

# Utility Commission Report

## MAY 2025

Reporting period March 2025



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

**Reporting Period:**

**March 2025**

**Prepared for: Rialto Water Services**

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



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## **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 718.89 acre-feet. 538.79 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). 73.32 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 106.78 acre-feet came from the OPRTP.

MARCH 2025 DAILY PRODUCTION TOTALS IN ACRE FEET											
							Delivered Via BLF				
							City 4A	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>
3/1/25	5.99	7.84	0.00	0.00	0.00	6.04	0.00	2.13	0.02	4.68	26.70
3/2/25	5.60	6.42	0.00	0.00	0.00	6.02	0.00	0.00	1.50	4.41	23.95
3/3/25	5.16	7.08	0.00	0.00	0.00	5.62	0.00	0.44	0.02	4.52	22.84
3/4/25	5.99	4.29	0.00	0.00	0.02	6.31	0.00	0.00	0.01	4.72	21.34
3/5/25	4.15	0.00	0.00	0.00	0.00	5.23	0.00	8.79	0.01	4.51	22.69
3/6/25	4.94	0.00	0.00	0.00	0.00	5.67	4.16	4.91	0.01	2.30	17.83
3/7/25	5.67	0.00	0.00	0.00	0.00	6.19	1.06	7.80	0.01	0.00	19.67
3/8/25	5.42	0.00	0.00	0.00	0.00	5.46	8.43	4.02	10.49	0.20	25.59
3/9/25	4.38	0.00	0.00	0.00	0.00	5.91	4.75	5.35	5.11	4.45	25.20
3/10/25	5.92	0.00	0.00	0.00	0.00	5.70	6.53	7.99	0.00	5.16	24.77
3/11/25	4.73	0.00	0.00	0.00	0.00	5.86	3.44	7.28	0.01	3.68	21.56
3/12/25	5.69	0.14	0.00	0.00	0.00	6.59	1.55	5.62	0.01	4.33	22.38
3/13/25	6.34	0.00	0.00	0.00	0.00	4.73	1.57	4.50	2.71	3.94	22.22
3/14/25	5.19	0.00	0.00	0.00	0.00	5.82	0.00	0.00	2.16	0.00	13.17
3/15/25	4.77	6.70	0.00	0.00	0.00	5.93	0.00	0.00	6.80	0.00	24.20
3/16/25	4.96	12.17	0.00	0.00	0.00	6.80	0.00	0.00	3.49	1.45	28.87
3/17/25	5.21	8.12	0.00	0.00	0.00	5.17	0.00	1.56	0.71	3.39	24.16
3/18/25	1.03	8.00	0.00	0.00	0.00	6.46	0.00	0.00	0.00	3.17	18.66
3/19/25	0.00	7.92	0.00	0.00	0.00	4.87	0.00	0.41	0.01	3.86	17.07
3/20/25	0.00	9.41	0.00	0.00	0.00	6.00	0.00	3.54	0.00	3.54	22.49
3/21/25	0.23	10.21	0.00	0.00	0.00	6.12	0.00	0.00	3.02	4.69	24.27
3/22/25	5.03	7.46	0.00	0.00	0.11	5.96	0.00	0.00	0.82	4.28	23.66
3/23/25	4.25	7.29	0.00	0.00	4.18	5.34	0.00	0.00	0.00	5.58	26.64
3/24/25	5.76	9.65	0.00	0.00	4.70	5.60	0.00	0.34	2.61	4.51	33.17
3/25/25	5.76	4.06	0.00	0.00	4.81	6.14	0.00	4.18	0.01	3.49	28.45
3/26/25	4.98	1.63	0.00	0.00	4.98	5.50	1.41	2.13	0.01	4.53	23.76
3/27/25	4.48	0.00	0.00	0.00	4.83	5.64	0.00	2.48	0.04	0.54	18.01
3/28/25	6.66	0.00	0.00	0.00	4.33	5.62	2.39	0.00	0.04	3.65	20.30
3/29/25	5.07	0.00	0.00	0.00	5.39	5.91	9.41	4.66	0.84	3.01	24.88
3/30/25	4.34	0.00	0.00	0.00	5.38	6.30	0.00	2.87	0.10	6.75	25.74
3/31/25	5.36	0.00	0.00	0.00	4.69	5.61	9.10	5.54	0.01	3.44	24.65
TOTAL	143.06	118.39	0.00	0.00	43.42	180.12	53.80	86.54	40.58	106.78	718.89
MIN	0.00	0.00	0.00	0.00	0.00	4.73	0.00	0.00	0.00	0.00	13.17
MAX	6.66	12.17	0.00	0.00	5.39	6.80	9.41	8.79	10.49	6.75	33.17
AVE	4.61	3.82	0.00	0.00	1.40	5.81	1.74	2.79	1.31	3.44	23.19

<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.

**MARCH 2025 DAILY BOOSTER TOTALS IN ACRE FEET**

<b>DATE</b>	<b>Booster 1</b>	<b>Booster 2</b>	<b>Booster 3</b>	<b>Booster 4</b>	<b>Booster 5</b>	<b>Booster 6-9</b>	<b>Booster 10</b>	<b>Booster 11</b>
3/1/25	0.00	0.00	10.06	0.00	0.00	2.13	0.00	0.00
3/2/25	0.00	0.00	6.56	0.00	1.48	0.00	0.00	0.00
3/3/25	0.00	0.00	5.51	0.00	0.00	0.44	0.00	0.00
3/4/25	0.00	0.00	6.06	0.00	0.00	0.00	0.00	0.00
3/5/25	0.00	0.00	3.26	0.00	0.00	8.79	0.00	0.00
3/6/25	0.00	0.00	4.85	0.00	0.00	4.91	0.00	0.00
3/7/25	0.00	0.00	9.09	0.00	0.00	7.80	0.00	0.00
3/8/25	0.00	0.00	2.44	0.00	10.48	4.02	0.00	0.00
3/9/25	0.00	0.00	0.69	0.00	5.10	5.35	0.00	0.00
3/10/25	0.00	0.00	7.72	0.00	0.00	7.99	0.00	0.00
3/11/25	0.00	0.00	3.41	0.00	0.00	7.28	0.00	0.00
3/12/25	0.00	0.00	5.42	0.00	0.00	5.62	0.00	0.00
3/13/25	0.00	0.00	2.60	0.00	2.70	4.50	0.00	0.00
3/14/25	0.00	0.00	0.00	0.00	2.15	0.00	0.00	0.00
3/15/25	0.00	0.00	6.47	0.00	6.79	0.00	0.00	0.00
3/16/25	0.00	0.00	10.31	0.00	3.49	0.00	0.00	0.00
3/17/25	0.00	0.00	6.64	0.00	0.71	1.56	0.00	0.00
3/18/25	0.00	0.00	1.65	0.00	0.00	0.00	0.00	0.00
3/19/25	0.00	0.00	8.11	0.00	0.00	0.41	0.00	0.00
3/20/25	0.00	0.00	3.63	0.00	0.00	3.54	0.00	0.00
3/21/25	0.00	0.00	7.96	0.00	3.02	0.00	0.00	0.00
3/22/25	0.00	0.00	0.34	0.00	0.82	0.00	0.00	0.00
3/23/25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
3/24/25	0.00	0.00	13.84	0.00	2.61	0.34	0.00	0.00
3/25/25	0.00	0.00	2.96	0.00	0.00	4.18	0.00	0.00
3/26/25	0.00	0.00	3.48	0.00	0.00	2.13	0.00	0.00
3/27/25	0.00	0.00	4.86	0.00	0.00	2.48	0.00	0.00
3/28/25	0.00	0.00	1.96	0.00	0.00	0.00	0.00	0.00
3/29/25	0.00	0.00	0.82	0.00	0.82	4.66	0.00	0.00
3/30/25	0.00	0.00	1.50	0.00	0.02	2.87	0.00	0.00
3/31/25	0.00	0.00	6.60	0.00	0.00	5.54	0.00	0.00
<b>TOTAL</b>	<b>0.00</b>	<b>0.00</b>	<b>148.80</b>	<b>0.00</b>	<b>40.19</b>	<b>86.54</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>13.84</b>	<b>0.00</b>	<b>10.48</b>	<b>8.79</b>	<b>0.00</b>	<b>0.00</b>
<b>AVE</b>	<b>0.00</b>	<b>0.00</b>	<b>4.80</b>	<b>0.00</b>	<b>1.30</b>	<b>2.79</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	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Chino # 1 (580 ft) In-active well	429'	417'	411'	414'	414'	412'	411'	411'	411'	410'	412'	414'	414'
Chino # 2 (550 ft)	369'	346'	354'	347'	352'	347'	347'	343'	340'	342'	341'	335'	338'
City # 1 (260 ft)	392'	164'	158'	158'	151'	150'	247'	247'	251'	121'	126'	121'	122'
City # 2 (480 ft)	402'	182'	164'	164'	164'	171'	210'	137'	139'	147'	146'	128'	130'
City # 3 (525 ft) Out of Service	505'	423'	423'	423'	418'	417'	416'	416'	417'	414'	414'	415'	416'
City # 4A (528 ft)	406'	373'	373'	374'	380'	379'	380'	380'	380'	381'	374'	377'	375'
City # 5 (385 ft) In-active well	364'	340'	339'	335'	333'	334'	332'	322'	320'	318'	318'	321'	318'
Rialto # 1 (650 ft) In-active well	588'	569'	569'	571'	571'	571'	571'	553'	552'	561'	555'	571'	569'
Rialto # 2 (550 ft) In-active well	502'	500'	500'	501'	500'	501'	502'	501'	501'	499'	501'	496'	495'
Rialto # 3 (509 ft)	478'	474'	475'	474'	477'	477'	473'	476'	473'	472'	473'	473'	472'
Rialto # 4 (450 ft) In-active well	418'	415'	415'	415'	416'	415'	418'	418'	414'	413'	414'	415'	416'
Rialto # 5 (560 ft)	386'	386'	386'	386'	386'	385'	384'	384'	384'	385'	385'	384'	384'
Rialto Well # 7 In-active well	362'	362'	362'	361'	361'	362'	362'	362'	361'	362'	360'	360'	359'
Miro # 3 (563 ft)	492'	487'	488'	487'	489'	487'	485'	485'	484'	484'	484'	484'	484'
EW-1 (780 ft)	476'	476'	476'	473'	474'	475'	474'	473'	475'	475'	474'	472'	475'



## 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
- 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
Vinyl Chloride (VC)	µg/L	0.50	0.5
Trichlorofluoromethane (FREON 11)	µg/L	5.0	150
1,1-Dichloroethylene (1,1-DCE)	µg/L	0.50	6
1,1,2-Trichloro-1,2,2-trifluoroethane	µg/L	10	1200
Dichloromethane (Methylene Chloride)	µg/L	0.50	5
trans-1,2-Dichloroethylene (t-1,2-DCE)	µg/L	0.50	10
Methyl tert-Butyl Ether	µg/L	3.0	13
1,1-Dichloroethane (1,1-DCA)	µg/L	0.50	5
cis-1,2-Dichloroethylene (c-1,2-DCE)	µg/L	0.50	6
Chloroform (Trichloromethane)	µg/L	1.0	--
Carbon Tetrachloride	µg/L	0.50	0.5
1,1,1-Trichloroethane (1,1,1-TCA)	µg/L	0.50	200
Benzene	µg/L	0.50	1
1,2-Dichloroethane (1,2-DCA)	µg/L	0.50	0.5

Trichloroethylene (TCE)	µg/L	0.50	5
1,2-Dichloropropane	µg/L	0.50	5
Bromodichloromethane	µg/L	1.0	--
Toluene	µg/L	0.50	150
Tetrachloroethylene (PCE)	µg/L	0.50	5
1,1,2-Trichloroethane (1,1,2-TCA)	µg/L	0.50	5
Dibromochloromethane	µg/L	1.0	--
Monochlorobenzene (Chlorobenzene)	µg/L	0.50	70
Ethyl Benzene	µg/L	0.50	300
m,p-Xylene	µg/L	1.0	--
cis-1,3-Dichloropropene	µg/L	0.50	--
o-Xylene	µg/L	0.50	--
trans-1,3-Dichloropropene	µg/L	0.50	--
Styrene	µg/L	0.50	100
Bromoform	µg/L		1.0
1,1,2,2-Tetrachloroethane	µg/L		0.50
1,4-Dichlorobenzene (p-DCB)	µg/L	0.50	5
1,2-Dichlorobenzene (p-DCB)	µg/L	0.50	600
1,2,4-Trichlorobenzene	µg/L	0.50	5
Total 1,3-Dichloropropene	µg/L	0.50	0.5
Total Trihalomethanes (TTHM)	µg/L	1.0	80
Total Xylenes (m,p & o)	µg/L	0.50	1750
P= Present A= Absent mg/L = parts per million µg/L = parts per billion ng/L = parts per trillion			

Sample Date 03/26/2025	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	A	A	A	A
E. Coli	A	A	A	A	A	A	A	A	A	A
Nitrate as N	3.0	1.9	1.5							
Perchlorate (CLO <sub>4</sub> )	1.8*			7.5*		12*	140*			
Total Dissolved Solids	190	210	320	230	230	210	240	270	290	190
Perfluorooctanoic (PFOA)	<2.0				5.8**					
Perfluorooctanesulfonic (PFOS)	<2.0				<2.0					
Arsenic		5.3								
Vinyl Chloride (VC)		<0.50	<0.50							
Trichlorofluoromethane (FREON 11)		<5.0	<5.0							
1,1-Dichloroethylene (1,1-DCE)		<0.50	<0.50							
1,1,2-Trichloro-1,2,2-trifluoroethane		<10	<10							
Dichloromethane (Methylene Chloride)		<0.50	<0.50							
trans-1,2-Dichloroethylene (t-1,2-DCE)		<0.50	<0.50							
Methyl tert-Butyl Ether		<3.0	<3.0							
1,1-Dichloroethane (1,1-DCA)		<0.50	<0.50							
cis-1,2-Dichloroethylene (c-1,2-DCE)		<0.50	<0.50							
Chloroform (Trichloromethane)		<1.0	<1.0							
Carbon Tetrachloride		<0.50	<0.50							
1,1,1-Trichloroethane (1,1,1-TCA)		<0.50	<0.50							
Benzene		<0.50	<0.50							
1,2-Dichloroethane (1,2-DCA)		<0.50	<0.50							
Trichloroethylene (TCE)		<b>0.57</b>	<0.50							
1,2-Dichloropropane		<0.50	<0.50							
Bromodichloromethane		<1.0	<1.0							
Toulene		<0.50	<0.50							
Tetrachloroethylene (PCE)		<0.50	<0.50							
1,1,2-Trichloroethane (1,1,2-TCA)		<0.50	<0.50							
Dibromochloromethane		<1.0	<1.0							

Monochlorobenzene (Chlorobenzene)		<0.50	<0.50							
Ethyl Benzene		<0.50	<0.50							
m,p-Xylene		<1.0	<1.0							
cis-1,3-Dichloropropene		<0.50	<0.50							
o-Xylene		<0.50	<0.50							
trans-1,3-Dichloropropene		<0.50	<0.50							
Styrene		<0.50	<0.50							
Bromoform		<1.0	<1.0							
1,1,2,2-Tetrachloroethane		<0.50	<0.50							
1,4-Dichlorobenzene (p-DCB)		<0.50	<0.50							
1,2-Dichlorobenzene (p-DCB)		<0.50	<0.50							
1,2,4-Trichlorobenzene		<0.50	<0.50							
Total 1,3-Dichloropropene		<0.50	<0.50							
Total Trihalomethanes (TTHM)		<1.0	<1.0							
Total Xylenes (m,p & o)		<0.50	<0.50							

\*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.

## B. Sample Site Location Results

Rialto Distribution Sample Results						
March 2025						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
<b>CYCLE 1 - 03/04/25</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	0.94	A	A	<3.0	1	<0.10
1228 W. Merrill	1.09	A	A	<3.0	1	<0.10
256 N. Fillmore	1.19	A	A	<3.0	1	<0.10
987 W. Grove	1.04	A	A	<3.0	1	<0.10
978 N. Driftwood	0.98	A	A	<3.0	1	<0.10
1451 N. Linden	1.76	A	A	<3.0	1	<0.10
469 W. Jackson	1.35	A	A	<3.0	1	<0.10
935 E. Mariposa	1.02	A	A	<3.0	1	<0.10
1000 N. Joyce	1.31	A	A	<3.0	1	<0.10
766 N. Chestnut	1.11	A	A	<3.0	1	0.12
149 W. Victoria	1.07	A	A	<3.0	1	<0.10
313 E. McKinley	1.15	A	A	<3.0	1	<0.10
609 E. South	1.10	A	A	<3.0	1	<0.10
273 E. Alru	1.23	A	A	<3.0	1	<0.10
1161 S. Lilac	1.19	A	A	<3.0	1	<0.10
101 E. Valley	1.16	A	A	3.0	1	<0.10
<b>CYCLE 2 - 03/10/25</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	1.06	A	A			
101 S. Larch	1.01	A	A			
320 N. Wisteria	1.11	A	A			
987 W. Grove	1.02	A	A			
1168 N. Glenwood	1.00	A	A			
1320 N. Fitzgerald	1.05	A	A			
860 N. Willow	1.12	A	A			
209 E. Cornell	1.15	A	A			
643 E. Margarita	1.18	A	A			
1170 N. Terrace Rd.	1.02	A	A			
681 E. Erwin	1.03	A	A			
402 E. Merrill	1.10	A	A			
261 W. Wilson	1.08	A	A			
532 S. Iris	1.12	A	A			
281 W. Hawthorne	1.03	A	A			
379 W. Valley	0.68	A	A			

Rialto Distribution Sample Results						
March 2025						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
<b>CYCLE 3 - 03/19/25</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	0.98	A	A			
775 E. Foothill	0.79	A	A			
878 N. Primrose	0.97	A	A			
369 E. Van Koevering	1.09	A	A			
274 W. Valencia	1.05	A	A			
1566 N. Fillmore	1.18	A	A			
932 N. Idyllwild	1.07	A	A			
644 N. Smoketree	1.03	A	A			
605 W. Rosewood	1.11	A	A			
1189 W. Second	1.08	A	A			
775 W. Rialto	1.01	A	A			
211 E. Wilson	1.06	A	A			
595 E. Huff	1.00	A	A			
1005 S. Riverside	1.06	A	A			
794 S. Verde	0.86	A	A			
1055 W. Bloomington	0.73	A	A			
<b>CYCLE 4 - 03/25/25</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	1.11	A	A			
101 S. Linden	1.08	A	A			
234 N. Larch	0.70	A	A			
575 N. Driftwood	1.14	A	A			
1355 W. Shamrock	1.15	A	A			
992 N. Yucca	1.02	A	A			
481 W. Cornell	1.18	A	A			
158. E. Shamrock	1.15	A	A			
749 E. Holly	1.15	A	A			
545 E. Victoria	1.21	A	A			
200 N. Sycamore	0.73	A	A			
407 E. Allen	1.03	A	A			
399 E. Montrose	1.15	A	A			
856 S. Orange	1.16	A	A			
911 S. Cactus	1.11	A	A			
220 W. Valley	1.18	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 225 mg/L for the month of March as compared to 226 mg/L in February. 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	Protection from Wildfire Smoke CalOSHA Powered Industrial Truck (including Forklift) LSR Working from Heights
Lost Time Incidents, count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	0
Vehicle Incidents, count	0

\*A lost time incident has not occurred in the past 4187 days.

## IV. CHEMICAL USE

Sodium hypochlorite is the only chemical added to the water system. A total of 1587 gallons of sodium hypochlorite was used in March as compared to 1716 gallons used in February.

## V. ELECTRICAL USE

Southern California Edison (SCE) has not provided the data for March 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	January	208,007
2024	February	186,792
2024	March	421,268
2024	April	463,324
2024	May	428,050
2024	June	629,344
2024	July	550,202
2024	August	650,431
2024	September	562,739
2024	October	529,208
2024	November	266,378
2024	December	380,580

## VI. WATER QUALITY COMPLAINTS

No complaints were received during this reporting period.

## VII. OPERATIONS UPDATE

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



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

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

All wells were operational.

#### **B. Valve Activity**

On the basis of information collected in 2019, Veolia now has a baseline assessment of all valves and has initiated a new cycle of valve exercising. 38 valves were exercised and 2 valves were replaced in the month of March.

<b>Valve Turning Progress</b>	
	<b>Valves Turned</b>
2020	530
2021	340
2022	463
2023	750
2024	379
2025	161

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

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

<b>Hydrant/Dead End Flushing Progress</b>	
	<b>2025</b>
January	0
February	0
March	6
<b>Total</b>	<b>6</b>
<b>Progress % (10)</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 March:

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

52– PMs planned for April 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 March:

- Main line –0
- Service line –2
- Hydrants - 8
- Angle Meter Stop –3
- Meter Box & Lid Replacement –10
- Meter Leaks/ Replacements -12

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

All wells were operational.

## IX. RAINFALL TOTALS

[illegible]

## Highland - Los Angeles Basin - Station 251

Month Year	Total Eto (in)	Total Precip (in)	Avg Sol Rad (Ly/day)	Avg Vap Pres (mBars)	Avg Max Air Temp (°F)	Avg Min Air Temp (°F)	Avg Air Temp (°F)	Avg Max Rel Hum (%)	Avg Min Rel Hum (%)	Avg Rel Hum (%)	Avg Dew Point (°F)	Avg Wind Speed (mph)	Avg Soil Temp (°F)
Jan 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
Tots/Avgs	9.34	9.2	324	8.0	68.3	43.5	55.3	77	35	54	37.1	3.8	53.5

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## I. CUSTOMER SERVICE SUMMARY

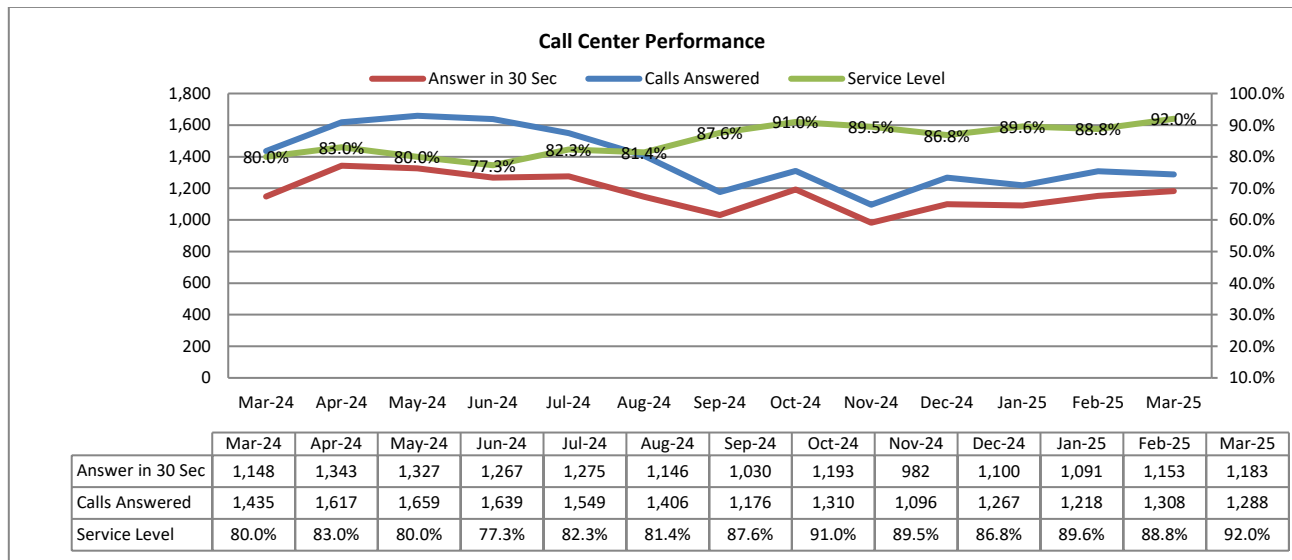
During this reporting month, the Customer Service team provided call service level of 92.0%. Out of 1,288 inbound calls answered 1,183 were answered within the first 30 seconds.

Water consumption has decreased by 28.5% when compared against previous month. When compared against last year, consumption has increased by 1.3%.

Sewer revenue has decreased by 3.5% compared to the prior month and increased by 4.6% from last year.

## II. CALL CENTER PERFORMANCE

During this reporting month, service level was 92.0% with 1,183 out of 1,288 being answered within the first 30 seconds. Overall average wait time was forty-six (46) seconds.



## III. AUTOMATED SERVICES

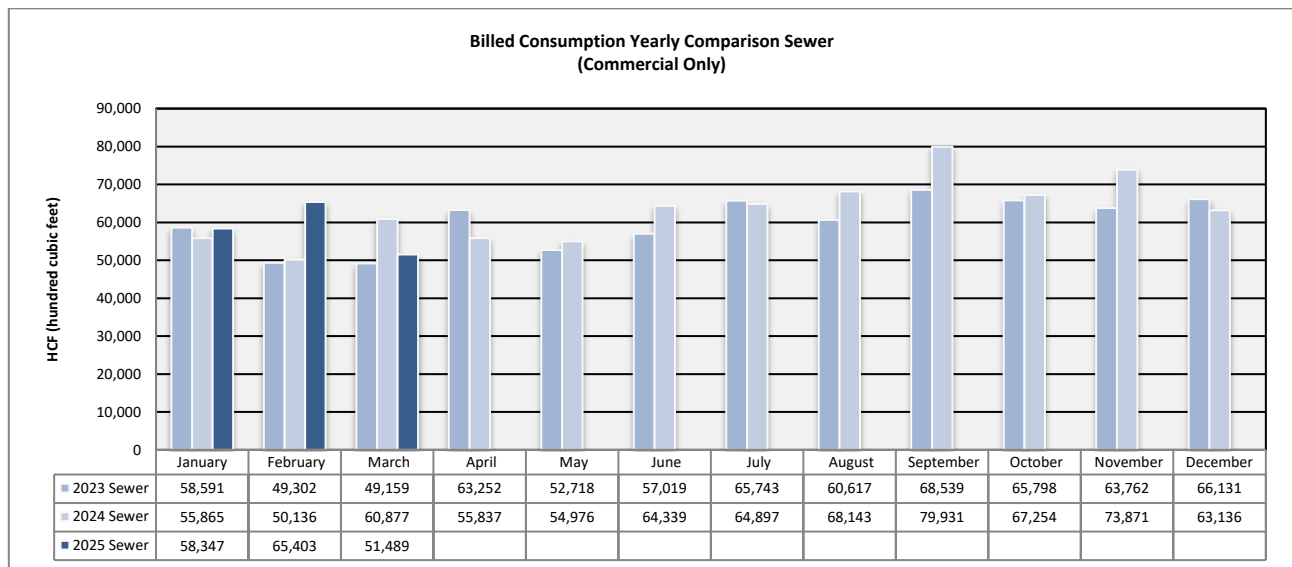
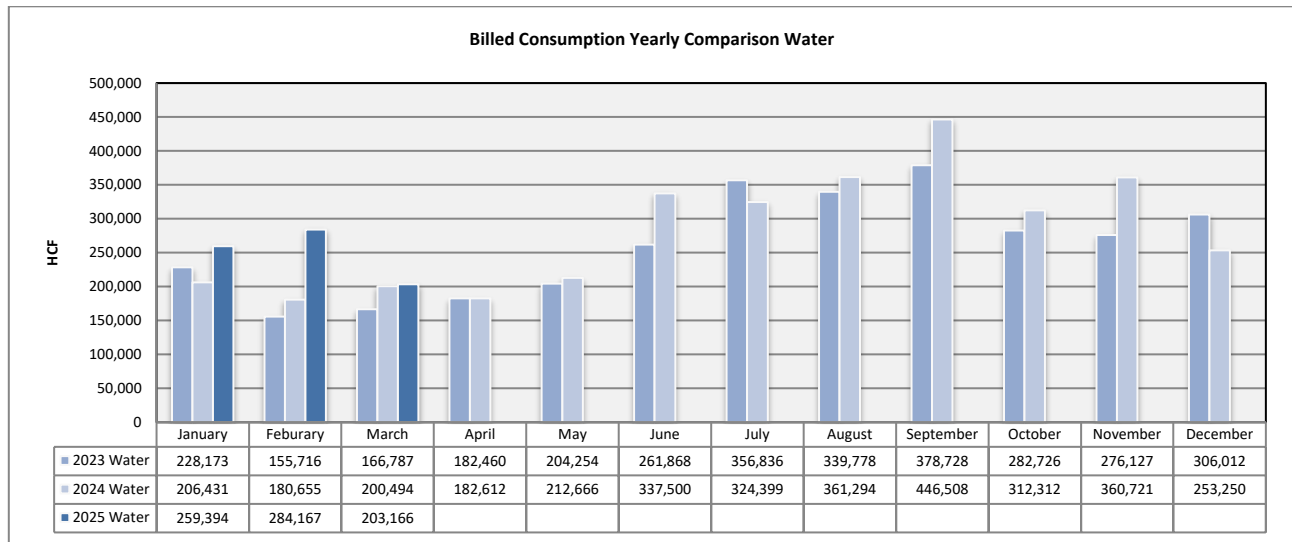
About 22,657 or 55.2% of the rate payers have created log-ins to access their accounts online. Of these customers, with online access, 48.5% have chosen the e-bill option. This e-bill participation is 9.0% increase from March of the prior year.

	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
Number of Bills	22,202	22,369	22,331	22,372	22,410	22,425	22,470	22,541	22,571	22,575	22,587	22,604	22,657
Number of Bill Adjustments (during billing)	10	12	16	10	11	9	5	11	9	29	17	10	29
Automated Over the Phone Payments	2,539	2,592	2,382	2,058	2,250	2,310	2,050	2,483	2,092	2,436	2,509	2,040	2,509
Online Payment	7,756	9,888	9,126	7,457	9,828	9,302	7,538	9,302	7,804	10,320	9,747	7,676	9,912
E-bill Participants	5,564	5,610	5,654	5,683	5,731	5,770	5,814	5,855	5,922	5,959	5,997	6,031	6,069
Auto Pay Participants (New Portal)	4,054	4,082	4,129	4,165	4,221	4,273	4,278	4,305	4,343	4,367	4,420	4,467	4,536
PayNearMe	115	118	111	88	114	118	92	95	93	95	108	73	99

## IV. CONSUMPTION & BILLING

### A. Consumption

Water consumption has decreased by 28.5% when compared against previous month. When compared against last year, consumption has increased by 1.3%. This increase is due to 35 days in February versus 29-days in March.



### B. Billing

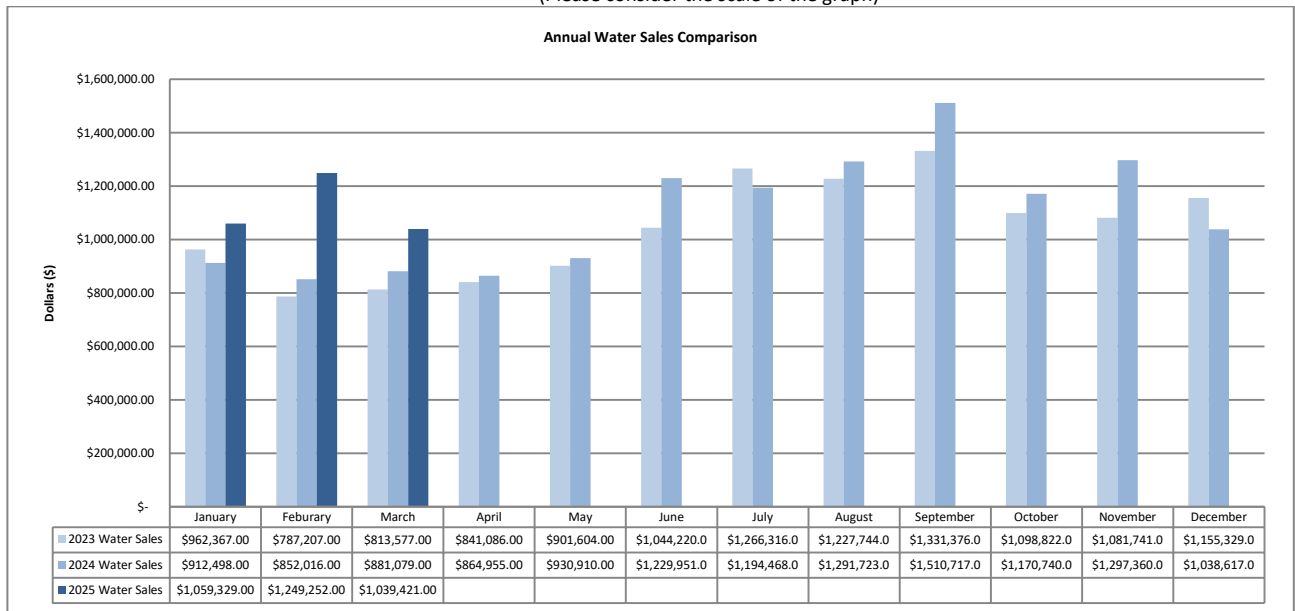
A total of 22,657 bills were mailed or sent out electronically in March. Billing accuracy was 99.87% with twenty-nine (29) requiring adjustments after bill generation.

## V. REVENUE & AGING

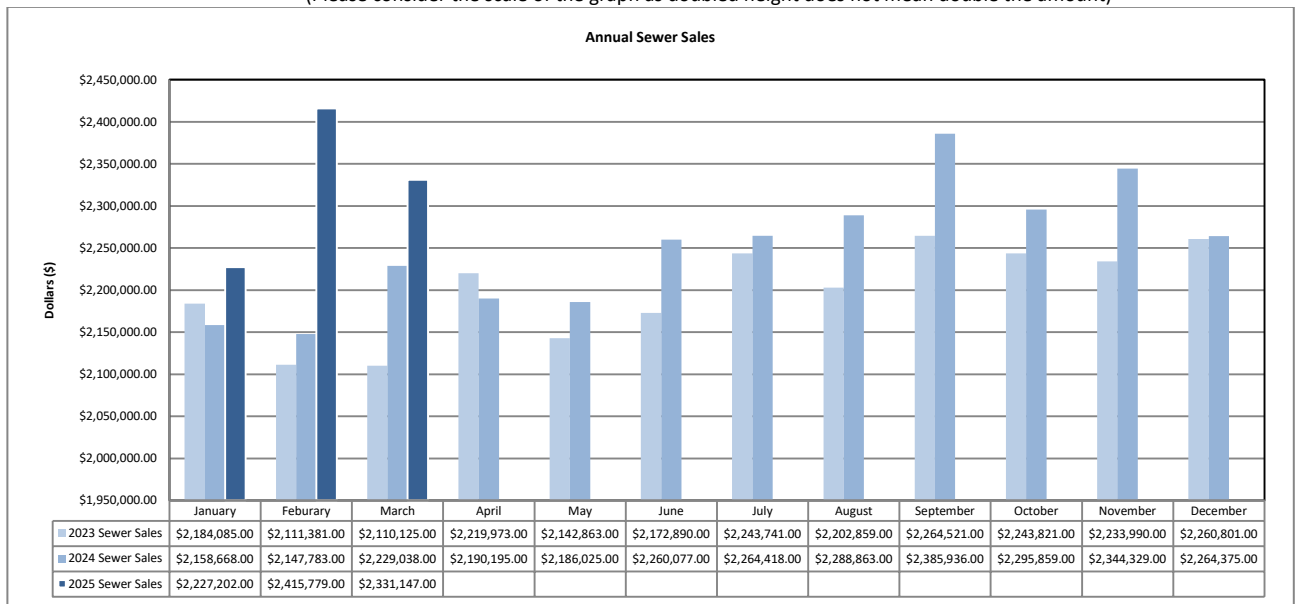
### A. Revenue

Water revenue has decreased 16.8% when compared against the prior month and increased 18.0% when compared against previous year. Sewer revenue has decreased by 3.5% compared to the prior month and increased by 4.6% from last year. Increase of revenue in 2025 versus 2024 is due to rate modifications in January.

(Please consider the scale of the graph)

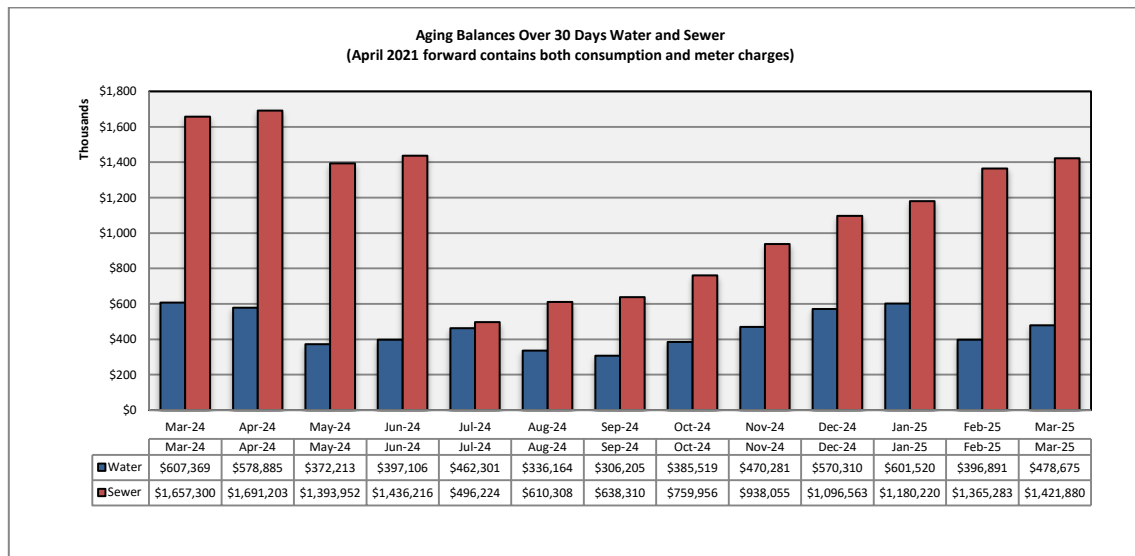
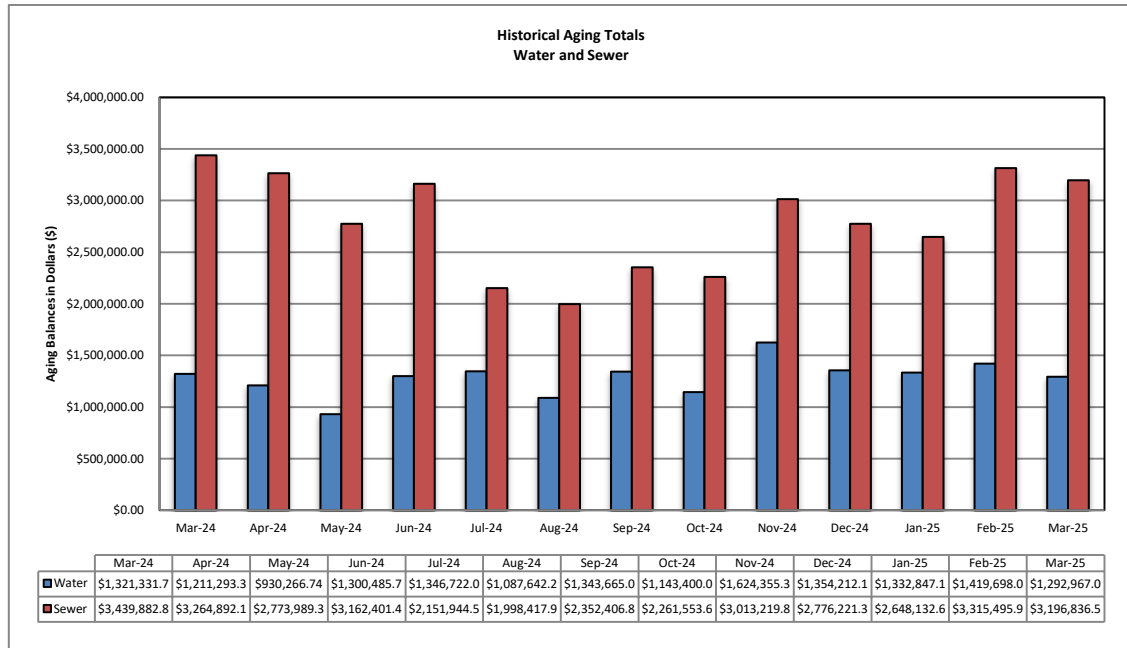


(Please consider the scale of the graph as doubled height does not mean double the amount)



## B. Aging

The total aging balance has decreased by 5.2%, *see first table below*. For balances >30-days only, water has increased 20.6% and wastewater has increased by 4.1%.





### **C. Bad Debt**

Twenty (20) accounts were sent to collections for a total amount of \$4,585.91. These collections typically arise when renter or property owner move out without paying their bills.

## **VI. SERVICE ORDERS**

341 service orders were initiated by the customer service team during the reporting month. Of this total, 70 service orders or 20.5% were due to occupant changes.

208 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**

Rate changes and UUT exemptions took place starting with the February 2025 bills. Number of calls related to “rate increase” has been minimal. Most of these callers were residents who had minimal water consumption with steady billed amount and/or fixed income.

## **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 March 2025 is \$4,040,000 whereas Non-Rate Revenue is \$259,000; Utility Revenue is \$3,686,000 and Tax / Ambulance Revenue at \$95,000.

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 March 2025 and March 2024 are \$90,000 and \$204,000 respectively. Ambulance Revenue is also collected on behalf of the City of Rialto totaling \$5,000 in March 2025 and \$5,000 in March 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 March 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 March of 2024.

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

A Standby Water Lease Agreement between Fontana Union Water Company and City of Rialto is in effect. For the Water 2023-2024 Water Year, 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.

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

<b>Payment Method</b>	<b>Description</b>	<b>Transaction Count</b>	<b>MARCH 2025</b>	<b>%</b>
Carrier Deposits	Cash deposits prepared per day for transport to US Bank	21	\$ 137,735	3.33%
Remote Check Deposits	Scanned batches of checks payments made at the customer service counter	21	471,688	11.39%
EBOX	Batches of electronic customer payments posted to customer accounts at US Bank.	21	312,881	7.56%
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	14,517	2,179,266	52.65%
Lockbox Deposits	Batches of customer payments mailed in to US Bank's lockbox.	21	1,025,831	24.78%
Pay Near Me	Cash payment service that allows customers to pay at a local 7-Eleven, CVS, or Family Dollar stores.	98	12,063	0.29%
<b>Total Revenue per Bank</b>			<b>\$ 4,139,464</b>	<b>100%</b>
Recon to RUA Recap:				
Adj detailed in RUA			(99,492)	
Prior mo. Correction				
<b>RUA increase in Cash</b>			<b>\$ 4,039,972</b>	

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

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

	Jul 2024	Aug 2024	Sept 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb2025	Mar 2025	TOTAL	%
Cash Deposits	\$ 122,310	\$ 116,600	\$ 111,287	\$ 121,951	\$ 89,627	\$ 122,268	\$ 120,688	\$ 117,076	\$ 137,735	\$ 1,059,543	2.98%
Remote Check Deposits	227,143	953,011	383,642	394,629	613,264	685,915	291,981	1,113,745	471,688	\$ 5,135,017	14.44%
EBOX	334,259	346,067	289,347	349,088	288,522	322,671	332,865	252,149	312,881	\$ 2,827,848	7.95%
Paymentus, IVR, Credit Cards	1,827,817	1,855,221	1,688,345	2,034,573	1,499,559	2,049,055	2,011,139	1,553,121	2,179,266	\$16,698,096	46.96%
Lockbox Deposits	1,169,619	1,273,243	1,089,604	1,285,860	903,561	1,175,827	1,098,091	706,631	1,025,831	\$ 9,728,266	27.36%
Pay Near Me	14,561	14,530	10,989	11,968	10,491	12,923	12,774	7,957	12,063	\$ 108,257	0.30%
<b>Total Revenue to Bank</b>	<b>\$ 3,695,709</b>	<b>\$ 4,558,672</b>	<b>\$ 3,573,214</b>	<b>\$ 4,198,068</b>	<b>\$ 3,405,024</b>	<b>\$ 4,368,659</b>	<b>\$ 3,867,538</b>	<b>\$ 3,750,680</b>	<b>\$ 4,139,464</b>	<b>\$35,557,028</b>	<b>100.00%</b>
NSF	(7,962)	(4,947)	(8,970)	(8,950)	(21,124)	(20,764)	(9,479)	(10,322)	(8,496)	\$ (101,013)	
<b>Net deposits</b>	<b>\$ 3,687,747</b>	<b>\$ 4,553,726</b>	<b>\$ 3,564,244</b>	<b>\$ 4,189,118</b>	<b>\$ 3,383,900</b>	<b>\$ 4,347,895</b>	<b>\$ 3,858,059</b>	<b>\$ 3,740,358</b>	<b>\$ 4,130,968</b>	<b>\$35,456,015</b>	

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

	Mar 2025	Mar 2024	Variance
UUT Water	\$ 30,952	\$ 58,465	\$ (27,513)
UUT Sewer	58,902	146,070	(87,168)
Ambulance	5,093	4,995	97
<b>Total</b>	<b>\$ 94,947</b>	<b>\$ 209,531</b>	<b>\$ (114,583)</b>

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

	Mar 2025	Mar 2024	Variance
Non-Rate / Extra Territorial Revenue	\$ 258,641	\$ 117,745	\$ 140,896
Utility Revenue	\$ 3,686,384	\$ 3,247,186	\$ 439,197
<b>Total</b>	<b>\$ 3,945,025</b>	<b>\$ 3,364,931</b>	<b>\$ 580,094</b>

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

	Jul 2024	Aug 2024	Sept 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	TOTAL
<b>Non-Rate Revenue</b>										
Cell Tower Rent, Lease	5,647	19,985	21,506	66,161	55,391	9,235	12,824	29,957	55,985	276,689
Interest Income	19,290	9,559	-	-	-	-	-	-	-	28,850
NRR-FOG	-	-	-	-	-	-	-	-	-	-
Municipal Water Sales	-	-	-	-	332,624	-	-	-	-	332,624
Extra Terr- Sewage	31,463	252,123	161,340	185,039	136,360	128,586	145,544	225,208	159,667	1,425,329
Abatement of Expenses	-	-	-	-	-	-	-	-	-	-
Water Meter Lost/Damaged/Repl	1,419	710	2,129	5,171	-	-	4,924	492	36,930	51,775
Misc Fees - New Occ, Same Day Svc	5,877	4,453	4,939	5,629	3,067	5,525	5,945	6,069	6,060	47,564
Miscellaneous Revenue - Sewer	-	-	-	-	-	-	-	-	-	-
NSF	-	342	-	152	35	-	30	-	-	559
<b>Total Non-Rate Revenue</b>	<b>\$ 63,697</b>	<b>\$ 287,171</b>	<b>\$ 189,913</b>	<b>\$ 262,152</b>	<b>\$ 527,477</b>	<b>\$ 143,345</b>	<b>\$ 169,267</b>	<b>\$ 261,726</b>	<b>\$ 258,641</b>	<b>\$ 2,163,389</b>
<b>Utility Revenue</b>										
Water Penalty	3,154	15,321	10,183	5,903	2,602	720	101	6,016	16,300	60,299
Sewer Penalty	5,200	33,061	18,283	7,639	3,313	1,435	700	11,411	33,426	114,467
Turf Removal, Hi-Eff Rebate	(1,000)	(100)	-	-	-	-	-	-	-	(1,100)
Water Deposits Billed	17,289	8,629	9,906	8,629	8,686	10,057	11,411	11,856	20,052	106,516
Hydrant Deposits	574	-	-	-	420	282	-	-	702	1,978
Sewer Deposits Paid	-	-	-	-	-	-	-	-	-	-
Sewer Deposits Billed	11,760	12,823	9,518	10,900	15,201	8,822	11,737	8,959	18,436	108,156
Water	1,171,886	1,540,256	1,194,449	1,386,681	884,906	1,229,369	1,086,436	1,126,085	1,161,792	10,781,860
Sewer	2,327,246	2,418,456	1,959,890	2,448,917	1,669,263	2,454,711	2,380,281	1,745,679	2,469,796	19,874,238
Unapplied Credits	(101,077)	(54,176)	(140,916)	(81,949)	(69,090)	(35,829)	(43,709)	(83,121)	(42,584)	(652,452)
Bad Debt Sewer	12,029	9,909	-	-	-	-	4,560	-	-	26,499
Bad Debt Water	-	-	-	-	-	-	-	-	-	-
Tax Roll - Sewer	15,596	2,790	-	-	-	22,950	399,116	474,784	8,462	923,698
Collection Agency - Water	-	-	-	-	-	-	-	-	-	-
Collection Agency - Sewer	-	-	-	-	-	-	-	-	-	-
Collection Agency - Misc Water	-	-	-	-	-	-	-	-	-	-
<b>Total Utility Revenue</b>	<b>\$ 3,462,656</b>	<b>\$ 3,986,969</b>	<b>\$ 3,061,313</b>	<b>\$ 3,786,719</b>	<b>\$ 2,515,301</b>	<b>\$ 3,692,515</b>	<b>\$ 3,850,632</b>	<b>\$ 3,301,670</b>	<b>\$ 3,686,384</b>	<b>\$ 31,344,159</b>
<b>Total Non-Rate + Utility Rev.</b>	<b>3,526,353</b>	<b>4,274,141</b>	<b>3,251,226</b>	<b>4,048,871</b>	<b>3,042,778</b>	<b>3,835,861</b>	<b>4,019,899</b>	<b>3,563,396</b>	<b>3,945,025</b>	<b>33,507,548</b>

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

	Increase to Cash per CIS	Adjustments Required to GL Cash	Fund 660-Sewer	Fund 670-Water	Total Cash Per GL	Adjustments To Match RUA to Bank	Cash/CC/Cks Deposit To Bank
<b>March 2025</b>	4,039,972	10,648	2,715,224	1,314,100	4,039,972	99,492	<b>4,139,464</b>
<b>March 2024</b>	3,574,462	10,527	2,117,910	1,446,025	3,574,462	35,846	<b>3,610,308</b>

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

<b>Name</b>	<b>Total as of 03/31/2025</b>	<b>Current</b>	<b>31-60 days</b>	<b>61-90 days</b>	<b>&gt;90 days</b>
AT&T - Easton	\$ -	-	-	-	-
Social Science Service - Cedar House	-	-	-	-	-
CITY OF FONTANA	<b>133,713</b>	133,713	-	-	-
Colton Unified School District	-	-	-	-	-
County of San Bernardino-CSA 70 BL	<b>20,948</b>	20,948	-	-	-
Rialto BioEnergy Solutions	<b>48,032</b>	37,282	10,750	-	-
Sprint-Nextel SBA 2012 TC Assets	<b>9,331</b>	-	-	-	9,331
San Bernardino Co Waste System Div.	-	-	-	-	-
SB Valley Mun Water District	-	-	-	-	-
Vertical Bridge Holdco, LLC (CIG)	<b>7,544</b>	2,830	-	-	4,714
<b>Grand Total</b>	<b>\$ 219,568</b>	<b>\$ 194,773</b>	<b>\$ 10,750</b>	<b>\$ -</b>	<b>\$ 14,045</b>

**AT&T** makes annual payment of one cell tower rent and monthly dues on the other. The customer is current with its payments.

**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** RWS shows a current Invoice balance in March.

**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:**  
**March 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**
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  - b. Summary of Notices and Laboratory Tests / Reports filed with government agencies
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- 4. Monthly Safety Program Overview**
- 5. Biosolids, Chemicals, and Utilities**
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- 6. Odor Complaints / Actions Taken**
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  - c. Government agency notice of violation received
  - d. Government agency monitoring
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- 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 six 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	2024 Year to Date Statistics
Sanitary sewers are cleaned using the conventional method, including feet, which includes "Hot spot cleaning."	28,972	24,435	64,790
Sanitary sewers assessed using the SL-RAT method, feet	0	0	0
CCTV Inspection, miles (26 is the annual goal)*	4.83	01.88	6.71
Manhole Inspections	2	15	17
USA Dig Alert Markings, count	27	37	104
Residential call outs	6	1	9
Sanitary sewer overflows	0	0	1

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:

*O.R.&R. Project WW2425-02 Completed. (Secondary Clarifier #1 Cleaning and Structural Steel Coating)*

*O.R.&R. Projects WW2324-17 & WW2324-18 progress. All analytical hardware installed and operable. Only S.C.A.D.A. programming needs to be completed to finish the project.*

### 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	6
Lost Time Incidents count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	1
Vehicle Incidents, count	0

\*A lost time incident has not occurred since 9-3-2020, totaling 1,669 days.

### 5. Biosolids, Chemicals, and Utilities

- a. Monthly Biosolids Production

Biosolids	Current Month Statistics	Prior Month Statistics	2024 Year-to-Date Statistics
Wet Tons Produced	1363.77	803.4	3523.77

- b. Monthly Chemical Consumption

Chemical	Current Month Gallons Used	Prior Month Gallons Used
Sodium Hypochlorite, Tertiary Disinfection	26,437	23,865
Sodium Bisulfite, Discharge Dechlorination	10,172	9,937
Ferrous Chloride, Digester Gas Conditioning	4,398	4,038
Polymer, Gravity Belt Thickener	426	442
Polymer, Belt Filter Press	698	550
Alum, Tertiary Filters	16	1

c. Monthly Utilities Consumption

Utility	Current Month Statistics	Prior Month Statistics
Electricity WWTP, KWH	455,101	401249
Electricity Lilac LS, KWH	**	965
Electricity Sycamore LS, KWH	**	<b>539</b>
Electricity Ayala LS, KWH	**	8497
Electricity Agua Mansa LS, KWH	**	5952
Electricity Cactus LS, KWH	**	1719
Electricity Ramrod LS, KWH	654	675
Frisbee Park LS, KWH	**	739
El Rancho Verde LS, KWH	1874	1880
Natural Gas WWTP, Therms	6260	6196

\* LS is in bypass mode, pending CIP completion

\*\* SCE has not updated this account.

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

No odor complaints were received this month.

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

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

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

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

## 9. Customer Service Callout Details Log

Date	Address	Comments	Personnel	Manhole	To Manhole
3/4/2025	2002 Sunnyview	The resident called to report an odor from the sewer line. The line was inspected and was flowing freely. There were no abnormal or strong smells coming from the area. The resident checked the home drains and called a plumber.	BVO	NA	NA
3/12/2025	707 W Mallory	A resident called to report a sewer line blockage. Upon inspection of the main sewer line, it was flowing freely. The resident was advised to call a plumber to have their lateral inspected.	PH	NA	NA
3/16/2025	252 W Woodcrest St	A resident called to report a sewer line blockage. Upon inspection of the main sewer line, it was flowing freely. The resident was advised to call a plumber to have their lateral inspected.	PH	NA	NA
3/18/2025	256 W Cornell	A resident called to report a sewer line blockage. Upon inspection of the main sewer line, it was flowing freely. The resident was advised to call a plumber to have their lateral inspected.	BVO	N/A	N/A
3/20/2025	1314 S Yucca	A resident called to report a sewer line blockage. Upon inspection of the main sewer line, it was flowing freely. The resident was advised to call a plumber to have their lateral inspected.	BVO	N/A	N/A
3/27/2025	1166 S. Riverside	A broken manhole lid was reported on Riverside Ave in the center lane. CP Construction was contacted to evaluate the situation and make the repairs.	ET	330-22	330-27

## **Table 1 Summary**

# Table 1 Summary

March 2025

Date	Rialto	Rialto			Rialto	Rialto WRF Effluent			Rialto WRF Influent		Rialto WRF Effluent		
	Influent daily flow	Effluent Flow	Influent BOD	Influent BOD	Influent BOD Load	Effluent BOD	Effluent BOD Load	BOD % Removal	Influent TSS	Influent TSS Load	Effluent TSS	Effluent TSS Load	TSS % Removal
	MGD	MGD	mg/l	mg/l	lbs/day	mg/L	lbs/day	%	mg/L	lbs/day	mg/L	lbs/day	%
3/1/2025	6.56	6.93											
3/2/2025	6.69	6.86											
3/3/2025	7.13	7.58	310	310	18,434	5.2	328.73	98.30	200.00	11893.00	1.00	63.00	99.50
3/4/2025	6.67	6.51											
3/5/2025	6.81	6.97											
3/6/2025	7.78	7.97											
3/7/2025	6.43	7.28	340	340	18,233	3.6	218.57	98.90					
3/8/2025	5.91	7.13											
3/9/2025	6.07	6.86											
3/10/2025	6.25	6.93	300	300	15,638	<2.5	144.49	99.20	260.00	13553.00	2.00	116.00	99.20
3/11/2025	6.08	7.55											
3/12/2025	5.89	6.94											
3/13/2025	7.35	7.17											
3/14/2025	6.99	7.92	270	270	15,740	2.7	178.34	99.00					
3/15/2025	6.74	6.79											
3/16/2025	7.05	7.21											
3/17/2025	6.82	7.09	410	410	23,320	3.4	201.04	99.20	240.00	13651.00	0.80	47.00	99.70
3/18/2025	6.79	6.92											
3/19/2025	5.36	7.08											
3/20/2025	6.00	6.68											
3/21/2025	6.54	6.71	330	330	17,999	5.3	296.60	98.40					
3/22/2025	6.60	6.84											
3/23/2025	6.72	7.41											
3/24/2025	6.83	6.98	340	340	19,367	<5.0	291.07	98.50	250.00	14241.00	1.00	58.00	99.60
3/25/2025	6.81	6.65											
3/26/2025	6.68	7.21											
3/27/2025	6.68	7.29											
3/28/2025	6.72	6.74	450	450	25,220	5.0	281.06	98.90					
3/29/2025	6.56	7.08											
3/30/2025	6.48	7.27											
3/31/2025	6.91	6.94	360	360	20,747				280.00	16136.00			
Minimum	5.36	6.51	270	270	15,638	<2.5	144.49	98.30	200.00	11893.00	0.80	47.00	99.20
Maximum	7.78	7.97	450	450	25,220	5.3	328.73	99.20	280.00	16136.00	2.00	116.00	99.70
Total	204.90	219.49	3,110	3,110	174,698	<32.7	1939.90	790.40	1230.00	69473.00	4.80	284.00	398.00
Average	6.61	7.08	346	346	19,411	<4.1	242.49	98.80	246.00	13895.00	1.20	71.00	99.50

## Table 2 Summary



## Table 2 Summary

March 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
3/1/2025	1390.00	818.00							
3/2/2025	1428.00	832.00							
3/3/2025	1246.00	797.00							
3/4/2025	1415.00	784.00	630	19.0	500.00	420.00	470.00	45.00	9.90
3/5/2025	1458.00	798.00							
3/6/2025	1178.00	776.00							
3/7/2025	1395.00	771.00							
3/8/2025	1385.00	829.00							
3/9/2025	1415.00	841.00							
3/10/2025	1557.00	834.00							
3/11/2025	1298.00	834.00							
3/12/2025	1426.00	812.00							
3/13/2025	738.00	763.00							
3/14/2025	1396.00	731.00							
3/15/2025	1278.00	774.00							
3/16/2025	1253.00	800.00							
3/17/2025	1369.00	798.00							
3/18/2025	1437.00	801.00							
3/19/2025	1372.00	813.00							
3/20/2025	1365.00	799.00							
3/21/2025	1544.00	789.00							
3/22/2025	1265.00	798.00							
3/23/2025	1159.00	786.00							
3/24/2025	1393.00	774.00							
3/25/2025	1454.00	798.00							
3/26/2025	1888.00	799.00							
3/27/2025	1705.00	840.00							7.60
3/28/2025	1407.00	851.00							
3/29/2025	1449.00	819.00							
3/30/2025	1501.00	804.00							
3/31/2025	1425.00	811.00							
Minimum	738.00	731.00	630	19.0	500.00	420.00	470.00	45.00	7.60
Maximum	1888.00	851.00	630	19.0	500.00	420.00	470.00	45.00	9.90
Average	1387.00	802.00	630	19.0	500.00	420.00	470.00	45.00	8.75

### **Table 3 Summary**

\*Cyanide was not available at the time of report completion

### Table 3 Summary

March 2025

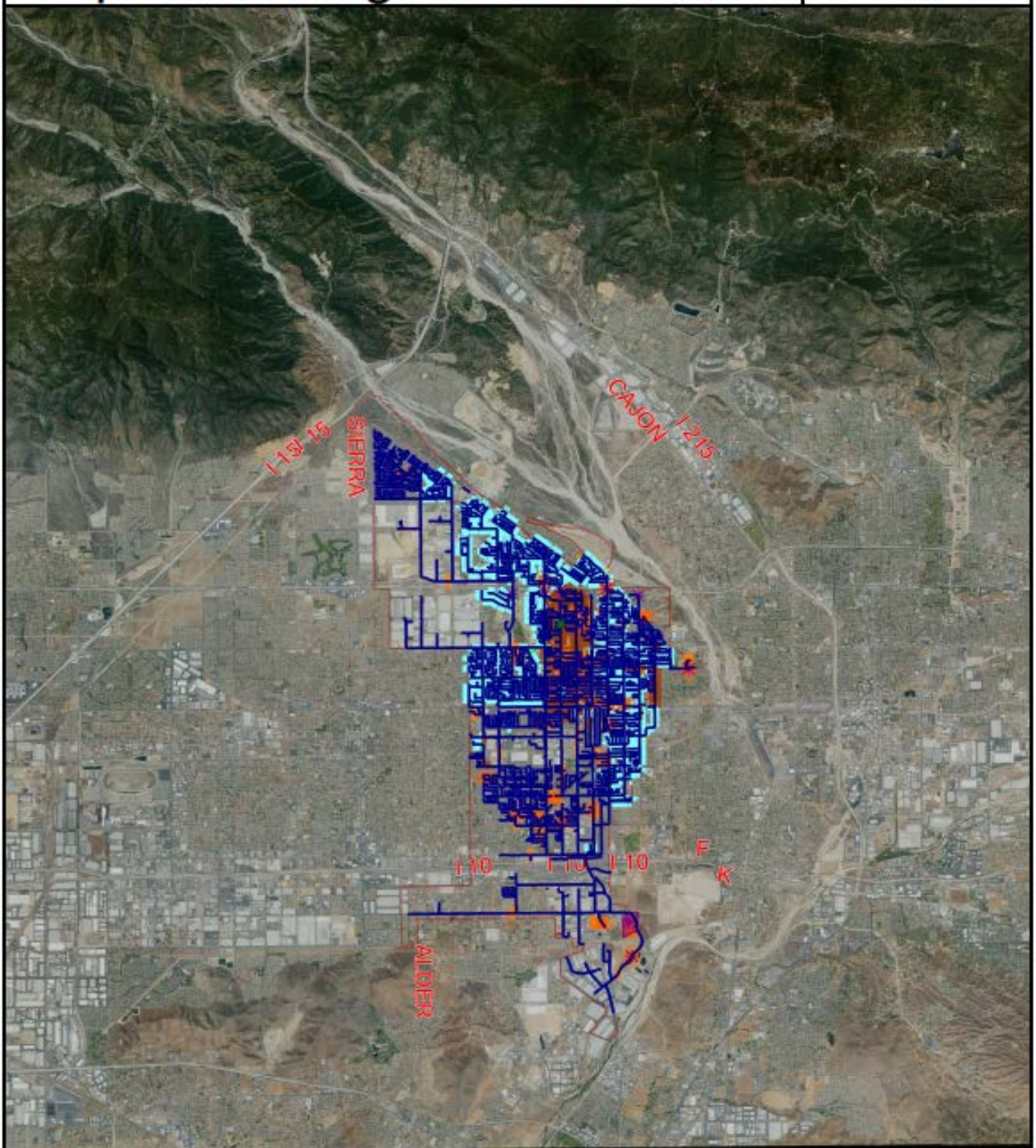
Date	Rialto WRF\Influent		Rialto WRF\Effluent		Rialto WRF\Eff		Rialto WRF\Effluent		Tranfer	Tranfer	Rialto	Tranfer Data
	Influent pH	24 hr avg. effl. pH	Effluent Temp	Effluent Ammonia	Effluent Total Coliform	Effluent Coliform 7 Day Median	Effluent Cyanide, Free Available	Eff Di(2-ethylhexyl) phthalate (DEHP)	FIT-8321 ADG #2 Flow	FIT-8321 ADG #2 Flow	Natural Gas Daily Use	FIT-8321 ADG #2 Flow
	SU	SU	Deg C	mg/L	MPN/100mL	MPN/100ML	ug/L	ug/l	cu ft/day	cu ft/day	cf/day	cu ft/day
3/1/2025	7.49	7.09	21.40		<1.8	<1.80			156676.00	156676.00	20700.00	156676.00
3/2/2025	7.67	7.07	21.30		<1.8	<1.80			156208.00	156208.00	21200.00	156208.00
3/3/2025	7.60	7.10	20.90	<0.10	<1.8	<1.80			146410.00	146410.00	20700.00	146410.00
3/4/2025	7.34	7.14	20.90		<1.8	<1.80		<5.00	148505.00	148505.00	21300.00	148505.00
3/5/2025	7.51	7.12	21.20		<1.8	<1.80			163266.00	163266.00	21000.00	163266.00
3/6/2025	7.62	7.11	20.80		<1.8	<1.80			160188.00	160188.00	21000.00	160188.00
3/7/2025	7.57	7.12	20.20		<1.8	<1.80			147760.00	147760.00	21000.00	147760.00
3/8/2025	7.76	7.15	20.30		<1.8	<1.80			137152.00	137152.00	300.00	137152.00
3/9/2025	7.77	7.16	20.50		<1.8	<1.80			140411.00	140411.00	500.00	140411.00
3/10/2025	7.65	7.19	21.00	<0.10	2.0	<1.80			149285.00	149285.00	20900.00	149285.00
3/11/2025	7.36	7.18	21.00		<1.8	<1.80			162521.00	162521.00	22400.00	162521.00
3/12/2025	6.76	7.17	21.00		2.0	<1.80			118007.00	118007.00	22100.00	118007.00
3/13/2025	6.73	7.14	20.80		2.0	<1.80			173293.00	173293.00	20300.00	173293.00
3/14/2025	6.90	7.13	19.70		<1.8	<1.80			149760.00	149760.00	21600.00	149760.00
3/15/2025	7.23	7.14	20.00		<1.8	<1.80			153118.00	153118.00	21500.00	153118.00
3/16/2025	7.70	7.11	20.50		<1.8	<1.80			162376.00	162376.00	21200.00	162376.00
3/17/2025	7.30	7.07	21.00	<0.10	<1.8	<1.80			151517.00	151517.00	21800.00	151517.00
3/18/2025	7.34	7.09	20.80		<1.8	<1.80			149288.00	149288.00	20800.00	149288.00
3/19/2025	7.23	7.03	20.80		<1.8	<1.80			153303.00	153303.00	23000.00	153303.00
3/20/2025	7.55	7.01	21.00		<1.8	<1.80			158965.00	158965.00	18900.00	158965.00
3/21/2025	7.62	7.00	21.10		<1.8	<1.80			160923.00	160923.00	21700.00	160923.00
3/22/2025	7.42	6.97	21.30		<1.8	<1.80			161542.00	161542.00	20200.00	161542.00
3/23/2025	7.34	6.98	21.30		7.8	<1.80			163010.00	163010.00	21800.00	163010.00
3/24/2025	7.37	6.97	21.70	<0.10	<1.8	<1.80			160555.00	160555.00	21600.00	160555.00
3/25/2025	7.26	6.95	22.10		<1.8	<1.80			153936.00	153936.00	22000.00	153936.00
3/26/2025	7.17	6.88	22.30		<1.8	<1.80			147136.00	147136.00	18300.00	147136.00
3/27/2025	7.19	6.94	22.00		<1.8	<1.80			142804.00	142804.00	19000.00	142804.00
3/28/2025	7.26	7.07	22.00		<1.8	<1.80			147352.00	147352.00	13300.00	147352.00
3/29/2025	7.48	7.12	21.90		<1.8	<1.80			126159.00	126159.00	20800.00	126159.00
3/30/2025	7.62	7.08	21.90		<1.8	<1.80			144895.00	144895.00	8800.00	144895.00
3/31/2025	7.27	7.11	22.00	<0.10	<1.8	<1.80			133702.00	133702.00	6200.00	133702.00
Minimum	6.73	6.88	19.70	<0.10	<1.8	<1.80		<5.00	118007.00	118007.00	300.00	118007.00
Maximum	7.77	7.19	22.30	<0.10	7.8	<1.80		<5.00	173293.00	173293.00	23000.00	173293.00
Average	7.39	7.08	21.10	<0.10	<2.0	<1.80		<5.00	150968.00	150968.00	18577.00	150968.00

**Monthly Sewer Line Cleaned**

# Pipe Cleaning - March 2025

Map Centre Coords  
x: 2056142, y: 599780  
Data Printed: 4/23/2025  
Scale 1:140000

1 mile



## FIP-CIP Updates for April - 2025

1.. Rialto Solids Upgrade study: Basis of Design Report was finalized, reviewed and accepted by the City and Veolia. NTP on proceeding with 30% design provided to AECOM on 9/22/2023. AECOM is working on 30% design. Field visit completed on 11/15/2023 and 11/16/2023. 30% design will be completed by February 16, 2024. 30% design documents submitted by AECOM on February 16, 2024. This was shared with the City on 3/15/2024 after Veolia's internal reviews. 30% design review Page turn and in the field site visit with Stakeholders on 4/10/24 and in person (at WWTP) 4/19/24. Solids Handling 30% estimate developed and shared with RWS on 5/9/2024. June 2024: NTP provided to AECOM for the 60% design, GMP prep and Shop Drawings prep given at the end of May (ongoing). 60% design drawings are anticipated by 9/30/2024. Added design work change order in development for AECOM's added design efforts for the Centrifuge layout which was changed after the 30% and 60% design to reduce construction costs while optimizing project value and addressing other O&M concerns we raised during the reviews. 60% page turn completed with the City's consultant & City. Shared project cost pricing from AECOM-W.M. Lyles with the City. Awaiting direction on next steps. AECOM-W.M. Lyles continue working on the 100% design and the Guaranteed Maximum Price. A meeting with Stakeholders to vet the GMP - to be set up by Peter Luchetti in February. Veolia drafting a FCWA for review/approval. Veolia and Peter Luchetti are trying to set up a meeting to pick up the project before the GMP expires. 4/08/2025 - GMP review was held 4/07/2025. This project is scheduled for the Rialto Utility Authority meeting in May and then City Council on June 6/10/2025.

2. Digester 1 Activation: AECOM is reviewing the options proposed by DN Tanks and will include their recommendation and cost for the appropriate cover in the GMP for the Solids Handling design. This work will be completed after Solids Handling project design is complete. 4/08/2025 - Work will be completed after solids Handling Project Completion

3. Sycamore Sewer Trunk Line Project (Phase II): Design is complete and RFP documents sent to City (Tom) for review 8/15/23. The project needs to be completed during summer as it passes through a school zone and in order to get Sycamore Sewer Lift Station back online fully. 4/08/2025 - Funding has been identified. Veolia and the City of Rialto will coordinate next steps for the project.

4. Acacia Sewer Trunk Line Project (Phase III): Design is underway and RFP documents are being updated. Funding needs to be identified. Design will be completed after funding is identified. 4/08/2025 - Funding has been identified. Veolia and the City of Rialto will coordinate next steps for the project.

5. Etiwanda Ave Water Improvement Project: Water line improvements from Riverside Ave to Eucalyptus Ave. The project is in design and will have a design review once ready. 4/08/2025 - Funding has been identified. Veolia and the City of Rialto will coordinate next steps for the project.

6. Safe Routes to Schools: SRTS is a project that includes the relocation of 6 fire hydrants at specified areas. 100% plans were submitted to Veolia on 10/07/2024. Plans have been reviewed and the contractor bid process is ongoing. The Merrill SRTS project is 95% complete with only concrete pads for hydrants remaining. This work is expected to take place in conjunction with the city's concrete contractor. The city contractor has poured sidewalks and plans, depending on weather conditions to pour hydrant pads the week of 3/17/2025. This will finish the conditions of the FCWA. The first progress invoice has been submitted to the City for payment. 4/08/25 - Weather caused more delays and the contractor is doing contract work that is time permitting to not interrupt residents' access to property and street. A schedule request has been sent to CJINC. (City Contractor) to coordinate and complete the necessary work. Per CJINC. Pads for the hydrants may be poured on the week of (4/7-4/11/2025) A final invoice to follow once the pads are poured, inspected, and punchlist is completed. The pads for the hydrants have been completed and the final invoice was submitted for processing on 5/10/2025. The project is complete and will be removed from this memo in the next iteration.

7. City Well 3A (Phase 1): The first phase would include a pre/post video log of the well, bail and brush, a 60 hour development test that includes a 12hr step test at a 10 day constant pump rate, and a Dept. of Drinking Water required Title 22 sampling panel with the addition of PFOA/PFAS panel. This project is in the early stage and a FCWA is to be submitted to the city mid March. The Veolia team are finalizing the risk assessment and FCWA before submitting to the City. 4/08/2025 - The FCWA for phase 1 was submitted to the City on 3/25/2025 for approval. The City agreed to move forward with presenting this project to the City Council and on April 22nd, 2025. This project will be presented to the council for approval on May 27th as it did not make the April calendar.