City of Rialto

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

Regular Meeting - Final

Tuesday, July 15, 2025

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

Utilities Commission

Chairperson Barbara Rickman
Commissioner Kevin C. Kobbe
Commissioner James M. Shields

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, Commissioner Kevin C. Kobbe, Commissioner James M. Shields

PLEDGE OF ALLEGIANCE

MOMENT OF SILENCE/INVOCATION

APPROVAL OF MINUTES

UC-25-0470 Regular Meeting of May 20, 2025

Attachments: Minutes 5-20-25

ORAL COMMUNICATIONS

NEW BUSINESS

UC-25-0459 Street Sweeping Regulations

UC-25-0471 Hazardous Communication Pole Lines and Their Relation to the City's Tree Trimming Program

UC-25-0472 Monthly Activity Report for City of Rialto Waste Management Services

UC-25-0460 Request Utilities Commission recommend that the City Council/Rialto Utility Authority Board to: (1) Conduct a Public Hearing to Solicit Public Comments from Interested Citizens regarding the Report on Water Quality Relative to 2025 Public Health Goals for 2022, 2023, 2024; (2) Approve the Report on Water Quality Relative to 2025 Public Health Goals for 2022, 2023, 2024; and (3) Receive and File the 2024 Consumer Confidence Report.

POWERPOINT

(ACTION)

Attachments: Attachment 1_PRESENTATION 2025 PHG and CCR Reports.pptx
Attachment 2_2025 Public Health Goals Report.pdf
Attachment 3_2024 Consumer Confidence Report.pdf

UC-25-0467 Update on the Rialto Wastewater Treatment Plant Biosolids Handling Project

UC-25-0468 Veolia's Monthly Operations Reports:

1. June 2025 (Reporting period May 2025)
2. July 2025 (Reporting period June 2025)

Attachments: Monthly Operations Report_Reporting Period_April 2025_JUNE REPORT
Monthly Operations Report_Reporting Period_May 2025_JULY REPORT

OLD BUSINESS

UC-25-0463 Previous Discussion Update

UC-25-0464 To-Do List

UTILITIES MANAGER'S UPDATES

UC-25-0466 Utilities Director Update

COMMISSIONER REPORTS

ADJOURNMENT

City of Rialto

Legislation Text

File #: UC-25-0470, **Version:** 1, **Agenda #:**

For Utilities Commission Meeting July 15, 2025

TO: Honorable Chairperson and Commission

APPROVAL: John Rossi, Interim Utilities Director

FROM: Nicole Hemmans, Senior Administrative Analyst

Regular Meeting of May 20, 2025

CITY OF RIALTO
REGULAR MEETING OF THE UTILITIES COMMISSION
May 20, 2025 - 6:00 P.M.
MINUTES

The Regular meeting of the Utilities Commission of the City of Rialto was held in the Civic Center Council Chambers located at 150 S. Palm Avenue, Rialto, California 92376, on Tuesday, April 15, 2025.

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

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CALL TO ORDER

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

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ROLL CALL

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

Present:
Chair Barbara Rickman
Commissioner James M. Shields
Commissioner Kevin C. Kobbe

Absent:
None.

City staff present:
John Rossi, Interim Utilities Director
Amy Crow, Administrative Analyst
Nicole Hemmans, Senior Administrative Analyst

Also present:
Robert Lee, Customer Service Manager – RWS/Veolia
Andrew Coleman, Field Operations Supervisor – RWS/Veolia
Brandon Stallings, CIP Project Engineer – RWS/Veolia
Frank Garza, Wastewater Chief Plant Operator – 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.

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APPROVAL OF MINUTES
Regular Meeting of April 15, 2025.

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

- None.

Action

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

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ORAL COMMUNICATIONS

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

- None.

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NEW BUSINESS ITEMS

UC-25-0350
Municipal Solid Waste Collection, Recycling, Organics, and Disposal Rates for Fiscal Year 2025/2026. (ACTION)

Municipal Solid Waste Collection, Recycling, Organics, and Disposal Rates for Fiscal Year 2025/2026. (ACTION)

Questions & Comments

- Commissioner Kobbe inquired whether Burrtec is experiencing any difficulties with the disposal of recyclable materials.
    - All the recyclables currently have an appropriate destination. Cardboard and paper represent the highest volume of recovered materials.
- Chair Rickman inquired on the handling of organics for multifamily homes?
    - Mr. Heftman advised that Multifamily homes pay a mixed organics rate, which allows for organics to be placed in separate or mixed bags.

Action

The Utilities Commission recommended forwarding this item to the City Council/Rialto Utilities Authority for approval:

- Commissioner Kobbe made a motion to approve.
- Commissioner Shields seconded.

- All in favor.
- Motion passed.

UC-25-0351
Monthly activity report for City of Rialto Waste Management Services. (RECEIVE AND FILE)

Amy Crow went over the Monthly Waste Management Report for the month of May 2025. (April 2025 Reporting Period).

Questions & Comments

- Commissioner Kobbee asked If a resident digs a hole and plans to bring the excavated soil to the City Clean-Up Day, is it necessary to separate the rocks from the dirt?
    - Per Michael Heftman, the dirt and soil can be bagged together.

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UC-25-345
Veolia's Operations and Maintenance Monthly Report (RECEIVE AND FILE)

Receive and file the Monthly Operations Report from Veolia for the month of May 2025 (March 2025 Reporting Period).

Customer Service update provided by Robert Lee:
Questions & Comments

- Robert Lee provided a handout showing Water Consumption data since the start of the Concession Agreement.

Water update provided by Andrew Coleman:
Questions & Comments

- Commissioner Kobbe inquired an update on the lead & Copper sampling in public schools.
    - Andrew Coleman confirmed that the lead sampling for public schools has been completed.
- Commissioner Kobbe asked for an update on the Lead & Copper sampling for residentials homes.
    - Andrew Coleman confirmed that the Lead Copper Rule Regulation deadline was November 16, 2025, in which the city satisfied the requirements.

Wastewater update provided by Frank Garza:
Questions & Comments

- Chair Rickman inquired on the increase of Alum at the Wastewater Treatment Plant.

- Frank Garza advised that we had some salts go through the wastewater treatment plant, and Alum was used as a filtration aid.

- John Rossi added that the Wastewater Treatment Plant was operating with only two clarifiers, not three, as one had been taken offline.

CIP update provided by Brandon Stalling:
Questions & Comments

- None.

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OLD BUSINESS

UC-25-0346
Previous Discussion

There were no items for discussion.

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UC-25-0347
To-Do List

No agenda items were posted for future discussion.

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UTILITIES DIRECTOR UPDATES

UC-25-0349
Utilities Director Update

Interim Utilities Director John Rossi provided an update to the commissioners on the following items:

Utilities Director Update:

1) The City renewed the Marketing Agreement with Service Line Warranty of America (SLWA), with a contract extension through June 20, 2027.

2) City Well 3A update.

3) The Utilities Commission meeting for June has been cancelled.

4) Update on Commissioner selections.

5) Habitat Nature Center CEQA update.

6) Rate consultant update.

7) Labor reset update.

8) As part of the concession agreement, the water company intends to hire a new General Manager in September who will participate in the Utilities Commission meetings.

Questions & Comments:

- None.

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COMMISSIONER REPORTS

Questions & Comments:

1) Chair Rickman requested a future discussion item on street sweeping and its enforcement. She noted many inoperable vehicles and vehicles with expired registration that remain parked during scheduled street sweeping, preventing proper cleaning.

2) Chair Rickman requested a future discussion item on hazardous communication lines and their relation to the City's tree trimming program.

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ADJOURNMENT

Action

- Commissioner Shields made a motion to adjourn.
- Commissioner Kobbe seconded.
- All in favor.
- Motion carried.

- Meeting adjourned at 6:57 p.m.

City of Rialto

Legislation Text

File #: UC-25-0459, **Version:** 1, **Agenda #:**

For Utilities Commission Meeting July 15, 2025

TO: Honorable Chairperson and Commission

APPROVAL: John Rossi, Interim Utilities Director

FROM: Nicole Hemmans, Senior Administrative Analyst

Street Sweeping Regulations

BACKGROUND

At the request of the Utility Commission Chair, this item has been placed on the agenda to discuss current street sweeping issues and answer any questions the Commissioners may have.

File #: UC-25-0471, **Version:** 1, **Agenda #:**

For Utilities Commission Meeting July 15, 2025

TO: Honorable Chairperson and Commission

APPROVAL: John Rossi, Interim Utilities Director

FROM: Nicole Hemmans, Senior Administrative Analyst

Hazardous Communication Pole Lines and Their Relation to the City's Tree Trimming Program

BACKGROUND

At the request of the Utilities Commission Chair, this item has been placed on the agenda to discuss hazardous communication pole lines and their relation to the City's tree trimming program.

File #: UC-25-0472, **Version:** 1, **Agenda #:**

For Utilities Commission Meeting [July 15, 2025]

TO: Honorable Utilities Commission Members

APPROVAL: John Rossi, Interim Utilities Director

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 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 June:
  - 215 residents served,
  - 110 gallons of used motor oil,
  - 7 pallets of paint,
  - 11 drums of miscellaneous poisons and other toxic liquids,
  - 7 barrels of sharps, including needles, lancets, and syringes used by residents for their home healthcare and medical needs

  During the month of July, the Household Hazardous Waste site was open on 11th and 12th and will be open the 25th and 26th from 8 am until 12 noon.

- **Community Clean-up Day** - July 12, 2025 - Stats will be shared during the August Utility Commission Meeting.

- **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 July, 2025.

File #: UC-25-0460, **Version:** 1, **Agenda #:**

For Utilities Commission Meeting July 15, 2025

TO: Honorable Chairperson and Commission

APPROVAL: John Rossi, Interim Utilities Director

AUTHOR: Toyasha Sebbag, Assistant to the City Manager

Request Utilities Commission recommend that the City Council/Rialto Utility Authority Board to: (1) Conduct a Public Hearing to Solicit Public Comments from Interested Citizens regarding the Report on Water Quality Relative to 2025 Public Health Goals for 2022, 2023, 2024; (2) Approve the Report on Water Quality Relative to 2025 Public Health Goals for 2022, 2023, 2024; and (3) Receive and File the 2024 Consumer Confidence Report.
POWERPOINT
(ACTION)

RECOMMENDATION

Staff recommends that the Utilities Commission recommend that the City Council/Rialto Utility Authority Board:

1) Conduct a Public Hearing to Solicit Public Comments from Interested Citizens regarding the Report on Water Quality Relative to 2025 Public Health Goals for 2022, 2023, 2024;
2) Approve the Report on Water Quality Relative to 2025 Public Health Goals for 2022, 2023, 2024; and
3) Receive and File the 2024 Consumer Confidence Report.

BACKGROUND

The City of Rialto/Rialto Utility Authority (RUA) is required to provide the public with two distinct types of water quality reports, each serving a different purpose: the Public Health Goals Report and the Consumer Confidence Report.

Public Health Goals Report (PHGs): The California Health and Safety Code § 116470(b) requires public water systems serving more than 10,000 service connections to prepare a PHG Report every three years. This report must identify any detected constituents in the drinking water supply that exceed non-enforceable PHG's established by the California Office of Environmental Health Hazard Assessment (OEHHA) and explain the associated health risks, estimated costs of treatment, and whether any actions have been taken to reduce the constituent levels.

PHGs are not regulatory standards. The PHG Report must be made available to the public and presented at a formally noticed public hearing to allow for community input.

On June 10, 2025, the City Council/Rialto Utility Authority (RUA) Board set the Public Hearing for July 22, 2025.

Consumer Confidence Report (CCR): The CCR is an annual report required under federal and state regulations. It is designed to inform residents/customers about the quality of their drinking water, including compliance with enforceable drinking water standards. The CCR for calendar year 2024 confirms that the RUA's water meets or exceeds all applicable state and federal standards. This report is publicly available online and in hard copy at City Hall, the City Clerk's Office, and the Rialto Water Services Customer Service office.

Together, these reports provide transparency regarding water quality, with the PHG Report addressing theoretical health risk benchmarks and the CCR documenting regulatory compliance.

ANALYSIS/DISCUSSION

PHG Report: The RUA's 2025 PHG Report evaluates whether any constituents in the water supply exceeded the non-enforceable PHGs established by OEHHA. Of the 125 constituents tested from 2022 to 2024, three were detected above the PHG levels: arsenic, hexavalent chromium, and 2,3,7,8 -Tetrachlorodibenzo-p-dioxin (TCDD).

It is important to note that while these constituents exceed PHGs, all are well below the enforceable state and federal Maximum Contaminant Levels (MCLs). MCLs are the legally required standards for safe drinking water. The presence of a constituent above its PHG does not mean the water is unsafe; rather, PHGs represent ideal targets based on lifetime exposure risk using conservative health risk models.

PHG Report Findings:

- Arsenic was detected in one groundwater well at levels between 5.1 and 9.7 parts per billion (ppb), below the MCL of 10 ppb.
- Hexavalent Chromium (Cr VI), found in all water sources, ranged from 0.16 to 2.8 ppb, well under the 10 ppb MCL.
- TCDD, a trace environmental byproduct, was detected at levels between 1.17 and 4.92 picograms per liter (pg/L), far below the MCL of 30 picograms per liter.

To help put the PHG Report measurements into perspective: one ppb is like a single drop of water in a 10,000-gallon swimming pool. For pg/L, which is an even smaller measure, imagine dropping a grain of sand into an Olympic sized swimming pool and then dividing that grain into a trillion pieces. One of those trillion pieces in a liter of water represents 1 pg/L. These comparisons illustrate how small the detected levels are.

These findings do not indicate a violation or public health threat. Rather, they reflect OEHHA's conservative health-based targets, which are often set near zero and do not account for feasibility, detectability, or treatment costs.

While advanced treatment technologies such as reverse osmosis could further reduce these constituents, the cost is estimated to exceed $35 million and may not result in measurable public health benefits at the current low concentrations.

The RUA's drinking water remains in full compliance with all state and federal health standards, and no additional treatment is proposed at this time.
The 2025 PHG Report is included as **Attachment 2**.

Consumer Confidence Report (CCR): All of the water quality data collected by the RUA's water system for calendar year 2024 is summarized in the 2024 Consumer Confidence Report (CCR), included as **Attachment 3**. The CCR confirms that Rialto's drinking water met or exceeded all state and federal drinking water standards throughout the year.

The CCR is published annually to keep the public informed about the safety and quality of their tap water. It includes important details such as:

- Where the RUA's drinking water comes from, including local groundwater sources and imported surface water.
- General information about potential contaminants that could affect source water, such as microbial organisms, pesticides, and industrial chemicals.
- Clarifying information for any contaminants detected, even when well below regulatory limits, and whether any were found in violation of health standards (none were found in 2024).
- Special health information for vulnerable populations, including infants, pregnant women, and immunocompromised individuals.

The CCR also outlines ongoing water quality monitoring practices, system upgrades, and community outreach efforts that contribute to the RUA's commitment of delivering high-quality safe water.

The 2024 CCR demonstrates that the RUA is in full compliance with all applicable drinking water regulations. The water is safe to drink, and that the RUA continues to uphold transparency and accountability in its water quality reporting.

On May 29, 2025, the Water Subcommittee provided feedback that the item be placed on the Utilities Commission agenda for consideration to move the item forward to the City Council to conduct a Public Hearing to solicit public comments from interested citizens.

ENVIRONMENTAL IMPACT

Pursuant to Section 15378(a), a "Project" means the whole of an action, which has a potential for resulting in either a direct physical change in the environment, or a reasonably foreseeable indirect physical change in the environment. According to Section 15378(b), a Project does not include: (5) Organizational or administrative activities of governments that will not result in direct or indirect physical changes in the environment.

GENERAL PLAN CONSISTENCY

This action is consistent with the City of Rialto's General Plan Guiding Principle 3, "Rialto's Economic Environment is Healthy and Diverse." *Our City government will lead by example, and will operate in an open, transparent, and responsive manner that meets the needs of the citizens and is a good place to do business.*

Approval of this action also complies with the City of Rialto General Plan Goals and Policies:

Goal 3-8: Promote affordable and quality water service capable of adequately meeting normal

and emergency water demands to all areas in Rialto.

Policy 3-8.4: Advocate regular evaluation of the entire water supply and distribution system to ensure its continued adequacy, reliability, and safety.

LEGAL REVIEW

The City Attorney's Office has reviewed the staff report.

FINANCIAL IMPACT

Operating Budget Impact

The financial impact associated with the CCR is minimal, as the primary method of distribution is the Rialto Water Services website, and advertisement of its availability is done through the monthly water bill.

Capital Improvement Budget Impact

There is no impact to the Capital Improvement Budget.

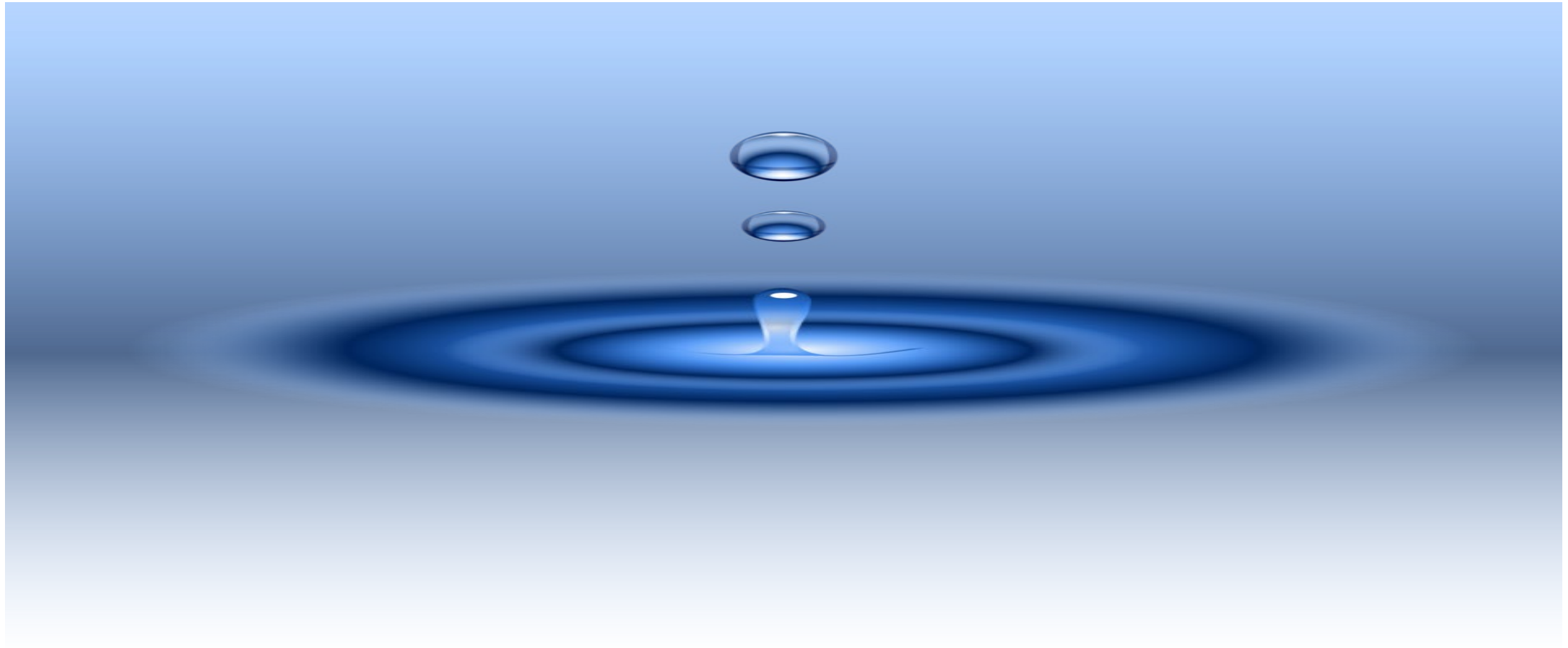
Licensing:

This action does not require a business license.

ATTACHMENT(S)

1. PRESENTATION 2025 Public Health Goals Report and 2024 Consumer Confidence Report
2. 2025 Public Health Goals Report
3. Consumer Confidence Report

2025 Public Health Goals



BACKGROUND

- The Calderon-Sher Drinking Water Act of 1996 added new provisions to the California Health and Safety Code which mandate that a report be prepared every three years to provide water quality information to the public in addition to the Consumer Confidence Reports (CCR).

- This report has been prepared to address the requirements set forth in Section 116470 of the California Health and Safety Code. It is based on water quality analyses during the years of **2022, 2023, 2024**.

- The law requires that a public hearing be held for the purpose of accepting and responding to public comment on the report.

WHAT ARE PUBLIC HEALTH GOALS (PHGS)?

- PHG is the **safe level** of concentration which poses no significant health risk if consumed for a lifetime.
- The process of establishing a PHG is a risk assessment based strictly on human health considerations.
- PHGs are recommended targets and are not required to be met by any public water system.
- PHGs are developed by the California Environmental Protection Agency's Office of Environmental Health Hazard Assessment.

What is Maximum Contaminant Level?

- Upon establishment of a PHG, the California State Water Resources Control Board Division of Drinking Water and Environmental Management (SWRCB) determines a Maximum Contaminant Level (MCL) in drinking water.

- The MCL is the highest level of concentration that is **allowed** in drinking water for a constituent.

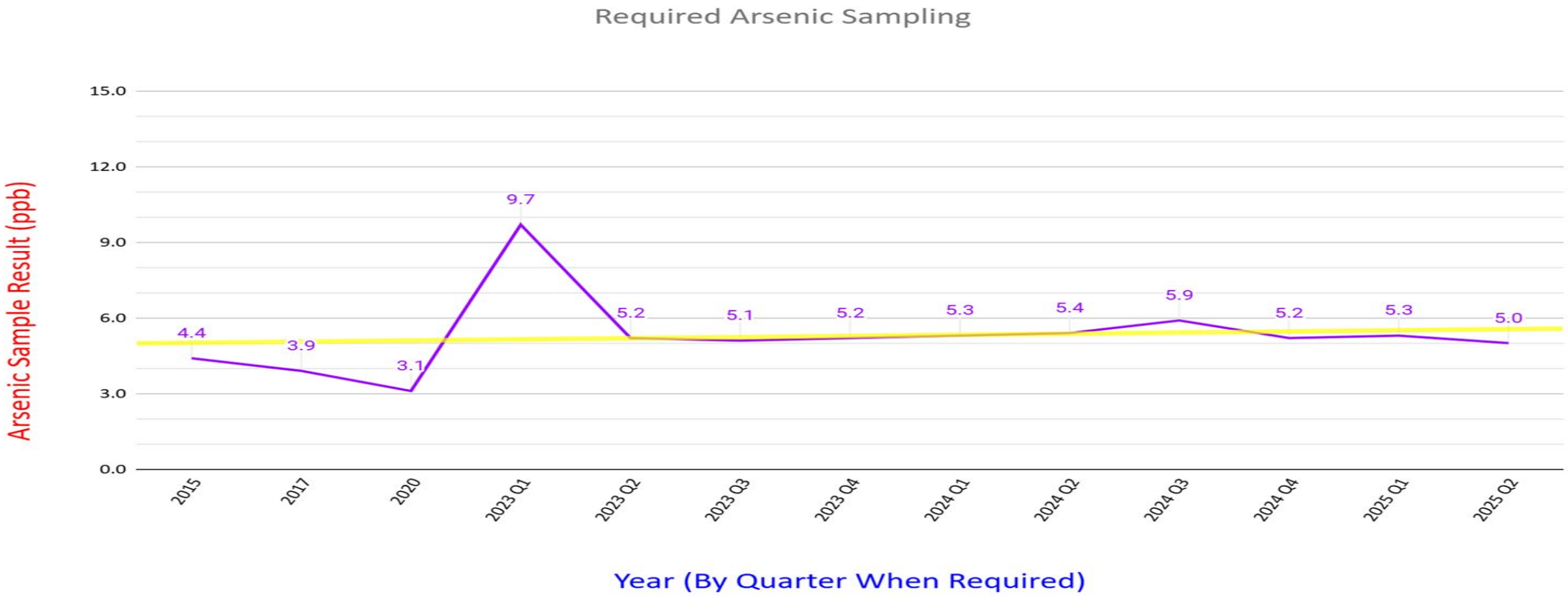
The PHGs Report Detected Three Constituents Above the Public Health Guidelines:

- **ARSENIC**
- **HEXAVALENT CHROMIUM**
- **2,3,7,8-Tetrachlorodibenzo-p-dioxin (TCDD)**

ARSENIC

- **Arsenic** is a semi-metal element in the periodic table. It is a naturally occurring element that is found in combination with either inorganic or organic substances, and are found in soils, sediment, and sand groundwater.
- The Public Health Goal (PHG) for arsenic in drinking water is 0.004 ppb (parts per billion).
- The Maximum Contaminant Level (MCL) for arsenic is 10 ppb.
- Therefore, **safe** levels of arsenic in drinking water is any level under 10 ppb, zero being the safest.
- Arsenic was found to occur in only one groundwater well – City Well 2, and not in any other wells.
- It should be noted that City Well 2 water is blended with additional water sources that contain no detection levels of arsenic.

Detection Levels
Arsenic



New Detected Contaminants

Department of Drinking Waters 2023-2024 Guidelines

- **HEXAVALENT CHROMIUM**
- **2,3,7,8-Tetrachlorodibenzo-p-dioxin (TCDD)**

HEXAVALENT CHROMIUM

- **HEXAVALENT CHROMIUM** is a form of the metallic element chromium. Chromium is a naturally occurring element found in rocks, animals, plants, soil, and volcanic dust and gases. , and are found in soils, sediment, and sand groundwater.

- The Public Health Goal (PHG) for Hexavalent Chromium in drinking water is 0.002 ppb (parts per billion).

- The Maximum Contaminant Level (MCL) for arsenic is 10 ppb.

- Therefore, **safe** levels of Hexavalent Chromium in drinking water is any level under 10 ppb, zero being the safest.

Detection Levels
HEXAVALENT CHROMIUM

SOURCE	PHG ppb	MCL ppb	RESULT ppb	DATE
Chino 2	0.02	10	2.8	10/17/2024
City 2	0.02	10	0.97	10/17/2024
City 4A	0.02	10	0.58	10/17/2024
Rialto 3	0.02	10	1.7	10/17/2024
Miro 3	0.02	10	1.2	10/17/2024
EW-1	0.02	10	1.2	10/17/2024
SWTP	0.02	10	0.16	10/17/2024
Baseline Feeder	0.02	10	1.4	10/17/2024

2,3,7,8-Tetrachlorodibenzo-p-dioxin (TCDD)

- **2,3,7,8-Tetrachlorodibenzo-p-dioxin (TCDD)**It's a colorless solid with no odor, and it's usually formed as a byproduct of burning processes or organic synthesis**.** and are found in soils, sediment, and sand groundwater.
- The Public Health Goal (PHG) for arsenic in drinking water is 0.05 PHG (picogram/liter).
- The Maximum Contaminant Level (MCL) for **2,3,7,8-Tetrachlorodibenzo-p-dioxin (TCDD)** is 30 picogram/liter.
- Therefore, **safe** levels of **2,3,7,8-Tetrachlorodibenzo-p-dioxin (TCDD)** in drinking water is any level under 30 picogram/liter, zero being the safest.

Detection Levels
2,3,7,8-Tetrachlorodibenzo-p-dioxin (TCDD)

SOURCE	PHG picogram/liter	MCL picogram/liter	RESULT picogram/liter	DATE
Chino 2	0.05	30	3.46	6/7/2023
City 2	0.05	30	2.64	6/7/2023
EW-1	0.05	30	4.92	6/7/2023
Miro 3	0.05	30	2.86	6/7/2023
Baseline Feeder	0.05	30	1.17	6/7/2023

QUESTIONS

The 2022, 2023, 2024, edition of the 2025 Public Health Goals Report

and

2024 Consumer Confidence Report

JUNE 2025

CITY OF RIALTO

REPORT ON WATER QUALITY

RELATIVE TO PUBLIC HEALTH GOALS

FOR YEARS 2022, 2023, 2024

BACKGROUND:

Provisions of the California Health and Safety Code (Section 116470 (b))[1] specify that larger water utilities (>10,000 service connections) prepare a special report by July 1, 2025 if their water quality measurements have exceeded any Public Health Goals (PHGs). PHGs are non- enforceable goals established by the Cal-EPA's Office of Environmental Health Hazard Assessment (OEHHA). The law also requires that where OEHHA has not adopted a PHG for a constituent, the water suppliers are to use the Maximum Contaminant Level Goals (MCLGs) adopted by United States Environmental Protection Agency (USEPA). Only constituents which have a California primary drinking water standard and for which either a PHG or MCLG has been set, are to be addressed. This report covers the "detection" of contaminants above both PHGs and MCLGs found in the City's water system during calendar years 2022, 2023 and 2024.

There are a few constituents that are routinely detected in water systems at levels usually well below the drinking water standards for which no PHG nor has MCLG yet been adopted by OEHHA or USEPA including Total Trihalomethanes. These will be addressed in a future required report after a PHG has been adopted.

If a constituent was detected in the City's water supply between 2022 and 2024 at a level exceeding an applicable PHG or MCLG, this report provides the information required by law. Included is the numerical public health risk associated with the MCL and the PHG or MCLG, the category or type of risk *to* health

that could be associated with each constituent, the best treatment technology available that could be used to reduce the constituent level, and an estimate of the cost to install that treatment if it is appropriate and feasible.

WHAT ARE PHG'S:

PHGs are set by the California Office of Environmental Health Hazard Assessment (OEHHA) which is part of Cal-EPA and are based solely on public health risk considerations. None of the practical risk-management factors that are considered by the USEPA or the California Division of Drinking Water in setting drinking water standards (MCLs) are considered in setting the PHGs. These factors include analytical detection capability, treatment technology available, benefits and costs. The PHGs are not enforceable and are not required to be met by any public water system. MCLGs are the federal equivalent to PHGs.

WATER QUALITY DATA CONSIDERED:

All of the water quality data collected by our water system between 2022 and 2024 for purposes of determining compliance with drinking water standards was considered. This data was all summarized in our 2022, 2023, and 2024 Consumer Confidence Reports and was made available online at www.rialtoca.gov.

GUIDELINES FOLLOWED:

The Association of California Water Agencies (ACWA) formed a workgroup which prepared guidelines for water utilities to use in preparing these newly required reports. The ACWA guidelines were used in the preparation of our report. No guidance was available from state regulatory agencies.

BEST AVAILABLE TREATMENT TECHNOLOGY AND COST ESTIMATES:

Both the USEPA and DDW adopt what are known as BATs or Best Available Technologies which are the best known methods of reducing contaminant levels to the MCL. Costs can be estimated for such technologies. However, since many PHGs and all MCLGs are set much lower than the MCL, it is not always possible nor feasible to determine what treatment is needed to further reduce a constituent downward to or near the PHG or MCLG, many of which are set at zero. Estimating the costs to reduce a constituent to zero is difficult, if not impossible because it is not possible to verify by analytical means that the level has been lowered to zero. In some cases, installing treatment to try and further reduce very low levels of one constituent may have adverse effects on other aspects of water quality.

CONSTITUENTS DETECTED THAT EXCEED A PHG OR A MCLG:

With three exceptions, the City of Rialto's water supply complies with the Public Health Goal (PHG) and Maximum Contaminant Level Goal (MCLG) standards. This report details the constituents identified in the drinking water sources that exceeded the PHG, or in the absence of a PHG, the MCLG.

ARSENIC:

Arsenic is a semi-metal element in the periodic table. The PHG for arsenic is 0.004 ppb (parts per billion). Effective January 23, 2006, the MCL for arsenic was lowered from 50 ppb to the revised standard of 10 ppb. The City of Rialto is required to sampleS on a quarterly basis.

When a system is sampling for arsenic annually or less frequently at any sampling point and has a monitoring result that exceeds the MCL, the system must increase the frequency of monitoring at that sampling point to quarterly sampling. Since the initial detection of arsenic on March 22, 2023 during the routine triennial sampling, the City has been on a quarterly sampling plan for arsenic at City Well 2.

Arsenic test results for the City for the years 2023 and 2024 from all groundwater and import sources had a range of not detected to 9.7 ppb. Arsenic was found to occur in one groundwater well (City Well 2). It should be noted that City Well 2 water is blended with additional water sources that contain no detectable levels of arsenic. The following well had detection levels above the PHG of 0.004 ppb:

SOURCE	PHG ppb	MCL ppb	RESULT ppb	DATE
City Well 2	0.004	10	9.7	3/22/2023
City Well 2	0.004	10	5.2	6/29/2023
City Well 2	0.004	10	5.1	9/13/2023
City Well 2	0.004	10	5.2	12/14/2023
City Well 2	0.004	10	5.3	3/21/2024
City Well 2	0.004	10	5.4	6/7/2024
City Well 2	0.004	10	5.9	9/17/2024

Arsenic is a naturally occurring element that is found in combination with either inorganic or organic substances to form many different compounds. Inorganic arsenic compounds are found in soils, sediments and groundwater. These compounds occur naturally or as a result of mining, ore smelting, and industrial use of arsenic. Organic arsenic compounds are found mainly in fish and shellfish. In the past, inorganic forms of arsenic were used in pesticides and paint pigment. They were also used as wood preservatives and as a treatment for a variety of ailments. Today, usage of arsenic–containing pesticides and wood preservatives is restricted.

People are most likely to be exposed to inorganic arsenic through drinking water and, to a lesser extent, through various foods. Unusually large doses of inorganic arsenic can cause symptoms ranging from nausea, vomiting, and diarrhea to dehydration and shock. Long-term exposure to high levels of inorganic arsenic in drinking water has been associated with skin disorders and increased risks for diabetes, high blood pressure, and several types of cancer. Inorganic arsenic and arsenic compounds are considered to be cancer-causing chemicals. Forms of organic arsenic found in seafood are not known to be toxic to humans.

Arsenic has no smell, taste, or color when dissolved in water, even in high concentrations, and therefore only laboratory analysis can determine the presence and concentration of arsenic in water. It occurs naturally in rocks, mineral deposits, and soil, water, air, and plants and animals. It can be further released

into the environment through natural activities such as volcanic action, erosion of rocks and forest fires, or through human actions.

Because it occurs naturally in the environment and as a by-product of some agricultural and industrial activities, it can enter drinking water through the ground or as runoff into surface water sources.

The City water system is in full compliance with federal and state rules for arsenic.

The BATs for arsenic to lower the level below the MCL are activated alumina, coagulation/filtration, ion exchange, lime softening, electro-dialysis, RO, and oxidation/filtration. Although the City of Rialto arsenic levels are below the MCL, RO would be required to lower the arsenic level additionally below the PHG. Although cost estimates for large-scale treatment installations are difficult, estimated costs for RO include annualized capital, construction, engineering, planning, environmental, contingency, operations and maintenance, and are based on the ACWA Public Health Goals Survey of Cost Estimates for Treatment Technologies (2012). The updated (2021) cost estimate for RO for the City of Rialto's well using this data is estimated to be $35 million. This would result in an average estimated cost of $2,200 per customer per year. This includes additional costs for corrosion control because water treated by RO is corrosive and could cause the water to exceed lead and copper regulations. The City does not intend to install BATs for arsenic at this time.

HEXAVALENT CHROMIUM:

Hexavalent chromium (Cr(VI) can come from both natural and industrial sources. Natural sources include rocks and minerals. Weathering processes can release chromium from these minerals into soil and groundwater. Industrial sources include processes like electroplating, stainless steel production, and the use of chromium in various industrial applications like pigments, dyes, and coatings.

People are most likely to be exposed to hexavalent chromium through breathing in fumes, mists, or dusts, ingesting it in food or water, or through direct skin contact. Major sources of exposure include welding, metal finishing, and the use of chromate pigments in various industries. Hexavalent chromium is a known human carcinogen, particularly when inhaled, and poses various health risks, including lung cancer, skin irritation, and reproductive harm. Exposure to Cr(VI) can also cause irritation of the nose, throat, and lungs. It is important to note that while trivalent chromium is an essential nutrient, hexavalent chromium is a less common form that is often man-made and associated with industrial sources.

Hexavalent chromium is odorless and tasteless when dissolved in water, making it difficult to detect even in high concentrations, and therefore only laboratory analysis can determine the presence and concentration of hexavalent chromium in water.

Because it occurs naturally in the environment and as a by-product of some industrial activities, it can enter drinking water through the ground or as runoff into surface water sources.

The City water system is in full compliance with federal and state rules for hexavalent chromium.

Hexavalent chromium was found to occur in all groundwater wells and import water. Cr(VI) test results for the City for the year 2024 from all groundwater and import sources had a range of 0.16 ppb to 2.8 ppb.

SOURCE	PHG ppb	MCL ppb	RESULT ppb	DATE
Chino 2	0.02	10	2.8	10/17/2024
City 2	0.02	10	0.97	10/17/2024
City 4A	0.02	10	0.58	10/17/2024
Rialto 3	0.02	10	1.7	10/17/2024
Miro 3	0.02	10	1.2	10/17/2024
EW-1	0.02	10	1.2	10/17/2024
SWTP	0.02	10	0.16	10/17/2024
Baseline Feeder	0.02	10	1.4	10/17/2024

The Best Available Technology (BATs) to lower hexavalent chromium are coagulation/filtration, ion exchange, and Reverse Osmosis (RO). These BATs would be required to lower hexavalent chromium levels below the PHG. Estimated costs for RO include annualized capital, construction, engineering, planning, environmental, contingency, operations and maintenance, and are based on the ACWA Public Health Goals Survey of Cost Estimates for Treatment Technologies (2012). The updated (2021) cost estimate for RO for the City's wells and surface water treatment plant using this data is estimated to be $35 million. This would result in an average estimated cost of $2,200 per customer per year. Since the City's hexavalent chromium levels are below the former MCL, the City does not intend to install BATs for hexavalent chromium at this time.

2,3,7,8-Tetrachlorodibenzo-p-dioxin (TCDD):

2,3,7,8-TCDD, often shortened to "dioxin", is a highly toxic and persistent environmental pollutant. It's a colorless solid with no odor, and it's usually formed as a byproduct of burning processes or organic synthesis. TCDD is known for its toxic and carcinogenic effects on animals, and it is considered a probable human carcinogen.

People are most likely to be exposed to TCDD through various industrial processes like herbicide and insecticide manufacturing, waste incineration, and metal processing. TCDD can accumulate in the food chain, particularly in animal fat, so exposure can occur through consuming meat, milk, eggs and fish. In some cases, TCDD can be released into the environment through industrial accidents or spills, potentially contaminating soil and water. The US Environmental Protection Agency and National Institutes of Health (NIH) classify TCDD as a human carcinogen, with studies suggesting an increased risk of certain cancers, including lymphomas and lung cancer. Acute exposure to TCDD can cause liver enzyme alterations and potential liver damage. Chronic exposure can lead to alterations in immune function and may increase the risk of cardiovascular disease. Exposure can cause mild neuropathies and potentially affect the

developing nervous system. TCDD can cross the placental barrier and affect fetal development, potentially leading to developmental toxicity. Long term exposure can impact the endocrine system.

There are methods for removing dioxin from water, including filtration through granulated sorbents and ozonization. It was found that the method of filtration through granulated sorbents was most effective at removing dioxins from water: 90-95% of all PCDD and PCDF isomers were removed from water samples. This research also shows that the most toxic congener, 2,3,7,8-TCDD, can be removed effectively and efficiently. An engineering study needs to be performed to determine the cost of removal.

The City water system is in full compliance with federal and state rules for 2,3,7,8-TCDD.

SOURCE	PHG picogram/liter	MCL picogram/liter	RESULT picogram/liter	DATE
Chino 2	0.05	30	3.46	6/7/2023
City 2	0.05	30	2.64	6/7/2023
EW-1	0.05	30	4.92	6/7/2023
Miro 3	0.05	30	2.86	6/7/2023
Baseline Feeder	0.05	30	1.17	6/7/2023

RECOMMENDATIONS FOR FURTHER ACTION:

The drinking water provided to the City of Rialto's residents meets all state and federal drinking water standards established by the State of California, the Division of Drinking Water (DDW), and the U.S. Environmental Protection Agency (USEPA). These standards are stringently set to protect public health and ensure the safety of the water supply.

While the water quality already meets these rigorous standards, certain constituents have been identified in the water at levels significantly below the Maximum Contaminant Levels (MCLs). MCLs are health-based limits established to define "safe drinking water" and ensure that no adverse health effects occur due to long-term exposure.

Although the levels of these identified constituents are well below the MCLs, it is technically possible to further reduce them through additional and costly treatment processes. However, the effectiveness of these processes in achieving significant reductions at such low levels is uncertain. Moreover, the potential health benefits of these further reductions are unclear and may not be quantifiable, as the current levels already pose minimal risk to public health.

Given the substantial costs associated with additional treatment, the uncertainty of its effectiveness, and the lack of clear and quantifiable health benefits at these already low levels, no further action to reduce the levels of these constituents is proposed at this time. The current water treatment processes are sufficient to ensure the safety and quality of the drinking water for the City of Rialto's residents.

REFERENCES:

1. Excerpt from California Health and Safety Code, Section 116470(b).

2024 Annual Drinking Water Quality Report (Consumer Confidence Report)

Customer Service:

(909) 820-2546

Emergency After Hours:

(909) 820-0400

On the Web: www.rialtowater.com

EPA Safe Drinking Water Hotline:

(800) 426-4791

Rialto Water Services, operated by Veolia, is committed to the long-term performance, safety, customer and community satisfaction, and lasting cost and energy efficiencies of Rialto's water and wastewater systems, on behalf of the City's residents.

- In 2024, 75% of our total potable drinking water was sourced from our groundwater basins, 15% from the Baseline Feeder (BLF) and 10% was surface water.
- Number of Water Service Connections = 12,451
- Miles of Water Main = 186.5
- Number of Producing Wells = 7
- Total Reservoir Capacity = 28 million gallons
- Maximum Daily Production = 15.59 million gallons
- Minimum Daily Production = 4.98 million gallons
- Average Daily Production = 9.5 million gallons
- ***Total Annual Production = 3.465 billion gallons***

CITY COUNCIL AND ELECTED OFFICIALS

Joe Baca, Mayor
Ed Scott, Mayor Pro Tem
Andy Carrizales, Councilmember
Karla Perez, Councilmember
Edward Montoya Jr., Councilmember
Edward Carrillo, City Treasurer
Barbara McGee, City Clerk

UTILITIES COMMISION

Barbara Rickman, Chair
Kevin Kobbe, Commissioner
James Shields, Commissioner

CITY EXECUTIVE STAFF

Tanya Williams, City Manager

City Council meetings are generally held on the 2nd and 4 th Tuesday of every month at 6:30 pm. Council Chambers are located at 150 S. Palm Ave., Rialto, CA 92376

Annual Drinking Water Report

The purpose of this report is to provide information about the quality of the water delivered to customers this past year of 2024. This report is mandated by the United States Environmental Protection Agency (USEPA) and we believe it is your right to know where your water comes from and what it contains. We are happy to report that we have consistently delivered water that has met or exceeded the standards set by State and Federal Law.

More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline 1(800)426-4791. For information regarding this Consumer Confidence Report please contact David Terry, Project Manager—Veolia, (909) 820-0400.

What is surface water?

It is any water that travels or is stored on top of the ground. This would be the water that is in or that is in rivers, lakes, streams, oceans etc. even though we can't drink salt water. Sometimes surface water sinks into the ground and becomes groundwater. Surface water is treated before it becomes it becomes drinking water.

What is groundwater?

Any water that is underground is groundwater. In the water cycle, some of the precipitation sinks into the ground and goes into watersheds, aquifers and springs. Groundwater flows through layers of sand, clay, rock, and gravel which cleans the water. Ground water stays cleaner than water on the surface and does not need as much treatment as surface water.

Perchlorate Information

Rialto has a zero tolerance policy regarding water that contains detectable levels of perchlorate. We currently have wellhead treatment on two of our wells for the removal of perchlorate. This wellhead treatment removes the perchlorate to a non-detection level. The other wells affected by perchlorate contamination have been out of service and have not been used since the detection occurred. These responses, especially the installation of ion exchange water treatment systems, have produced a measure of success that has allowed the City to reliably deliver potable water to all of its customers. The City of Rialto urges all of its residents to continue conserving water and to look for new ways to reduce the demand in our system. The City of Rialto continues to work with those responsible for the contamination to remediate perchlorate contamination in the water supply.

Contaminants Expected in Drinking Water

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline (800) 426-4791.

People Most Vulnerable To Contaminants

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. U.S. EPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (800) 426-4791.

Contaminants That May be Present in Source Water:

Microbial contaminants, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

Inorganic contaminants, such as salts and metals, that can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff and residential uses.

Organic chemical contaminants, including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.

Radioactive contaminants, can naturally occur or be the result of oil and gas production and mining.

Lead Information

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula -fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. Rialto Water Services is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact Rialto Water Services through customer service (909)820-2546. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at https://www.epa.gov/safewater/lead.

In 2024, a lead service line inventory was taken and from these results, we are pleased to say that the service lines were lead free. For more information, go to www.rialtoca.gov/926

Primary Standards - Mandatory Health - Related Standards

MICROBIOLOGICAL CONTAMINANTS

PARAMETER	UNITS	MCL	PHG (MCLG)	RANGE AVERAGE	WATER SOURCE				MAJOR SOURCE IN DRINKING WATER
					CITY OF RIALTO	WVWD	SBVMWD (BLF)	CSBE VIA BLF	
Total Coliform Bacteria (Total Coliform Rule) 2024	Present/ Absent (P/A)	Presence of Coliform Bacteria in 5% of Monthly Samples	(0)	0-6	3	0	0	N/A	Naturally present in the environment
Fecal Coliform and E.Coli (Total Coliform Rule) 2024	Present/ Absent (P/A)	Presence of Total Coliform or E.Coli in a repeat sample	(0)	0	0	0	0	N/A	Human and animal feces

RADIOACTIVE CONTAMINANTS

PARAMETER	UNITS	MCL	PHG (MCLG)	RANGE AVERAGE	WATER SOURCE				MAJOR SOURCE IN DRINKING WATER
					CITY OF RIALTO	WVWD	SBVMWD (BLF)	CSBE VIA BLF	
Gross Alpha 2023	(pCi/L)	15	0	Range	1.68-4.06	1.18	3.09	N/A	Erosion of Natural Deposits
				Average	2.78	1.18	3.09		
2,3,7,8-TCDD 2023	(pCi/L)	30	0.05	Range	ND-4.92	ND	1.17	N/A	A byproduct of industrial processes like herbicide and insecticide manufacturing, waste incineration and metal processing.
				Average	2.78	ND	1.17		
Uranium 2017	(pCi/L)	20	0.43	Range	1.45-4.56	NR	1.8-3.2	N/A	Erosion of Natural Deposits
				Average	2.46	17	2.5		
Combined Radium 226/228 2017	(pCi/L)	5	0	Range	ND-0.145	0.60-1.8	NR	N/A	Erosion of Natural Deposits
				Average	0.072	1.3	2.4		

Primary Standards - CONTINUED

INORGANIC CONTAMINANTS

PARAMETER	UNITS	MCL	PHG (MCLG)	RANGE AVERAGE	WATER SOURCE				MAJOR SOURCE IN DRINKING WATER
					CITY OF RIALTO	WVWD	SBVMWD (BLF)	CSBE VIA BLF	
Arsenic 2024	µg/L	10	0.004	Range	5.9-5.3	ND	ND	N/A	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
				Average	5.53	ND	ND		
Barium 2023	mg/L	1	2	Range	0.013-0.053	0.015	0.057	N/A	Discharge of oil drilling wastes and from metal refineries; erosion of natural deposits
				Average	0.027	0.015	0.057		
Fluoride 2024	mg/L	2	1	Range	0.26	0.33	0.34	N/A	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
				Average	0.26	0.33	0.34		
Hexavalent Chromium 2024	µg/L	10	0.02	Range	0.16-2.8	ND	ND	N/A	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits
				Average	1.25	ND	ND		
Chromium (Total) 2023	µg/L	50	100	Range	ND-3.0	ND	1.3	N/A	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits
				Average	1.05				
Nitrate (as N) 2024	mg/L	10	10	Range	1.1-4.9	0.5	3.8	N/A	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits.
				Average	2.85	0.5	3.8		
Perchlorate 2024	µg/L	6	1	Range	ND	ND	ND	N/A	Perchlorate is an organic chemical used in solid rocket propellant, fireworks, explosives, flares, matches, and a variety of industries. It usually gets into drinking water as a result of environmental contamination from historic aerospace or other industrial operations that used or use, store, or dispose of perchlorate and its salts.
				Average	ND	ND	ND		

Primary Standards - Continued

VOLATILE ORGANIC CONTAMINANTS

PARAMETER	UNITS	MCL	PHG (MCLG)	RANGE AVERAGE	WATER SOURCE				MAJOR SOURCE IN DRINKING WATER
					CITY OF RIALTO	WVWD	SBVMWD (BLF)	CSBE VIA BLF	
Tetrachloroethylene (PCE) 2021	µg/L	5	0.06	Range	*	*	0.69-0.82	N/A	Discharge from factories, dry cleaners, and auto shops (metal degreaser)
				Average	*	*	0.73		

UNITS	UNITS	EQUIVALENCE
mg/L = milligrams per liter	ppm = parts per million	1 second in 11.5 days
µg/L = micrograms per liter	ppb = parts per billion	1 second in nearly 32 years
ng/L = nanograms per liter	ppt = parts per trillion	1 second in nearly 32,000 years
pg/L = picograms per liter	ppq = parts per quadrillion	1 second in nearly 32,000,000 years

Secondary Standards - Aesthetic Standards

INORGANIC CONTAMINANTS

PARAMETER	UNITS	MCL	PHG (MCLG)	RANGE AVERAGE	WATER SOURCE				MAJOR SOURCE IN DRINKING WATER
					CITY OF RIALTO	WVWD	SBVMWD (BLF)	CSBE VIA BLF	
Aluminum 2023	µg/L	1000	600	Range	ND-83	61	80	N/A	Erosion of natural deposits; residual from some surface water treatment processes
				Average	28.57	61	80		
Chloride 2024	mg/L	500	N/A	Range	4.6	1.5-56	9.4-18	N/A	Runoff/leaching from natural deposits; seawater influence
				Average	4.6	22.5	12		
Odor Threshold 2024	TON	3	N/A	Range	1	ND	ND	N/A	Naturally -occurring organic materials
				Average	1	ND	ND		
Specific Conductance 2024	µS/cm	1,600	N/A	Range	350	330-520	480-540	N/A	Substances that form ions when in water; seawater influence
				Average	350	434	520		
Sulfate 2024	mg/L	500	N/A	Range	13	22-43	36-53	N/A	Runoff/leaching from natural deposits; industrial wastes
				Average	13	33	48		
Total Dissolved Solids (TDS) 2024	mg/L	1,000	N/A	Range	160-360	170-230	300-335	N/A	Runoff/leaching from natural deposits
				Average	270	200	322		
Turbidity 2024	µg/L	5	N/A	Range	ND-1.6	ND	ND	N/A	Soil runoff
				Average	0.06	ND	ND		

Secondary Standards - Continued

UNREGULATED CONTAMINANTS MONITORING [1]
FOURTH UNREGULATED CONTAMINANT MONITORING RULE (UCMR 4)

PARAMETER	UNITS	MCL	PHG (MCLG)	RANGE AVERAGE	WATER SOURCE				MAJOR SOURCE IN DRINKING WATER
					CITY OF RIALTO	WVWD	SBVMWD (BLF)	CSBE VIA BLF	
Haloacetic Acids 2020	µug/L	60	N/A	Range	ND - 1.7	ND - 33	*	N/A	Byproduct of drinking water disinfection
				Average	0.77	9	*		
HAA6Br [2] 2020	µg/L	N/A	N/A	Range	ND - 2.2	ND - 30	*	N/A	Unregulated contaminant monitoring helps U.S.EPA and the State Water Resources Control Board to determine where certain contaminants occur and whether the contaminants need to be regulated.
				Average	2.46	12	*		
HAA9 [3] 2020	µg/L	N/A	N/A	Range	ND - 2.2	ND - 53	*	N/A	Unregulated contaminant monitoring helps U.S.EPA and the State Water Resources Control Board to determine where certain contaminants occur and whether the contaminants need to be regulated.
				Average	0.77	18	*		
Manganese 2020	µg/L	50	N/A	Range	ND - 70	ND - 1.8	1.6 - 6.9	N/A	Leaching from natural deposits.
				Average	9.5	1	4.3		

The City of Rialto was required to sample for 29 PFAS and lithium in all water distribution sources per the Fifth Unregulated Contaminant Monitoring Rule (UCMR 5) in 2024. All sampled constituents were non - detect.

Secondary Standards - Continued

OTHER PARAMETERS

PARAMETER	UNITS	MCL	PHG (MCLG)	RANGE AVERAGE	WATER SOURCE				MAJOR SOURCE IN DRINKING WATER
					CITY OF RIALTO	WVWD	SBVMWD (BLF)	CSBE VIA BLF	
Alkalinity 2024	mg/L	N/A	N/A	Range	140	97-200	170-200	N/A	Naturally -occurring
				Average	140	148	190		
Bicarbonate 2024	mg/L	N/A	N/A	Range	180	*	*	N/A	Biochemical role in pH buffering
				Average	180	*	*		
Calcium 2024	mg/L	N/A	N/A	Range	52	31-78	60-78	N/A	Erosion of salt deposits in soil and rock
				Average	52	52	72		
Hardness 2024	mg/L	N/A	N/A	Range	160	97-150	190-250	N/A	Minerals dissolved from soil and rock
				Average	160	134	230		
Magnesium 2024	mg/L	N/A	N/A	Range	7.4	4.1-13	11-14	N/A	Erosion of soil and rock.
				Average	7.4	7.8	13		
pH 2024	pH Units	N/A	N/A	Range	8	7.7	7.5-7.8	N/A	Characteristics of water.
				Average	8	7.7	7.6		
Potassium 2024	mg/L	N/A	N/A	Range	1.7	1.9-3.5	*	N/A	Erosion of salt deposits in soil and rock.
				Average	1.7	2.4	*		
Sodium 2024	mg/L	N/A	N/A	Range	13	7.9-52	15-30	N/A	Erosion of salt deposits in soil and rock.
				Average	13	30	20		

Disinfection Byproducts, Disinfectant Residuals, and Disinfection Byproduct Precursors

PARAMETER	UNITS	MCL	PHG (MCLG)	RANGE AVERAGE	WATER SOURCE				MAJOR SOURCE IN DRINKING WATER
					CITY OF RIALTO	WVWD	SBVMWD (BLF)	CSBE VIA BLF	
Total Trihalomethanes (TTHMs) 2024	µg/L	LRAA = 80	N/A	Range	ND - 12.8	ND - 9.4	ND - 2.4	*	Byproduct of drinking water disinfection
				Average	0.62	0.39	0.09		
Haloacetic Acids 2024	µg/L	LRAA = 60	N/A	Range	ND - 5.3	ND - 1.3	ND	*	Byproduct of drinking water disinfection
				Average	0.13	0.1	ND		
Chlorine 2024	mg/L	MRDL = 4.0 (as Cl_2)	MRDL = 4.0 (as Cl_2)	Range	0.40 - 1.95	1.0 - 1.2	0.90 - 1.78	*	Byproduct of drinking water disinfection
				Average	1.06	1.1	1.4		

A running annual average, often referred to as a **locational running annual average (LRAA)**, is calculated by averaging the results of samples taken at a specific location over the past year. In the context of environmental regulations, this usually refers to averaging sample results collected during the previous four calendar years.

City of Rialto Lead and Copper

PARAMETER	UNITS	MCL	PHG (MCLG)						MAJOR SOURCE IN DRINKING WATER
Lead 2024	µg/L	15	0.2	Number of Lead Sampling	30	ND	*	*	Internal corrosion of household plumbing system
						ND	*		
Lead - School Testing 2019	µg/L	15	0.2	Number of School Lead Sampling	8	ND - 12	*	*	Internal corrosion of household plumbing system
Copper 2024	mg/L	1.3	0.3	Number of Copper Sampling	30	90th%	*	*	Internal corrosion of household plumbing system
						0.14	*		

Terms Used in This Report:

Maximum Contaminant Level (MCL): MCL is the highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

Maximum Contaminant Level Goal (MCLG):
The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency (USEPA).

Public Health Goal (PHG):
The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

Maximum Residual Disinfectant Level (MRDL):
The level of a disinfectant added for water treatment that may not be exceeded at the consumer's tap.

Maximum Residual Disinfectant Level Goal (MRDLG):
The level of a disinfectant added for water treatment below which there is no known or expected risk to health. MRDLGs are set by the U.S. Environmental Protection Agency.

Primary Drinking Water Standards (PDWS):
MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

Secondary Drinking Water Standards (SDWS):
MCLs for contaminants that affect taste, odor, or appearance of the drinking water. Contaminants with SDWSs do not affect the health at the MCL levels.

Treatment Technique (TT):
A required process intended to reduce the level of a contaminant in drinking water.

*** Constituent not sampled for in 2024**

Regulatory Action Level (AL):
The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

Variances and Exemptions:
Department permission to exceed an MCL or not comply with a TT under certain conditions.

BLF: Baseline Feeder **WVWD:** West Valley Water District

SBVMWD: San Bernardino Valley Municipal Water District

CSBE: City of San Bernardino Encanto

NR: no range **ND:** not detectable at testing limit

(mg/L) ppm: parts per million or milligrams per liter

(µg/L) ppb: parts per billion or micrograms per liter

(ng/L) ppt: parts per trillion or nanograms per liter

(pCi/L): parts per quadrillion or picograms per liter

µs/cm: microSiemen per centimeter; or micromho per centimeter (µmho/cm)

[1] Unregulated contaminant monitoring helps U.S. EPA and the State Water Resources Control Board to determine where certain contaminants occur and whether the contaminants need to be regulated.

[2] HAA6Br: Sum of Bromochloroacetic acid, bromodichloroacetic, dibromoacetic, dibromochloroacetic, monobromoacetic acid, and tribromoacetic.

[3] HAA9: Sum of Bromochloroacetic acid, bromodichloroacetic acid, chlorodibromoacetic acid, dibromoacetic acid, dichloroacetic acid, monobromoacetic acid, monochloroacetic acid, tribromoacetic acid and trichloroacetic acid

For more conservation tips and other drought -related information, please visit our website at www.rialtowaterservices.com

The City of Rialto offers rebate programs to help you purchase high -efficiency toilets and washing machines, smart irrigation timers, high -efficiency and automatic shut off nozzles, and turf replacement.

Please visit the utility's website at www.rialtowater.com and look for the rebate application or email *ASKRUA.com* for more information.

Conserve

Note of Importance Translations

Este informe contiene información muy importante sobre su agua para beber. Favor de comunicarse Rialto Water Services a (909)820-2546 para asistirlo en español.

Այս զեկույցը պարունակում է կարեւոր տեղեկություններ ձեր խմելու ջրի մասին: Խնդրում ենք դիմել Rialto Water Services ջրի համակարգի հասցեով 437 N Riverside, Rialto, CA 92376 կամ հեռախոսահամարով (909)820-2546 հայերենով օգնություն ստանալ համար:

本報告包含閣下飲用水嘅重要訊息。 如需廣東話垂詢，請聯絡 Rialto Water Services, (909)820-2546

این گزارش حاوی اطلاعات مهمی در مورد آب آشامیدنی شم.

لتفا برای کسب اطلاعات به سازمان آب آشامیدنیRialto Water Services که در آدرس N Riverside 437, Rialto, CA 92376 تماس بگیرید. شماره تلفن (909)820-2546 است.

Ce rapport contient des informations importantes concernant votre eau potable. Veuillez contacter Rialto Water Services à (909)820-2546 pour de plus amples informations en français.

Dieser Bericht enthält wichtige Information über Ihr Trinkwasser. Bitte wenden Sie sich an Rialto Water Services unter (909)820-2546, um Unterstützung in deutscher Sprache zu erhalten.

इस रिपोर्ट में आपके पीने के जल से सम्बंधित महत्वपूर्ण जानकारी है l हिंदी में सहायता के लिए, Rialto Water Services को 437 N Riverside, Rialto, CA 92376 अथवा (909)820-2546 पर संपर्क करें

Tsab ntawv no muaj cov ntsiab lus tseem ceeb hais txog koj cov dej haus. Thov hu rau Rialto Water Services ntawm (909)820-2546 yog koj xav tau kev pab hais lus Hmoob.

Note of Importance Translations

この報告書には上水道に関する重要な情報が記されております。ご質問等ございましたら、Rialto Water Services, (909)820-2546まで日本語でご連絡下さい。

이 보고서는 당신의 식수에 관한 중요한 정보를 포함하고 있습니다. 한국어로 된 도움을 원하시면 Rialto Water Services, (909)820-2546 로 문의 하시기 바랍니다.

这份报告含有关于您的饮用水的重要讯息。请用以下地址和电话联系 Rialto Water Services 以获得中文的帮助:437 N Riverside, Rialto, CA 92376, (909)820-2546

這份報告含有關於您的飲用水的重要訊息。請用以下地址和電話聯繫 Rialto Water Services以獲得中文的幫助:437 N Riverside, Rialto, CA 92376, (909)820-2546

Este relatório contém informação importante sobre sua água potável. Por favor entre em contato com Rialto Water Services a (909)820-2546 para auxílio em portugués.

ਅੱਸ ਰਿਪੋਟ ਵਿਚ ਤੁਵਾੜੇ ਪੀਣੇ ਦੇ ਵਾਰੇ ਮਹੱਤਵਪੂਰਨ ਸੂਚਨਾ ਹੈ l ਪੰਜਾਬੀ ਵਿਚ ਮਦਦ ਲਈ, Rialto Water Services ਠੂੰ 437 N Riverside, Rialto, CA 92376ਜਾਂ(909)820-2546 ਤੇ ਸੰਪਰਕ ਕਰੋ |

Этот отчет содержит важную информацию о вашей питьевой воде. Пожалуйста, свяжитесь с Rialto Water Services по (909)820-2546 для получения помощи на русском языке.

Ang pag-uulat na ito ay naglalaman ng mahalagang impormasyon tungkol sa inyong inuming tubig. Mangyaring makipag-ugnayan sa Rialto Water Services and 437 N Riverside, Rialto, CA 92376 o tumawag sa (909)820-2546 para matulungan sa wikang Tagalog.

รายงานฉบับนี้มีข้อมูลที่สำคัญเกี่ยวกับน้ำประปาของท่าน กรุณาติดต่อ Rialto Water Services ที่ (909)820-2546 เพื่อการช่วยเหลือในภาษาไทย

Báo cáo này chứa thông tin quan trọng về nước uống của bạn. Xin vui lòng liên hệ Rialto Water Services tại (909)820-2546 để được trợ giúp bằng tiếng

STAGE 2 WATER ALERT IS NOW IN EFFECT

On July 26, 2016, the City of Rialto relaxed water conservation requirements to reflect the latest drought conditions. The newly adopted Stage 2 Water Alert is necessary to help the City of Rialto maintain a sufficient water supply.

Rialto Water Services is requiring customers to:

Reduce water use by 20 percent.

Limit outdoor watering to **four days per week between 8 p.m. and 6 a.m.**; 10 minutes per station maximum. (Unless using drip irrigation or a weather-based irrigation controller.)

Repair leaks within 72 hours of notification by the City.

Refrain from watering during or within 48 hours of measurable rainfall, and on windy days.

Prevent water waste from runoff, overspray, breaks and leaks.

Avoid hosing off sidewalks, driveways and patios.

Use a hose with an automatic shutoff nozzle when washing vehicles.

Use a recirculating pump in fountains and water features.

Hotels and motels must provide guests with the option of not laundering sheets and towels daily.

Restaurants may serve water only on request.

For more information about these restrictions and other ways you can help conserve water, visit **www.yourrialto.com, www.rialtowater.com** *and* **www.iEfficient.com**.

El 26 de julio del 2016, la Ciudad de Rialto relajó los requisitos de conservación de agua para reflejar las últimas condiciones de sequía. La Etapa 2 Alerta de Agua recién adoptada es necesaria para ayudar a la Ciudad de Rialto mantener un suministro de agua suficiente.

Rialto Water Services está requiriendo a los clientes:

Reducir el consumo de agua por 20 por ciento.

Limitar el riego del exterior a **cuatro días por semana entre las 8 p.m. y las 6 a.m.**; 10 minutos máximos por estación. (A menos que usen riego por goteo o un controlador de riego basado en el clima.)

Repare las fugas dentro 72 horas de notificación de la Ciudad.

Abstenerse del riego durante o dentro de las 48 horas de lluvia medible, y días ventosos.

Evite el desperdicio de agua de escorrentía, exceso de rociado, roturas y fugas.

Evita el lavado de banquetas, entradas y patios.

Use una manguera con boquilla de cierre automático para lavar vehículos.

Use una pompa de recirculación en fuentes y elementos acuáticos.

Hoteles y moteles deben ofrecer a los huéspedes la opción de no lavar las sábanas y toallas diario.

Los restaurantes pueden servir agua solamente bajo petición.

Más información sobre estas restricciones y otras formas que pueda ayudar ahorrar agua,

City of Rialto

Legislation Text

File #: UC-25-0467, **Version:** 1, **Agenda #:**

For Utilities Commission Meeting July 15, 2025

TO: Honorable Chairperson and Commission

APPROVAL: John Rossi, Interim Utilities Director

FROM: Nicole Hemmans, Senior Administrative Analyst

Update on the Rialto Wastewater Treatment Plant Biosolids Handling Project

City of Rialto

Legislation Text

File #: UC-25-0468, **Version:** 1, **Agenda #:**

For Utilities Commission Meeting July 15, 2025

TO: Honorable Chairperson and Commission

APPROVAL: John Rossi, Interim Utilities Director

FROM: Nicole Hemmans, Senior Administrative Analyst

Veolia's Monthly Operations Reports:

1. June 2025 (Reporting period May 2025)
2. July 2025 (Reporting period June 2025)

Utility Commission Report

Veolia/RWS
Monthly Operations Report
June 2025

Reporting period April 2025

RIALTO
CUSTOMER SERVICE & REVENUE
MONTHLY OPERATIONS REPORT

Reporting Period:

April 2025

Prepared for: Rialto Water Services

Prepared by: Veolia Water West Operating Services

Table of Contents

I. CUSTOMER SERVICE SUMMARY

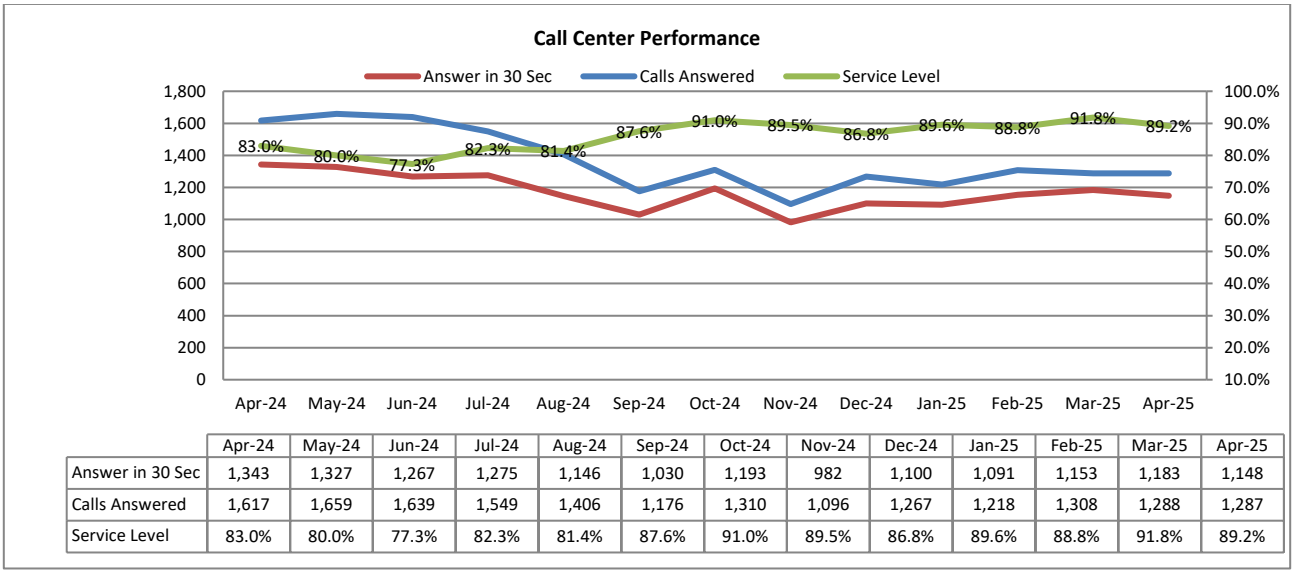
During this reporting month, the Customer Service team provided call service level of 89.2%. Out of 1,287 inbound calls answered 1,148 were answered within the first 30 seconds.

Water consumption has increased by 4.6% when compared against previous month. When compared against last year, consumption has increased by 16.4%.

Sewer revenue has decreased by less than 1.0% compared to the prior month and increased by 6.0% from last year.

II. CALL CENTER PERFORMANCE

During this reporting month, service level was 89.2% with 1,148 out of 1,287 being answered within the first 30 seconds. Overall average wait time was twenty-six (26) seconds.



	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25
Answer in 30 Sec	1,343	1,327	1,267	1,275	1,146	1,030	1,193	982	1,100	1,091	1,153	1,183	1,148
Calls Answered	1,617	1,659	1,639	1,549	1,406	1,176	1,310	1,096	1,267	1,218	1,308	1,288	1,287
Service Level	83.0%	80.0%	77.3%	82.3%	81.4%	87.6%	91.0%	89.5%	86.8%	89.6%	88.8%	91.8%	89.2%

III. AUTOMATED SERVICES

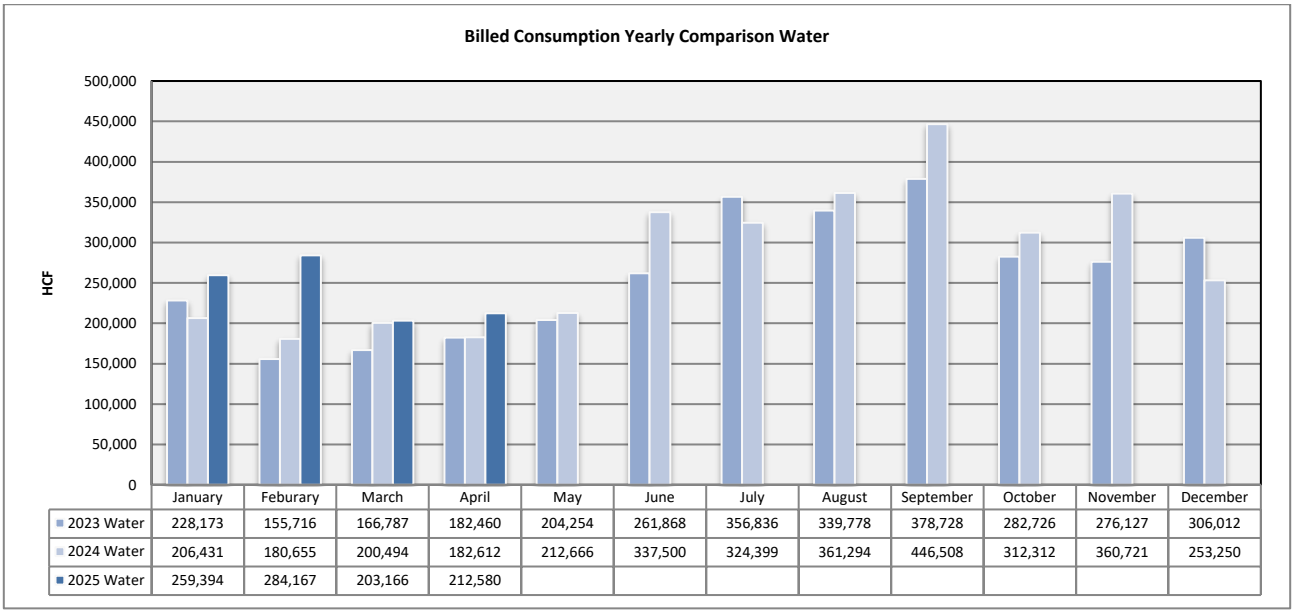
About 22,694 or 54.7% of the rate payers have created log-ins to access their accounts online. Of these customers, with online access, 48.0% have chosen the e-bill option. This e-bill participation is 6.4% increase from April of the prior year.

	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25
Number of Bills	22,369	22,331	22,372	22,410	22,425	22,470	22,541	22,571	22,575	22,587	22,604	22,657	22,694
Number of Bill Adjustments (during billing)	12	16	10	11	9	5	11	9	29	17	10	29	25
Automated Over the Phone Payments	2,592	2,382	2,058	2,250	2,310	2,050	2,483	2,092	2,436	2,509	2,040	2,509	2,454
Online Payment	9,888	9,126	7,457	9,828	9,302	7,538	9,302	7,804	10,320	9,747	7,676	9,912	9,798
E-bill Participants	5,610	5,654	5,683	5,731	5,770	5,814	5,855	5,922	5,959	5,997	6,031	6,069	5,969
Auto Pay Participants (New Portal)	4,082	4,129	4,165	4,221	4,273	4,278	4,305	4,343	4,367	4,420	4,467	4,536	4,554
PayNearMe	118	111	88	114	118	92	95	93	95	108	73	99	97

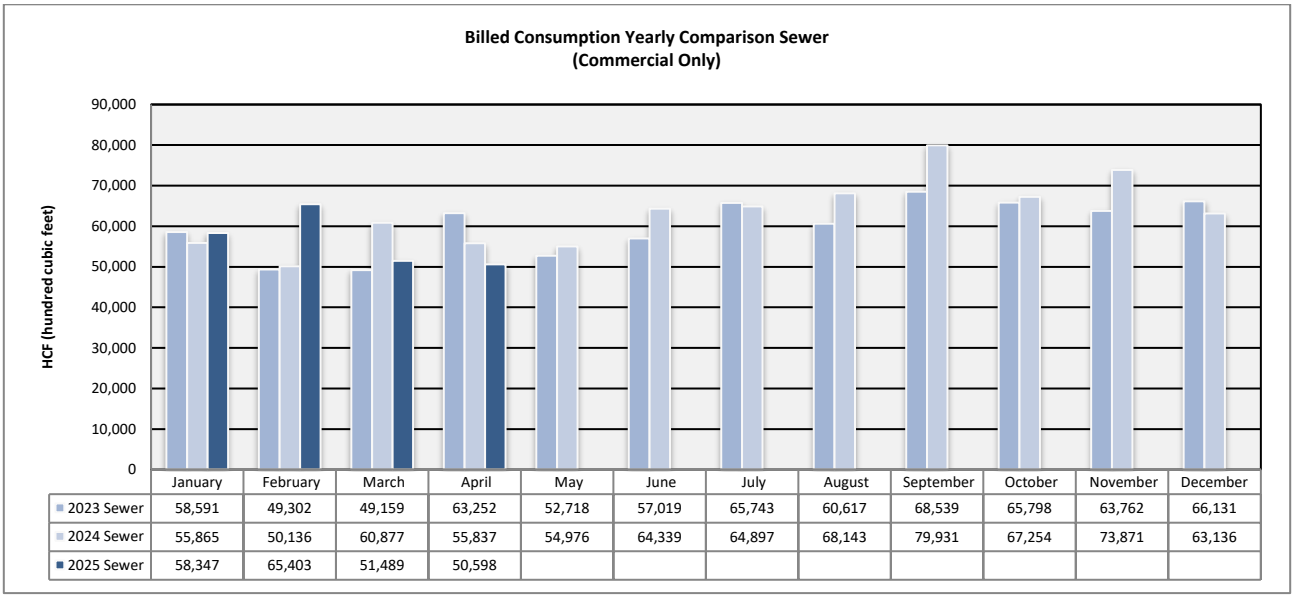
IV. CONSUMPTION & BILLING

A. Consumption

Water consumption has increased by 4.6% when compared against previous month. When compared against last year, consumption has increased by 16.4%.



	January	Feburary	March	April	May	June	July	August	September	October	November	December
2023 Water	228,173	155,716	166,787	182,460	204,254	261,868	356,836	339,778	378,728	282,726	276,127	306,012
2024 Water	206,431	180,655	200,494	182,612	212,666	337,500	324,399	361,294	446,508	312,312	360,721	253,250
2025 Water	259,394	284,167	203,166	212,580								



	January	February	March	April	May	June	July	August	September	October	November	December
2023 Sewer	58,591	49,302	49,159	63,252	52,718	57,019	65,743	60,617	68,539	65,798	63,762	66,131
2024 Sewer	55,865	50,136	60,877	55,837	54,976	64,339	64,897	68,143	79,931	67,254	73,871	63,136
2025 Sewer	58,347	65,403	51,489	50,598								

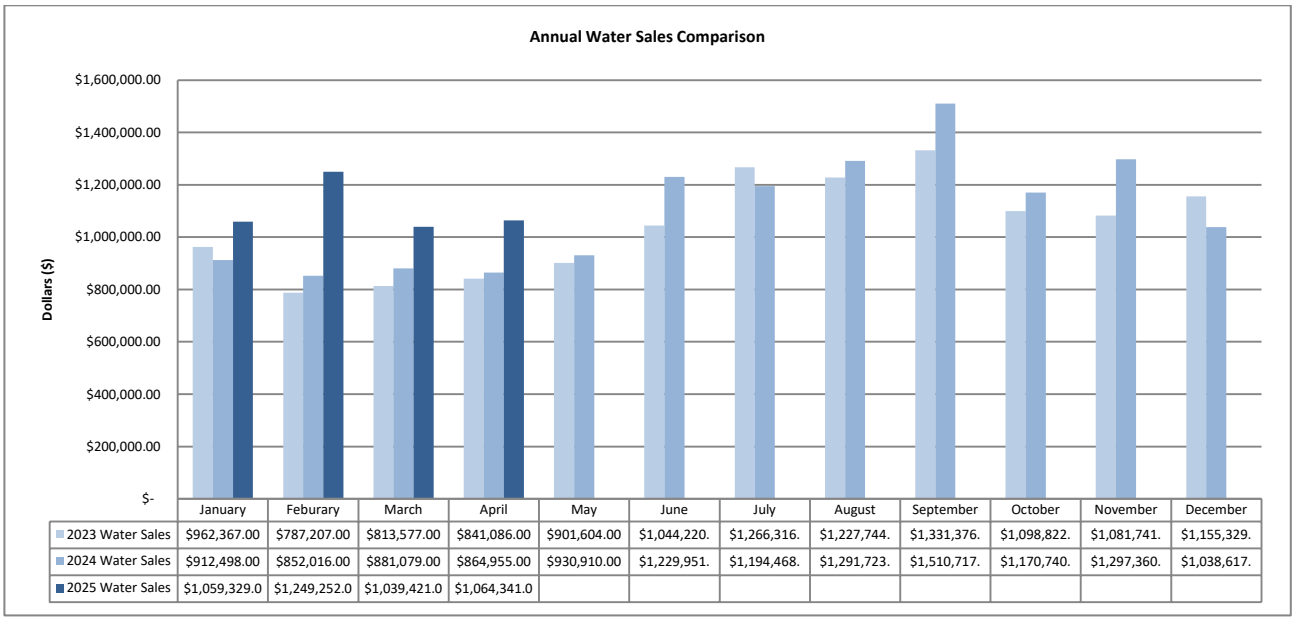
B. Billing

A total of 22,694 bills were mailed or sent out electronically in April. Billing accuracy was 99.9% with twenty-five (25) requiring adjustments after bill generation.

V. REVENUE & AGING

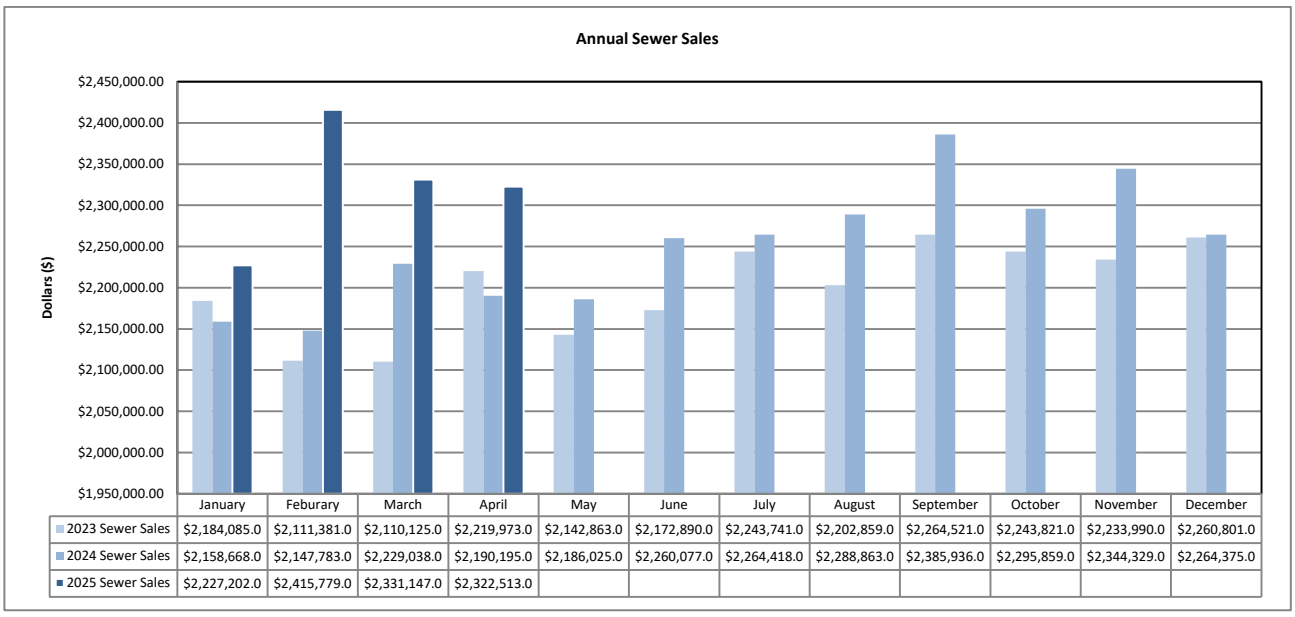
A. Revenue

Water revenue has increased 2.4% when compared against the prior month and increased 23.1% when compared against previous year. Sewer revenue has decreased by less than 1% compared to the prior month and increased by 6.0% from last year. Increase of revenue in 2025 versus 2024 is due to rate modifications in January.



	January	Feburary	March	April	May	June	July	August	September	October	November	December
2023 Water Sales	$962,367.00	$787,207.00	$813,577.00	$841,086.00	$901,604.00	$1,044,220.	$1,266,316.	$1,227,744.	$1,331,376.	$1,098,822.	$1,081,741.	$1,155,329.
2024 Water Sales	$912,498.00	$852,016.00	$881,079.00	$864,955.00	$930,910.00	$1,229,951.	$1,194,468.	$1,291,723.	$1,510,717.	$1,170,740.	$1,297,360.	$1,038,617.
2025 Water Sales	$1,059,329.0	$1,249,252.0	$1,039,421.0	$1,064,341.0								

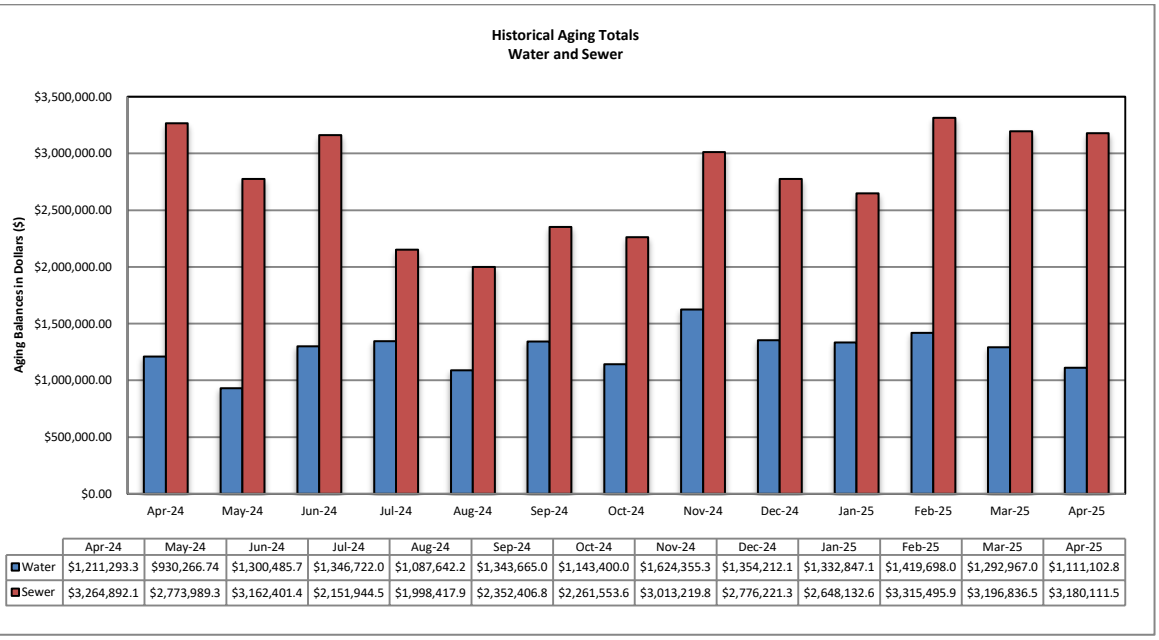
(Please consider the scale of the graph as doubled height does not mean double the amount)



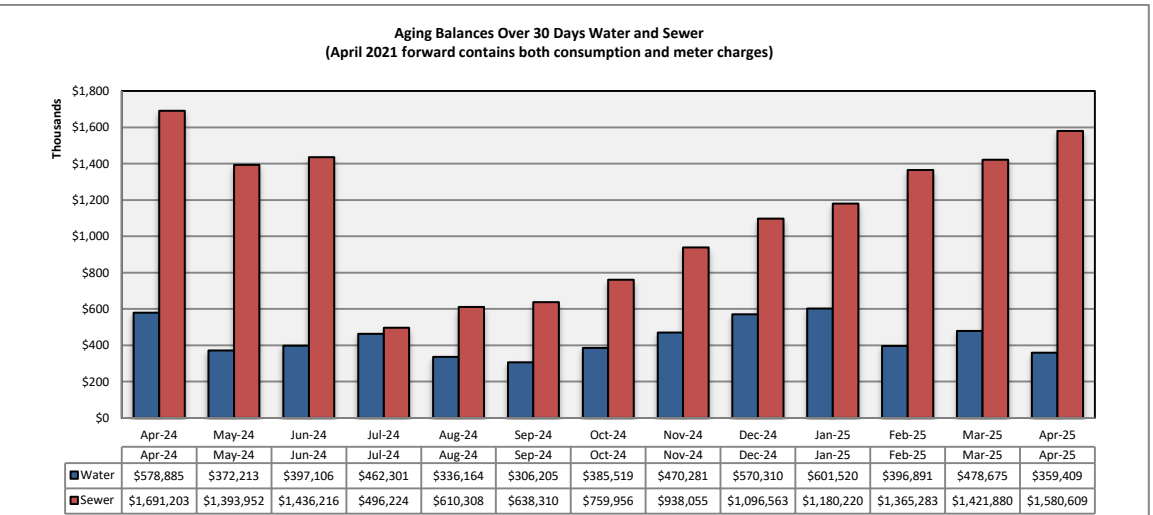
	January	Feburary	March	April	May	June	July	August	September	October	November	December
2023 Sewer Sales	$2,184,085.0	$2,111,381.0	$2,110,125.0	$2,219,973.0	$2,142,863.0	$2,172,890.0	$2,243,741.0	$2,202,859.0	$2,264,521.0	$2,243,821.0	$2,233,990.0	$2,260,801.0
2024 Sewer Sales	$2,158,668.0	$2,147,783.0	$2,229,038.0	$2,190,195.0	$2,186,025.0	$2,260,077.0	$2,264,418.0	$2,288,863.0	$2,385,936.0	$2,295,859.0	$2,344,329.0	$2,264,375.0
2025 Sewer Sales	$2,227,202.0	$2,415,779.0	$2,331,147.0	$2,322,513.0								

B. Aging

The total aging balance has decreased by 4.4%, *see first table below.* For balances >30-days only, water has decreased 24.9% and wastewater has increased by 11.2%.



	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25
Water	$1,211,293.3	$930,266.74	$1,300,485.7	$1,346,722.0	$1,087,642.2	$1,343,665.0	$1,143,400.0	$1,624,355.3	$1,354,212.1	$1,332,847.1	$1,419,698.0	$1,292,967.0	$1,111,102.8
Sewer	$3,264,892.1	$2,773,989.3	$3,162,401.4	$2,151,944.5	$1,998,417.9	$2,352,406.8	$2,261,553.6	$3,013,219.8	$2,776,221.3	$2,648,132.6	$3,315,495.9	$3,196,836.5	$3,180,111.5



	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25
Water	$578,885	$372,213	$397,106	$462,301	$336,164	$306,205	$385,519	$470,281	$570,310	$601,520	$396,891	$478,675	$359,409
Sewer	$1,691,203	$1,393,952	$1,436,216	$496,224	$610,308	$638,310	$759,956	$938,055	$1,096,563	$1,180,220	$1,365,283	$1,421,880	$1,580,609

C. Bad Debt

Eighteen (18) accounts were sent to collections for a total amount of $30,467.06.

VI. SERVICE ORDERS

283 service orders were initiated by the customer service team during the reporting month. Of this total, 65 service orders or 23.0% were due to occupant changes.

150 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 and decreasing further. Most of these calls were from customer who had same total monthly amounts from one month to another.

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 April 2025 is $4,142,000 whereas Non-Rate Revenue is $430,000; Utility Revenue is $3,642,000 and Tax / Ambulance Revenue at $70,000.

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 April 2025 and April 2024 are $64,000 and $251,000 respectively. Ambulance Revenue is also collected on behalf of the City of Rialto totaling $5,000 in April 2025 and $6,000 in April 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 April 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 April 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.

Cash Collections by Payment Method – Rialto Water Services

Payment Method	Description	Transaction Count	APRIL 2025	%
Carrier Deposits	Cash deposits prepared per day for transport to US Bank.	22	$ 134,742	3.35%
Remote Deposits	Scanned batches of checks payments made at the customer service counter	22	802,083	19.92%
EBOX	Batches of electronic customer payments posted to customer accounts at US Bank.	22	316,850	7.87%
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	13,208	1,939,784	48.18%
Lockbox Deposits	Batches of customer payments mailed in to US Bank's lockbox	22	821,238	20.40%
Pay Near Me	Cash payment service that allows customers to pay at a local 7-Eleven, CVS, Walmart or Family Dollar stores.	95	11,624	0.29%
Total Revenue per Bank			**$ 4,026,321**	**100.00%**
Recon to RUA Recap:				
Adj detailed in RUA			115,677	
Prior mo. Correction				
RUA increase in Cash			**$ 4,141,998**	

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

	Jul 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	Total	%
Carrier Deposits	$ 122,310	$ 116,600	$ 111,287	$ 121,951	$ 89,627	$ 122,268	$ 120,688	$ 117,076	$ 137,735	$ 134,742	$ 1,194,284	3.02%
Remote Deposits	227,143	953,011	373,642	394,629	613,264	685,915	291,981	1,113,745	471,688	802,083	$ 5,927,101	14.98%
EBOX	334,259	346,067	289,347	349,088	288,522	322,671	332,865	252,149	312,881	316,850	$ 3,144,699	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	1,939,784	$ 18,637,880	47.10%
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	821,238	$ 10,549,505	26.66%
Pay Near Me	14,561	14,530	10,989	11,968	10,491	12,923	12,774	7,957	12,063	11,624	$ 119,880	0.30%
Total Revenue to Bank	**$ 3,695,709**	**$ 4,558,672**	**$ 3,563,214**	**$ 4,198,069**	**$ 3,405,024**	**$ 4,368,659**	**$ 3,867,538**	**$ 3,750,679**	**$ 4,139,464**	**$ 4,026,321**	**$ 39,573,349**	**100.00%**
NSF	(7,962)	(4,946)	(8,970)	(8,951)	(21,124)	(20,764)	(9,479)	(10,322)	(8,496)	(9,457)	$ (110,471)	
Net deposits	**$ 3,687,747**	**$ 4,553,726**	**$ 3,554,244**	**$ 4,189,118**	**$ 3,383,900**	**$ 4,347,895**	**$ 3,858,059**	**$ 3,740,357**	**$ 4,130,968**	**$ 4,016,864**	**$ 39,462,878**	

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

	April 2025	April 2024	Variance
UUT Water	$ 23,485	$ 71,925	$ (48,441)
UUT Sewer	40,817	179,571	(138,754)
Ambulance	5,733	6,171	(438)
Total	**$ 70,035**	**$ 257,667**	**$ (187,632)**

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

	April 2025	April 2024	Variance
Non-Rate / Extra Territorial Revenue	$ 430,379	$ 279,232	$ 151,147
Utility Revenue	$ 3,641,584	$ 3,439,109	202,475
Total	**$ 4,071,963**	**$ 3,718,341**	**$ 353,622**

I. 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	Apr 2025	Total
Non-Rate Revenue											
Cell Tower Rent,Llease	5,647	19,985	21,506	66,161	55,391	9,235	12,824	29,957	55,985	66,904	343,595
Interest Income	19,290	9,559	-	-	-	-	-	-	-	-	28,849
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	346,473	1,771,803
Abatement of Expenses	-	-	-	-	-	-	-	-	-	-	-
Water Meter Lost/Damaged/Repl	1,419	710	2,129	5,171	-	-	4,924	492	36,930	10,601	62,376
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	6,400	53,964
Miscellaneous Revenue - Sewer	-	-	-	-	-	-	-	-	-	-	-
NSF	-	342	-	152	35	-	30	-	-	-	559
Total Non-Rate Revenue	**$ 63,696**	**$ 287,172**	**$ 189,914**	**$ 262,152**	**$ 527,477**	**$ 143,346**	**$ 169,267**	**$ 261,726**	**$ 258,642**	**$ 430,379**	**2,593,771**
Utility Revenue											-
Water Penalty	3,154	15,321	10,183	5,903	2,602	720	101	6,016	16,300	23,990	84,290
Sewer Penalty	5,200	33,061	18,283	7,639	3,313	1,435	700	11,411	33,426	40,185	154,653
Turf Removal, Hi-Eff Rebate	(1,000)	(100)	-	-	-	-	-	-	-	(1,000)	(2,100)
Water Deposits Billed	17,289	8,629	9,906	8,629	8,686	10,057	11,411	11,856	20,052	16,614	123,129
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	10,612	118,768
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	1,223,012	12,004,872
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	2,345,182	22,219,421
Unapplied Credits	(101,077)	(54,176)	(140,916)	(81,949)	(69,090)	(35,829)	(43,709)	(83,121)	(42,584)	(20,663)	(673,114)
Bad Debt Sewer	12,029	9,909	-	-	-	-	4,560	-	-	-	26,498
Bad Debt Water	-	-	-	-	-	-	-	-	-	-	-
Tax Roll Sewer	15,596	2,790	-	-	-	22,950	399,116	474,784	8,462	3,652	927,350
Collection Agency - Water	-	-	-	-	-	-	-	-	-	-	-
Collection Agency - Sewer	-	-	-	-	-	-	-	-	-	-	-
Collection Agency - Misc Water	-	-	-	-	-	-	-	-	-	-	-
Total Utility Revenue	**$ 3,462,657**	**$ 3,986,969**	**$ 3,061,313**	**$ 3,786,720**	**$ 2,515,301**	**$ 3,692,517**	**$ 3,850,633**	**$ 3,301,669**	**$ 3,686,382**	**$ 3,641,584**	**$ 34,985,745**
Total Non-Rate + Utility Rev.	**3,526,353**	**4,274,141**	**3,251,227**	**4,048,872**	**3,042,778**	**3,835,863**	**4,019,900**	**3,563,395**	**3,945,024**	**4,071,963**	**37,579,516**

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
April 2025	4,141,998	9,457	2,773,017	1,359,524	4,141,998	(115,677)	**4,026,321**
April 2024	3,976,008	15,510	2,762,751	1,197,747	3,976,008	(15,510)	**3,960,498**

K. Non-Rate and Extraterritorial Customer Accounts Receivable Aging

Name	Total as of 4/30/2025	Current	31 to 60 days	61 to 90 days	>90 days
AT&T - Easton	$ -	-	-	-	-
Cedar House	-	-			
CITY OF FONTANA	-	-	-	-	-
Colton Unified School District	-	-	-	-	-
County of San Bernardino-CSA 70 BL	-	-	-	-	-
Rialto BioEnergy Facilities	**21,500**	10,750	10,750	-	-
Sprint-Nextel	**9,331**	-	-	-	9,331
San Bernardino Co Waste System Div.	-	-	-	-	-
SB Valley Mun Water District	-	-	-	-	-
Vertical Bridge Holdco, LLC (CIG)	**7,544**	2,830	-	-	4,714
Grand Total	**$ 38,375**	**$ 13,580**	**$ 10,750**	**$ -**	**$ 14,045**

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 April. Subsequently, received $10,750 in May.

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

RIALTO WATER

MONTHLY OPERATIONS REPORT

Reporting Period:

April 2025

Prepared for: Rialto Water Services

Prepared by: Veolia Water West Operating Services

RIALTO WATER

OPERATIONS AND MAINTENANCE REPORT

Contents

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 729.36 acre-feet. 631.94 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). -25.27 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 122.69 acre-feet came from the OPRTP.

APRIL 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 [1]	OPRTP [2]	TOTAL[3]
4/1/25	4.82	0.00	0.00	0.00	5.16	6.10	4.70	4.34	0.04	0.27	**20.73**
4/2/25	5.23	0.00	0.00	0.00	4.27	5.55	2.89	2.41	0.03	5.91	**23.39**
4/3/25	5.46	0.00	0.00	0.00	5.33	5.77	0.00	0.00	0.04	3.94	**20.54**
4/4/25	7.71	0.00	0.00	0.00	4.41	5.55	0.00	0.00	0.75	4.46	**22.88**
4/5/25	2.98	0.00	0.00	0.00	5.07	5.74	2.33	0.02	2.78	3.59	**20.18**
4/6/25	5.28	0.00	0.00	0.00	5.14	5.97	1.33	0.00	2.23	5.55	**24.17**
4/7/25	5.51	0.00	0.00	0.00	4.75	5.82	5.68	7.76	0.05	4.81	**28.70**
4/8/25	5.67	0.00	0.00	0.00	5.05	5.95	5.51	3.58	0.06	3.50	**23.81**
4/9/25	4.38	0.33	0.00	0.00	4.82	5.62	1.99	2.16	1.33	4.76	**23.41**
4/10/25	5.19	0.00	0.00	0.00	4.86	6.16	9.05	6.22	0.05	4.34	**26.82**
4/11/25	6.40	0.00	3.93	0.00	0.79	5.56	3.50	0.00	0.04	4.69	**21.41**
4/12/25	4.73	0.00	4.43	0.00	0.00	5.60	0.00	0.00	1.92	4.59	**21.27**
4/13/25	6.29	3.20	4.84	0.00	0.00	5.86	8.37	1.56	7.78	5.02	**34.55**
4/14/25	3.60	7.89	4.13	0.00	0.00	5.60	0.18	0.00	0.05	4.55	**25.82**
4/15/25	6.11	9.46	0.90	0.00	0.00	6.26	0.00	0.00	0.03	4.32	**27.08**
4/16/25	0.00	7.94	0.00	0.00	0.00	5.51	0.00	0.78	0.05	3.50	**17.78**
4/17/25	0.00	9.31	0.00	0.00	0.00	5.88	4.89	2.75	0.06	5.63	**23.63**
4/18/25	0.00	8.31	0.00	0.00	0.00	6.05	0.00	0.00	0.05	3.74	**18.15**
4/19/25	0.00	7.85	0.00	0.00	0.00	5.97	2.89	0.00	0.05	4.29	**18.16**
4/20/25	0.00	9.03	0.00	0.00	0.00	6.35	14.01	10.26	0.07	5.58	**31.29**
4/21/25	4.75	9.35	0.00	0.00	0.00	6.50	0.00	0.87	0.07	4.18	**25.72**
4/22/25	5.30	10.00	0.00	0.00	0.00	5.58	3.56	0.00	0.07	4.08	**25.03**
4/23/25	5.99	10.15	0.00	0.00	0.00	6.13	0.61	0.00	0.07	0.00	**22.34**
4/24/25	5.19	8.96	0.00	0.00	0.00	6.02	8.20	0.00	0.05	4.19	**24.41**
4/25/25	0.00	8.78	0.00	0.00	0.00	5.98	4.78	0.00	6.59	4.68	**26.03**
4/26/25	5.81	6.64	0.00	0.00	0.00	6.04	3.58	0.00	0.07	4.46	**23.02**
4/27/25	4.61	9.53	0.00	0.00	0.00	6.25	1.28	0.00	0.06	5.20	**25.65**
4/28/25	4.96	8.41	4.27	0.00	0.00	6.35	1.47	0.00	0.06	0.97	**25.02**
4/29/25	5.16	8.65	5.30	0.00	0.00	5.78	2.43	0.18	0.07	4.03	**29.17**
4/30/25	5.19	8.66	4.71	0.00	0.00	6.26	0.00	0.29	0.21	3.86	**29.18**
TOTAL	**126.32**	**152.45**	**32.51**	**0.00**	**49.66**	**177.77**	**93.23**	**43.18**	**24.78**	**122.69**	**729.36**
MIN	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**5.51**	**0.00**	**0.00**	**0.03**	**0.00**	**17.78**
MAX	**7.71**	**10.15**	**5.30**	**0.00**	**5.33**	**6.50**	**14.01**	**10.26**	**7.78**	**5.91**	**34.55**
AVE	**4.21**	**5.08**	**1.08**	**0.00**	**1.66**	**5.93**	**3.11**	**1.44**	**0.83**	**4.09**	**24.31**

[1] Measured at point of connection at Cactus Reservoir site including production from City 4A. Amount may vary compared to billing.

[2] Measured at point of connection at Cedar Reservoir site. Amount may vary as compared to billing.

[3] City 4A is not included in total. It has been accounted for in the Purchased total.

APRIL 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**
4/1/25	0.00	0.00	4.83	0.00	0.00	4.34	0.00	0.00
4/2/25	0.00	0.00	2.34	0.00	0.00	2.41	0.00	0.00
4/3/25	0.00	0.00	0.59	0.00	0.00	0.00	0.00	0.00
4/4/25	0.00	0.00	0.00	0.00	0.71	0.00	0.00	0.00
4/5/25	0.00	0.00	0.00	0.00	2.75	0.02	0.00	0.00
4/6/25	0.00	0.00	0.06	0.00	2.18	0.00	0.00	0.00
4/7/25	0.00	0.00	4.94	0.00	0.00	7.76	0.00	0.00
4/8/25	0.00	0.00	0.00	0.00	0.00	3.58	0.00	0.00
4/9/25	0.00	0.00	5.61	0.00	1.29	2.16	0.00	0.00
4/10/25	0.00	0.00	2.80	0.00	0.00	6.22	0.00	0.00
4/11/25	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.00
4/12/25	0.00	0.00	0.00	0.00	1.89	0.00	0.00	0.00
4/13/25	0.00	0.00	2.37	0.00	7.70	1.56	0.00	0.00
4/14/25	0.00	0.00	4.53	0.00	0.00	0.00	0.00	0.00
4/15/25	0.00	0.00	5.61	0.00	0.00	0.00	0.00	0.00
4/16/25	0.00	0.00	3.96	0.00	0.00	0.78	0.00	0.00
4/17/25	0.00	0.00	7.71	0.00	0.00	2.75	0.00	0.00
4/18/25	0.00	0.00	7.93	0.00	0.00	0.00	0.00	0.00
4/19/25	0.00	0.00	3.38	0.00	0.00	0.00	0.00	0.00
4/20/25	0.00	0.00	9.84	0.00	0.00	10.26	0.00	0.00
4/21/25	0.00	0.00	8.19	0.00	0.00	0.87	0.00	0.00
4/22/25	0.00	0.00	8.05	0.00	0.00	0.00	0.00	0.00
4/23/25	0.00	0.00	9.88	0.00	0.00	0.00	0.00	0.00
4/24/25	0.00	0.00	8.44	0.00	0.00	0.00	0.00	0.00
4/25/25	0.00	0.00	1.61	0.00	6.52	0.00	0.00	0.00
4/26/25	0.00	0.00	8.25	0.00	0.00	0.00	0.00	0.00
4/27/25	0.00	0.00	7.72	0.00	0.00	0.00	0.00	0.00
4/28/25	0.00	0.00	8.41	0.00	0.00	0.00	0.00	0.00
4/29/25	0.00	0.00	8.12	0.00	0.00	0.18	0.00	0.00
4/30/25	0.00	0.00	3.48	0.10	0.21	0.29	0.00	0.00
TOTAL	**0.00**	**0.00**	**138.66**	**0.10**	**23.25**	**43.18**	**0.00**	**0.00**
MIN	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**
MAX	**0.00**	**0.00**	**9.88**	**0.10**	**7.70**	**10.26**	**0.00**	**0.00**
AVE	**0.00**	**0.00**	**4.62**	**0.00**	**0.78**	**1.44**	**0.00**	**0.00**

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**	**May**	**Jun**	**Jul**	**Aug**	**Sept**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**
Chino # 1 (580 ft) **In-active well**	**429'**	411'	414'	414'	412'	411'	411'	411'	410'	412'	414'	414'	413'
Chino # 2 (550 ft)	**369'**	354'	347'	352'	347'	347'	343'	340'	342'	341'	335'	338'	335'
City # 1 (260 ft)	**392'**	158'	158'	151'	150'	247'	247'	251'	121'	126'	121'	122'	119'
City # 2 (480 ft)	**402'**	164'	164'	164'	171'	210'	137'	139'	147'	146'	128'	130'	128'
City # 3 (525 ft) **Out of Service**	**505'**	423'	423'	418	417'	416'	416'	417'	414'	414'	415'	416'	416'
City # 4A (528 ft)	**406'**	373'	374'	380'	379'	380'	380'	380'	381'	374'	377'	375'	373'
City # 5 (385 ft) **In-active well**	**364'**	339'	335'	333'	334'	332'	322'	320'	318'	318'	321'	318'	318'
Rialto # 1 (650 ft) **In-active well**	**588'**	569'	571'	571'	571'	571'	553'	552'	561'	555'	571'	569'	565'
Rialto # 2 (550 ft) **In-active well**	**502'**	500'	501'	500'	501'	502'	501'	501'	499'	501'	496'	495'	502'
Rialto # 3 (509 ft)	**478'**	475'	474'	477'	477'	473'	476'	473'	472'	473'	473'	472'	472'
Rialto # 4 (450 ft) **In-active well**	**418'**	415'	415'	416'	415'	418'	418'	414'	413'	414'	415'	416'	415'
Rialto # 5 (560 ft)	**386'**	386'	386'	386'	385'	384'	384'	384'	385'	385'	384'	384'	386'
Rialto Well # 7 **In-active well**	**362'**	362'	361'	361'	362'	362'	362'	361'	362'	360'	360'	359'	353'
Miro # 3 (563 ft)	**492'**	488'	487'	489'	487'	485'	485'	484'	484'	484'	484'	484'	483'
EW-1 (780 ft)	**476'**	476'	473'	474'	475'	474'	473'	475'	475'	474'	472'	475'	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

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_4)	µg/L	1.0	6.0
Total Dissolved Solids	mg/L	--	500
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

Sample Date 04/09/2025		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	A	A	A	A
E. Coli	A	A	A	A	A	A	A	A	A	A
Nitrate as N	3.0			4.9						
Perchlorate (CLO_4)	1.6*			2.7*	<1.0	9.4*	140*			
Total Dissolved Solids	190	190	310	230	200	200	240	310	310	200
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	<0.50	<0.50								

Chloride)										
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)	**0.57**	<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).**

****Chino Well 2 VOC samples were taken in March 2025 and the results were reported in error under City Well 2 in the March 2025 MOR.**

B. Sample Site Location Results

Rialto Distribution Sample Results						
April 2025						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
CYCLE 1 - 04/04/25	**mg/l**	**P/A**	**P/A**	**Color Units**	**TON**	**NTU**
335 W. Rialto	1.20	A	A			
1228 W. Merrill	1.20	A	A			
256 N. Fillmore	1.20	A	A			
987 W. Grove	1.10	A	A			
978 N. Driftwood	1.10	A	A			
1451 N. Linden	1.20	A	A			
469 W. Jackson	1.20	A	A			
935 E. Mariposa	0.90	A	A			
1000 N. Joyce	1.20	A	A			
766 N. Chestnut	1.10	A	A			
149 W. Victoria	1.00	A	A			
313 E. McKinley	1.00	A	A			
609 E. South	1.00	A	A			
273 E. Alru	1.00	A	A			
1161 S. Lilac	1.20	A	A			
101 E. Valley	1.10	A	A			
CYCLE 2 - 04/08/25	**mg/l**	**P/A**	**P/A**	**Color Units**	**TON**	**NTU**
210 N. Park	1.23	A	A	<3.0	1	<0.10
101 S. Larch	1.08	A	A	<3.0	1	<0.10
320 N. Wisteria	1.13	P	A	<3.0	1	0.48
861 W. Grove	1.14	A	A	<3.0	1	<0.10
1168 N. Glenwood	1.17	A	A	<3.0	1	<0.10
1320 N. Fitzgerald	1.26	A	A	<3.0	1	<0.10
860 N. Willow	1.20	A	A	<3.0	1	<0.10
209 E. Cornell	1.15	A	A	<3.0	1	0.28
643 E. Margarita	1.19	A	A	<3.0	1	0.12
1170 N. Terrace Rd.	1.17	A	A	<3.0	1	0.16
681 E. Erwin	1.05	A	A	<3.0	1	<0.10
402 E. Merrill	1.13	A	A	<3.0	1	0.18
261 W. Wilson	1.31	A	A	<3.0	1	<0.10
532 S. Iris	1.32	A	A	<3.0	1	<0.10
281 W. Hawthorne	1.17	A	A	<3.0	1	0.12
379 W. Valley	1.04	A	A	<3.0	1	<0.10

Rialto Distribution Sample Results						
April 2025						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
CYCLE 3 - 04/15/25	**mg/l**	**P/A**	**P/A**	**Color Units**	**TON**	**NTU**
236 N. Willow	1.18	A	A			
775 E. Foothill	0.84	A	A			
878 N. Primrose	0.98	A	A			
369 E. Van Koevering	1.38	A	A			
274 W. Valencia	0.91	A	A			
1566 N. Fillmore	1.08	A	A			
932 N. Idyllwild	1.12	A	A			
644 N. Smoketree	1.09	A	A			
605 W. Rosewood	1.15	A	A			
1189 W. Second	1.22	A	A			
775 W. Rialto	1.09	A	A			
211 E. Wilson	1.16	A	A			
595 E. Huff	1.22	A	A			
1005 S. Riverside	1.24	A	A			
794 S. Verde	1.18	A	A			0.40
1055 W. Bloomington	0.90	A	A			
CYCLE 4 - 04/22/25	**mg/l**	**P/A**	**P/A**	**Color Units**	**TON**	**NTU**
375 S. Cactus	1.24	A	A			
101 S. Linden	1.17	A	A			
234 N. Larch	1.21	A	A			
575 N. Driftwood	1.29	A	A			
1355 W. Shamrock	1.13	A	A			
992 N. Yucca	1.17	A	A			
481 W. Cornell	1.26	A	A			
158. E. Shamrock	1.18	A	A			
749 E. Holly	1.19	A	A			
545 E. Victoria	1.23	A	A			
200 N. Sycamore	1.17	A	A			
407 E. Allen	1.20	A	A			
399 E. Montrose	1.54	A	A			
856 S. Orange	1.44	A	A			
911 S. Cactus	1.32	A	A			
220 W. Valley	0.75	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 218 mg/L for the month of April as compared to 225 mg/L in March. 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	Heat Illness Prevention – Cal/OSHA Hearing Conservation & Protection Training Leading Indicator Submittal Instructions
Lost Time Incidents, count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	2
Vehicle Incidents, count	0

*A lost time incident has not occurred in the past 4217 days.

IV. CHEMICAL USE

Sodium hypochlorite is the only chemical added to the water system. A total of 2004 gallons of sodium hypochlorite was used in April as compared to 1587 gallons used in March.

V. ELECTRICAL USE

Southern California Edison (SCE) has not provided the data for April 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. 55 valves were exercised in the month of April.

Valve Turning Progress	
	Valves Turned
2020	530
2021	340
2022	463
2023	750
2024	379
2025	216

C. Hydrant Flushing

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

Hydrant/Dead End Flushing Progress	
	2025
January	0
February	0
March	6
April	6
Total	**12**
Progress % (19)	

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 April:

- Preventive Maintenance –285
- Corrective Maintenance –0
- Predictive Maintenance –0

55– PMs planned for May 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 April:

- Main line –1
- Service line –2
- Hydrants - 10
- Angle Meter Stop –8
- Meter Box & Lid Replacement –14
- Meter Leaks/ Replacements -24

B. Major Equipment and/or Machinery Outages

All wells were operational.

IX. RAINFALL TOTALS

SEASON	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
2019-20	0.00	0.00	0.00	0.00	0.64	1.52	0.23	0.33	1.18	3.42	0.00	0.00	7.32
2020-21	0.00	0.00	0.00	0.00	0.85	1.02	2.55	0.05	1.13	0.00	0.00	0.00	5.60
2021-22	0.53	0.00	0.00	0.55	0.00	7.27	0.00	0.00	0.77	0.45	0.03	0.00	9.60
2022-23	0.00	0.00	0.24	0.38	2.15	1.80	5.06	4.14	7.73	0.20	0.59	0.00	22.29
2023-24	0.00	2.62	0.00	0.09	0.60	1.18	1.00	10.38	1.87	0.53	0.34	0.00	18.61
2024-25	0.00	0.00	0.00	0.00	0.45	0.00	0.21	3.68	2.47	0.49			7.30

July 24- June 25	=	7.30	INCHES
YEAR TO DATE FOR 2025	=	**6.85**	INCHES
AVG. RAINFALL FOR LAST FIVE YEARS		8.87	INCHES

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

2025	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Totals	0.21	3.68	2.47	0.49									**6.85**

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
Tots/Avgs	14.24	10.6	363	8.5	69.6	44.8	56.6	79	35	55	38.7	3.9	55.4

RIALTO WASTEWATER

MONTHLY OPERATIONS REPORT

Reporting Period:
April 2025

Prepared for: - Rialto Water Services

Prepared by: - Veolia Water West Operating Services

RIALTO WASTEWATER
OPERATIONS AND MAINTENANCE REPORT

Contents

RIALTO WASTEWATER

MONTHLY OPERATIONS REPORT

EXECUTIVE SUMMARY

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

- The treatment plant performed well and met all compliance parameters.
- There were two residential 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."	15,459	28,972	83,249
Sanitary sewers assessed using the SL-RAT method, feet	0	0	0
CCTV Inspection, miles (26 is the annual goal)*	2.63	4.83	9.34
Manhole Inspections	13	2	30
USA Dig Alert Markings, count	69	27	173
Residential call outs	2	6	11
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 WW2425-03 Completed. (Secondary Clarifier #2 Cleaning and Structural Steel Coating)
O.R.&R. Projects WW2324-17 & WW2324-18 progress. All analytical hardware was 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 1,699 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	1,532.12	1,363.77	5,055.89

b. Monthly Chemical Consumption

Chemical	Current Month Gallons Used	Prior Month Gallons Used
Sodium Hypochlorite, Tertiary Disinfection	28,526	26,437
Sodium Bisulfite, Discharge Dechlorination	7,003	10,172
Ferrous Chloride, Digester Gas Conditioning	4,108	4,398
Polymer, Gravity Belt Thickener	356	426
Polymer, Belt Filter Press	712	698
Alum, Tertiary Filters	12	16

c. Monthly Utilities Consumption

Utility	Current Month Statistics	Prior Month Statistics
Electricity WWTP, KWH	412,716	455,101
Electricity Lilac LS, KWH	**	796
Electricity Sycamore LS, KWH	**	490
Electricity Ayala LS, KWH	**	7787
Electricity Agua Mansa LS, KWH	**	2534
Electricity Cactus LS, KWH	1585	1441
Electricity Ramrod LS, KWH	597	654
Frisbee Park LS, KWH	**	717
El Rancho Verde LS, KWH	1825	1874
Natural Gas WWTP, Therms	5930	6260

***** 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

a. Government agency or property insurance inspections
San Bernardino Fire District inspected the Diesel Storage Tanks

b. Government agency environmental, health, or safety tests/monitoring
Permit testing was completed for this month

c. Government agency notices of violation received
No notices were received.

d. Government agency monitoring
Routine monitoring reports were submitted.

e. Other matters of concern
None

9. Customer Service Callout Details Log

Date	Address	Comments	Personnel	Manhole	To Manhole
4/2/2025	320 N Aspen	The resident called to report a backup in their sewer line. The mainline was inspected and found to be clear. The resident was informed to call the plumber.	BVO	NA	NA
4/18/2025	5454 W Rosewood	A resident called to report an odor coming from the sewer line. The main line in front of the property was courtesy cleaned.	ET	NA	NA

Table 1 Summary

Table 1 Summary MOR

April 2025

	Rialto	Rialto			Rialto	Rialto WRF\Effluent			Rialto WRF\Influent		Rialto WRF\Effluent		
Date	Influent daily flow MGD	Effluent Flow MGD	Influent BOD mg/l	Influent BOD mg/l	Influent BOD Load lbs/day	Effluent BOD mg/L	Effluent BOD Load lbs/day	BOD % Removal %	Influent TSS mg/L	Influent TSS Load lbs/day	Effluent TSS mg/L	Effluent TSS Load lbs/day	TSS % Removal %
4/1/2025	6.94	6.36											
4/2/2025	6.60	7.37											
4/3/2025	6.60	6.88											
4/4/2025	6.70	6.76	310	310	17,322	3.9	219.88	98.70					
4/5/2025	6.61	7.06											
4/6/2025	6.92	7.08											
4/7/2025	7.16	7.57	420	420	25,080	4.1	258.85	99.00	270.00	16123.00	1.00	63.00	99.60
4/8/2025	6.94	7.09											
4/9/2025	6.71	6.96											
4/10/2025	9.19	6.91											
4/11/2025	4.62	7.02	470	470	18,109	5.2	304.44	98.90					
4/12/2025	6.79	6.87											
4/13/2025	6.78	7.46											
4/14/2025	7.11	6.93	390	390	23,126	5.0	288.98	98.70	230.00	13638.00	2.00	116.00	99.10
4/15/2025	6.86	6.57											
4/16/2025	6.84	6.70											
4/17/2025	6.65	7.31											
4/18/2025	6.95	6.98	380	380	22,026	5.3	308.53	98.60					
4/19/2025	6.19	7.08											
4/20/2025	7.22	7.58											
4/21/2025	6.97	7.28	350	350	20,345	3.9	236.79	98.90	260.00	15114.00	1.00	61.00	99.60
4/22/2025	6.93	6.61											
4/23/2025	6.59	6.28											
4/24/2025	7.10	6.99											
4/25/2025	6.75	7.38	320	320	18,014	4.7	289.28	98.50					
4/26/2025	6.22	7.17											
4/27/2025	6.74	7.49											
4/28/2025	7.00	6.56											
4/29/2025	6.77	7.70											
4/30/2025	6.66	7.37											
Minimum	4.62	6.28	310	310	17,322	3.9	219.88	98.50	230.00	13638.00	1.00	61.00	99.10
Maximum	9.19	7.70	470	470	25,080	5.3	308.53	99.00	270.00	16123.00	2.00	116.00	99.60
Total	204.11	211.37	2,640	2,640	144,023	32.1	1906.75	691.40	760.00	44875.00	4.00	239.00	298.40
Average	6.80	7.05	377	377	20,575	4.6	272.39	98.80	253.00	14958.00	1.33	80.00	99.40

Table 2 Summary

Table 2 Summary MOR

April 2025

	Rialto	Rialto WRF\Effluent		Rialto WRF\Eff		Rialto WRF\Effluent		Rialto	Rialto
Date	Influent Conductivity (uS/cm)	Eff Conductivity Daily Ave (uS/cm)	Influent COD mg/l	Final Efffluent 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
4/1/2025	1447.00	809.00							
4/2/2025	1495.00	783.00							
4/3/2025	1541.00	770.00	700	20.0	490.00			43.00	
4/4/2025	1428.00	784.00							
4/5/2025	1145.00	790.00							
4/6/2025	1304.00	814.00							
4/7/2025	1473.00	800.00							
4/8/2025	1505.00	797.00				430.00	470.00		7.50
4/9/2025	1402.00	765.00							
4/10/2025	1476.00	774.00							
4/11/2025	1195.00	781.00							
4/12/2025	1344.00	782.00							
4/13/2025	1321.00	787.00							
4/14/2025	1530.00	773.00							
4/15/2025	1298.00	765.00							
4/16/2025	1434.00	763.00							
4/17/2025	1493.00	758.00							
4/18/2025	1501.00	784.00							
4/19/2025	1259.00	846.00							
4/20/2025	1256.00	810.00							
4/21/2025	1485.00	768.00							
4/22/2025	1433.00	789.00							
4/23/2025	1511.00	793.00							
4/24/2025	1536.00	789.00							
4/25/2025	1320.00	778.00							
4/26/2025	1340.00	788.00							
4/27/2025	1426.00	785.00							
4/28/2025	1383.00	789.00							
4/29/2025	1557.00	786.00							
4/30/2025	1473.00	819.00							
Minimum	1145.00	758.00	700	20.0	490.00	430.00	470.00	43.00	7.50
Maximum	1557.00	846.00	700	20.0	490.00	430.00	470.00	43.00	7.50
Average	1410.00	787.00	700	20.0	490.00	430.00	470.00	43.00	7.50

Table 3 Summary

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

Table 3 Summary MOR

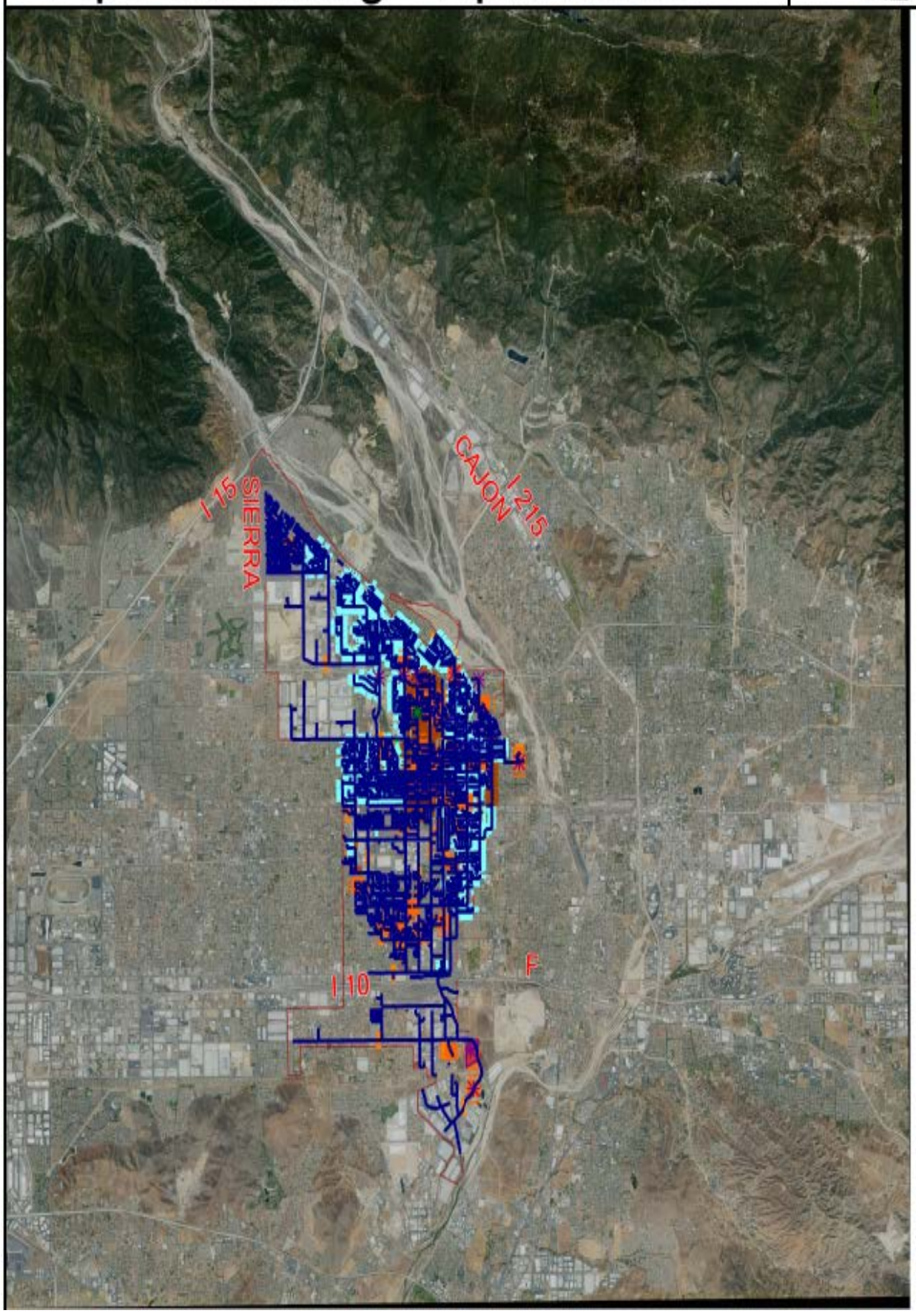
April 2025

	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
Date	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
4/1/2025	7.19	7.05	22.00		<1.8	<1.80			139705.00	139705.00	22600.00	139705.00
4/2/2025	7.39	7.03	21.70		<1.8	<1.80			146583.00	146583.00	20500.00	146583.00
4/3/2025	7.43	7.05	21.40		2.0	<1.80			169270.00	169270.00	20500.00	169270.00
4/4/2025	7.65	7.03	21.50		<1.8	<1.80			152470.00	152470.00	21400.00	152470.00
4/5/2025	7.45	7.02	21.30		<1.8	<1.80			135899.00	135899.00	23000.00	135899.00
4/6/2025	7.55	6.93	21.50		<1.8	<1.80			171797.00	171797.00	22000.00	171797.00
4/7/2025	7.50	6.88	22.00		<1.8	<1.80			130190.00	130190.00	22100.00	130190.00
4/8/2025	7.38	6.98	22.40		2.0	<1.80		<5.00	160339.00	160339.00	20800.00	160339.00
4/9/2025	7.03	6.99	22.60		2.0	<1.80			163376.00	163376.00	21200.00	163376.00
4/10/2025	6.65	6.94	22.90		<1.8	<1.80			151392.00	151392.00	10900.00	151392.00
4/11/2025	6.74	7.24	23.10		<1.8	<1.80			153495.00	153495.00	3200.00	153495.00
4/12/2025	7.27	7.27	23.00		<1.8	<1.80			142522.00	142522.00	16400.00	142522.00
4/13/2025	6.87	7.33	23.20		<1.8	<1.80			142845.00	142845.00	18100.00	142845.00
4/14/2025	6.72	7.41	23.40	0.07	<1.8	<1.80			126114.00	126114.00	19000.00	126114.00
4/15/2025	7.67	7.41	23.20		<1.8	<1.80			127725.00	127725.00	19500.00	127725.00
4/16/2025	7.15	7.39	23.00		<1.8	<1.80			138921.00	138921.00	19200.00	138921.00
4/17/2025	7.22	7.42	22.70		<1.8	<1.80			138089.00	138089.00	18300.00	138089.00
4/18/2025	6.97	7.35	22.60		<1.8	<1.80			154673.00	154673.00	19100.00	154673.00
4/19/2025	7.42	7.31	22.30		<1.8	<1.80			148251.00	148251.00	36000.00	148251.00
4/20/2025	7.31	7.36	22.50		<1.8	<1.80			144101.00	144101.00	23800.00	144101.00
4/21/2025	7.17	7.47	22.90	0.05	<1.8	<1.80			142220.00	142220.00	20900.00	142220.00
4/22/2025	7.14	7.42	23.00		<1.8	<1.80			151827.00	151827.00	20200.00	151827.00
4/23/2025	7.12	7.39	23.00		<1.8	<1.80			159621.00	159621.00	21100.00	159621.00
4/24/2025	7.11	7.45	23.00		<1.8	<1.80			152085.00	152085.00	21400.00	152085.00
4/25/2025	7.11	7.51	22.90		<1.8	<1.80			128356.00	128356.00	21900.00	128356.00
4/26/2025	7.26	7.52	22.20		<1.8	<1.80			152402.00	152402.00	22900.00	152402.00
4/27/2025	7.57	7.54	22.20		<1.8	<1.80			157648.00	157648.00	19600.00	157648.00
4/28/2025	6.98	7.57	22.40		<1.8	<1.80			148332.00	148332.00	20900.00	148332.00
4/29/2025	7.08	7.60	22.70		2.0	<1.80			146655.00	146655.00	21000.00	146655.00
4/30/2025	7.13	7.37	23.10		<1.8	<1.80			143837.00	143837.00	21800.00	143837.00
Minimum	6.65	6.88	21.30	0.05	<1.8	<1.80		<5.00	126114.00	126114.00	3200.00	126114.00
Maximum	7.67	7.60	23.40	0.07	2.0	<1.80		<5.00	171797.00	171797.00	36000.00	171797.00
Average	7.21	7.27	22.50	0.06	<1.8	<1.80		<5.00	147358.00	147358.00	20310.00	147358.00

Monthly Sewer Line Cleaned

Pipe Cleaning - April 2025

Map Centre Coords
x: 2060203, y: 566263
Date Printed: 5/21/2025
Scale 1:170000
1 mile



Utility Commission Report

Veolia/RWS
Monthly Operations Report
July 2025

Reporting period May 2025

RIALTO
CUSTOMER SERVICE & REVENUE
MONTHLY OPERATIONS REPORT

Reporting Period:

May 2025

Prepared for: Rialto Water Services

Prepared by: Veolia Water West Operating Services

RIALTO WATER

MONTHLY OPERATIONS REPORT

Reporting Period:

May 2025

Prepared for: Rialto Water Services

Prepared by: Veolia Water West Operating Services

RIALTO WATER

OPERATIONS AND MAINTENANCE REPORT

Contents

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 950.62 acre-feet. 746.36 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). 93.56 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 110.70 acre-feet came from the OPRTP.

MAY 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 [1]	OPRTP [2]	TOTAL[3]
5/1/25	5.23	1.53	4.80	0.00	0.00	5.96	3.25	2.66	6.44	4.10	**30.71**
5/2/25	5.39	0.00	4.80	0.00	0.00	5.98	4.29	2.80	9.81	4.36	**33.14**
5/3/25	5.12	0.00	4.52	0.00	0.00	5.98	8.67	0.00	6.94	4.15	**26.71**
5/4/25	5.92	0.00	4.96	0.00	0.00	6.10	3.04	3.17	3.21	4.97	**28.33**
5/5/25	5.51	0.00	5.17	0.00	0.00	6.20	2.41	0.53	3.86	3.24	**24.50**
5/6/25	4.87	0.00	6.24	0.00	0.00	7.20	4.20	2.96	3.93	3.14	**28.34**
5/7/25	6.17	0.00	3.49	0.00	0.00	5.56	2.50	0.51	4.64	4.73	**25.10**
5/8/25	3.81	0.00	3.15	0.00	0.00	5.35	0.87	0.00	9.26	3.79	**25.35**
5/9/25	5.21	0.00	5.76	0.00	0.00	5.80	8.95	2.80	5.95	4.17	**29.69**
5/10/25	6.20	0.00	5.03	0.00	0.00	6.60	9.40	2.25	12.16	3.87	**36.10**
5/11/25	4.34	0.00	4.96	0.00	0.00	5.66	9.83	5.16	4.91	5.11	**30.14**
5/12/25	6.34	0.00	4.71	0.00	0.00	6.23	7.17	4.77	4.73	3.18	**29.95**
5/13/25	5.12	0.00	5.69	0.00	0.00	5.72	10.83	9.39	4.38	4.12	**34.43**
5/14/25	5.00	0.63	5.39	0.00	0.00	5.82	7.18	3.28	2.07	4.13	**26.33**
5/15/25	4.41	6.12	5.42	0.00	0.00	6.48	0.00	0.11	7.85	3.90	**34.29**
5/16/25	0.00	8.36	4.66	0.00	3.56	0.98	0.00	0.00	4.59	4.52	**26.67**
5/17/25	0.00	8.18	5.46	0.00	5.52	0.00	3.55	0.00	4.25	4.07	**27.48**
5/18/25	0.11	12.50	6.04	0.00	5.93	0.00	0.00	0.00	4.96	4.66	**34.20**
5/19/25	0.00	7.21	5.99	0.00	5.51	0.00	2.97	0.00	6.08	3.21	**28.01**
5/20/25	0.00	10.30	6.45	0.00	5.94	0.00	7.04	3.49	5.12	4.32	**35.62**
5/21/25	0.00	9.86	6.75	0.00	6.54	0.00	2.91	0.71	6.70	3.68	**34.24**
5/22/25	0.00	8.75	6.40	0.00	6.69	0.00	4.05	0.00	7.90	0.00	**29.75**
5/23/25	4.22	9.25	5.92	0.00	6.78	0.00	9.03	3.63	4.64	0.54	**34.98**
5/24/25	4.98	2.91	6.54	0.00	6.79	0.00	3.86	0.00	8.01	3.53	**32.77**
5/25/25	5.30	7.10	5.46	0.00	3.23	0.00	3.34	0.00	4.94	5.14	**31.17**
5/26/25	5.62	0.00	7.00	0.00	6.79	0.00	7.68	5.83	4.41	3.99	**33.64**
5/27/25	6.31	0.00	5.33	0.00	4.47	0.00	7.62	6.84	5.69	2.90	**31.54**
5/28/25	4.43	0.00	6.24	0.00	5.16	0.00	9.71	7.41	4.61	3.68	**31.54**
5/29/25	5.14	0.00	6.45	0.00	6.23	0.00	8.67	7.12	5.76	2.52	**33.22**
5/30/25	5.42	0.00	6.68	0.00	6.74	0.00	10.15	8.94	2.30	2.98	**33.06**
5/31/25	0.00	8.40	5.74	0.00	5.82	0.00	7.36	0.00	9.64	0.00	**29.60**
TOTAL	**120.17**	**101.10**	**171.21**	**0.00**	**91.72**	**91.63**	**170.53**	**84.36**	**179.74**	**110.70**	**950.62**
MIN	**0.00**	**0.00**	**3.15**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**2.07**	**0.00**	**24.50**
MAX	**6.34**	**12.50**	**7.00**	**0.00**	**6.79**	**7.20**	**10.83**	**9.39**	**12.16**	**5.14**	**36.10**
AVE	**3.88**	**3.26**	**5.52**	**0.00**	**2.96**	**2.96**	**5.50**	**2.72**	**5.80**	**3.57**	**30.67**

[1] Measured at point of connection at Cactus Reservoir site including production from City 4A. Amount may vary compared to billing.

[2] Measured at point of connection at Cedar Reservoir site. Amount may vary as compared to billing.

[3] City 4A is not included in total. It has been accounted for in the Purchased total.

MAY 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**
5/1/25	0.00	0.00	1.15	0.00	0.00	2.66	0.00	0.00
5/2/25	0.00	0.00	0.00	0.00	2.03	2.80	0.00	0.00
5/3/25	0.00	0.00	0.00	0.00	5.40	0.00	0.00	0.00
5/4/25	0.00	0.00	1.75	0.00	1.82	3.17	0.00	0.00
5/5/25	0.00	0.00	0.00	0.00	0.00	0.53	0.00	0.00
5/6/25	0.00	0.00	4.20	0.00	0.00	2.96	0.00	0.00
5/7/25	0.00	0.00	0.00	0.00	0.00	0.51	0.00	0.00
5/8/25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
5/9/25	0.00	0.00	0.00	0.00	4.67	2.80	0.00	0.00
5/10/25	0.00	0.00	0.00	0.00	0.92	2.25	0.00	0.00
5/11/25	0.00	0.00	2.56	0.00	7.06	5.16	0.00	0.00
5/12/25	0.00	0.00	2.61	0.00	0.00	4.77	0.00	0.00
5/13/25	0.00	0.00	5.95	0.00	0.00	9.39	0.00	0.00
5/14/25	0.00	0.00	3.07	0.00	0.00	3.28	0.00	0.00
5/15/25	0.00	0.00	2.71	0.00	0.00	0.11	0.00	0.00
5/16/25	0.00	0.00	1.07	0.00	0.18	0.00	0.00	0.00
5/17/25	0.00	0.00	4.46	0.00	0.00	0.00	0.00	0.00
5/18/25	0.00	0.00	3.75	0.00	0.00	0.00	0.00	0.00
5/19/25	0.00	0.00	5.56	0.00	0.00	0.00	0.00	0.00
5/20/25	0.00	0.00	4.15	0.00	0.00	3.49	0.00	0.00
5/21/25	0.00	0.00	2.48	0.00	0.00	0.71	0.00	0.00
5/22/25	0.00	0.00	5.40	0.00	0.00	0.00	0.00	0.00
5/23/25	0.00	0.00	10.61	0.00	2.34	3.63	0.00	0.00
5/24/25	0.00	0.00	0.09	0.00	0.00	0.00	0.00	0.00
5/25/25	0.00	0.00	2.61	0.00	4.80	0.00	0.00	0.00
5/26/25	0.00	0.00	5.71	0.00	0.00	5.83	0.00	0.00
5/27/25	0.00	0.00	3.98	0.00	0.00	6.84	0.00	0.00
5/28/25	0.00	0.00	7.70	0.00	0.00	7.41	0.00	0.00
5/29/25	0.00	0.00	7.64	0.00	0.00	7.12	0.00	0.00
5/30/25	0.00	0.00	7.09	0.00	0.00	8.94	0.00	0.00
5/31/25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	**0.00**	**0.00**	**96.30**	**0.00**	**29.22**	**84.36**	**0.00**	**0.00**
MIN	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**
MAX	**0.00**	**0.00**	**10.61**	**0.00**	**7.06**	**9.39**	**0.00**	**0.00**
AVE	**0.00**	**0.00**	**3.11**	**0.00**	**0.94**	**2.72**	**0.00**	**0.00**

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**	**Jun**	**Jul**	**Aug**	**Sept**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**May**
Chino # 1 (580 ft) **In-active well**	**429'**	414'	414'	412'	411'	411'	411'	410'	412'	414'	414'	413'	413'
Chino # 2 (550 ft)	**369'**	347'	352'	347'	347'	343'	340'	342'	341'	335'	338'	335'	337'
City # 1 (260 ft)	**392'**	158'	151'	150'	247'	247'	251'	121'	126'	121'	122'	119'	117'
City # 2 (480 ft)	**402'**	164'	164'	171'	210'	137'	139'	147'	146'	128'	130'	128'	122'
City # 3 (525 ft) **Out of Service**	**505'**	423'	418	417'	416'	416'	417'	414'	414'	415'	416'	416'	414'
City # 4A (528 ft)	**406'**	374'	380'	379'	380'	380'	380'	381'	374'	377'	375'	373'	362'
City # 5 (385 ft) **In-active well**	**364'**	335'	333'	334'	332'	322'	320'	318'	318'	321'	318'	318'	316'
Rialto # 1 (650 ft) **In-active well**	**588'**	571'	571'	571'	571'	553'	552'	561'	555'	571'	569'	565'	563'
Rialto # 2 (550 ft) **In-active well**	**502'**	501'	500'	501'	502'	501'	501'	499'	501'	496'	495'	502'	496'
Rialto # 3 (509 ft)	**478'**	474'	477'	477'	473'	476'	473'	472'	473'	473'	472'	472'	470'
Rialto # 4 (450 ft) **In-active well**	**418'**	415'	416'	415'	418'	418'	414'	413'	414'	415'	416'	415'	415'
Rialto # 5 (560 ft)	**386'**	386'	386'	385'	384'	384'	384'	385'	385'	384'	384'	386'	386'
Rialto Well # 7 **In-active well**	**362'**	361'	361'	362'	362'	362'	361'	362'	360'	360'	359'	353'	356'
Miro # 3 (563 ft)	**492'**	487'	489'	487'	485'	485'	484'	484'	484'	484'	484'	483'	483'
EW-1 (780 ft)	**476'**	473'	474'	475'	474'	473'	475'	475'	474'	472'	475'	475'	474'

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_4)	µg/L	1.0	6.0
Total Dissolved Solids	mg/L	--	500
Arsenic	µg/L	2.0	10
Perfluorooctanoic (PFOA)	ng/L	2.0	4
Perfluorooctanesulfonic (PFOS)	ng/L	2.0	4
P= Present **A= Absent** **mg/L = parts per million** **µg/L = parts per billion** **ng/L = parts per trillion**			

Sample Date 05/14/2025		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	A	A	A	A
E. Coli	A	A	A	A	A	A	A	A	A	A
Nitrate as N	2.9									
Perchlorate (CLO_4)	1.4*			5.8*	<1.0	12*	140*			
Total Dissolved Solids	230	170	260	200	180	220	220	300	300	180
Arsenic		5.0								
Perfluorooctanoic (PFOA)	<2.0				5.9					
Perfluorooctanesulfonic (PFOS)	<2.0				<2.0					

***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						
May 2025						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
CYCLE 1 - 5/07/25	**mg/l**	**P/A**	**P/A**	**Color Units**	**TON**	**NTU**
335 W. Rialto	1.40	A	A			
1228 W. Merrill	1.10	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	1.00	A	A			
469 W. Jackson	1.10	A	A			
935 E. Mariposa	1.10	A	A			
1000 N. Joyce	1.20	A	A			
766 N. Chestnut	1.10	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	1.30	A	A			
1161 S. Lilac	1.10	A	A			
101 E. Valley	1.00	A	A			
CYCLE 2 - 5/13/25	**mg/l**	**P/A**	**P/A**	**Color Units**	**TON**	**NTU**
210 N. Park	1.00	P	A			
101 S. Larch	1.00	A	A			
320 N. Wisteria	1.10	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	1.10	A	A			
643 E. Margarita	1.20	A	A			
1170 N. Terrace Rd.	1.00	A	A			
681 E. Erwin	1.00	A	A			
402 E. Merrill	1.00	A	A			
261 W. Wilson	1.30	A	A			
532 S. Iris	1.20	A	A			
281 W. Hawthorne	1.20	A	A			
379 W. Valley	1.20	A	A			

Rialto Distribution Sample Results						
May 2025						
Sample Location	**Free Cl Res (Field)**	**Total Coliform**	**E. Coli**	**Apparent Color**	**Odor Threshold**	**Turbidity**
CYCLE 3 - 5/20/25	**mg/l**	**P/A**	**P/A**	**Color Units**	**TON**	**NTU**
236 N. Willow	1.10	A	A	<3.0	1	<0.10
775 E. Foothill	1.10	A	A	<3.0	1	<0.10
878 N. Primrose	1.10	A	A	<3.0	1	<0.10
369 E. Van Koevering	1.10	A	A	<3.0	1	<0.10
274 W. Valencia	1.10	A	A	<3.0	1	<0.10
1566 N. Fillmore	1.10	A	A	<3.0	1	<0.10
932 N. Idyllwild	1.00	A	A	<3.0	1	<0.10
644 N. Smoketree	1.00	A	A	<3.0	1	<0.10
605 W. Rosewood	1.00	A	A	<3.0	1	<0.10
1189 W. Second	1.10	A	A	<3.0	1	<0.10
775 W. Rialto	1.00	A	A	<3.0	1	<0.10
211 E. Wilson	1.10	A	A	<3.0	1	<0.10
595 E. Huff	1.10	A	A	<3.0	1	<0.10
1005 S. Riverside	1.30	A	A	<3.0	1	<0.10
794 S. Verde	1.10	A	A	<3.0	1	0.21
1055 W. Bloomington	1.30	A	A	<3.0	1	0.31
CYCLE 4 - 5/28/25	**mg/l**	**P/A**	**P/A**	**Color Units**	**TON**	**NTU**
375 S. Cactus	1.40	A	A			
101 S. Linden	1.70	A	A			
234 N. Larch	1.20	A	A			
575 N. Driftwood	1.30	A	A			
1355 W. Shamrock	1.10	A	A			
992 N. Yucca	1.20	A	A			
481 W. Cornell	1.00	A	A			
158. E. Shamrock	1.20	A	A			
749 E. Holly	1.10	A	A			
545 E. Victoria	1.30	A	A			
200 N. Sycamore	1.10	A	A			
407 E. Allen	1.30	A	A			
399 E. Montrose	1.00	A	A			
856 S. Orange	1.40	A	A			
911 S. Cactus	1.30	A	A			
220 W. Valley	1.30	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 223 mg/L for the month of May as compared to 218 mg/L in April. 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	Meter Installation SOP Safety Dashboard Report
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 in the past 4248 days.

IV. CHEMICAL USE

Sodium hypochlorite is the only chemical added to the water system. A total of 2214 gallons of sodium hypochlorite was used in May as compared to 2004 gallons used in April.

V. ELECTRICAL USE

Southern California Edison (SCE) has not provided all of the data for May 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	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	247,546
2025	January	427,546
2025	February	268,626
2025	March	261,768
2025	April	425,873
2025	May	425,407

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. 37 valves were exercised in the month of May.

Valve Turning Progress	
	Valves Turned
2020	530
2021	340
2022	463
2023	750
2024	379
2025	253

C. Hydrant Flushing

There are 63 hydrant/dead ends that are flushed annually to maintain water quality. 11 flushings were performed in May.

Hydrant/Dead End Flushing Progress	
	2025
January	0
February	0
March	6
April	6
May	11
Total	**23**
Progress % (37)	

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 May:

- Preventive Maintenance –57
- Corrective Maintenance –0
- Predictive Maintenance –0

4– PMs planned for June 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 May:

- Main line –2
- Service line –3
- Hydrants - 9
- Angle Meter Stop –11
- Meter Box & Lid Replacement –6
- Meter Leaks/ Replacements -16

B. Major Equipment and/or Machinery Outages

All wells were operational.

IX. RAINFALL TOTALS

SEASON	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
2019-20	0.00	0.00	0.00	0.00	0.64	1.52	0.23	0.33	1.18	3.42	0.00	0.00	7.32
2020-21	0.00	0.00	0.00	0.00	0.85	1.02	2.55	0.05	1.13	0.00	0.00	0.00	5.60
2021-22	0.53	0.00	0.00	0.55	0.00	7.27	0.00	0.00	0.77	0.45	0.03	0.00	9.60
2022-23	0.00	0.00	0.24	0.38	2.15	1.80	5.06	4.14	7.73	0.20	0.59	0.00	22.29
2023-24	0.00	2.62	0.00	0.09	0.60	1.18	1.00	10.38	1.87	0.53	0.34	0.00	18.61
2024-25	0.00	0.00	0.00	0.00	0.45	0.00	0.21	3.68	2.47	0.49	0.29		7.59

July 24- June 25	=	7.59	INCHES
YEAR TO DATE FOR 2025	=	**7.14**	INCHES
AVG. RAINFALL FOR LAST FIVE YEARS		8.87	INCHES

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

2025	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Totals	0.21	3.68	2.47	0.49	0.29								**7.14**

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
Tots/Avgs	20.31	14.4	402	9.4	71.7	47.0	58.6	80	36	56	41.3	4.0	57.6

Table of Contents

I. CUSTOMER SERVICE SUMMARY

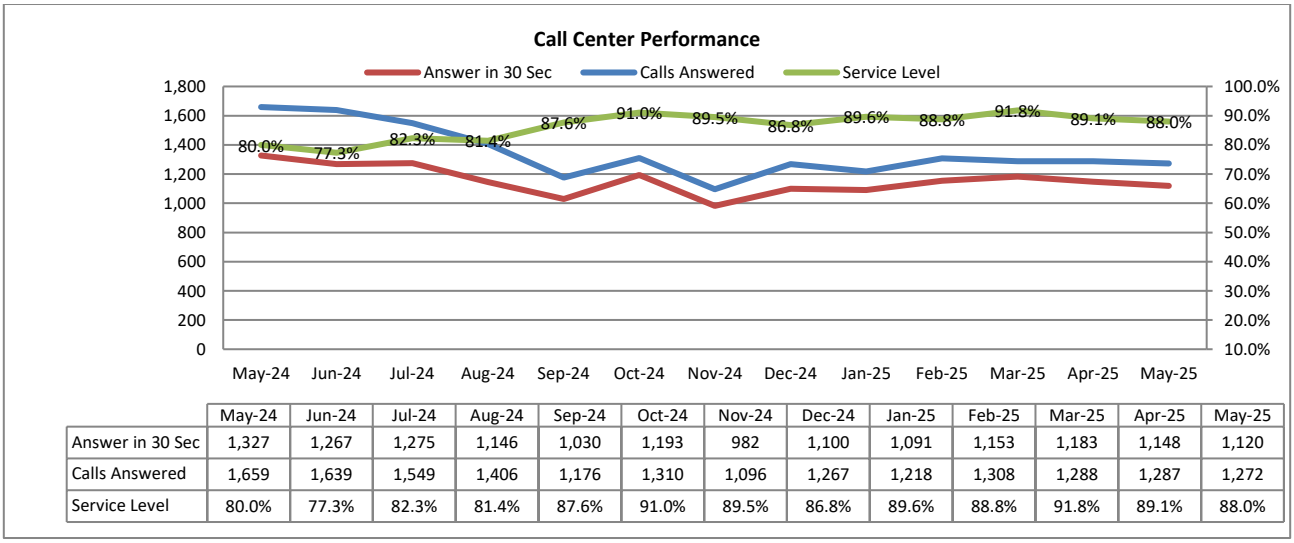
During this reporting month, the Customer Service team provided call service level of 88.0%. Out of 1,272 inbound calls answered 1,120 were answered within the first 30 seconds.

Water consumption has increased by 48.8% when compared against previous month. When compared against last year, consumption has increased by 48.8%. This increased value is due to one no-bill week in the beginning of the May. (~25%)

Sewer revenue has increased by 2.7% compared to the prior month and increased by 9.1% from last year.

II. CALL CENTER PERFORMANCE

During this reporting month, service level was 88.0% with 1,120 out of 1,272 being answered within the first 30 seconds. Overall average wait time was twenty-six (26) seconds.



	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25
Answer in 30 Sec	1,327	1,267	1,275	1,146	1,030	1,193	982	1,100	1,091	1,153	1,183	1,148	1,120
Calls Answered	1,659	1,639	1,549	1,406	1,176	1,310	1,096	1,267	1,218	1,308	1,288	1,287	1,272
Service Level	80.0%	77.3%	82.3%	81.4%	87.6%	91.0%	89.5%	86.8%	89.6%	88.8%	91.8%	89.1%	88.0%

III. AUTOMATED SERVICES

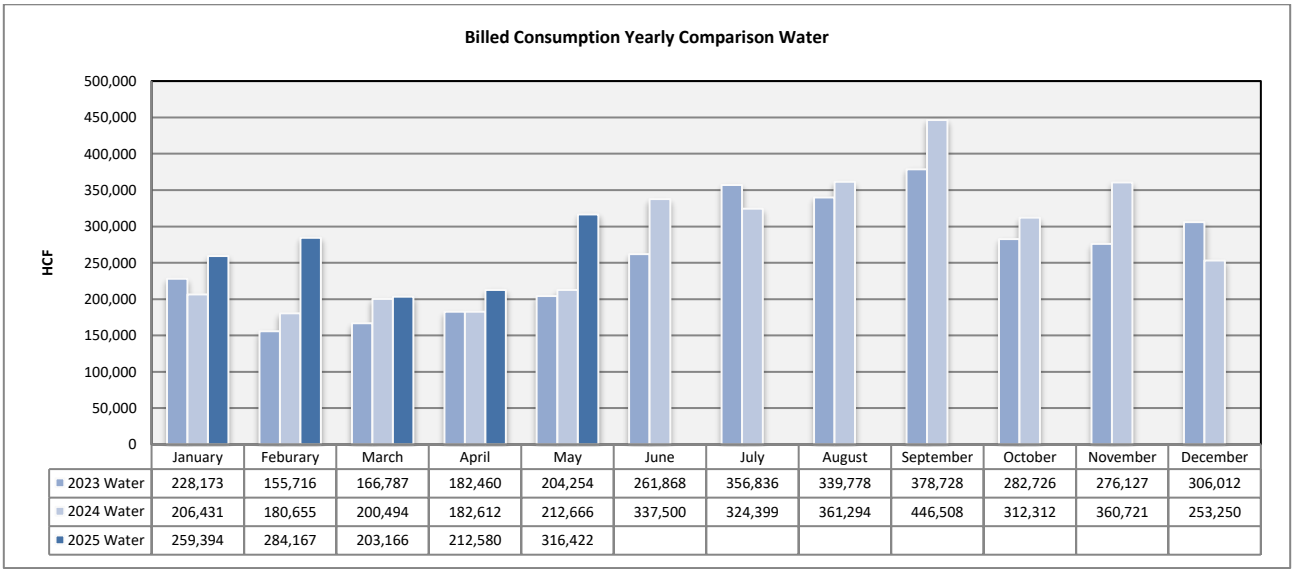
About 22,705 or 55.1% of the rate payers have created log-ins to access their accounts online. Of these customers, with online access, 47.9% have chosen the e-bill option. This e-bill participation is 6.1% increase from May of the prior year.

	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25
Number of Bills	22,331	22,372	22,410	22,425	22,470	22,541	22,571	22,575	22,587	22,604	22,657	22,694	22,705
Number of Bill Adjustments (during billing)	16	10	11	9	5	11	9	29	17	10	29	25	15
Automated Over the Phone Payments	2,382	2,058	2,250	2,310	2,050	2,483	2,092	2,436	2,509	2,040	2,509	2,454	2,276
Online Payment	9,126	7,457	9,828	9,302	7,538	9,302	7,804	10,320	9,747	7,676	9,912	9,798	8,434
E-bill Participants	5,654	5,683	5,731	5,770	5,814	5,855	5,922	5,959	5,997	6,031	6,069	5,969	6,000
Auto Pay Participants (New Portal)	4,129	4,165	4,221	4,273	4,278	4,305	4,343	4,367	4,420	4,467	4,536	4,554	4,630
PayNearMe	111	88	114	118	92	95	93	95	108	73	99	97	88

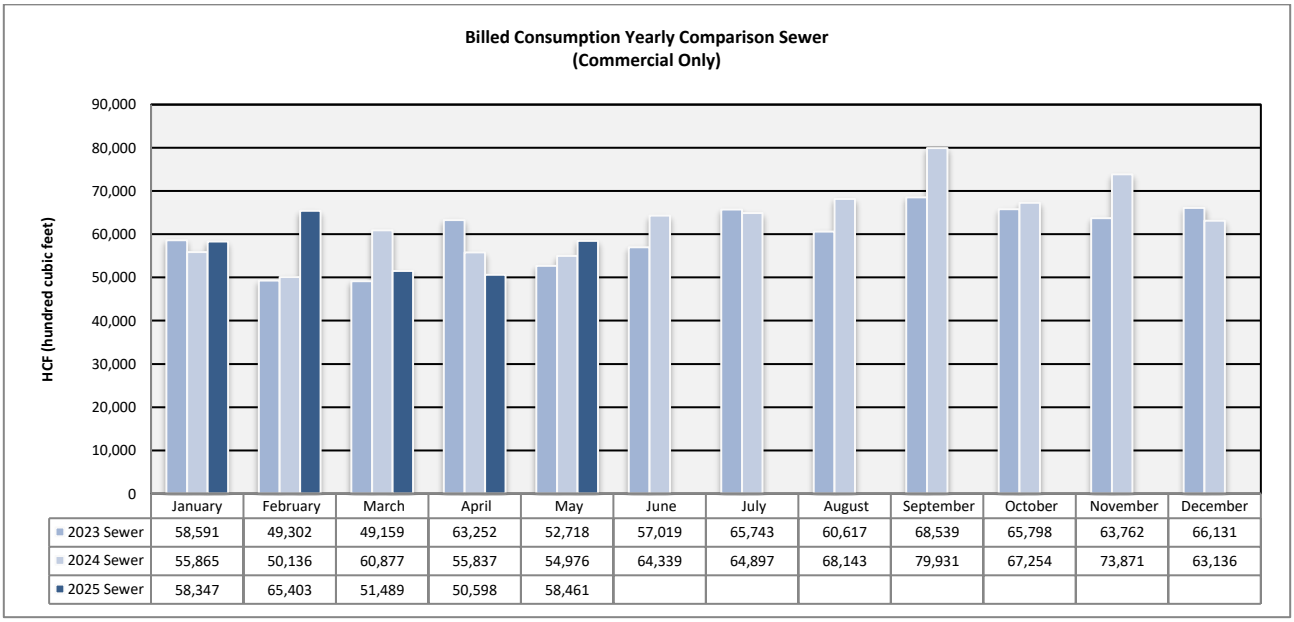
IV. CONSUMPTION & BILLING

A. Consumption

Water consumption has increased by 48.8% when compared against previous month. When compared against last year, consumption has increased by 48.8%. This increased value is due to one no-bill week in the beginning of the May. (~25%)



	January	Feburary	March	April	May	June	July	August	September	October	November	December
2023 Water	228,173	155,716	166,787	182,460	204,254	261,868	356,836	339,778	378,728	282,726	276,127	306,012
2024 Water	206,431	180,655	200,494	182,612	212,666	337,500	324,399	361,294	446,508	312,312	360,721	253,250
2025 Water	259,394	284,167	203,166	212,580	316,422							



	January	February	March	April	May	June	July	August	September	October	November	December
2023 Sewer	58,591	49,302	49,159	63,252	52,718	57,019	65,743	60,617	68,539	65,798	63,762	66,131
2024 Sewer	55,865	50,136	60,877	55,837	54,976	64,339	64,897	68,143	79,931	67,254	73,871	63,136
2025 Sewer	58,347	65,403	51,489	50,598	58,461							

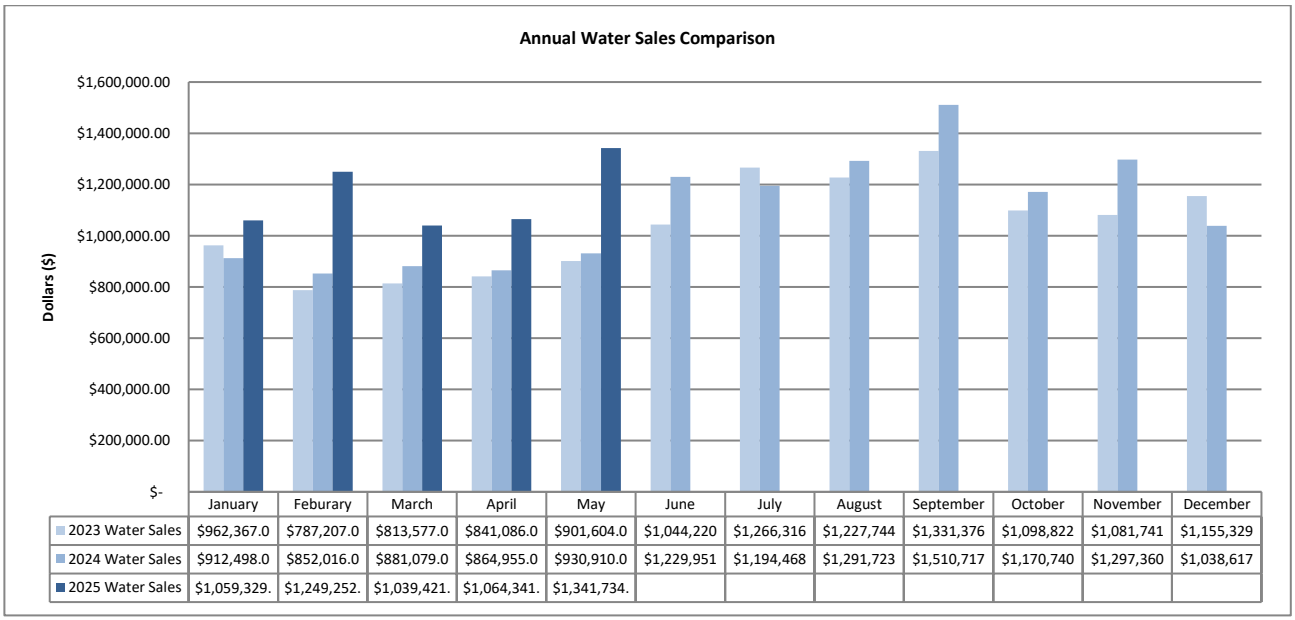
B. Billing

A total of 22,705 bills were mailed or sent out electronically in May. Billing accuracy was 99.9% with fifteen (15) requiring adjustments after bill generation.

V. REVENUE & AGING

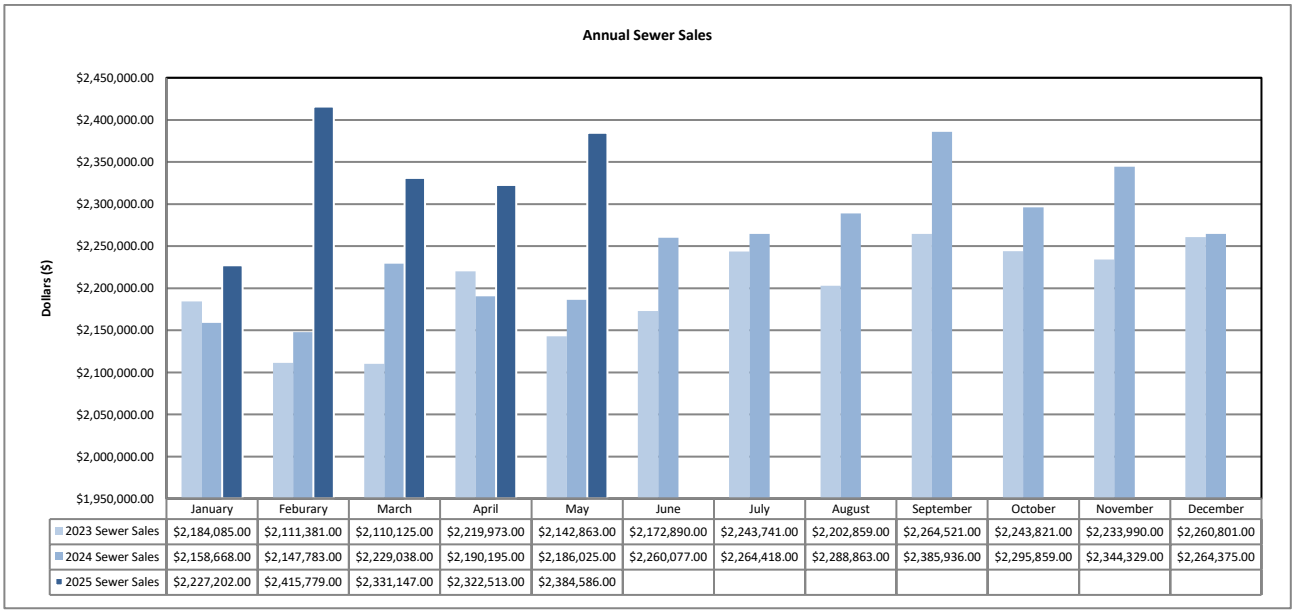
A. Revenue

Water revenue has increased 26.1% when compared against the prior month and increased 44.1% when compared against previous year. Sewer revenue has increased by 2.7% compared to the prior month and increased by 9.1% from last year. Increase of revenue in 2025 versus 2024 is due to rate modifications in January.



	January	Feburary	March	April	May	June	July	August	September	October	November	December
2023 Water Sales	$962,367.0	$787,207.0	$813,577.0	$841,086.0	$901,604.0	$1,044,220	$1,266,316	$1,227,744	$1,331,376	$1,098,822	$1,081,741	$1,155,329
2024 Water Sales	$912,498.0	$852,016.0	$881,079.0	$864,955.0	$930,910.0	$1,229,951	$1,194,468	$1,291,723	$1,510,717	$1,170,740	$1,297,360	$1,038,617
2025 Water Sales	$1,059,329.	$1,249,252.	$1,039,421.	$1,064,341.	$1,341,734.							

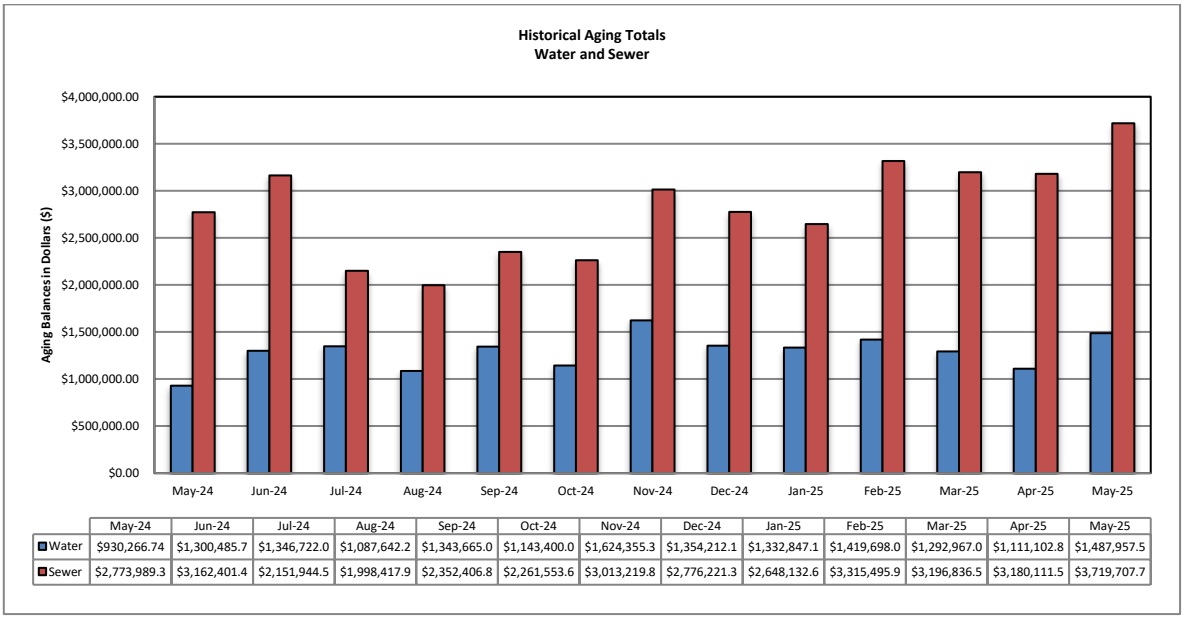
(Please consider the scale of the graph as doubled height does not mean double the amount)



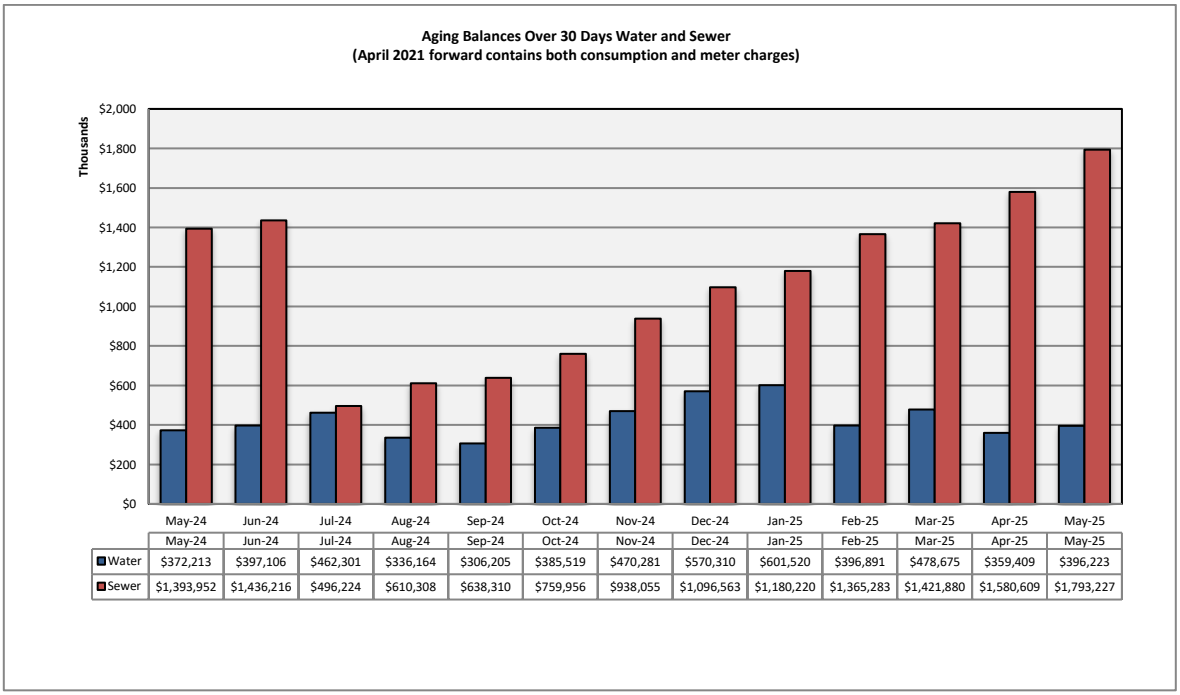
	January	Feburary	March	April	May	June	July	August	September	October	November	December
2023 Sewer Sales	$2,184,085.00	$2,111,381.00	$2,110,125.00	$2,219,973.00	$2,142,863.00	$2,172,890.00	$2,243,741.00	$2,202,859.00	$2,264,521.00	$2,243,821.00	$2,233,990.00	$2,260,801.00
2024 Sewer Sales	$2,158,668.00	$2,147,783.00	$2,229,038.00	$2,190,195.00	$2,186,025.00	$2,260,077.00	$2,264,418.00	$2,288,863.00	$2,385,936.00	$2,295,859.00	$2,344,329.00	$2,264,375.00
2025 Sewer Sales	$2,227,202.00	$2,415,779.00	$2,331,147.00	$2,322,513.00	$2,384,586.00							

B. Aging

The total aging balance has increased by 21.4%, *see first table below.* For balances >30-days only, water has increased 10.2% and wastewater has increased by 13.5%.



	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25
Water	$930,266.74	$1,300,485.7	$1,346,722.0	$1,087,642.2	$1,343,665.0	$1,143,400.0	$1,624,355.3	$1,354,212.1	$1,332,847.1	$1,419,698.0	$1,292,967.0	$1,111,102.8	$1,487,957.5
Sewer	$2,773,989.3	$3,162,401.4	$2,151,944.5	$1,998,417.9	$2,352,406.8	$2,261,553.6	$3,013,219.8	$2,776,221.3	$2,648,132.6	$3,315,495.9	$3,196,836.5	$3,180,111.5	$3,719,707.7



	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25
Water	$372,213	$397,106	$462,301	$336,164	$306,205	$385,519	$470,281	$570,310	$601,520	$396,891	$478,675	$359,409	$396,223
Sewer	$1,393,952	$1,436,216	$496,224	$610,308	$638,310	$759,956	$938,055	$1,096,563	$1,180,220	$1,365,283	$1,421,880	$1,580,609	$1,793,227

C. Bad Debt

Fifteen (15) accounts were sent to collections for a total amount of $4,098.08.

VI. SERVICE ORDERS

336 service orders were initiated by the customer service team during the reporting month. Of this total, 67 service orders or 20.0% were due to occupant changes.

199 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

2,004 notice of potential tax roll has been sent out during the month of May. These letters were associated with 1,654 accounts. If property owner is different than account holder, multiple letters are sent out. 80% of these accounts have been tax rolled in 2024.

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 May 2025 is $3,525,000 whereas Non-Rate Revenue is $62,000; Utility Revenue is $3,413,000 and Tax / Ambulance Revenue at $50,000.

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 May 2025 and May 2024 are $45,000 and $284,000 respectively. The large variance in collection of UUT charges is due to the City exempting UUT charges to the Residential customers beginning January 2025 and December 2025. Ambulance Revenue is also collected on behalf of the City of Rialto totaling $5,000 in May 2025 and $6,000 in May 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 May 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 May 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.

Cash Collections by Payment Method – Rialto Water Services

Payment Method	Description	Transaction Count	MAY 2025	%
Carrier Deposits	Cash deposits prepared per day for transport to US Bank.	21	$ 123,958	3.48%
Remote Deposits	Scanned batches of checks payments made at the customer service counter	21	664,958	18.68%
EBOX	Batches of electronic customer payments posted to customer accounts at US Bank.	21	284,338	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	11,619	1,725,899	48.48%
Lockbox Deposits	Batches of customer payments mailed in to US Bank's lockbox	21	749,957	21.07%
Pay Near Me	Cash payment service that allows customers to pay at a local 7-Eleven, CVS, Walmart or Family Dollar stores.	86	11,011	0.31%
Total Revenue per Bank			**$ 3,560,122**	**100.00%**
Recon to RUA Recap:				
Adj detailed in RUA			(35,204)	
Prior mo. Correction				
RUA increase in Cash			**$ 3,524,918**	

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

	Jul 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Total	%
Carrier Deposits	$ 122,310	$ 116,600	$ 111,287	$ 121,951	$ 89,627	$ 122,268	$ 120,688	$ 117,076	$ 137,735	$ 134,742	$ 123,958	$ 1,318,243	3.06%
Remote Deposits	227,143	953,011	373,642	394,629	613,264	685,915	291,981	1,113,745	471,688	802,083	664,958	$ 6,592,059	15.28%
EBOX	334,259	346,067	289,347	349,088	288,522	322,671	332,865	252,149	312,881	316,850	284,338	$ 3,429,036	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	1,939,784	1,725,899	$ 20,363,779	47.21%
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	821,238	749,957	$ 11,299,462	26.20%
Pay Near Me	14,561	14,530	10,989	11,968	10,491	12,923	12,774	7,957	12,063	11,624	11,011	$ 130,892	0.30%
Total Revenue to Bank	**$3,695,709**	**$4,558,672**	**$ 3,563,214**	**$ 4,198,069**	**$ 3,405,024**	**$ 4,368,659**	**$ 3,867,538**	**$ 3,750,679**	**$ 4,139,464**	**$ 4,026,321**	**$ 3,560,122**	**$ 43,133,471**	**100.00%**
NSF	(7,962)	(4,946)	(8,970)	(8,951)	(21,124)	(20,764)	(9,479)	(10,322)	(8,496)	(9,457)	(10,260)	$ (120,731)	
Net deposits	**$3,687,747**	**$4,553,726**	**$ 3,554,244**	**$ 4,189,118**	**$ 3,383,900**	**$ 4,347,895**	**$ 3,858,059**	**$ 3,740,357**	**$ 4,130,968**	**$ 4,016,864**	**$ 3,549,862**	**$ 43,012,740**	

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

	May 2025	May 2024	Variance
UUT Water	$ 18,230	$ 84,788	$ (66,558)
UUT Sewer	26,728	199,424	(172,696)
Ambulance	4,879	6,218	(1,339)
Total	**$ 49,836**	**$ 290,430**	**$ (240,594)**

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

	May 2025	May 2024	Variance
Non-Rate / Extra Territorial Revenue	$ 61,967	$ 525,133	$ (463,166)
Utility Revenue	$3,413,115	$5,225,710	(1,812,595)
Total	**$3,475,082**	**$5,750,843**	**$(2,275,761)**

I. 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	Apr 2025	May 2025	Total
Non-Rate Revenue												
Cell Tower Rent,Llease	5,647	19,985	21,506	66,161	55,391	9,235	12,824	29,957	55,985	66,904	19,985	363,580
Interest Income	19,290	9,559	-	-	-	-	-	-	-	-	9,000	37,849
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	346,473	-	1,771,803
Abatement of Expenses	-	-	-	-	-	-	-	-	-	-	-	-
Water Meter Lost/Damaged/Repl	1,419	710	2,129	5,171	-	-	4,924	492	36,930	10,601	26,256	88,633
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	6,400	6,726	60,690
Miscellaneous Revenue - Sewer	-	-	-	-	-	-	-	-	-	-	-	-
NSF	-	342	-	152	35	-	30	-	-	-	-	559
Total Non-Rate Revenue	**$ 63,696**	**$ 287,172**	**$ 189,914**	**$ 262,152**	**$ 527,477**	**$ 143,346**	**$ 169,267**	**$ 261,726**	**$ 258,642**	**$ 430,379**	**$ 61,967**	**2,655,737**
Utility Revenue												-
Water Penalty	3,154	15,321	10,183	5,903	2,602	720	101	6,016	16,300	23,990	27,506	111,796
Sewer Penalty	5,200	33,061	18,283	7,639	3,313	1,435	700	11,411	33,426	40,185	43,522	198,175
Turf Removal, Hi-Eff Rebate	(1,000)	(100)	-	-	-	-	-	-	-	(1,000)	-	(2,100)
Water Deposits Billed	17,289	8,629	9,906	8,629	8,686	10,057	11,411	11,856	20,052	16,614	13,908	137,038
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	10,612	14,975	133,743
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	1,223,012	976,785	12,981,657
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	2,345,182	1,902,496	24,121,917
Unapplied Credits	(101,077)	(54,176)	(140,916)	(81,949)	(69,090)	(35,829)	(43,709)	(83,121)	(42,584)	(20,663)	(61,290)	(734,404)
Bad Debt Sewer	12,029	9,909	-	-	-	-	4,560	-	-	-	6,647	33,145
Bad Debt Water	-	-	-	-	-	-	-	-	-	-	-	-
Tax Roll Sewer	15,596	2,790	-	-	-	22,950	399,116	474,784	8,462	3,652	488,565	1,415,915
Collection Agency - Water	-	-	-	-	-	-	-	-	-	-	-	-
Collection Agency - Sewer	-	-	-	-	-	-	-	-	-	-	-	-
Collection Agency - Misc Water	-	-	-	-	-	-	-	-	-	-	-	-
Total Utility Revenue	**$3,462,657**	**$3,986,969**	**$3,061,313**	**$3,786,720**	**$ 2,515,301**	**$ 3,692,517**	**$ 3,850,633**	**$ 3,301,669**	**$ 3,686,382**	**$ 3,641,584**	**$ 3,413,115**	**$38,398,861**
Total Non-Rate + Utility Rev.	**3,526,353**	**4,274,141**	**3,251,227**	**4,048,872**	**3,042,778**	**3,835,863**	**4,019,900**	**3,563,395**	**3,945,024**	**4,071,963**	**3,475,082**	**41,054,598**

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
May 2025	123,958	10,063	2,412,249	1,102,607	3,524,918	35,204	**3,560,122**
May 2024	4,487,203	7,390	3,154,879	1,324,934	4,487,203	(21,462)	**4,465,741**

K. Non-Rate and Extraterritorial Customer Accounts Receivable Aging

Name	Total as of 5/31/2025	Current	31 to 60 days	61 to 90 days	>90 days
AT&T - Easton	**$ (1,500)**	(1,500)			
Cedar House	**5,692**	5,692			
CITY OF FONTANA	**133,713**	133,713			
Colton Unified School District	**5,571**	5,571			
County of San Bernardino-CSA 70 BL	**20,948**	20,948			
Rialto BioEnergy Facilities	**32,278**	21,528	10,750		
Sprint-Nextel	**9,331**	-			9,331
San Bernardino Co Waste System Div	**-**	-			
SB Valley Mun Water District	**-**	-			
Vertical Bridge Holdco, LLC (CIG)	**4,714**	-			4,714
Grand Total	**$ 210,746**	**$ 185,952**	**$ 10,750**	**$ -**	**$ 14,045**

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 May. Subsequently, received payments in June.

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:
May 2025

Prepared for: - Rialto Water Services

Prepared by: - Veolia Water West Operating Services

RIALTO WASTEWATER
OPERATIONS AND MAINTENANCE REPORT

Contents

RIALTO WASTEWATER

MONTHLY OPERATIONS REPORT

EXECUTIVE SUMMARY

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

- The treatment plant performed well and met all compliance parameters.
- There were two residential 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."	35,102	15,459	118,351
Sanitary sewers assessed using the SL-RAT method, feet	35	0	35
CCTV Inspection, miles (26 is the annual goal)*	3.37	2.63	12.7
Manhole Inspections	1	13	31
USA Dig Alert Markings, count	28	69	201
Residential call outs	3	2	11
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. Projects WW2324-17 and WW2324-18 completed and in operation.

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	2
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 1,730 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	1,408.62	1,532.12	6,464.51

b. Monthly Chemical Consumption

Chemical	Current Month Gallons Used	Prior Month Gallons Used
Sodium Hypochlorite, Tertiary Disinfection	29,766	28,526
Sodium Bisulfite, Discharge Dechlorination	11,166	7,003
Ferrous Chloride, Digester Gas Conditioning	4,398	4,108
Polymer, Gravity Belt Thickener	353	356
Polymer, Belt Filter Press	702	712
Alum, Tertiary Filters	1	12

c. Monthly Utilities Consumption

Utility	Current Month Statistics	Prior Month Statistics
Electricity WWTP, KWH	**	412,716
Electricity Lilac LS, KWH	**	755
Electricity Sycamore LS, KWH	**	**493***
Electricity Ayala LS, KWH	**	7895
Electricity Agua Mansa LS, KWH	**	2818
Electricity Cactus LS, KWH	**	1585
Electricity Ramrod LS, KWH	623	597
Frisbee Park LS, KWH	**	769
El Rancho Verde LS, KWH	1975	1825
Natural Gas WWTP, Therms	5969	5930

***** 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

a. Government agency or property insurance inspections
None

b. Government agency environmental, health, or safety tests/monitoring
Permit testing was completed for this month

c. Government agency notices of violation received
No notices were received.

d. Government agency monitoring
Routine monitoring reports were submitted.

e. Other matters of concern
None

9. Customer Service Callout Details Log

Date	Address	Comments	Personnel	Manhole	To Manhole
5/7/2025	429 E Mariposa	The resident called to report a backup in their sewer line. The mainline was inspected and found to be clear. The resident was informed to call the plumber.	ET	NA	NA
5/19/2025	1039 N Sycamore	A call was received from Public Works about a possible SSO. The problem was a potable water leak on the resident's property.	ET	NA	NA
5/22/2025	1173 Cactus	A resident called to report roaches coming from a manhole. Collection applied roach bait to the manhole and scheduled it for spraying. The resident was informed.	ET		

Table 1 Summary

Table 1 Summary MOR

May 2025

	Rialto	Rialto			Rialto	Rialto WRF\Effluent			Rialto WRF\Influent		Rialto WRF\Effluent		
Date	Influent daily flow MGD	Effluent Flow MGD	Influent BOD mg/l	Influent BOD mg/l	Influent BOD Load lbs/day	Effluent BOD mg/L	Effluent BOD Load lbs/day	BOD % Removal %	Influent TSS mg/L	Influent TSS Load lbs/day	Effluent TSS mg/L	Effluent TSS Load lbs/day	TSS % Removal %
5/1/2025	7.21	7.04											
5/2/2025	6.41	6.76	310	310	16,572	2.5	140.95	99.20					
5/3/2025	6.88	7.35											
5/4/2025	6.48	7.30											
5/5/2025	7.54	7.26	300	300	18,865	<5.0	302.74	98.30	190.00	11948.00	<0.50	30.00	99.70
5/6/2025	6.97	7.64											
5/7/2025	6.84	7.02											
5/8/2025	7.10	7.06											
5/9/2025	7.21	7.29	320	320	19,242	4.0	243.19	98.80					
5/10/2025	6.29	7.54											
5/11/2025	6.78	7.14											
5/12/2025	6.91	6.73	390	390	22,475	3.1	174.00	99.20	240.00	13831.00	1.00	56.00	99.60
5/13/2025	6.99	7.21											
5/14/2025	6.74	6.98											
5/15/2025	6.93	7.40											
5/16/2025	6.92	7.16	360	360	20,777	3.8	226.91	98.90					
5/17/2025	6.57	7.10											
5/18/2025	6.92	7.28											
5/19/2025	7.27	7.41	470	470	28,497	3.1	191.58	99.30	260.00	15764.00	1.00	62.00	99.60
5/20/2025	7.00	6.86											
5/21/2025	6.89	7.48											
5/22/2025	6.98	7.07											
5/23/2025	6.91	7.36	330	330	19,018	4.9	300.77	98.50					
5/24/2025	6.73	6.79											
5/25/2025	6.72	7.23											
5/26/2025	6.48	6.72											
5/27/2025	7.19	7.16	300	300	17,989	3.1	185.11	99.00	220.00	13192.00	0.80	48.00	99.60
5/28/2025	6.89	7.41											
5/29/2025	6.84	7.23											
5/30/2025	6.69	7.37											
5/31/2025	6.90	6.84											
Minimum	6.29	6.72	300	300	16,572	2.5	140.95	98.30	190.00	11948.00	<0.50	30.00	99.60
Maximum	7.54	7.64	470	470	28,497	<5.0	302.74	99.30	260.00	15764.00	1.00	62.00	99.70
Total	213.18	222.19	2,780	2,780	163,436	<29.5	1765.26	791.20	910.00	54735.00	<3.30	196.00	398.60
Average	6.88	7.17	348	348	20,429	<3.7	220.66	98.90	228.00	13684.00	<0.83	49.00	99.60

Table 2 Summary

Table 2 Summary MOR

May 2025

	Rialto	Rialto WRF\Effluent		Rialto WRF\Eff		Rialto WRF\Effluent		Rialto	Rialto
Date	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
5/1/2025	1411.00	819.00							
5/2/2025	1429.00	836.00							
5/3/2025	1274.00	886.00							
5/4/2025	1362.00	878.00							
5/5/2025	1250.00	857.00							
5/6/2025	1209.00	860.00	690	20.0	480.00	420.00	470.00	40.00	9.80
5/7/2025	1481.00	879.00							
5/8/2025	1379.00	879.00							
5/9/2025	1392.00	855.00							
5/10/2025	1461.00	860.00							
5/11/2025	1211.00	849.00							
5/12/2025	1430.00	857.00							
5/13/2025	1297.00	889.00							
5/14/2025	1540.00	865.00							
5/15/2025	1441.00	846.00							
5/16/2025	1376.00	840.00							
5/17/2025	1430.00	853.00							
5/18/2025	1392.00	863.00							
5/19/2025	1468.00	844.00							
5/20/2025	1606.00	833.00							
5/21/2025	1489.00	826.00							7.30
5/22/2025	1587.00	811.00							
5/23/2025	1427.00	811.00							
5/24/2025	1405.00	845.00							
5/25/2025	1362.00	842.00							
5/26/2025	1474.00	823.00							
5/27/2025	1401.00	818.00							
5/28/2025	1424.00	840.00							
5/29/2025	1400.00	830.00							
5/30/2025	1594.00	840.00							
5/31/2025	1292.00	826.00							
Minimum	1209.00	811.00	690	20.0	480.00	420.00	470.00	40.00	7.30
Maximum	1606.00	889.00	690	20.0	480.00	420.00	470.00	40.00	9.80
Average	1409.00	847.00	690	20.0	480.00	420.00	470.00	40.00	8.55

Table 3 Summary

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

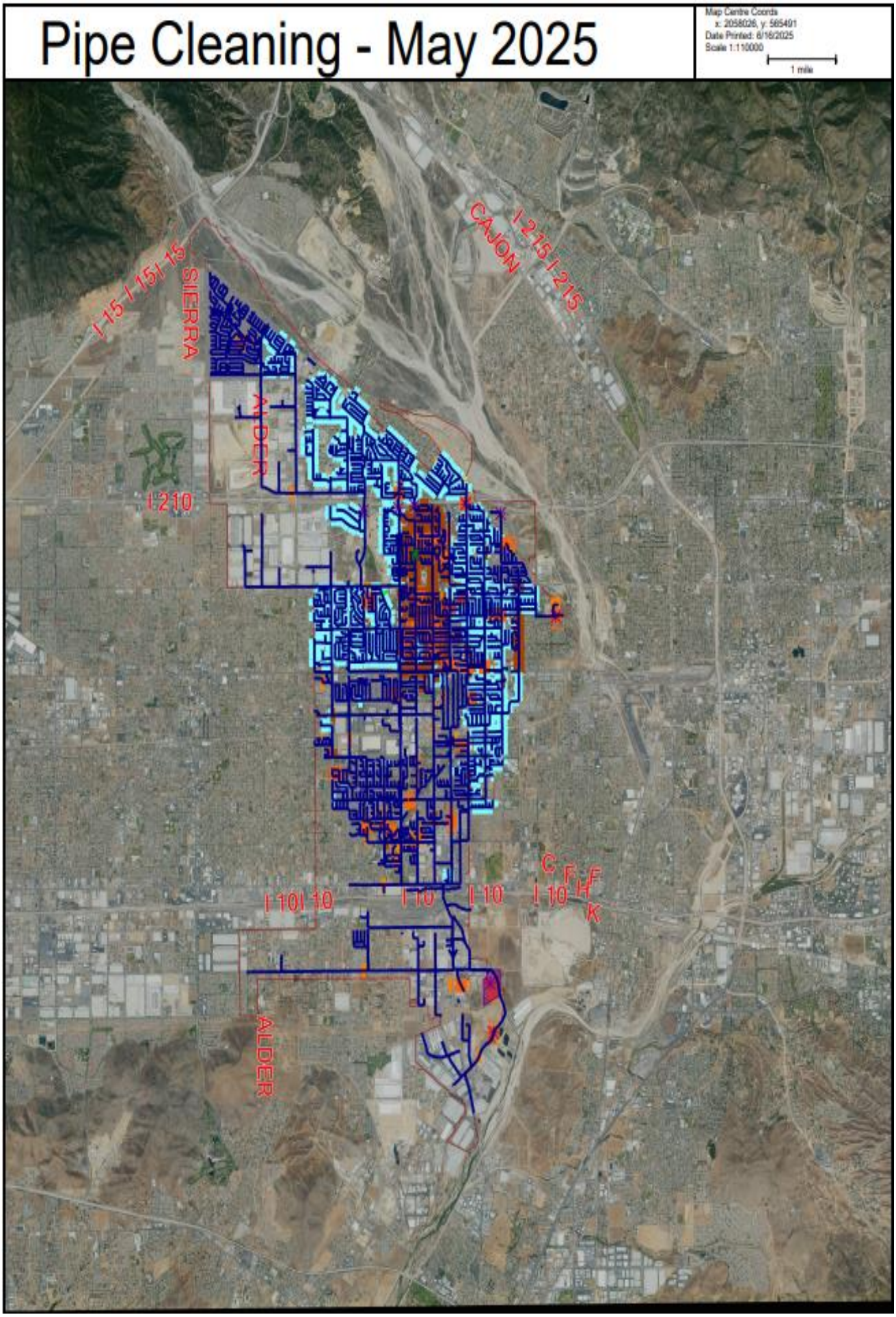
Table 3 Summary MOR

May 2025

	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
Date	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
5/1/2025	7.60	7.27	23.20		<1.8	<1.80			106190.00	106190.00	14800.00	106190.00
5/2/2025	7.47	7.25	23.20		<1.8	<1.80			161969.00	161969.00	16900.00	161969.00
5/3/2025	7.15	7.21	23.10		<1.8	<1.80			162510.00	162510.00	17600.00	162510.00
5/4/2025	7.21	7.25	22.90		<1.8	<1.80			140239.00	140239.00	17700.00	140239.00
5/5/2025	7.15	7.23	22.90	<0.10	2.0	<1.80			143488.00	143488.00	20400.00	143488.00
5/6/2025	7.23	7.19	22.70		<1.8	<1.80		<5.00	134689.00	134689.00	38100.00	134689.00
5/7/2025	7.37	7.14	22.70		<1.8	<1.80			157241.00	157241.00	24100.00	157241.00
5/8/2025	7.41	7.15	23.10		<1.8	<1.80			162513.00	162513.00	20100.00	162513.00
5/9/2025	7.47	7.11	23.60		<1.8	<1.80			162522.00	162522.00	21900.00	162522.00
5/10/2025	7.15	6.94	23.90		<1.8	<1.80			168082.00	168082.00	20400.00	168082.00
5/11/2025	7.46	7.17	24.10		<1.8	<1.80			155297.00	155297.00	20000.00	155297.00
5/12/2025	7.38	7.20	24.10	<0.10	<1.8	<1.80			159340.00	159340.00	20700.00	159340.00
5/13/2025	7.46	7.20	23.70		2.0	<1.80			157234.00	157234.00	1700.00	157234.00
5/14/2025	7.06	7.15	23.40		<1.8	<1.80			164091.00	164091.00	21300.00	164091.00
5/15/2025	7.16	7.05	23.50		<1.8	<1.80			150764.00	150764.00	20600.00	150764.00
5/16/2025	7.30	6.86	23.80		<1.8	<1.80			191879.00	191879.00	19800.00	191879.00
5/17/2025	7.18	6.94	23.80		<1.8	<1.80			181759.00	181759.00	21100.00	181759.00
5/18/2025	7.27	7.06	23.50		<1.8	<1.80			193843.00	193843.00	22300.00	193843.00
5/19/2025	7.20	7.00	23.90	0.07	<1.8	<1.80			152861.00	152861.00	21800.00	152861.00
5/20/2025	6.70	7.23	24.30		<1.8	<1.80			159318.00	159318.00	21700.00	159318.00
5/21/2025	7.38	7.29	24.50		<1.8	<1.80			162266.00	162266.00	2300.00	162266.00
5/22/2025	7.51	7.26	24.70		<1.8	<1.80			159695.00	159695.00	2200.00	159695.00
5/23/2025	7.34	7.24	24.70		4.0	<1.80			159091.00	159091.00	22200.00	159091.00
5/24/2025	7.49	7.26	24.60		<1.8	<1.80			153515.00	153515.00	22100.00	153515.00
5/25/2025	7.64	7.23	24.50		<1.8	<1.80			165120.00	165120.00	21000.00	165120.00
5/26/2025	7.60	7.26	24.40		<1.8	<1.80			142055.00	142055.00	10800.00	142055.00
5/27/2025	7.60	7.37	24.80	0.07	<1.8	<1.80			140877.00	140877.00	900.00	140877.00
5/28/2025	7.27	7.36	24.90		<1.8	<1.80			150280.00	150280.00	21300.00	150280.00
5/29/2025	7.56	7.25	24.80		<1.8	<1.80			156478.00	156478.00	21000.00	156478.00
5/30/2025	7.43	7.22	25.10		<1.8	<1.80			181468.00	181468.00	1600.00	181468.00
5/31/2025	7.29	7.19	25.50		<1.8	<1.80			126354.00	126354.00	1500.00	126354.00
Minimum	6.70	6.86	22.70	0.07	<1.8	<1.80		<5.00	106190.00	106190.00	900.00	106190.00
Maximum	7.64	7.37	25.50	<0.10	4.0	<1.80		<5.00	193843.00	193843.00	38100.00	193843.00
Average	7.34	7.18	23.90	<0.09	<1.9	<1.80		<5.00	156872.00	156872.00	17094.00	156872.00

Monthly Sewer Line Cleaned

Pipe Cleaning - May 2025



City of Rialto

Legislation Text

File #: UC-25-0463, **Version:** 1, **Agenda #:**

For Utilities Commission Meeting July 15, 2025

TO: Honorable Chairperson and Commission

APPROVAL: John Rossi, Interim Utilities Director

FROM: Nicole Hemmans, Senior Administrative Analyst

Previous Discussion Update

No previous discussion items.

File #: UC-25-0464, **Version:** 1, **Agenda #:**

For Utilities Commission Meeting July 15, 2025

TO: Honorable Chairperson and Commission

APPROVAL: John Rossi, Interim Utilities Director

FROM: Nicole Hemmans, Senior Administrative Analyst

To-Do List

Future Agenda items: NONE

City of Rialto

Legislation Text

File #: UC-25-0466, **Version:** 1, **Agenda #:**

For Utilities Commission Meeting July 15, 2025

TO: Honorable Chairperson and Commission

APPROVAL: John Rossi, Interim Utilities Director

FROM: Nicole Hemmans, Senior Administrative Analyst

Utilities Director Update

Updates:

- None