	(100)
Water Deposits Billed	16,142	15,863	16,027	48,032
Hydrant Deposits	315	158	161	634
Sewer Deposits Paid	-	-	-	-
Sewer Deposits Billed	16,204	16,667	15,480	48,351
Water	1,329,427	1,148,584	1,723,704	4,201,714
Sewer	2,760,649	1,949,745	2,492,623	7,203,016
Unapplied Credits	26,588	50,012	109,984	186,584
Bad Debt Sewer	-	-	-	-
Bad Debt Water	-	-	-	-
Tax Roll Sewer	-	-	-	-
Collection Agency - Water	-	-	-	-
Collection Agency - Sewer	-	-	-	-
Collection Agency - Misc Water	-	-	-	-
<b>Total Utility Revenue</b>	<b>\$4,253,876</b>	<b>\$3,263,582</b>	<b>\$4,431,832</b>	<b>\$11,949,291</b>
<b>Total Non-Rate + Utility Rev.</b>	<b>4,478,309</b>	<b>3,311,805</b>	<b>4,575,549</b>	<b>12,365,664</b>

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

	Increase to Cash per Incode	Adjustments Required to GL Cash	Fund 660-Sewer	Fund 670-Water	Total Cash Per GL	Adjustments To Match RUA to Bank	Cash/CC/Cks Deposit To Bank
<b>Sept 2025</b>	4,641,874	16,690	2,571,308	2,053,877	4,641,874	(44,965)	<b>4,596,910</b>
<b>Sept 2024</b>	3,476,597	8,913	2,199,899	1,267,785	3,476,597	96,617	<b>3,573,214</b>

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

Name	Total as of 9/30/2025	Current	31 to 60 days	61 to 90 days	>90 days
AT&T - Easton	\$ (1,500)	(1,500)			
Cedar House	10,992	10,992			
CITY OF FONTANA	262,364	131,182		131,182	
Colton Unified School District	5,571	5,571			
County of San Bernardino-CSA 70 BL	20,948			20,948	
Rialto BioEnergy Facilities	-				
Sprint-Nextel	5,530		2,074		3,456
San Bernardino Co Waste System Div	-				
SB Valley Mun Water District	-				
Vertical Bridge Holdco, LLC (CIG)	4,714				4,714
<b>Grand Total</b>	<b>\$ 308,618</b>	<b>\$ 146,245</b>	<b>\$ 2,074</b>	<b>\$ 152,130</b>	<b>\$ 8,170</b>

**AT&T** makes annual payment of one cell tower rent and monthly dues on the other. The negative balance reflects an early payment.

**Social Science Service (Cedar House)** balance reflects current service fees.

**City of Fontana** is being contacted for past due balances.

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

**County of San Bernardino** has been contacted for past due balance.

**Rialto Bioenergy Solutions** is current with its obligations.

**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:**  
**September 2025**

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 one residential call-outs for sewer-related issues.

### 1. Collection System/Customer Service Log

a. Collections group activities this month:

Category	Current Month Statistics	Prior Month Statistics	2025 Year to Date Statistics
Sanitary sewers are cleaned using the conventional method, including feet, which includes "Hot spot cleaning."	26,748	25,175	189,003
Sanitary sewers assessed using the SL-RAT method, feet	0	0	21,112
CCTV Inspection, miles (26 is the annual goal)*	3.49	2.36	20.78
Manhole Inspections	1	3	39
USA Dig Alert Markings, count	18	47	306
Residential call-outs	3	3	21
Sanitary sewer overflows	0	1	2

b. S.S.O. 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	0
Lost Time Incidents count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	20
Vehicle Incidents, count	0

\*A lost time incident has not occurred since 9-3-2020, totaling 1,852 days.

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

##### a. Monthly Biosolids Production

Biosolids	Current Month Statistics	Prior Month Statistics	2025 Year-to-Date Statistics
Wet Tons Produced	12.94.5	1,526.71	10,013.63

10,245.84

##### b. Monthly Chemical Consumption

Chemical	Current Month Gallons Used	Prior Month Gallons Used
Sodium Hypochlorite, Tertiary Disinfection	31,139	31,456
Sodium Bisulfite, Discharge Dechlorination	10,584	11,407
Ferrous Chloride, Digester Gas Conditioning	5,139	4,812
Polymer, Gravity Belt Thickener	472	474
Polymer, Belt Filter Press	688	762
Alum, Tertiary Filters	0	1

##### c. Monthly Utilities Consumption

Utility	Current Month Statistics	Prior Month Statistics
Electricity WWTP, KWH	400667	367306
Electricity Lilac LS, KWH		787
Electricity Sycamore LS, KWH		400
Electricity Ayala LS, KWH		4195
Electricity Agua Mansa LS, KWH		2809
Electricity Cactus LS, KWH		1488
Electricity Ramrod LS, KWH		767
Frisbee Park LS, KWH		449
El Rancho Verde LS, KWH		2207
Natural Gas WWTP, Therms		3580

\* LS is in bypass mode, pending CIP completion

\*\* SCE has not updated this account.

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

None

#### 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  
*Received Notice of Violation from the Regional Water Quality Control Board for self-reported violations for the time period 2009 - 2024*
- 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
9/1/2025	1570 N Pine	Report of water in the street with strong sewer odor. Checked upstream and down stream MH's. No signs of sewer smell or sewer back up. Courtesy cleaned performed.	ET		
9/6/2025	2395 W Sunrise Dr	Resident called to report the women's bathroom at Fergusson Park was clogged. Public works called to respond	JV		
9/8/2025	315 N Linden	SSO reported at apartments, area cleaned and sewer line jetted.	JV		

## Table 1 Summary

# Table1 Summary

September 2025

Date	Rialto	Rialto	Rialto	Rialto	Rialto	Rialto WRF Effluent			Rialto WRF Influent		Rialto WRF Effluent		
	Flow	Effluent Flow	BOD	BOD	Influent BOD Load	Effluent BOD	Effluent BOD Load	BOD % Removal	Influent TSS	Influent TSS Load	Effluent TSS	Effluent TSS Load	TSS % Removal
	MGD	MGD	mg/l	mg/l	lbs/day	mg/L	lbs/day	%	mg/L	lbs/day	mg/L	lbs/day	%
9/1/2025	7.04	7.30											
9/2/2025	7.62	6.86											
9/3/2025	6.81	7.89	300	300	17,039	6.0	394.82	98.00	290.00	16471.00	1.00	66.00	99.70
9/4/2025	7.43	7.18											
9/5/2025	7.23	7.42	240	240	14,472	3.9	241.34	98.40					
9/6/2025	6.91	7.32											
9/7/2025	7.01	7.08											
9/8/2025	7.33	7.46											
9/9/2025	6.95	7.03	360	360	20,867	3.3	193.48	99.10	230.00	13331.00	1.00	59.00	99.60
9/10/2025	7.15	7.12											
9/11/2025	6.96	7.24											
9/12/2025	6.99	7.41	280	280	16,323	2.5	154.50	99.10					
9/13/2025	6.93	6.80											
9/14/2025	7.17	7.43											
9/15/2025	7.21	7.31	300	300	18,039	2.8	170.70	99.10	210.00	12628.00	1.00	61.00	99.50
9/16/2025	6.62	7.53											
9/17/2025	7.63	7.09											
9/18/2025	7.40	7.32											
9/19/2025	7.10	7.28	260	260	15,396	<2.5	151.79	99.00					
9/20/2025	7.09	7.49											
9/21/2025	6.91	6.96											
9/22/2025	7.72	7.30	350	350	22,535	<2.5	152.21	99.30	250.00	16096.00	1.00	61.00	99.60
9/23/2025	6.47	7.53											
9/24/2025	6.94	6.97											
9/25/2025	6.93	6.95											
9/26/2025	6.96	6.95	340	340	19,736	<5.0	289.82	98.50					
9/27/2025	6.77	7.37											
9/28/2025	6.74	7.14											
9/29/2025	7.09	7.05	300	300	17,739	<2.5	146.99	99.20	250.00	14783.00	1.00	59.00	99.60
9/30/2025	6.98	7.44											
Minimum	6.47	6.80	240	240	14,472	<2.5	146.99	98.00	210.00	12628.00	1.00	59.00	99.50
Maximum	7.72	7.89	360	360	22,535	6.0	394.82	99.30	290.00	16471.00	1.00	66.00	99.70
Total	212.09	217.22	2,730	2,730	162,145	<31.0	1895.64	889.70	1230.00	73309.00	5.00	305.00	497.90
Average	7.07	7.24	303	303	18,016	<3.4	210.63	98.90	246.00	14662.00	1.00	61.00	99.60

## Table 2 Summary



## Table 2 Summary

September 2025

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
9/1/2025	1625.00	827.00							
9/2/2025	1622.00	782.00							
9/3/2025	1402.00	768.00							
9/4/2025	1420.00	803.00							
9/5/2025	1591.00	769.00							
9/6/2025	1350.00	765.00							
9/7/2025	1398.00	719.00							
9/8/2025	1510.00	740.00							
9/9/2025	1422.00	774.00	750	19.0	500.00	520.00	470.00	38.00	4.60
9/10/2025	1672.00	764.00							
9/11/2025	1588.00	739.00							
9/12/2025	1428.00	767.00							
9/13/2025	1468.00	781.00							
9/14/2025	1453.00	825.00							
9/15/2025	1550.00	816.00							
9/16/2025	1343.00	814.00							
9/17/2025	1248.00	804.00							
9/18/2025	1523.00	804.00							
9/19/2025	1505.00	798.00							
9/20/2025	1298.00	822.00							
9/21/2025	1368.00	817.00							
9/22/2025	1516.00	824.00							
9/23/2025	1565.00	822.00							
9/24/2025	1418.00	810.00							
9/25/2025	1539.00	800.00							
9/26/2025	2023.00	791.00							
9/27/2025	1320.00	818.00							
9/28/2025	1492.00	810.00							
9/29/2025	1600.00	800.00							
9/30/2025	1616.00	850.00							
Minimum	1248.00	719.00	750	19.0	500.00	520.00	470.00	38.00	4.60
Maximum	2023.00	850.00	750	19.0	500.00	520.00	470.00	38.00	4.60
Average	1496.00	794.00	750	19.0	500.00	520.00	470.00	38.00	4.60

### **Table 3 Summary**

## Table 3 Summary

September 2025

Date	Rialto WRFInfluent		Rialto WRFEffluent		Rialto WRFEff		Rialto WRFEffluent		Tranfer	Tranfer	Rialto	Tranfer Data
	Influent pH	24 hr avg. effl. pH	Effluent Temp	Effluent Ammonia	Effluent Total Coliform	Effluent Coliform 7 Day Median	Effluent Cyanide, Free Available	Eff Di(2-ethylhexyl) phthalate (DEHP)	FIT- 8321 ADG #2 Flow	FIT- 8321 ADG #2 Flow	Natural Gas Daily Use	FIT- 8321 ADG #2 Flow
	SU	SU	Deg C	mg/L	MPN/100mL	MPN/100ML	ug/L	ug/l	cu ft/day	cu ft/day	cf/day	cu ft/day
9/1/2025	7.58	7.20	29.60		<1.8	<1.80			144276.00	144276.00	1100.00	144276.00
9/2/2025	7.42	7.20	30.00		<1.8	<1.80			136104.00	136104.00	1300.00	136104.00
9/3/2025	7.29	7.41	30.10	0.06	<1.8	<1.80			192967.00	192967.00	1400.00	192967.00
9/4/2025	7.57	7.38	30.10		<1.8	<1.80			111976.00	111976.00	20300.00	111976.00
9/5/2025	7.41	7.35	29.80		<1.8	<1.80			146341.00	146341.00	20700.00	146341.00
9/6/2025	7.51	7.31	29.60		<1.8	<1.80			94674.00	94674.00	2100.00	94674.00
9/7/2025	7.33	7.39	29.70		<1.8	<1.80			114938.00	114938.00	2800.00	114938.00
9/8/2025	7.45	7.40	29.60		<1.8	<1.80			105442.00	105442.00	3300.00	105442.00
9/9/2025	7.14	7.34	29.50	0.06	<1.8	<1.80		<5.00	116881.00	116881.00	3200.00	116881.00
9/10/2025	7.38	7.25	29.40		<1.8	<1.80			115638.00	115638.00	22300.00	115638.00
9/11/2025	7.57	7.26	29.30		<1.8	<1.80			120170.00	120170.00	23200.00	120170.00
9/12/2025	7.68	7.27	29.20		<1.8	<1.80			126331.00	126331.00	24000.00	126331.00
9/13/2025	7.56	7.26	29.00		<1.8	<1.80			120517.00	120517.00	16200.00	120517.00
9/14/2025	7.67	7.28	29.00		<1.8	<1.80			113119.00	113119.00	2600.00	113119.00
9/15/2025	7.45	7.32	29.30	0.07	<1.8	<1.80			111356.00	111356.00	2100.00	111356.00
9/16/2025	7.40	7.35	29.30		<1.8	<1.80			130000.00	130000.00	1600.00	130000.00
9/17/2025	7.19	7.33	29.80		<1.8	<1.80			129769.00	129769.00	1800.00	129769.00
9/18/2025	7.14	7.35	29.70		<1.8	<1.80			120565.00	120565.00	20500.00	120565.00
9/19/2025	7.39	7.36	29.60		<1.8	<1.80			139770.00	139770.00	23500.00	139770.00
9/20/2025	7.49	7.33	29.50		<1.8	<1.80			129515.00	129515.00	19500.00	129515.00
9/21/2025	7.55	7.36	29.20		<1.8	<1.80			137739.00	137739.00	5200.00	137739.00
9/22/2025	7.42	7.37	29.40	0.06	<1.8	<1.80			113557.00	113557.00	1200.00	113557.00
9/23/2025	6.83	7.40	29.50		<1.8	<1.80			127139.00	127139.00	1300.00	127139.00
9/24/2025	7.38	7.36	29.50		<1.8	<1.80			165433.00	165433.00	1400.00	165433.00
9/25/2025	7.51	7.34	29.40		<1.8	<1.80			114396.00	114396.00	3900.00	114396.00
9/26/2025	7.36	7.31	29.10		<1.8	<1.80			136444.00	136444.00	16800.00	136444.00
9/27/2025	7.35	7.27	28.70		<1.8	<1.80			129945.00	129945.00	20300.00	129945.00
9/28/2025	7.21	7.28	28.70		<1.8	<1.80			139579.00	139579.00	16900.00	139579.00
9/29/2025	7.80	7.31	28.80	0.07	<1.8	<1.80			122529.00	122529.00	22300.00	122529.00
9/30/2025	7.85	7.29	28.80		<1.8	<1.80			142812.00	142812.00	14400.00	142812.00
Minimum	6.83	7.20	28.70	0.06	<1.8	<1.80		<5.00	94674.00	94674.00	1100.00	94674.00
Maximum	7.85	7.41	30.10	0.07	<1.8	<1.80		<5.00	192967.00	192967.00	24000.00	192967.00
Average	7.43	7.32	29.40	0.06	<1.8	<1.80		<5.00	128331.00	128331.00	10573.00	128331.00

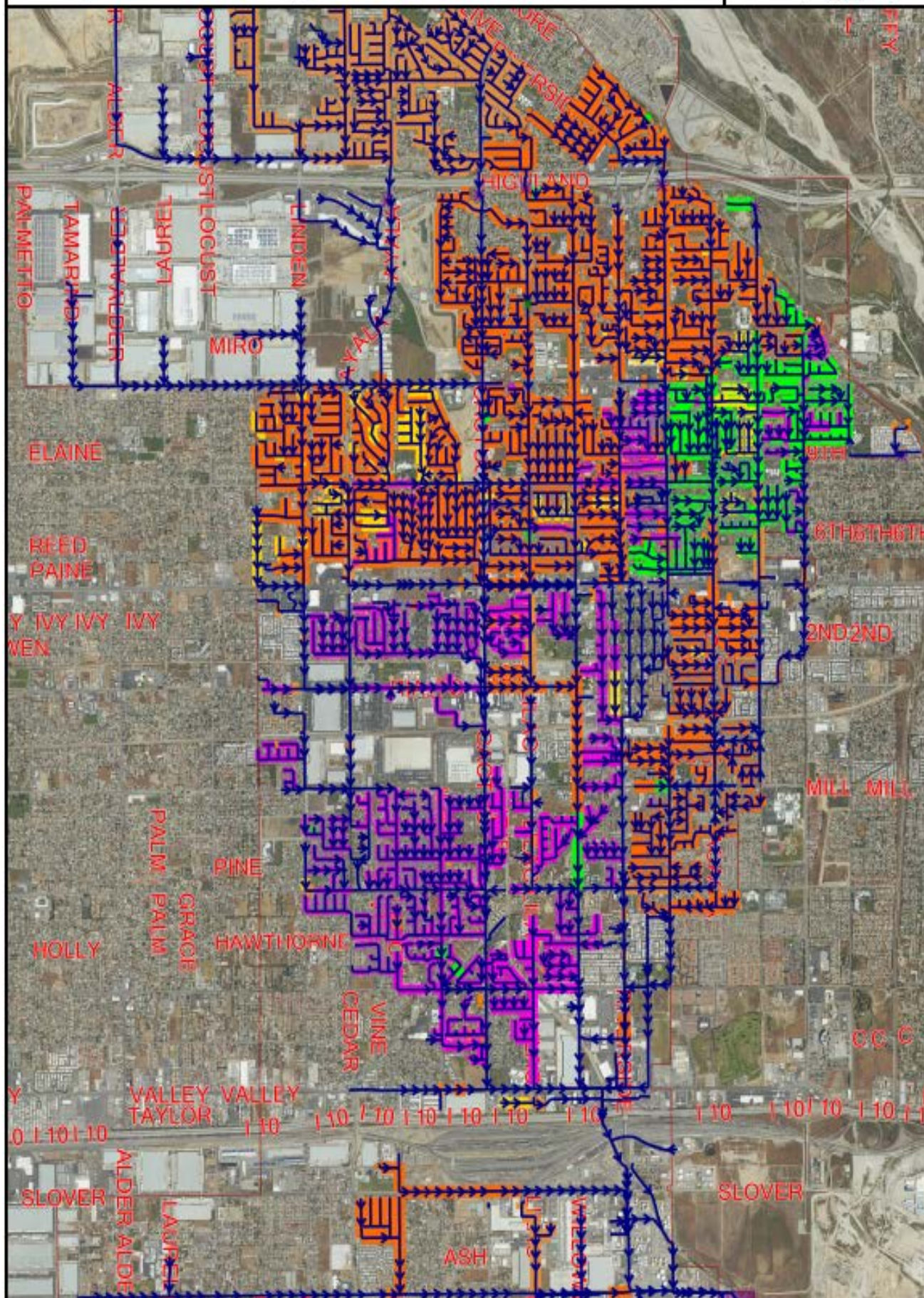
## **Monthly Sewer Line Cleaned**



# Pipe Cleaning - September 2025

Map Centre Coords  
x: 2056730, y: 568834  
Date Printed: 10/21/2025  
Scale 1:43000

0.5 miles



# **Cable Advisory & Utility Commission Report**

## **December 2025**

**Reporting period October 2025**



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

**Reporting Period:**

**October 2025**

**Prepared for: Rialto Water Services**

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



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## I. CUSTOMER SERVICE SUMMARY

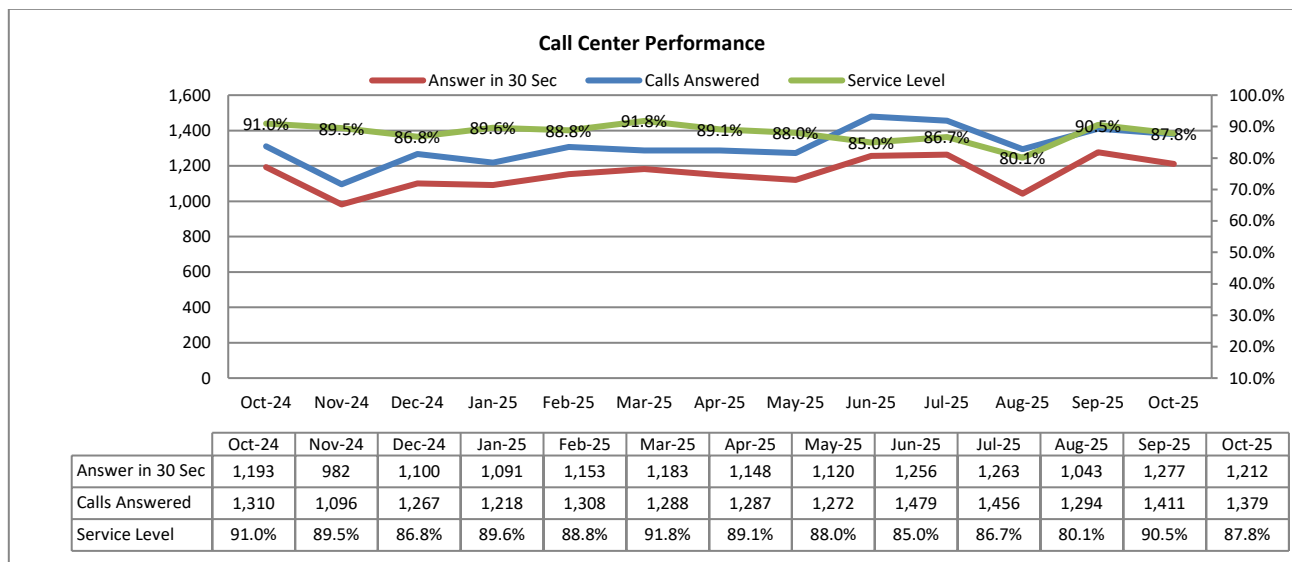
During this reporting month, the Customer Service team provided call service level of 87.8%. Out of 1,379 inbound calls answered 1,212 answered within the first 30 seconds.

Water consumption has decreased by 10.2% when compared against previous month. When compared against last year, consumption has decreased by less than 1%.

Sewer revenue has decreased by 1.3% compared to the prior month and increased by 4.9% from last year.

## II. CALL CENTER PERFORMANCE

During this reporting month, service level was 87.8% with 1,212 out of 1,379 being answered within the first 30 seconds. Overall average wait time was forty-one (41) seconds.



## III. AUTOMATED SERVICES

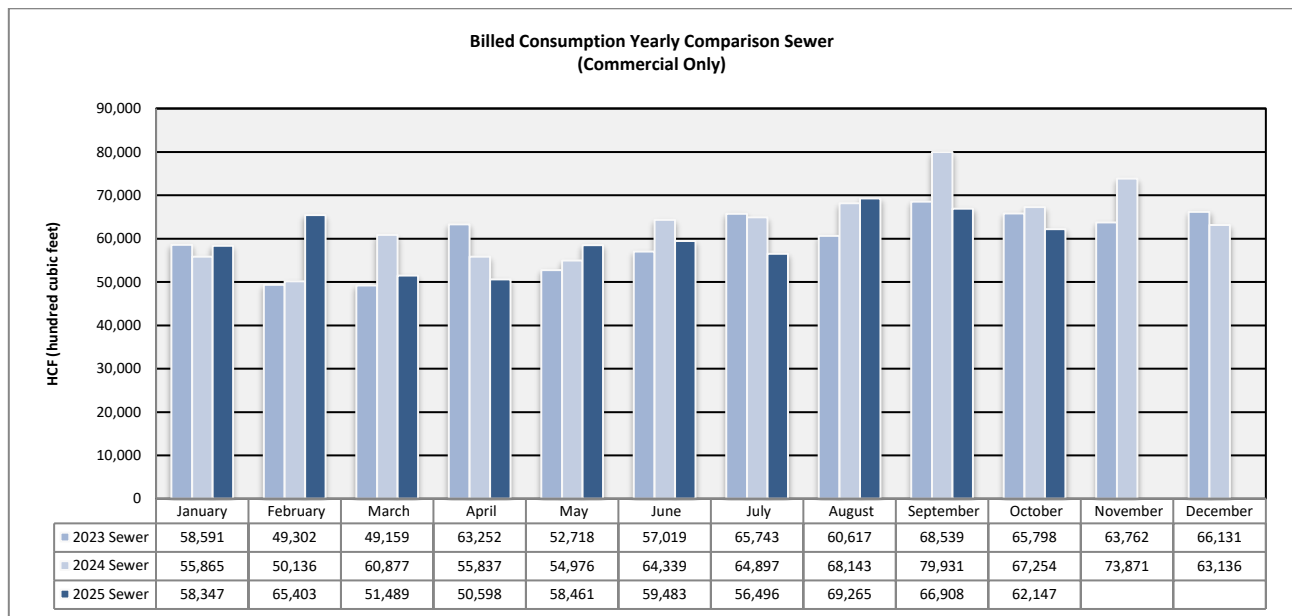
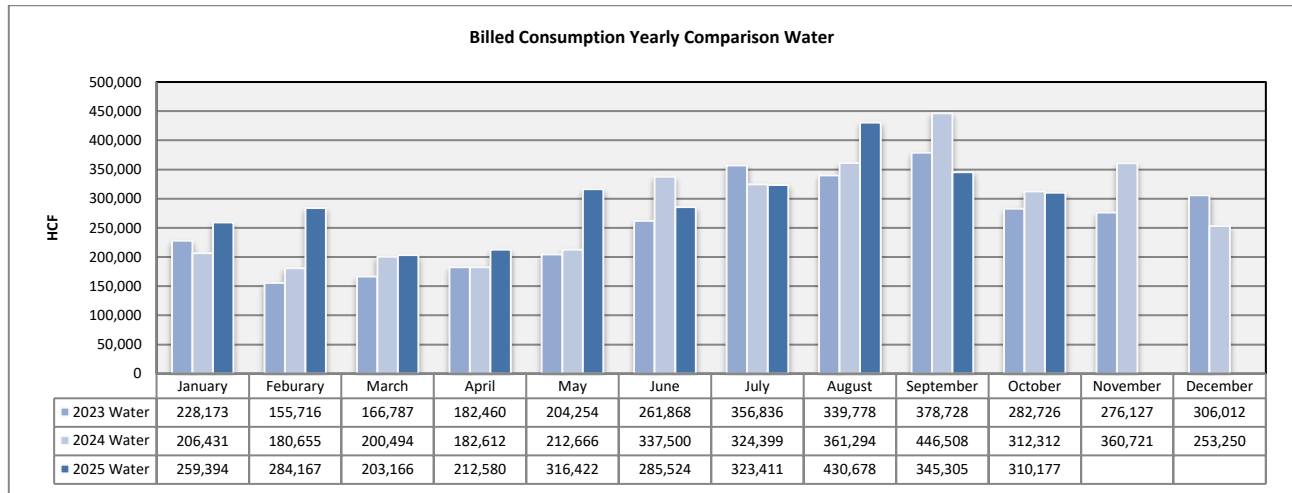
About 12,970 or 56.6% of the rate payers have created log-ins to access their accounts online. Of these customers, with online access, 48.4% have chosen the e-bill option. This e-bill participation is 7.4% increase from October of the prior year.

	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25
Number of Bills	22,541	22,571	22,575	22,587	22,604	22,657	22,694	22,705	22,770	22,792	22,838	22,864	22,875
Number of Bill Adjustments (during billing)	11	9	29	17	10	29	25	15	18	29	10	7	8
Automated Over the Phone Payments	2,483	2,092	2,436	2,509	2,040	2,509	2,454	2,276	2,578	2,596	2,344	2,531	2,560
Online Payment	9,302	7,804	10,320	9,747	7,676	9,912	9,798	8,434	9,800	10,260	8,691	11,224	10,369
E-bill Participants	5,855	5,922	5,959	5,997	6,031	6,069	5,969	6,000	6,074	6,134	6,185	6,233	6,290
Auto Pay Participants (New Portal)	4,305	4,343	4,367	4,420	4,467	4,536	4,554	4,630	4,696	4,728	4,776	4,834	4,881
PayNearMe	95	93	95	108	73	99	97	88	88	88	88	103	85

## IV. CONSUMPTION & BILLING

### A. Consumption

Water consumption has decreased by 10.2% when compared against previous month. When compared against last year, consumption has decreased less than 1%.



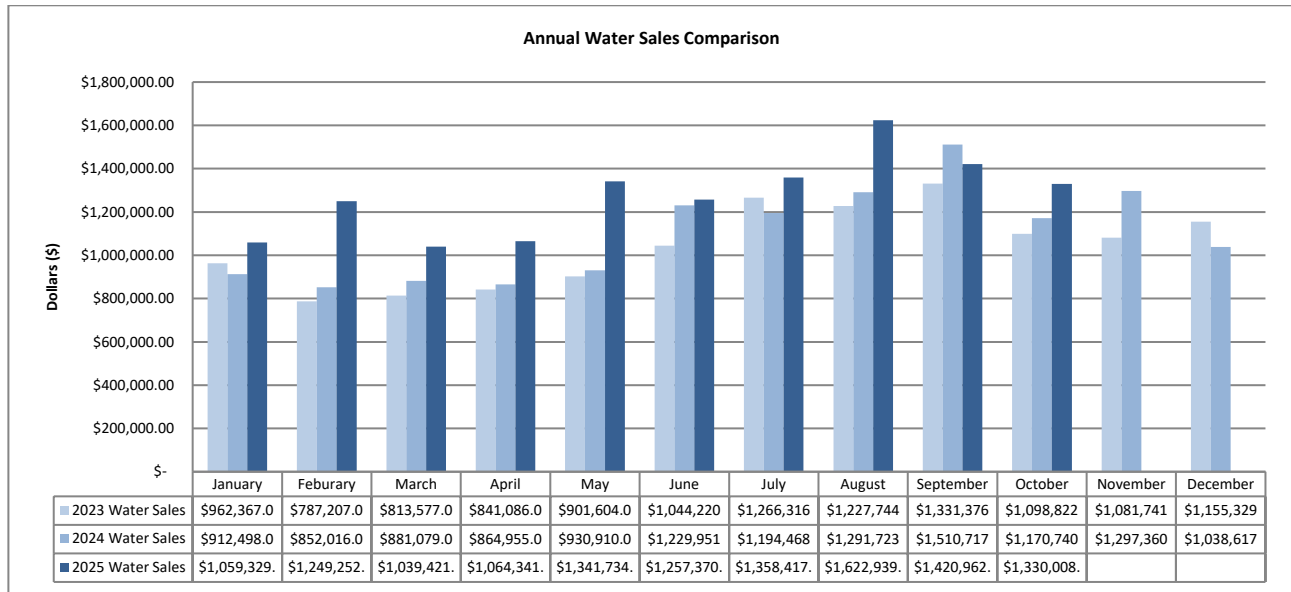
### B. Billing

A total of 22,875 bills were mailed or sent out electronically in October. Billing accuracy was 99.9% with eight (8) requiring adjustments after bill generation.

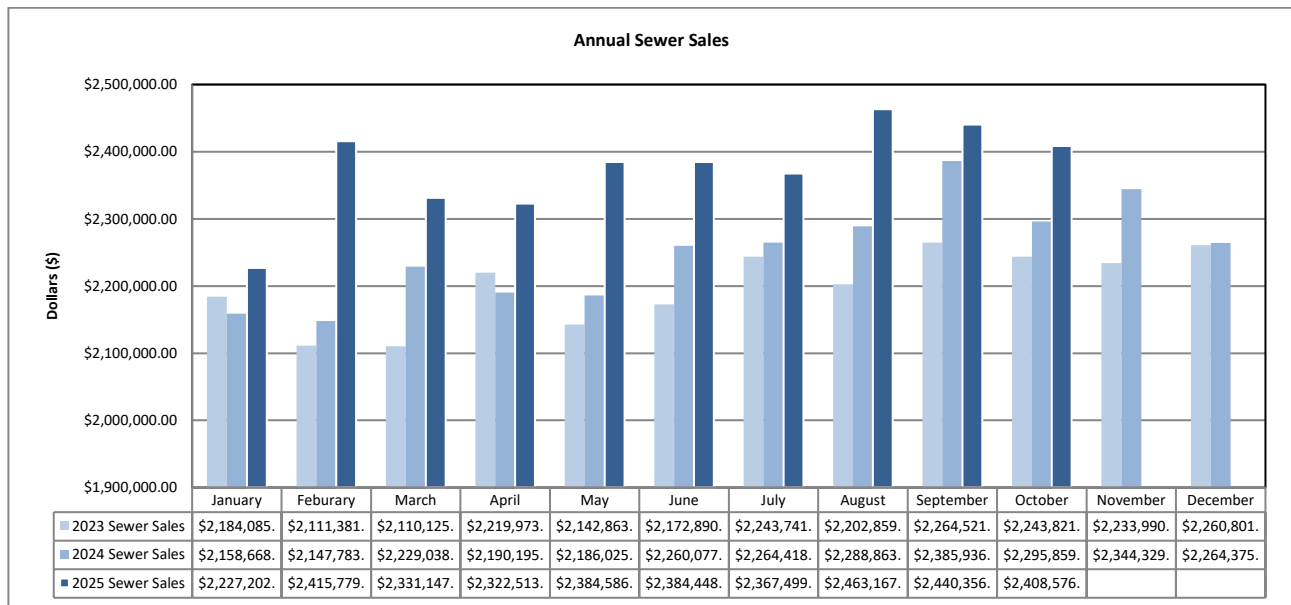
## V. REVENUE & AGING

### A. Revenue

Water revenue has decreased 6.4% when compared against the prior month and increased 13.6% when compared against previous year. Sewer revenue has decreased 1.3% compared to the prior month and increased by 4.9% from last year. The rise in revenue is mostly attributed to recent rate increase in January 2025.

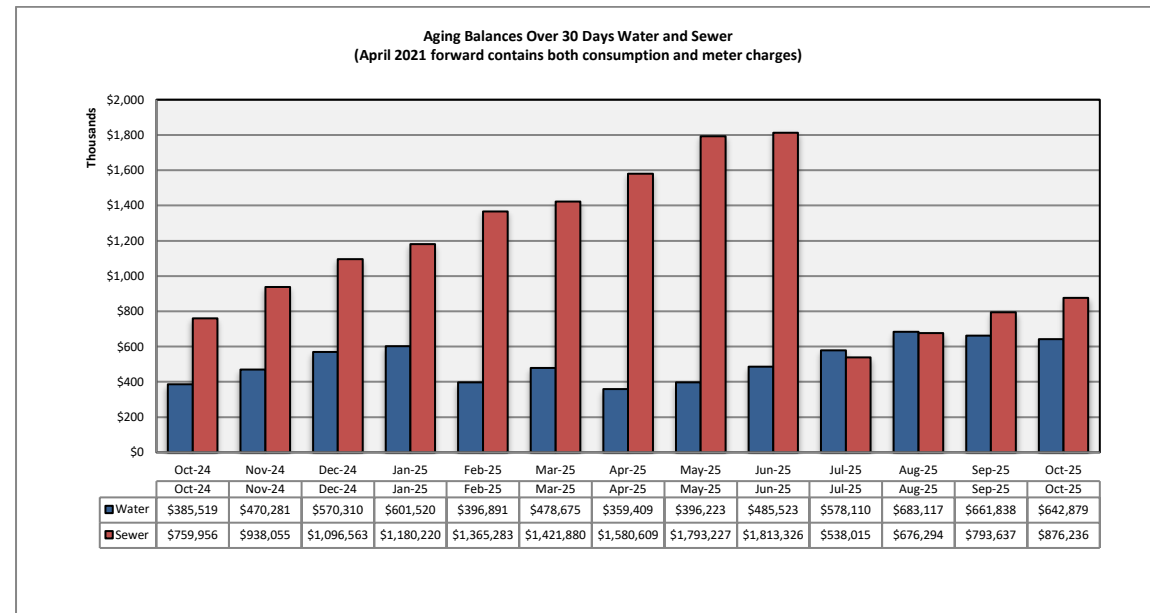
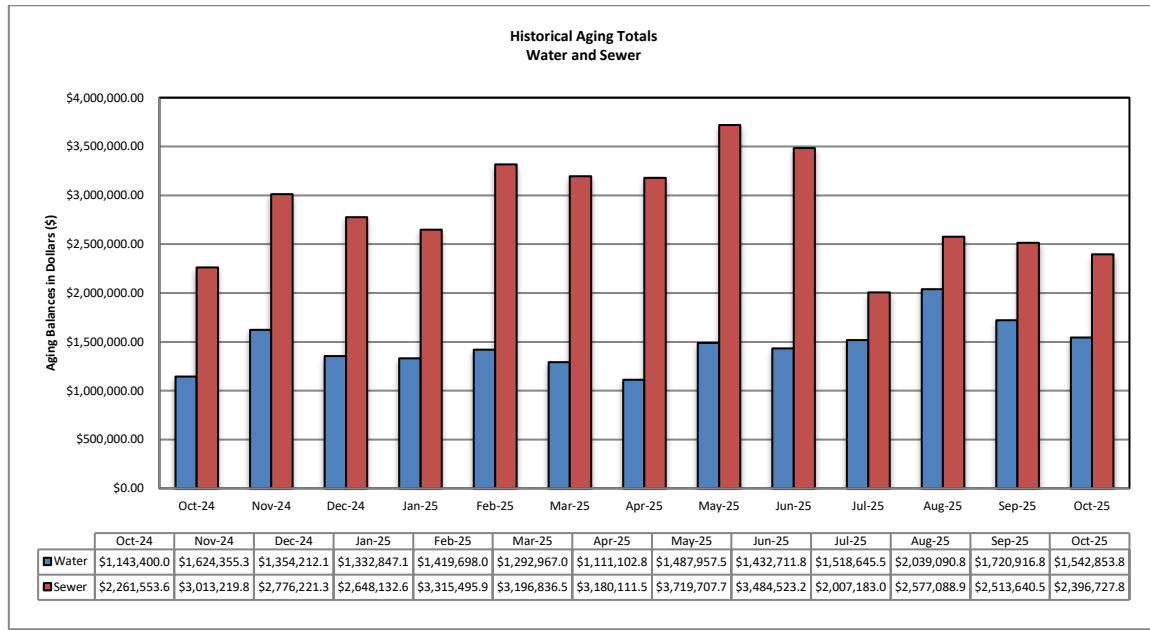


(Please consider the scale of the graph as doubled height does not mean double the amount)



## B. Aging

The total aging balance has decreased by 7.0%, *see first table below*. For balances >30-days only, water has decreased 2.9% and wastewater has increased by 10.4%. Sewer gaining balances are expected to continue rising until tax roll in year 2026.



## C. Bad Debt

Eleven (11) accounts were sent to collections for a total amount of \$3,670.61. These bad debts arise from customers moving out or selling the property and not closing the account with final payments.

## **VI. SERVICE ORDERS**

349 service orders were initiated by the customer service team during the reporting month. Of this total, 73 service orders or 21% were due to occupant changes.

216 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**

The CS team member that was out on disability has returned to the office this month.

CS team is continuing to work with the City, developer (Lennar) and purchasing to plan ahead and minimize the delays of future water meter needs.

## **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 2025 is \$4,968,000 whereas Non-Rate Revenue is \$662,000; Utility Revenue is \$4,227,000 and Tax / Ambulance Revenue at \$79,000.

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 2025 and October 2024 are \$74,000 and \$278,000 respectively. The large variance in collection of UUT charges is due to the City exempting UUT charges to the Residential customers beginning January 2025 through December 2025. Ambulance Revenue is also collected on behalf of the City of Rialto totaling \$5,000 in October 2025 and \$5,000 in October 2024.

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

RWS bills the City of Fontana \$133,000 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 \$20,000 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 \$5,000 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 \$2,000 each month. Vertical Bridge also provides \$2,400 a month of cell tower generated Revenue.

Rialto Bioenergy Solutions subleased a City property for \$10,750 a month.

The City and San Bernardino Valley Municipal Water District have entered into a Brine Line Capacity Agreement on 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 2025.

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

A Standby Water Lease Agreement between Fontana Union Water Company and City of Rialto is in effect. For the Water 2023-2024 Water Year, RWS received a payment from San Bernardino County the amount of \$332,624 for Standby Charges and Production Charge.

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

## Cash Collections by Payment Method – Rialto Water Services

Payment Method	Description	Transaction Count	OCTOBER 2025	%
Carrier Deposits	Cash deposits prepared per day for transport to US Bank.	23	\$ 147,234	2.96%
Remote Deposits	Scanned batches of checks payments made at the customer service counter	23	995,009	20.01%
EBOX	Batches of electronic customer payments posted to customer accounts at US Bank.	22	378,253	7.61%
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	14,065	2,278,360	45.82%
Lockbox Deposits	Batches of customer payments mailed in to US Bank's lockbox	22	1,162,475	23.38%
Pay Near Me	Cash payment service that allows customers to pay at a local 7-Eleven, CVS, Walmart or Family Dollar stores.	87	11,316	0.23%
<b>Total Revenue per Bank</b>			<b>\$ 4,972,646</b>	<b>100.00%</b>
Recon to RUA Recap:				
Adj detailed in RUA			(4,457)	
Prior mo. Correction				
<b>RUA increase in Cash</b>			<b>\$ 4,968,189</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.*

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

	<b>Jul 2025</b>	<b>Aug 2025</b>	<b>SEPT 2025</b>	<b>OCT 2025</b>	<b>Total</b>	<b>%</b>
Carrier Deposits	\$ 144,793	\$ 140,286	\$ 155,654	\$ 147,234	\$ 587,966	3.39%
Remote Deposits	499,489	241,420	686,008	995,009	\$ 2,421,926	13.95%
EBOX	407,888	286,741	367,169	378,253	\$ 1,440,052	8.29%
Paymentus, IVR, Credit Cards	2,118,383	1,853,657	2,370,061	2,278,360	\$ 8,620,461	49.64%
Lockbox Deposits	1,176,928	904,658	1,003,875	1,162,475	\$ 4,247,935	24.46%
Pay Near Me	11,821	11,616	14,142	11,316	\$ 48,896	0.28%
<b>Total Revenue to Bank</b>	<b>\$4,359,302</b>	<b>\$3,438,377</b>	<b>\$ 4,596,910</b>	<b>\$ 4,972,646</b>	<b>\$ 17,367,235</b>	<b>100.00%</b>
NSF	(10,757)	(15,745)	(17,442)	(15,892)	\$ (59,836)	
<b>Net deposits</b>	<b>\$4,348,546</b>	<b>\$3,422,632</b>	<b>\$ 4,579,468</b>	<b>\$ 4,956,754</b>	<b>\$ 17,307,400</b>	

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

	<b>Oct 2025</b>	<b>Oct 2024</b>	<b>Variance</b>
UUT Water	\$ 25,521	\$ 95,599	\$ (70,078)
UUT Sewer	48,418	182,153	(133,735)
Ambulance	5,071	5,369	(298)
<b>Total</b>	<b>\$ 79,010</b>	<b>\$ 283,121</b>	<b>\$ (204,111)</b>

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

	<b>Oct 2025</b>	<b>Oct 2024</b>	<b>Variance</b>
Non-Rate / Extra Territorial Revenue	\$ 662,341	\$ 262,152	\$ 400,188
Utility Revenue	\$4,226,839	\$3,786,719	440,120
<b>Total</b>	<b>\$4,889,180</b>	<b>\$4,048,871</b>	<b>\$ 840,309</b>



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

	Jul 2025	Aug 2025	Sept 2025	Oct 2025	Total
<b>Non-Rate Revenue</b>					
Cell Tower Rent, Lease	21,485	17,154	15,080	53,897	107,616
Interest Income	-	-	-	-	-
NRR-FOG	-	-	-	-	-
Municipal Water Sales	-	-	-	-	-
Extra Terr- Sewage	169,483	6,711	107,820	583,011	867,025
Abatement of Expenses	-	-	-	-	-
Water Meter Lost/Damaged/Repl	22,650	17,176	13,295	16,075	69,197
Misc Fees - New Occ., Same Day Svc	10,815	7,182	7,522	9,355	34,874
Miscellaneous Revenue - Sewer	-	-	-	-	-
NSF	-	-	-	-	-
<b>Total Non-Rate Revenue</b>	<b>\$ 224,433</b>	<b>\$ 48,223</b>	<b>\$ 143,717</b>	<b>\$ 662,339</b>	<b>1,078,712</b>
<b>Utility Revenue</b>					
Water Penalty	30,460	33,752	31,754	37,988	133,954
Sewer Penalty	74,191	48,802	42,100	54,993	220,086
Turf Removal, Hi-Eff Rebate	(100)	-	-	-	(100)
Water Deposits Billed	16,142	15,863	16,027	17,938	65,971
Hydrant Deposits	315	158	161	68	702
Sewer Deposits Paid	-	-	-	-	-
Sewer Deposits Billed	16,204	16,667	15,480	15,055	63,405
Water	1,329,427	1,148,584	1,723,704	1,493,556	5,695,271
Sewer	2,760,649	1,949,745	2,492,623	2,526,711	9,729,728
Unapplied Credits	26,588	50,012	109,984	80,529	267,113
Bad Debt Sewer	-	-	-	-	-
Bad Debt Water	-	-	-	-	-
Tax Roll Sewer	-	-	-	-	-
Collection Agency - Water	-	-	-	-	-
Collection Agency - Sewer	-	-	-	-	-
Collection Agency - Misc Water	-	-	-	-	-
<b>Total Utility Revenue</b>	<b>\$4,253,876</b>	<b>\$3,263,582</b>	<b>\$4,431,832</b>	<b>\$ 4,226,839</b>	<b>\$ 16,176,130</b>
<b>Total Non-Rate + Utility Rev.</b>	<b>4,478,309</b>	<b>3,311,805</b>	<b>4,575,549</b>	<b>4,889,178</b>	<b>17,254,841</b>

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

	Increase to Cash per Incode	Adjustments Required to GL Cash	Fund 660-Sewer	Fund 670-Water	Total Cash Per GL	Adjustments To Match RUA to Bank	Cash/CC/Cks Deposit To Bank
<b>Oct 2025</b>	4,968,189	15,607	3,238,130	1,714,451	4,968,189	4,457	<b>4,972,646</b>
<b>Oct 2024</b>	4,331,992	9,167	2,801,808	1,521,016	4,331,992	(133,924)	<b>4,198,068</b>

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

<b>Name</b>	<b>Total as of 10/31/2025</b>	<b>Current</b>	<b>31 to 60 days</b>	<b>61 to 90 days</b>	<b>&gt;90 days</b>
AT&T - Easton	\$ (1,500)	(1,500)			
Cedar House	9,032	9,032			
CITY OF FONTANA	-	-			
Colton Unified School District	5,571	5,571			
County of San Bernardino-CSA 70 BL	-	-			
Rialto BioEnergy Facilities	10,750	10,750			
Sprint-Nextel	3,456	(2,074)			5,530
San Bernardino Co Waste System Div	349,264	349,264			
SB Valley Mun Water District	-	-			
Vertical Bridge Holdco, LLC (CIG)	7,544	2,830			4,714
<b>Grand Total</b>	<b>\$ 384,117</b>	<b>\$ 373,874</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 10,243</b>

**AT&T** makes annual payment of one cell tower rent and monthly dues on the other. The negative balance reflects an early payment.

**Social Science Service (Cedar House)** balance reflects current service fees.

**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 Solutions** is current with its obligations.

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

**San Bernardino County Waste System Division's** balance is the annual billing of the Standby Water Rights Agreements.

# **RIALTO WATER**

## **MONTHLY OPERATIONS REPORT**

**Reporting Period:**

**October 2025**

**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 898.15 acre-feet. 793.06 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). 50.17 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 54.92 acre-feet came from the OPRTP.

OCTOBER 2025 DAILY PRODUCTION TOTALS IN ACRE FEET											
							Delivered Via BLF				
								Purchased			
DATE	Chino 2	City 2	Rialto 3	Rialto 5	Miro 3	EW-1	City 4A	BOOSTER 6-9	Cactus <sup>1</sup>	OPRTP <sup>2</sup>	TOTAL <sup>3</sup>
10/1/25	4.38	0.00	5.23	0.00	5.74	0.00	8.15	6.84	6.13	0.00	28.32
10/2/25	6.04	1.86	6.18	0.00	5.48	0.00	9.49	2.41	5.48	5.59	33.03
10/3/25	4.52	0.93	5.85	0.00	6.05	0.00	5.17	4.66	4.66	2.81	29.48
10/4/25	5.10	1.75	6.80	0.00	6.30	0.00	5.37	3.56	4.71	3.04	31.25
10/5/25	5.65	3.49	6.24	0.00	5.85	0.00	3.79	2.96	5.90	3.48	33.57
10/6/25	4.55	0.00	6.15	0.00	6.00	0.00	9.36	9.71	4.57	3.03	34.01
10/7/25	5.37	1.62	7.09	0.00	6.92	0.00	9.25	6.84	3.95	2.91	34.70
10/8/25	4.41	0.00	5.26	0.00	4.66	0.00	3.03	1.63	4.59	2.81	23.36
10/9/25	5.07	0.00	7.44	0.00	0.00	0.00	4.60	5.51	4.18	2.70	24.90
10/10/25	6.47	6.89	5.53	0.00	4.02	0.00	6.52	1.95	4.55	2.82	32.23
10/11/25	4.61	7.05	6.18	0.00	6.52	0.00	6.48	2.07	5.80	3.61	35.84
10/12/25	1.70	1.86	5.23	0.00	5.69	0.00	8.38	7.67	4.73	5.42	32.30
10/13/25	5.81	0.00	5.19	0.00	5.85	0.00	8.64	6.34	3.67	0.52	27.38
10/14/25	1.54	1.51	5.88	0.00	5.99	0.00	8.50	6.59	4.06	2.89	28.46
10/15/25	0.00	0.00	5.35	0.00	7.64	0.00	9.81	9.82	2.92	0.08	25.81
10/16/25	4.52	1.98	5.53	0.00	4.01	0.00	4.69	0.73	6.02	2.16	24.96
10/17/25	5.33	0.00	5.92	0.00	0.00	0.00	5.17	0.69	6.89	2.80	21.63
10/18/25	5.21	1.60	4.82	0.00	0.02	0.00	5.29	1.49	3.35	2.69	19.18
10/19/25	4.96	5.59	8.49	0.00	0.00	0.00	9.12	5.72	4.92	3.21	32.89
10/20/25	6.40	9.05	6.59	0.00	0.00	0.00	8.34	0.55	6.79	0.00	29.38
10/21/25	5.53	10.47	6.06	0.00	0.00	0.00	8.74	0.85	11.64	2.35	36.90
10/22/25	4.75	9.97	5.60	0.00	0.00	0.00	10.69	0.00	5.32	0.00	25.64
10/23/25	4.43	8.28	7.21	0.00	0.00	0.00	7.19	4.82	8.76	0.00	33.50
10/24/25	4.87	3.32	5.05	0.00	0.00	0.00	8.56	0.44	6.93	0.00	20.61
10/25/25	5.78	4.22	7.48	0.00	0.00	0.00	9.60	1.86	8.61	0.00	27.95
10/26/25	5.37	11.02	5.49	0.00	0.00	0.00	9.92	0.67	6.38	0.00	28.93
10/27/25	5.30	10.01	8.03	0.00	0.00	0.00	8.30	1.38	10.15	0.00	34.87
10/28/25	6.24	8.02	4.45	0.00	0.00	0.00	8.70	3.03	7.02	0.00	28.76
10/29/25	4.55	8.89	6.36	0.00	0.00	0.00	8.60	1.33	4.84	0.00	25.97
10/30/25	4.25	8.38	6.08	0.00	0.00	0.00	8.48	4.87	6.49	0.00	30.07
10/31/25	1.54	8.47	6.24	0.00	0.00	0.00	8.88	1.98	4.01	0.00	22.24
TOTAL	144.25	136.23	189.03	0.00	86.74	0.00	236.81	108.97	178.01	54.92	898.15
MIN	0.00	0.00	4.45	0.00	0.00	0.00	3.03	0.00	2.92	0.00	19.18
MAX	6.47	11.02	8.49	0.00	7.64	0.00	10.69	9.82	11.64	5.59	36.90
AVE	4.65	4.39	6.10	0.00	2.80	0.00	7.64	3.52	5.74	1.77	28.97

<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 2025 DAILY BOOSTER TOTALS IN ACRE FEET								
DATE	Booster 1	Booster 2	Booster 3	Booster 4	Booster 5	Booster 6-9	Booster 10	Booster 11
10/1/25	0.00	0.00	3.84	0.00	0.00	6.84	0.00	0.00
10/2/25	0.00	0.00	1.38	0.00	1.58	2.41	0.00	0.00
10/3/25	0.00	0.00	3.57	0.00	0.89	4.66	0.00	0.00
10/4/25	0.00	0.00	2.54	0.00	0.00	3.56	0.00	0.00
10/5/25	0.00	0.00	1.98	0.00	0.00	2.96	0.00	0.00
10/6/25	0.00	0.00	4.22	0.00	0.00	9.71	0.00	0.00
10/7/25	0.00	0.00	6.24	0.00	0.00	6.84	0.00	0.00
10/8/25	0.00	0.00	0.00	0.00	0.00	1.63	0.00	0.00
10/9/25	0.00	0.00	3.99	0.00	0.00	5.51	0.00	0.00
10/10/25	0.00	0.00	9.39	0.00	0.00	1.95	0.00	0.00
10/11/25	0.00	0.00	3.93	0.00	0.00	2.07	0.00	0.00
10/12/25	0.00	0.00	3.08	0.00	0.50	7.67	0.00	0.00
10/13/25	0.00	0.00	4.76	0.00	0.00	6.34	0.00	0.00
10/14/25	0.00	0.00	2.84	0.00	0.00	6.59	0.00	0.00
10/15/25	0.00	0.00	3.72	0.00	0.00	9.82	0.00	0.00
10/16/25	0.00	0.00	0.00	0.00	0.00	0.73	0.00	0.00
10/17/25	0.00	0.00	0.57	0.00	2.55	0.69	0.00	0.00
10/18/25	0.00	0.00	1.32	0.00	3.42	1.49	0.00	0.00
10/19/25	0.00	0.00	7.28	0.00	0.00	5.72	0.00	0.00
10/20/25	0.00	0.00	0.00	0.00	0.00	0.55	0.00	0.00
10/21/25	0.00	0.00	17.53	0.00	1.55	0.85	0.00	0.00
10/22/25	0.00	0.00	0.00	0.00	6.98	0.00	0.02	0.00
10/23/25	0.00	0.00	14.16	0.00	1.60	4.82	0.00	0.00
10/24/25	0.00	0.00	3.37	0.00	5.18	0.44	0.00	0.00
10/25/25	0.00	0.00	5.08	0.00	3.03	1.86	0.00	0.00
10/26/25	0.00	0.00	5.34	0.00	3.19	0.67	0.00	0.00
10/27/25	0.00	0.00	8.19	0.00	1.81	1.38	0.04	0.00
10/28/25	0.00	0.00		0.00	5.54	3.03	0.00	0.00
10/29/25	0.00	0.00	17.79	0.00	0.84	1.33	0.00	0.00
10/30/25	0.00	0.00	7.25	0.00	0.00	4.87	0.00	0.00
10/31/25	0.00	0.00	5.89	0.00	1.45	1.98	0.00	0.00
<b>TOTAL</b>	<b>0.00</b>	<b>0.00</b>	<b>149.25</b>	<b>0.00</b>	<b>40.11</b>	<b>108.97</b>	<b>0.06</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>17.79</b>	<b>0.00</b>	<b>6.98</b>	<b>9.82</b>	<b>0.04</b>	<b>0.00</b>
<b>AVE</b>	<b>0.00</b>	<b>0.00</b>	<b>4.98</b>	<b>0.00</b>	<b>1.29</b>	<b>3.52</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	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct
Chino # 1 (580 ft) In-active well	429'	411'	410'	412'	414'	414'	413'	413'	413'	411'	410'	410'	410'
Chino # 2 (550 ft)	369'	340'	342'	341'	335'	338'	335'	337'	334'	334'	333'	331'	333'
City # 1 (260 ft)	392'	251'	121'	126'	121'	122'	119'	117'	119'	121'	120'	120'	122'
City # 2 (480 ft)	402'	139'	147'	146'	128'	130'	128'	122'	129'	131'	125'	126'	126'
City # 3 (525 ft) Out of Service	505'	417'	414'	414'	415'	416'	416'	414'	417'	418'	418'	417'	417'
City # 4A (528 ft)	406'	380'	381'	374'	377'	375'	373'	362'	367'	370'	366'	360'	359'
City # 5 (385 ft) In-active well	364'	320'	318'	318'	321'	318'	318'	316'	316'	316'	316'	317'	318'
Rialto # 1 (650 ft) In-active well	588'	552'	561'	555'	571'	569'	565'	563'	564'	565'	562'	563'	566'
Rialto # 2 (550 ft) In-active well	502'	501'	499'	501'	496'	495'	502'	496'	498'	498'	497'	496'	494'
Rialto # 3 (509 ft)	478'	473'	472'	473'	473'	472'	472'	470'	470'	472'	471'	471'	474'
Rialto # 4 (450 ft) In-active well	418'	414'	413'	414'	415'	416'	415'	415'	414'	413'	414'	413'	412'
Rialto # 5 (560 ft)	387'	384'	385'	385'	384'	384'	386'	386'	387'	387'	387'	386'	386'
Rialto Well # 7 In-active well	362'	361'	362'	360'	360'	359'	353'	356'	354'	356'	357'	357'	357'
Miro # 3 (563 ft)	492'	484'	484'	484'	484'	484'	483'	483'	481'	480'	479'	480'	480'
EW-1 (780 ft)	480'	475'	475'	474'	472'	475'	475'	474'	475'	460'	471'	467'	480'



## 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
P= Present A= Absent mg/L = parts per million µg/L = parts per billion			

Sample Date 10/29/2025	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	A	A	A	A	A	A	OUT OF SERVICE	A	A	OUT OF SERVICE
E. Coli	A	A	A	A	A	A		A	A	
Nitrate as N	3.4									
Perchlorate (CLO <sub>4</sub> )	<1.0			5.7*	<1.0	9.4*				
Total Dissolved Solids	230	200	290	240	250	240		330	310	

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

## B. Sample Site Location Results

Rialto Distribution Sample Results						
October 2025						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
<b>CYCLE 1 - 10/08/25</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	0.90	A	A			
1228 W. Merrill	1.00	A	A			
256 N. Fillmore	1.00	A	A			
987 W. Grove	1.10	A	A			
978 N. Driftwood	1.00	A	A			
1451 N. Linden	0.90	A	A			
469 W. Jackson	1.00	A	A			
935 E. Mariposa	1.00	A	A			
1000 N. Joyce	1.00	A	A			
766 N. Chestnut	1.00	A	A			
149 W. Victoria	1.00	A	A			
313 E. McKinley	1.10	A	A			
609 E. South	1.10	A	A			
273 E. Alru	1.10	A	A			
1161 S. Lilac	1.10	A	A			
101 E. Valley	1.00	A	A			
<b>CYCLE 2 - 10/15/25</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	1.00	A	A			
101 S. Larch	0.87	A	A			
320 N. Wisteria	0.76	A	A			
861 W. Grove	1.20	A	A			
1168 N. Glenwood	1.00	A	A			
1320 N. Fitzgerald	1.00	A	A			
860 N. Willow	1.20	A	A			
209 E. Cornell	1.30	A	A			
643 E. Margarita	1.00	A	A			
1170 N. Terrace Rd.	1.20	A	A			
681 E. Erwin	0.88	A	A			
402 E. Merrill	1.00	A	A			
261 W. Wilson	1.00	A	A			
532 S. Iris	1.10	A	A			
281 W. Hawthorne	1.00	A	A			
379 W. Valley	1.00	A	A			

Rialto Distribution Sample Results						
October 2025						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
<b>CYCLE 3 - 10/22/25</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	1.10	A	A			
775 E. Foothill	1.50	A	A			
878 N. Primrose	1.20	A	A			
369 E. Van Koevering	1.00	A	A			
274 W. Valencia	1.20	A	A			
1566 N. Fillmore	1.00	A	A			
932 N. Idyllwild	0.95	A	A			
644 N. Smoketree	0.99	A	A			
605 W. Rosewood	0.90	A	A			
1189 W. Second	0.99	A	A			
775 W. Rialto	1.00	A	A			
211 E. Wilson	1.00	A	A			
595 E. Huff	1.10	A	A			
1005 S. Riverside	0.97	A	A			
794 S. Verde	0.92	A	A			
1055 W. Bloomington	1.00	A	A			
<b>CYCLE 4 - 10/29/25</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
375 S. Cactus	1.00	A	A	<3.0	1	<0.10
101 S. Linden	1.10	A	A	<3.0	1	<0.10
234 N. Larch	1.10	A	A	<3.0	1	<0.10
575 N. Driftwood	1.10	A	A	<3.0	1	0.13
1355 W. Shamrock	0.98	A	A	<3.0	1	<0.10
992 N. Yucca	1.10	A	A	<3.0	1	<0.10
481 W. Cornell	1.00	A	A	<3.0	1	0.25
158. E. Shamrock	1.10	A	A	<3.0	1	0.22
749 E. Holly	1.20	A	A	<3.0	1	0.18
545 E. Victoria	1.10	A	A	<3.0	1	0.27
200 N. Sycamore	1.20	A	A	<3.0	1	0.14
407 E. Allen	1.00	A	A	<3.0	1	0.49
399 E. Montrose	1.00	A	A	<3.0	1	<0.10
856 S. Orange	1.10	A	A	<3.0	1	0.44
911 S. Cactus	1.10	A	A	<3.0	1	0.43
220 W. Valley	1.10	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 236 mg/L for the month of October as compared to 250 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	LSR Q3 LSR Q4
Lost Time Incidents, count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	6
Vehicle Incidents, count	0

\*A lost time incident has not occurred in the past 4370 days.

## IV. CHEMICAL USE

Sodium hypochlorite is the only chemical added to the water system. A total of 3330 gallons of sodium hypochlorite was used in October as compared to 3295 gallons used in September.

## V. ELECTRICAL USE

Southern California Edison (SCE) has not provided all of the data for October 2025. We will provide the data as it is received, thus will include yearly usage received to date.

SCE		kWh
Year	Month	Billed Usage
2024	October	529,208
2024	November	266,378
2024	December	247,546
2025	January	360,398
2025	February	294,421
2025	March	223,709
2025	April	428,976
2025	May	505,764
2024	June	575,467
2025	July	842,561
2025	August	669,021
2025	September	752,171

## VI. WATER QUALITY COMPLAINTS

No complaints were received during this reporting period.

## VII. OPERATIONS UPDATE

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

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

#### **A. Operational Wells**

EW-1 well was out of service due to pump issues. OPRTP meter was turned off in October.

#### **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. Five valves were exercised in the month of October.

<b>Valve Turning Progress</b>	
	<b>Valves Turned</b>
2020	530
2021	340
2022	463
2023	750
2024	379
2025	327

#### **C. Hydrant Flushing**

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

<b>Hydrant/Dead End Flushing Progress</b>	
	<b>2025</b>
January	0
February	0
March	6
April	6
May	11
June	0
July	0
August	29
September	3

October	0
<b>Total</b>	<b>55</b>
<b>Progress % (87)</b>	

#### **D. 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. All minor deficiencies have been corrected and submitted to DDW.

### **VIII. ASSET MANAGEMENT**

The following work orders were completed by Water production staff for the month of October:

- Preventive Maintenance –253
- Corrective Maintenance –0
- Predictive Maintenance –0

299– PMs planned for November 2025

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

The following work orders were completed by Water distribution staff for the month of October:

- Main line – 1
- Service line – 5
- Hydrants - 4
- Angle Meter Stop – 9
- Meter Box & Lid Replacement – 3
- Meter Leaks/ Replacements - 12

## B. Major Equipment and/or Machinery Outages

EW-1 well was out of service due to pump issues. OP RTP meter was turned off in October.

## IX. RAINFALL TOTALS

### 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 2025	2.81 K	1.87	261	5.4	66.4 K	38.9	52.5	65	26	42	27.1	4.0 K	49.8 K
Feb 2025	2.87	4.35	321	8.9 K	71.3 K	45.9 K	57.8 K	80	37	56 K	40.7 K	3.5	53.8
Mar 2025	3.66	3.01	389	9.7	67.2 K	45.8	55.7	87	43	65	43.5	4.0 K	56.8
Apr 2025	4.90	1.39	480 K	9.8	73.3	48.8	60.3	82	34	56	43.5	4.2 K	61.2 K
May 2025	6.07	3.76	558	13.1	80.1	55.7	66.9 K	85	39	61 K	51.7 K	4.3	66.6 L
Jun 2025	7.31	2.58	666	15.0	88.8	59.5 K	73.1	82	33	55	55.3	4.5 K	71.4
Jul 2025	8.05 K	1.96	676	15.1	92.1 K	60.9 K	75.6 K	80	27	50 L	55.5 L	4.5 K	73.6
Aug 2025	7.58	1.90 K	590	15.8	96.7	64.9	80.2	74	25	45	56.7	4.0 K	74.6
Sep 2025	5.31	2.32	452	16.7	89.6	64.1	75.6	79	35	56	58.2	3.8 K	73.7
Oct 2025	3.98 K	1.44	381	12.3	81.9 K	53.4	66.6 K	81	33	56 K	49.4 K	3.3 K	66.5
Tots/Avg	52.54	24.6	477	12.2	80.7	53.8	66.4	80	33	54	48.2	4.0	64.8



# **RIALTO WASTEWATER**

## **MONTHLY OPERATIONS REPORT**

**Reporting Period:**  
**October 2025**

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**
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  - 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 no residential call-outs for sewer-related issues.

### 1. Collection System/Customer Service Log

a. Collections group activities this month:

Category	Current Month Statistics	Prior Month Statistics	2025 Year to Date Statistics
Sanitary sewers are cleaned using the conventional method, including feet, which includes "Hot spot cleaning."	23473	26,748	212,476
Sanitary sewers assessed using the SL-RAT method, feet	0	0	21,112
CCTV Inspection, miles (26 is the annual goal)*	2.93	3.49	23.71
Manhole Inspections	0	1	39
USA Dig Alert Markings, count	26	18	324
Residential call-outs	0	3	21
Sanitary sewer overflows	0	1	2

b. S.S.O. 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

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

#### 4. Monthly Safety Program Overview

Category	Monthly Statistic
Safety Training Topics	0
Lost Time Incidents count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	20
Vehicle Incidents, count	0

\*A lost time incident has not occurred since 9-3-2020, totaling 1,883 days.

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

##### a. Monthly Biosolids Production

Biosolids	Current Month Statistics	Prior Month Statistics	2025 Year-to-Date Statistics
Wet Tons Produced	1388.75	1,294.5	11,402.38

##### b. Monthly Chemical Consumption

Chemical	Current Month Gallons Used	Prior Month Gallons Used
Sodium Hypochlorite, Tertiary Disinfection	29,735	31,139
Sodium Bisulfite, Discharge Dechlorination	10,014	10,584
Ferrous Chloride, Digester Gas Conditioning	3,260	5,139
Polymer, Gravity Belt Thickener	491	472
Polymer, Belt Filter Press	726	688
Alum, Tertiary Filters	1	0

##### c. Monthly Utilities Consumption

Utility	Current Month Statistics	Prior Month Statistics
Electricity WWTP, KWH	385693	400667
Electricity Lilac LS, KWH	784	1055
Electricity Sycamore LS, KWH	478*	632
Electricity Ayala LS, KWH	8274	7308
Electricity Agua Mansa LS, KWH	2593	3461
Electricity Cactus LS, KWH	1590	1469
Electricity Ramrod LS, KWH	591	460
Frisbee Park LS, KWH	703	630
El Rancho Verde LS, KWH	2426	1839
Natural Gas WWTP, Therms	3251	3580

\* LS is in bypass mode, pending CIP completion

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

None

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

- Sludge Holding Tank
- Aeration Basin #3 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  
*None*
- 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

## Table 1 Summary

# Table 1 Summary

October 2025

Date	Rialto	Rialto	Rialto	Rialto	Rialto	Rialto WRF Effluent			Rialto WRF Influent		Rialto WRF Effluent		
	Flow	Effluent Flow	BOD	BOD	Influent BOD Load	Effluent BOD	Effluent BOD Load	BOD % Removal	Influent TSS	Influent TSS Load	Effluent TSS	Effluent TSS Load	TSS % Removal
	MGD	MGD	mg/l	mg/l	lbs/day	mg/L	lbs/day	%	mg/L	lbs/day	mg/L	lbs/day	%
10/1/2025	6.77	6.35											
10/2/2025	6.97	7.49											
10/3/2025	6.93	7.45	390	390	22,541	<5.0	310.67	98.70					
10/4/2025	6.29	7.04											
10/5/2025	6.90	7.36											
10/6/2025	7.04	7.19	320	320	18,788	3.4	203.88	98.90	240.00	14091.00	0.70	42.00	99.70
10/7/2025	7.15	7.26											
10/8/2025	6.93	7.22											
10/9/2025	6.95	6.86											
10/10/2025	6.93	7.32	340	340	19,651	3.7	225.88	98.90					
10/11/2025	6.92	6.92											
10/12/2025	6.76	7.39											
10/13/2025	6.93	7.27	330	330	19,073	4.1	248.59	98.80	220.00	12715.00	0.70	42.00	99.70
10/14/2025	6.98	7.19											
10/15/2025	7.32	7.22											
10/16/2025	6.85	7.60											
10/17/2025	6.91	7.06	210	210	12,102	<2.5	147.20	98.80					
10/18/2025	6.89	7.30											
10/19/2025	6.77	7.46											
10/20/2025	7.03	7.17	340	340	19,934	<2.5	149.49	99.30	230.00	13485.00	0.80	48.00	99.70
10/21/2025	6.96	6.65											
10/22/2025	6.99	7.36											
10/23/2025	6.69	6.81											
10/24/2025	6.93	6.65	300	300	17,339	10.0	554.61	96.70					
10/25/2025	6.93	7.40											
10/26/2025	6.27	7.12											
10/27/2025	7.23	7.44	360	360	21,707	2.9	179.94	99.20	200.00	12060.00	0.70	43.00	99.70
10/28/2025	6.79	7.09											
10/29/2025	6.98	7.42											
10/30/2025	6.93	7.75											
10/31/2025	7.11	6.68											
Minimum	6.27	6.35	210	210	12,102	<2.5	147.20	96.70	200.00	12060.00	0.70	42.00	99.70
Maximum	7.32	7.75	390	390	22,541	10.0	554.61	99.30	240.00	14091.00	0.80	48.00	99.70
Total	214.03	222.49	2,590	2,590	151,135	<34.1	2020.26	789.30	890.00	52351.00	2.90	176.00	398.70
Average	6.90	7.18	324	324	18,892	<4.3	252.53	98.70	223.00	13088.00	0.73	44.00	99.70

## Table 2 Summary



## Table 2 Summary

October 2025

	Rialto	Rialto WRF\Effluent		Rialto WRF\Eff		Rialto WRF\Effluent		Rialto	Rialto
	Influent Conductivity	Eff Conductivity Daily Ave	Influent COD	Final Effluent COD	Influent TDS	Filter Effluent TDS	EFF FINAL TDS	Influent Inorganic Nitrogen	Effluent Inorganic Nitrogen
Date	(uS/cm)	(uS/cm)	mg/l	mg/l	mg/l	mg/l	mg/L	mg/L	mg/l as N
10/1/2025	1410.00	849.00							
10/2/2025	1325.00	823.00							
10/3/2025	1350.00	821.00							
10/4/2025	1333.00	831.00							
10/5/2025	1442.00	863.00							
10/6/2025	1457.00	844.00							
10/7/2025	1412.00	839.00	720	14.0	510.00	420.00	480.00	36.00	7.70
10/8/2025	1436.00	821.00							
10/9/2025	1366.00	819.00							
10/10/2025	1403.00	796.00							
10/11/2025	1354.00	826.00							
10/12/2025	1290.00	837.00							
10/13/2025	1835.00	834.00							
10/14/2025	1532.00	820.00							
10/15/2025	1397.00	781.00							
10/16/2025	1304.00	787.00							
10/17/2025	1355.00	857.00							
10/18/2025	1309.00	882.00							
10/19/2025	1240.00	913.00							
10/20/2025	1367.00	882.00							
10/21/2025	1664.00	883.00							
10/22/2025	1489.00	894.00							
10/23/2025	1339.00	864.00							
10/24/2025	1381.00	861.00							
10/25/2025	1227.00	876.00							
10/26/2025	1359.00	888.00							
10/27/2025	1301.00	876.00							
10/28/2025	1463.00	849.00							
10/29/2025	1524.00	862.00							
10/30/2025	1349.00	850.00							
10/31/2025	1484.00	854.00							
Minimum	1227.00	781.00	720	14.0	510.00	420.00	480.00	36.00	7.70
Maximum	1835.00	913.00	720	14.0	510.00	420.00	480.00	36.00	7.70
Average	1403.00	848.00	720	14.0	510.00	420.00	480.00	36.00	7.70

### **Table 3 Summary**

## Table 3 Summary

October 2025

Date	Rialto WRFInfluent		Rialto WRFEffluent		Rialto WRFIEff		Rialto WRFIEffluent		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
10/1/2025	7.81	7.25	27.60		<1.8	<1.80			144131.00	144131.00	6400.00	144131.00
10/2/2025	7.99	7.25	27.70		2.0	<1.80			139109.00	139109.00	900.00	139109.00
10/3/2025	7.85	7.38	27.70		<1.8	<1.80			142339.00	142339.00	900.00	142339.00
10/4/2025	8.37	7.36	27.10		<1.8	<1.80			139420.00	139420.00	1800.00	139420.00
10/5/2025	8.16	7.30	27.20		<1.8	<1.80			118835.00	118835.00	3700.00	118835.00
10/6/2025	7.74	7.33	27.40	0.08	49.0	<1.80			121968.00	121968.00	21500.00	121968.00
10/7/2025	7.50	7.39	27.50		<1.8	<1.80		<5.00	134717.00	134717.00	22400.00	134717.00
10/8/2025	7.42	7.44	27.50		<1.8	<1.80			151048.00	151048.00	22300.00	151048.00
10/9/2025	7.10	7.40	27.50		<1.8	<1.80			139483.00	139483.00	22100.00	139483.00
10/10/2025	7.06	7.43	27.60		<1.8	<1.80			147934.00	147934.00	21900.00	147934.00
10/11/2025	7.45	7.44	27.60		<1.8	<1.80			134520.00	134520.00	4600.00	134520.00
10/12/2025	7.75	7.41	27.00		<1.8	<1.80			137551.00	137551.00	700.00	137551.00
10/13/2025	8.08	7.41	27.00	0.06	<1.8	<1.80			123493.00	123493.00	1300.00	123493.00
10/14/2025	8.34	7.39	26.40		<1.8	<1.80			139000.00	139000.00	21600.00	139000.00
10/15/2025	7.61	7.34	26.00		<1.8	<1.80			139961.00	139961.00	23800.00	139961.00
10/16/2025	8.15	7.38	26.40		<1.8	<1.80			141045.00	141045.00	25900.00	141045.00
10/17/2025	8.36	7.47	26.60		<1.8	<1.80			142533.00	142533.00	20600.00	142533.00
10/18/2025	8.34	7.46	26.60		<1.8	<1.80			143582.00	143582.00	24200.00	143582.00
10/19/2025	8.16	7.47	26.90		<1.8	<1.80			137689.00	137689.00	18500.00	137689.00
10/20/2025	8.24	7.47	26.80	0.08	<1.8	<1.80			140882.00	140882.00	1100.00	140882.00
10/21/2025	8.93	7.47	26.90		<1.8	<1.80			131962.00	131962.00	1000.00	131962.00
10/22/2025	8.58	7.48	26.90		<1.8	<1.80			143939.00	143939.00	1500.00	143939.00
10/23/2025	8.07	7.45	26.60		<1.8	<1.80			130635.00	130635.00	18100.00	130635.00
10/24/2025	8.06	7.43	26.60		<1.8	<1.80			137931.00	137931.00	18300.00	137931.00
10/25/2025	7.91	7.46	26.70		<1.8	<1.80			144033.00	144033.00	23200.00	144033.00
10/26/2025	8.13	7.44	26.50		<1.8	<1.80			142167.00	142167.00	20400.00	142167.00
10/27/2025	8.17	7.46	26.60	0.08	<1.8	<1.80			128685.00	128685.00	21400.00	128685.00
10/28/2025	8.03	7.53	26.60		2.0	<1.80			141543.00	141543.00	22200.00	141543.00
10/29/2025	7.85	7.52	26.00		<1.8	<1.80			157086.00	157086.00	20300.00	157086.00
10/30/2025	7.80	7.54	26.10		2.0	<1.80			142408.00	142408.00	800.00	142408.00
10/31/2025	7.24	7.47	26.30		<1.8	<1.80			132570.00	132570.00	700.00	132570.00
Minimum	7.06	7.25	26.00	0.06	<1.8	<1.80		<5.00	118835.00	118835.00	700.00	118835.00
Maximum	8.93	7.54	27.70	0.08	49.0	<1.80		<5.00	157086.00	157086.00	25900.00	157086.00
Average	7.94	7.42	26.90	0.08	<3.3	<1.80		<5.00	138458.00	138458.00	13358.00	138458.00

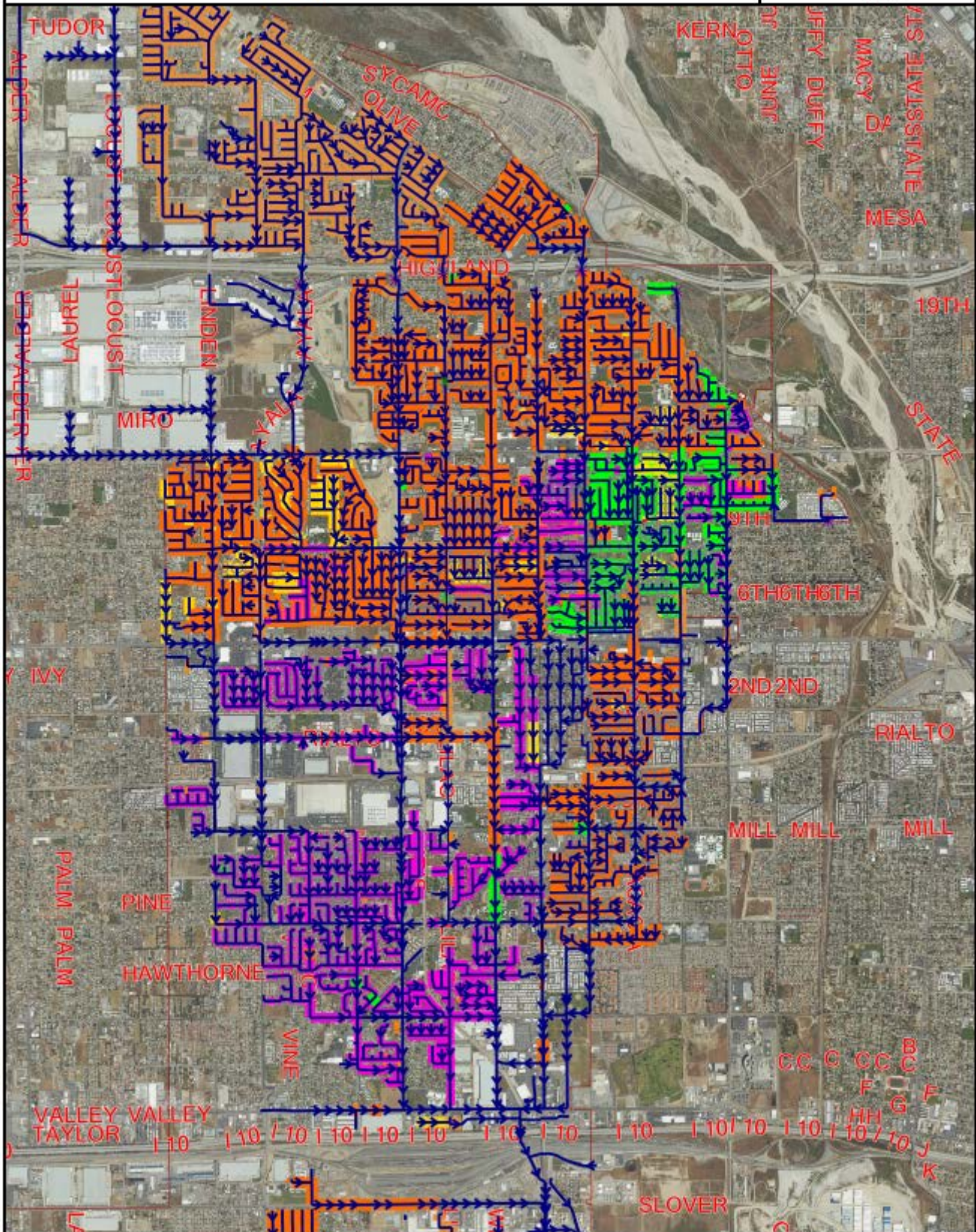
## **Monthly Sewer Line Cleaned**



# Pipe Cleaning - October 2025

Map Centre Coords  
x: 2057062, y: 567679  
Date Printed: 11/18/2025  
Scale 1:44000

0.5 miles





# City of Rialto

## Legislation Text

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**File #:** CUC-25-0831, **Version:** 1, **Agenda #:**

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For Cable Advisory and Utilities Commission Meeting December 16, 2025

TO: Honorable Chairperson and Commission

APPROVAL: Sachin Chawla, Director of Utilities

FROM: Nicole Hemmans, Senior Administrative Analyst

Previous Discussion Items

**BACKGROUND**

None





# City of Rialto

## Legislation Text

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**File #:** CUC-25-0835, **Version:** 1, **Agenda #:**

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For Utilities Commission Meeting December 16, 2025

TO: Honorable Chairperson and Commission

APPROVAL: Sachin Chawla, Director of Utilities

FROM: Nicole Hemmans, Senior Administrative Analyst

To-Do-List

To-Do-List:

- Commissioner Tour of the Wastewater Treatment Plant
- Commissioner Tour of the Burrtec Material Recovery Facility