

# Utility Commission Report

## December 2018

Reporting period October 2018



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

**Reporting Period:**  
**October 2018**

Prepared for: - Rialto Water Services



Prepared by: - Veolia Water West Operating Services



# RIALTO WASTEWATER OPERATIONS AND MAINTENANCE REPORT

## Contents

EXECUTIVE SUMMARY .....	2
1. Collection System/Customer Service Log.....	2
a. Collections group activities this month: .....	2
b. Monthly Collection System Service Maps – See Table A.....	3
c. Customer Service Call Outs – See Item 9.....	3
2. Wastewater Treatment Plant – Monthly Overview .....	3
3. Treatment Facility Performance/Laboratory Activities.....	3
a. Monthly Performance Summary – See Table B.....	3
b. Summary of Notices and Laboratory Tests/Reports filed with government agencies....	3
c. Effluent Specification Exceedance Discussion .....	3
d. Valve exercising.....	3
4. Monthly Safety Program Overview .....	4
5. Biosolids, FOG, Chemicals, and Utilities .....	4
a. Monthly Biosolids Production.....	4
b. FOG (Fats, Oils, Greases).....	4
c. Monthly Chemical Consumption .....	5
d. Monthly Utilities Consumption.....	5
6. Odor Complaints Received/Actions Taken.....	5
7. Major Equipment and/or Machinery Outages .....	5
8. Outside Agency Activities during the Month .....	6
a. Government agency or property insurance inspections .....	6
b. Government agency environmental, health, or safety tests/monitoring .....	6
c. Government agency notices of violation received .....	6
d. Government agency monitoring.....	6
e. Other matters of concern .....	6
9. Complaint Log.....	6

## Tables

A	Collection System Service Map
B	Treatment Facility – Monthly Performance Summary

# RIALTO WASTEWATER

## MONTHLY OPERATIONS REPORT

### EXECUTIVE SUMMARY

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

- S1 project construction activities proceeded during the month. No significant impact on plant operations and maintenance was experienced.
- Activity on the BDP research project was minimal during the month. It is understood that issues with the construction contractor engaged by BDP have temporarily halted progress.
- A small sewer overflow occurred on October 27<sup>th</sup> near the intersection of Willow and Shamrock. Veolia staff responded promptly. No standing sewage was found however there was damp pavement near Manhole 218-12. Staff estimate that the maximum volume of the overflow was less than 500 gallons, well below the minimum regulatory reporting requirements. The area was cleaned by Veolia staff.
- Repair of Plant 5 primary clarifier coatings and mechanical repairs are on hold pending funding and availability of the additional primary clarifier (part of S1) to come on-line.

### 1. Collection System/Customer Service Log

a. Collections group activities this month:

Category	Current Month Statistics	Prior Month Statistics	2018 Year to Date Statistics
Sanitary sewer cleaned conventional method, feet	18,676*	61,353	355,713
Sanitary sewer assessed using SL-RAT method, feet**	0	0	79,349
“Hot Spot” Cleaning, feet	10,262	8,375	91,688
CCTV Inspection, miles (25 is annual goal)	0.43*	2.3	21.2
Manhole Inspections	0	0	47
USA Dig Alert Markings, count	108	86	1,190
Residential call outs	5	2	16
Sanitary sewer overflows	1	0	1

\* Pipe cleaning and CCTV inspection were lower than average due to staff vacations and vehicle service issues. CCTV target is expected to be met for 2018

\*\* Test program using new sewer acoustic assessment technology (SL-RAT) performed in April, 2018

- b. Collection System Service Maps for October – See **Table A**
- c. Customer Service Call Outs – See Item 9

**2. Wastewater Treatment Plant – Monthly Overview**

S1 construction activities have been proceeding quickly in October. Site excavation, placement of reinforcing steel, etc. have been notable. No significant impact on plant operations and maintenance was experienced in October.

Completion of construction as part of the BDP research project was minimal in October. It is understood that issues are being resolved between BDP and its construction contractor and that construction will continue in November. Cal Trans will continue to use potable water until construction is completed.

On October 27<sup>th</sup> at approximately 2PM, Veolia received a report of a small raw sewage overflow from a manhole near the intersection of Willow and Shamrock Avenues. Staff responded promptly however, when they arrived, there was no accumulation of sewage on the pavement although the area around the manhole was wet and had some surface debris. Staff removed the debris. Checking the manhole and sewer indicated normal levels. It was concluded that either a momentary clog of the main or a brief high sewer flow triggered the overflow. The line will be observed closely to determine if there is a developing sewer issue in the area. The small overflow volume (estimated at less than 500 gallons) is below regulatory agency reporting minimums. No fines or regulatory actions are anticipated.

Previous MORs have noted low kilowatt hour consumption at the Sycamore and Ayala Lift Stations. Worn unreliable pumping equipment and faulty level controls have been diagnosed as the causes of this low power consumption. As of this month’s report, repairs at the Ayala Station have begun to return power usage to normal levels. Equipment is on order to repair the Sycamore Station (delivery may take up to 4 months). No sewage overflows are anticipated despite this repair effort.

**3. Treatment Facility Performance/Laboratory Activities**

- a. Monthly Performance Summary – See **Table B**
- b. Summary of Notices and Laboratory Tests/Reports filed with government agencies

Monthly submittal of State/Federal discharge monitoring report

- c. Effluent Specification Exceedance Discussion

No effluent exceedances.

- d. Valve exercising

<b>Valves Exercised</b>	<b>Current Month Statistics</b>	<b>Prior Month Statistics</b>	<b>2018 Year to Date Statistics</b>
Actual/Scheduled	5	3	89
Unscheduled*	0	0	30

\* Valves turned that are not required PM

#### 4. Monthly Safety Program Overview

Category	Monthly Statistic
Safety Training Topics	Scaffold
Lost Time Incidents, count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	3
Vehicle Incidents, count	0

\* The wastewater facility has not experienced a lost time incident since the commencement of the City's US Filter contract on May 1, 2003. Total days without a lost time incident as of the end of the month are - 5,662 days.

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

##### a. Monthly Biosolids Production

Biosolids	Current Month Statistics	Prior Month Statistics	2018 Year to Date Statistics
Quantity Produced, wet tons	803.37	885.68	9,146.58

##### b. FOG (Fats, Oils, Greases)

12 Month FOG Delivery Totals	
Month	FOG Gallons
Nov-17	182,510
Dec-17	167,300
Jan-18	187,700
Feb-18	162,723
Mar-18	208,770
Apr-18	113,689*
May-18	0*
Jun-18	0*
Jul-18	0*
Aug-18	0*
Sep-18	0*
Oct-18	0*
Minimum	0
Maximum	208,770
Total	909,003
Average	75,750

\*Note that plant stopped accepting FOG on April 18<sup>th</sup>

c. Monthly Chemical Consumption

Chemical	Current Month Statistics	Prior Month Statistics
Sodium Hypochlorite, gallons	28,187	27,465
Sodium Bisulfite, gallons	8,878	8,232
Ferrous Chloride, gallons	5,178	3,107
Polymer, Gravity Belt Thickener, gallons	410	273
Polymer, Belt Filter Press, gallons	318	534
Alum, gallons	42	32

d. Monthly Utilities Consumption

Utility	Current Month Statistics	Prior Month Statistics
Electricity WWTP, KWH	508,808	533,132
Electricity Lilac LS, KWH	1,507	1,846
Electricity Sycamore LS, KWH	28	30
Electricity Ayala LS, KWH	392	48
Electricity Agua Mansa LS, KWH	1,832	*
Electricity Cactus LS, KWH	1,206	904
Electricity Ramrod LS, KWH	719	1,173
Natural Gas WWTP, Therms	1,215	2,051

\* At the time of the September MOR production, an invoice from Southern California Edison for the Agua Mansa lift station had not been received

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

No odor complaints were received during the month of October.

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

- A repaired FOG pump motor was reinstalled
- The chain for the plant's front gate was repaired
- A new flow meter for Plant 3 mixed liquor flow was installed
- The steering cylinder was replaced on Gravity Belt Thickener #1
- The steering cylinder was replaced on Gravity Belt Thickener #2
- The travel rail on Plant 5 Stormwater Pump #2 was repaired and reattached
- The Plant 5 grit classifier was dewatered for inspection
- A new stainless steel rag chute was installed for Plant 5's rag bin

**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 the month of October
- c. Government agency notices of violation received  
No notices
- d. Government agency monitoring  
Routine monitoring reports were submitted
- e. Other matters of concern  
See 8(c) above

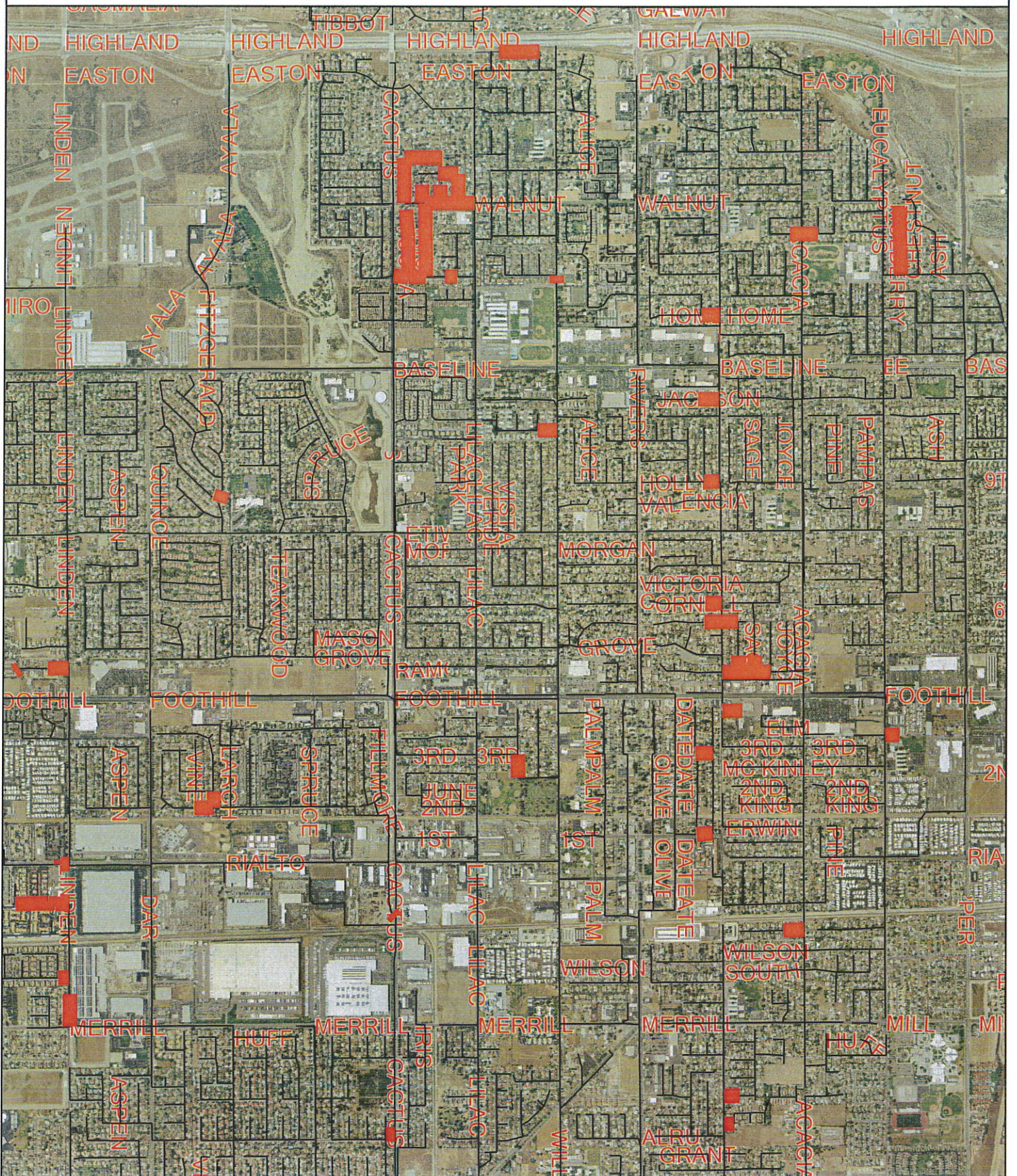
**9. Complaint Log**

Date	Address	Comments	Personnel	Manhole	To Manhole
10/3	950 W. Morgan Street	Homeowner indicated that sewage was being discharged from the lateral cleanout on their property. Sewer main checked, no blockages. Homeowner advised that sewer lateral is homeowner responsibility. They will call a plumber	Rodriguez	233-63	233-64
10/4	120 S. Joyce Avenue	Homeowner indicated that they had had a plumber replace their sewer lateral in the past and that a new plumber had indicated that the lateral had collapsed (possibly due to use of substandard materials). Veolia staff verified that there were no restrictions or obstructions within the sewer main. Homeowner advised that sewer lateral is homeowner responsibility.	Rodriguez	283-30	283-31
10/8	1395 W. Etiwanda	Resident reported a sewer backup in their home. Sewer main checked both upstream and downstream of the home's sewer lateral. Normal flow observed. Resident advised to contact a plumber to address issue.	Rodriguez	231-51	231-53



Date	Address	Comments	Personnel	Manhole	To Manhole
10/28	552 E. Home Avenue	Homeowner reported that toilets were backing up in their home. Sewer main checked upstream and downstream of home. Normal flow observed. Homeowner advised to call plumber	Van Orden	203-58	203-59
10/31	2708 Buena Vista Drive	Homeowner reported sewer blockage. Staff cleaned sewer main in front of home but encountered no obstructions or blockages. Homeowner subsequently indicated that it was only the kitchen sink that was blocked and that the home's toilets were fine. Staff explained to the homeowner that the problem was within the home. They will call a plumber	Rodriguez	83-43	84-26

# TABLE A



-- Pipe Cleaning October 2018



# Rialto Wastewater O&M Report

October 2018

**Table B**

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

	Influent daily flow	Effluent Flow	Reclaimed Water	Influent BOD	Influent BOD Load	Effluent BOD	Effluent BOD Load	BOD % Removal	Influent TSS	Influent TSS Load	Effluent TSS	Effluent TSS Load	TSS % Removal
Date	MGD	MGD	Gals	mg/l	lbs/day	mg/L	lbs/day	%	mg/L	lbs/day	mg/L	lbs/day	%
10/1/2018	7.690	6.620	0										
10/2/2018	7.040	5.620	0										
10/3/2018	6.840	5.430	0										
10/4/2018	7.020	5.320	0										
10/5/2018	7.290	6.020	0	270	16,416	1.7	85	99.4					
10/6/2018	6.540	4.960	0										
10/7/2018	7.030	5.650	0										
10/8/2018	7.850	5.320	0										
10/9/2018	7.130	6.120	0						260	15,461	3.0	153	99
10/10/2018	7.210	5.890	0										
10/11/2018	7.300	5.730	0										
10/12/2018	7.270	5.730	0										
10/13/2018	6.960	5.350	0										
10/14/2018	7.260	5.950	0										
10/15/2018	8.170	6.130	0	230	15,672	3.1	158	98.7	200	13,628	2.5	128	99
10/16/2018	7.290	5.470	0										
10/17/2018	6.980	5.820	0										
10/18/2018	6.750	5.260	0										
10/19/2018	6.880	5.850	0										
10/20/2018	6.070	4.830	0										
10/21/2018	6.930	5.470	0										
10/22/2018	7.140	5.770	0	230	13,696	2.0	96	99.1	200	11,910	1.3	63	99
10/23/2018	6.560	5.590	0										
10/24/2018	6.850	5.830	0										
10/25/2018	6.970	5.940	0										
10/26/2018	6.910	5.760	0										
10/27/2018	6.130	5.230	0										
10/28/2018	7.070	5.660	0										
10/29/2018	7.370	5.690	0	330	20,284	4.1	195	98.8	250	15,366	1.1	52	100
10/30/2018	6.980	5.700	0										
10/31/2018	6.590	5.510	0										
Minimum	6.07	4.83	0	230	13,696	1.7	85	98.7	200	11,910	1.1	52	98.8
Maximum	8.17	6.62	0	330	20,284	4.1	195	99.4	260	15,461	3.0	153	99.6
Average	7.03	5.65	0	265	16,517	2.7	134	99.0	228	14,091	2.0	99	99.3
Eff Limits (A.M.)*	11.7	11.7				20mg/L		>85%			20mg/L		>85%
Permit Compliant	Yes	Yes	N/A	N/A	N/A	Yes	N/A	Yes	N/A	N/A	Yes	N/A	Yes

\* Monthly Average

## Rialto Wastewater O&M Report

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

	Influent Conductivity (uS/cm)	Effluent Conductivity umhos	Influent COD mg/l	Final Effluent COD mg/l	Influent TDS mg/l	Filter Effluent TDS mg/l	EFF FINAL TDS mg/L	Influent Inorganic Nitrogen mg/L	Effluent Inorganic Nitrogen mg/l as N
10/1/2018	1,136	925							
10/2/2018	1,130	924			460		500	53	7.6
10/3/2018	1,092	923							
10/4/2018	1,043	920							
10/5/2018	1,029	927							
10/6/2018	1,024	941							
10/7/2018	1,023	952							
10/8/2018	993	949							
10/9/2018	990	949	600	21					
10/10/2018	1,004	944							
10/11/2018	1,027	944							
10/12/2018	979	953							
10/13/2018	984	945							
10/14/2018	995	963							
10/15/2018	978	946							
10/16/2018	982	921							
10/17/2018	1,004	922							
10/18/2018	1,014	918							
10/19/2018	937	903							
10/20/2018	873	907							
10/21/2018	931	898							
10/22/2018	965	903							
10/23/2018	1,057	908							
10/24/2018	980	907							
10/25/2018	958	901							
10/26/2018	930	906							
10/27/2018	933	909							
10/28/2018	970	897							
10/29/2018	1,008	893							
10/30/2018	985	897							
10/31/2018	1,005	896				450			
Minimum	873	893	600	21	460	450	500	53	7.6
Maximum	1,136	963	600	21	460	450	500	53	7.6
Average	999	922	600	21	460	450	500	53	7.6
12 Month Average						450			7.6
Eff. Limits (A.M.)*						490 mg/L 12 Mo. Running			10 mg/L 12 Mo. Running
Permit	N/A	N/A	N/A	N/A	N/A	Yes	N/A	N/A	yes

# Rialto Wastewater O&M Report

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

	Influent pH	Effluent pH	Effluent Temp	Effluent Ammonia	Effluent Total Coliform	Effluent Coliform 7 Day Median	Effluent Cyanide, Free Available	Eff Di(2-ethylhexyl) phthalate (DEHP)	FOG Daily Volume Gallons	Digester Gas	Natural Gas Daily Use
Date	SU	SU	Deg C	mg/L	MPN/100ml	MPN/100ML	ug/L	ug/l	Gals	cu ft/day	cf/day
10/1/2018	7.70	7.31	28.6	<0.10	<1.8	<1.80			0	125,742	300
10/2/2018	7.63	7.34	28.8		<1.8	<1.80	<2.0	<2.10	0	127,242	0
10/3/2018	7.85	7.35	28.1		<1.8	<1.80			0	131,609	17,100
10/4/2018	7.73	7.36	27.8		<1.8	<1.80			0	161,713	19,300
10/5/2018	7.92	7.38	27.8		<1.8	<1.80			0	167,225	200
10/6/2018	7.55	7.29	27.6		<1.8	<1.80			0	158,111	0
10/7/2018	7.64	7.33	27.3		<1.8	<1.80			0	163,110	100
10/8/2018	7.84	7.31	27.3		<1.8	<1.80			0	118,677	18,600
10/9/2018	7.90	7.36	27.2		<1.8	<1.80			0	121,693	22,500
10/10/2018	7.89	7.35	27.1		**	<1.80			0	117,957	6,600
10/11/2018	7.88	7.35	27.0		2.0	<1.80			0	136,717	20,400
10/12/2018	7.80	7.29	26.7		2.0	<1.80			0	106,251	2,600
10/13/2018	7.56	7.26	26.7		<1.8	<1.80			0	120,927	3,500
10/14/2018	7.64	7.24	26.6		<1.8	<1.80			0	113,450	4,200
10/15/2018	7.83	7.30	25.6	<0.10	<1.8	<1.80			0	115,031	2,400
10/16/2018	7.82	7.34	24.3		<1.8	<1.80			0	141,017	24,500
10/17/2018	7.80	7.29	24.6		<1.8	<1.80			0	103,251	500
10/18/2018	7.86	7.29	25.2		<1.8	<1.80			0	148,896	1,100
10/19/2018	7.77	7.32	25.5		14	<1.80			0	161,618	9,900
10/20/2018	7.47	7.33	25.5		<1.8	<1.80			0	113,372	8,900
10/21/2018	7.34	7.34	25.9		<1.8	<1.80			0	190,615	21,700
10/22/2018	7.58	7.28	26.1	<0.10	<1.8	<1.80			0	147,147	19,800
10/23/2018	7.87	7.31	26.3		<1.8	<1.80			0	167,460	4,800
10/24/2018	7.84	7.34	26.2		2	<1.80			0	142,443	16,200
10/25/2018	7.82	7.32	26.1		<1.8	<1.80			0	144,274	100
10/26/2018	7.70	7.32	26.1		<1.8	<1.80			0	171,598	3,800
10/27/2018	7.50	7.32	26.2		<1.8	<1.80			0	122,359	20,900
10/28/2018	7.48	7.32	26.1		<1.8	<1.80			0	166,898	100
10/29/2018	7.49	7.36	26.0		<1.8	<1.80			0	138,642	0
10/30/2018	7.59	7.34	25.9		<1.8	<1.80			0	147,730	17,100
10/31/2018	7.77	7.34	24.3		<1.8	<1.80			0	122,949	22,700
Minimum	7.34	7.24	24.3	0.1	1.8	1.8	2.0	2.10	0	103,251	0
Maximum	7.92	7.38	28.8	0.1	2.0	1.8	2.0	2.10	0	190,615	24,500
Average	7.71	7.32	26.5	0.1	1.8	1.8	2.0	2.10	0	139,217	9,352
Eff Limits (A.M.)*		6.5-8.5		4.5 mg/L		<2.2	4.2 ug/L	5.90 ug/L			
Permit Compliant	N/A	Yes	N/A	Yes	N/A	Yes	Yes	Yes	N/A	N/A	N/A

\*Monthly Average

\*\*Lab Error, no value for this date

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**Reporting Period:**

**October 2018**

**Prepared for: Rialto Water Services**

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



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

**Contents**

- I. EXECUTIVE SUMMARY ..... 4**
  - A. Water Production Totals ..... 5**
  - B. Static Water Levels ..... 7**
- II. REGULATORY ..... 8**
  - A. Regulatory Submittals ..... 8**
  - B. Sample Site Location Results ..... 9**
  - C. Violations ..... 11**
  - D. Source Water Total Dissolved Solids (TDS) ..... 11**
- III. HEALTH AND SAFETY ..... 11**
  - A. Incidents ..... 11**
  - B. Training ..... 11**
  - C. Lost Time Safety Record ..... 11**
- IV. CHEMICAL USE ..... 11**
- V. ELECTRICAL USE ..... 12**
- VI. WATER QUALITY COMPLAINTS ..... 12**
- VII. OPERATIONS UPDATE ..... 12**
  - A. Valve Activity ..... 12**
  - B. Hydrant Flushing ..... 12**
- VIII. ASSET MANAGEMENT ..... 13**
  - A. Main Breaks, Service Leaks, Adverse Water Quality and Health/Safety Issues ..... 13**
- IX. RAINFALL TOTALS ..... 14**

## **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 reservoir 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 741.21 acre-feet. 526.08 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). 164.34 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 50.79 acre-feet came from the OPRTP.

OCTOBER 2018 DAILY PRODUCTION TOTALS IN ACRE FEET										
DATE	Chino 2	City 2	Rialto 3	Rialto 5	Miro 3	Delivered Via BLF			OPRTP <sup>2</sup>	TOTAL <sup>3</sup>
						City 4A	Purchased			
						BOOSTER 6-9	Cactus <sup>1</sup>			
10/1/18	6.50	0.00	7.23	0.00	0.00	9.78	0.00	8.31	2.31	24.35
10/2/18	6.17	0.00	6.52	0.00	0.00	9.50	0.00	10.67	2.36	25.72
10/3/18	5.67	0.00	7.83	0.00	0.00	8.58	0.41	13.00	1.76	28.67
10/4/18	5.14	0.00	7.76	0.00	0.00	8.78	0.00	9.36	0.00	22.26
10/5/18	5.92	0.00	5.37	0.00	0.00	8.81	0.00	10.56	0.00	21.85
10/6/18	5.92	9.27	4.32	0.00	0.00	8.80	0.00	10.51	0.00	30.02
10/7/18	6.04	0.00	4.48	0.00	0.00	9.11	0.00	12.07	0.00	22.59
10/8/18	6.34	0.00	4.09	0.00	0.00	9.52	0.00	13.04	0.00	23.47
10/9/18	6.11	0.00	4.06	0.00	0.00	9.07	0.00	17.18	0.00	27.35
10/10/18	0.00	8.86	5.39	0.00	0.00	8.70	0.00	14.86	0.00	29.11
10/11/18	1.91	7.96	4.20	0.00	0.00	8.42	0.16	12.68	4.35	31.26
10/12/18	0.00	8.71	4.68	0.00	0.00	2.52	0.00	6.15	2.87	22.41
10/13/18	0.00	7.74	3.86	0.00	0.00	0.00	0.00	4.29	1.78	17.67
10/14/18	0.00	8.75	4.68	0.00	0.00	0.00	0.00	7.42	2.05	22.90
10/15/18	0.00	8.87	4.06	0.00	0.00	0.00	0.00	5.99	1.93	20.85
10/16/18	1.12	7.86	4.96	0.00	0.00	0.00	0.00	5.90	1.90	21.74
10/17/18	0.21	9.12	3.44	0.00	0.00	0.00	0.00	6.97	2.09	21.83
10/18/18	1.54	7.55	5.62	0.00	0.00	0.00	0.00	6.47	1.80	22.98
10/19/18	0.14	8.74	4.66	0.00	0.00	0.00	0.00	8.45	2.01	24.00
10/20/18	3.33	7.92	4.18	0.00	0.00	0.00	0.00	5.43	1.84	22.70
10/21/18	3.47	9.07	4.29	0.00	0.00	0.00	0.00	8.25	1.99	27.07
10/22/18	0.80	8.83	4.87	0.00	0.00	0.00	0.00	5.51	2.18	22.19
10/23/18	5.69	7.32	3.90	0.00	0.00	0.00	0.00	8.27	1.64	26.82
10/24/18	5.99	9.74	0.00	0.00	0.00	0.00	0.00	0.00	0.00	15.73
10/25/18	5.42	7.73	1.47	0.00	0.00	0.00	0.00	12.45	4.19	31.26
10/26/18	6.61	9.07	0.00	0.00	0.00	0.00	0.00	7.79	2.13	25.60
10/27/18	5.23	7.37	0.05	0.00	0.00	0.00	0.00	6.62	0.00	19.27
10/28/18	6.22	9.77	0.00	0.00	0.00	0.00	0.00	7.79	4.27	28.05
10/29/18	6.56	8.30	0.00	0.00	0.00	0.00	0.00	6.11	1.36	22.33
10/30/18	0.00	9.31	0.00	0.00	0.01	0.00	0.00	6.31	2.48	18.11
10/31/18	0.00	7.79	0.00	0.00	4.81	0.00	0.00	6.95	1.50	21.05
<b>TOTAL</b>	<b>108.05</b>	<b>195.65</b>	<b>115.97</b>	<b>0.00</b>	<b>4.82</b>	<b>101.59</b>	<b>0.57</b>	<b>265.36</b>	<b>50.79</b>	<b>741.21</b>
<b>MIN</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>15.73</b>
<b>MAX</b>	<b>6.61</b>	<b>9.77</b>	<b>7.83</b>	<b>0.00</b>	<b>4.81</b>	<b>9.78</b>	<b>0.41</b>	<b>17.18</b>	<b>4.35</b>	<b>31.26</b>
<b>AVE</b>	<b>3.49</b>	<b>6.31</b>	<b>3.74</b>	<b>0.00</b>	<b>0.16</b>	<b>3.28</b>	<b>0.02</b>	<b>8.56</b>	<b>1.64</b>	<b>23.91</b>

<sup>1</sup> Measured at point of connection at Cactus Reservoir site including production from City 4A. Amount may vary compared to billing.

<sup>2</sup> Measured at point of connection at Cedar Reservoir site. Amount may vary as compared to billing.

<sup>3</sup> City 4A is not included in total. It has been accounted for in the Purchased total.

**OCTOBER 2018 DAILY BOOSTER TOTALS IN ACRE FEET**

<b>DATE</b>	<b>Booster 1</b>	<b>Booster 2</b>	<b>Booster 3</b>	<b>Booster 4</b>	<b>Booster 5</b>	<b>Booster 6-9</b>	<b>Booster 10</b>	<b>Booster 11</b>
10/1/18	0.00	0.00	0.00	3.96	2.64	0.00	0.00	0.00
10/2/18	0.00	0.00	0.00	3.38	4.77	0.00	0.00	0.00
10/3/18	0.00	0.00	0.00	5.41	6.36	0.41	0.00	0.00
10/4/18	0.00	0.00	0.00	2.56	4.49	0.00	0.00	0.00
10/5/18	0.00	0.00	2.51	4.18	5.53	0.00	0.00	0.00
10/6/18	0.00	0.00	5.46	3.17	5.71	0.00	0.00	0.00
10/7/18	0.00	0.00	5.01	1.62	6.44	0.00	0.00	0.00
10/8/18	0.00	0.00	0.00	3.80	8.56	0.00	0.57	0.00
10/9/18	0.00	0.00	0.00	2.96	11.47	0.00	0.69	0.00
10/10/18	0.00	0.00	0.00	2.62	8.96	0.00	0.00	0.00
10/11/18	0.00	0.00	9.29	1.03	7.63	0.16	0.00	0.00
10/12/18	0.00	0.00	3.09	5.59	0.00	0.00	0.00	0.93
10/13/18	0.00	0.00	3.18	4.62	0.00	0.00	0.00	0.00
10/14/18	0.00	0.00	3.30	4.89	2.88	0.00	0.00	0.00
10/15/18	0.00	0.00	5.61	0.56	1.37	0.00	0.34	0.00
10/16/18	0.00	0.00	0.00	0.31	1.45	0.00	9.61	0.00
10/17/18	0.00	0.00	2.96	0.16	1.87	0.00	8.71	0.00
10/18/18	0.00	0.00	0.00	0.00	1.46	0.00	7.42	0.00
10/19/18	0.00	0.00	0.00	0.00	1.95	0.00	12.46	0.00
10/20/18	0.00	0.00	0.00	0.00	0.79	0.00	9.10	0.00
10/21/18	0.00	0.00	0.00	0.00	3.50	0.00	10.00	0.00
10/22/18	0.00	0.00	0.00	0.00	0.00	0.00	9.46	0.00
10/23/18	0.00	0.00	0.00	2.40	1.43	0.00	10.23	0.00
10/24/18	0.00	0.00	1.79	1.43	0.00	0.00	10.23	0.00
10/25/18	0.00	0.00	1.44	1.83	2.81	0.00	9.62	0.00
10/26/18	0.00	0.00	2.63	1.25	2.21	0.00	10.52	0.00
10/27/18	0.00	0.00	1.63	1.74	2.00	0.00	9.07	0.00
10/28/18	0.00	0.00	1.66	2.39	1.96	0.00	9.57	0.00
10/29/18	0.00	0.00	3.85	0.72	1.71	0.00	8.92	0.00
10/30/18	0.00	0.00	5.39	2.99	1.03	0.00	2.95	0.00
10/31/18	0.00	0.00	6.90	5.10	1.40	0.00	0.00	0.00
<b>TOTAL</b>	<b>0.00</b>	<b>0.00</b>	<b>65.70</b>	<b>70.67</b>	<b>102.38</b>	<b>0.57</b>	<b>139.47</b>	<b>0.93</b>
<b>MIN</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>MAX</b>	<b>0.00</b>	<b>0.00</b>	<b>9.29</b>	<b>5.59</b>	<b>11.47</b>	<b>0.41</b>	<b>12.46</b>	<b>0.93</b>
<b>AVE</b>	<b>0.00</b>	<b>0.00</b>	<b>2.12</b>	<b>2.28</b>	<b>3.30</b>	<b>0.02</b>	<b>4.50</b>	<b>0.03</b>

**B. Static Water Levels**

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

2018 Depth to Water											
Wells Depth to Pump	Historical Maximum Depth to Water	Jan	Feb	March	April	May	June	July	Aug	Sept.	Oct.
Chino # 1 (580 ft) In-active well	425'	422'	422'	418'	418'	419'	425'	422'	418'	415'	418'
Chino # 2 (550 ft)	360'	346'	351'	344'	344'	343'	344'	344'	349'	350'	350'
City # 1 (260 ft) Dry	392'	376'	376'	376'	370'	368'	368'	370'	370'	370'	376'
City # 2 (480 ft)	402'	378'	378'	375'	377'	374'	387'	397'	391'	388'	381'
City # 3 (525 ft) Out of Service	475'	452'	450'	449'	448'	448'	449'	451'	453'	454'	453'
City # 4A (420 ft)	406'	341'	346'	339'	342'	350'	350'	406'	355'	360'	353'
City # 5 (385 ft) In-active well	355'	328'	329'	328'	328'	325'	326'	328'	330'	331'	332'
Rialto # 1 (650 ft) In-active well	588'	562'	566'	564'	564'	565'	569'	571'	569'	566'	564'
Rialto # 2 (550 ft) In-active well	490'	488'	489'	488'	488'	488'	489'	489'	489'	490'	486'
Rialto # 3 (485 ft)	459'	456'	454'	458'	457'	457'	443'	443'	443'	456'	459'
Rialto # 4 (450 ft) In-active well	413'	398'	397'	400'	401'	400'	400'	399'	401'	400'	401'
Rialto # 5 (560 ft)	371'	368'	368'	370'	370'	368'	369'	369'	371'	368'	368'
Rialto Well # 7 In-active well	346'	346'	346'	346'	346'	345'	346'	346'	346'	345'	346'
Miro # 3 (550 ft)	467'	454'	456'	454'	453'	454'	458'	460'	467'	465'	461'

## 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 DRINC Report

Sample Test Result Standards			
Type of Sampling	Units of Measure	Detectible Limit for Reporting	Maximum Contaminant Level
Total Coliform	A	--	--
E. Coli	A	--	--
Nitrate as N	mg/L	2.0	10.0
Perchlorate (CLO <sub>4</sub> )	µg/L	4.0	6.0
Total Dissolved Solids	mg/L	--	500
1,2,3 Trichloropropane	µg/L	0.0050	0.0050
P= Present A= Absent			

Sample Date 10/10/2018	Sample Site Location Results								
	Chino 2	City 2	City 4A	Rialto 3	Rialto 5	Miro 3	BLF Cactus	BLF 6-9	OPRTP
Total Coliform	A	A	A	A	A	A	A	A	A
E. Coli	A	A	A	A	A	A	A	A	A
Nitrate as N	3.2								
Perchlorate (CLO <sub>4</sub> )	<4.0			13	<4.0	19			
Total Dissolved Solids	220	190	280	220	210	200	320	320	280
1,2,3 Trichloropropane	<0.0050	<0.0050	<0.0050	<0.0050	<0.0050	<0.0050	<0.0050	<0.0050	<0.0050

**B. Sample Site Location Results**

<b>Rialto Distribution Sample Results</b>						
<b>October 2018</b>						
<b>Sample Location</b>	<b>Free Cl Res (Field)</b>	<b>Total Coliform</b>	<b>E. Coli</b>	<b>Apparent Color</b>	<b>Odor Threshold</b>	<b>Turbidity</b>
<b>CYCLE 1 - 10/03/18</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
335 W. Rialto	0.90	A	A			
1228 W. Merrill	1.00	A	A			
256 N. Fillmore	1.10	A	A			
987 W. Grove	0.90	A	A			
978 N. Driftwood	0.90	A	A			
1451 N. Linden	0.80	A	A			
469 W. Jackson	1.00	A	A			
935 E. Mariposa	0.90	A	A			
1000 N. Joyce	0.90	A	A			
766 N. Chestnut	0.90	A	A			
149 W. Victoria	0.90	A	A			
313 E. McKinley	1.40	A	A			
609 E. South	1.20	A	A			
273 E. Alru	1.00	A	A			
1161 S. Lilac	1.20	A	A			
101 E. Valley	1.00	A	A			
<b>CYCLE 2 - 10/10/18</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
210 N. Park	1.30	A	A			
101 S. Larch	1.20	A	A			
331 N. Wisteria	1.70	A	A			
886 W. Grove	1.30	A	A			
1168 N. Glenwood	1.20	A	A			
1320 N. Fitzgerald	1.30	A	A			
860 N. Willow	0.70	A	A			
209 E. Cornell	0.60	A	A			
643 E. Margarita	0.60	A	A			
1132 N. Vista Grande	0.90	A	A			
681 E. Erwin	0.80	A	A			
402 E. Merrill	0.80	A	A			
261 W. Wilson	0.80	A	A			
532 S. Iris	1.00	A	A			
281 W. Hawthorne	1.30	A	A			
379 W. Valley	1.30	A	A			

<b>Rialto Distribution Sample Results</b>						
<b>October 2018</b>						
<b>Sample Location</b>	<b>Free Cl Res (Field)</b>	<b>Total Coliform</b>	<b>E. Coli</b>	<b>Apparent Color</b>	<b>Odor Threshold</b>	<b>Turbidity</b>
<b>CYCLE 3 - 10/17/18</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
240 N. Willow	0.80	A	A			
775 E. Foothill	0.80	A	A			
878 N. Primrose	1.20	A	A			
369 E. Van Koevering	0.90	A	A			
274 W. Valencia	0.80	A	A			
1578 N. Fillmore	0.80	A	A			
932 N. Idyllwild	0.90	A	A			
644 N. Smoketree	1.10	A	A			
605 W. Rosewood	1.00	A	A			
1189 W. Second	1.20	A	A			
775 W. Rialto	1.20	A	A			
211 E. Wilson	0.90	A	A			
595 E. Huff	1.20	A	A			
1005 S. Riverside	1.20	A	A			
794 S. Verde	1.30	A	A			
1055 W. Bloomington	1.20	A	A			
<b>CYCLE 4 - 10/24/18</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
375 S. Cactus	0.91	A	A	<3.0	<1.0	<0.10
149 S. Linden	1.14	A	A	<3.0	<1.0	<0.10
234 N. Larch	0.87	A	A	<3.0	<1.0	<0.10
575 N. Driftwood	0.90	A	A	<3.0	<1.0	0.10
1355 W. Shamrock	0.99	A	A	<3.0	<1.0	<0.10
992 N. Yucca	0.79	A	A	<3.0	<1.0	0.67
481 W. Cornell	0.88	A	A	<3.0	<1.0	<0.10
158. E. Shamrock	0.78	A	A	<3.0	<1.0	<0.10
749 E. Holly	0.89	A	A	<3.0	<1.0	<0.10
545 E. Victoria	0.92	A	A	<3.0	<1.0	<0.10
200 N. Sycamore	0.98	A	A	<3.0	<1.0	<0.10
407 E. Allen	0.86	A	A	<3.0	<1.0	<0.10
399 E. Montrose	0.91	A	A	<3.0	<1.0	0.10
856 S. Orange	1.01	A	A	<3.0	<1.0	<0.10
911 S. Cactus	0.89	A	A	<3.0	<1.0	0.17
220 W. Valley	1.03	A	A	<3.0	<1.0	0.77
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 246 mg/L for the month of October as compared to 251 mg/L in September. The TDS levels are below the secondary maximum contaminant level requirements.

**III. HEALTH AND SAFETY**

**A. Incidents**

There were no reportable safety incidents for the reporting period.

**B. Training**

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

- 2018 Emergency Drill – West Region
- CPR Training
- Confined Space
- Tailgate Safety Meetings

**C. Lost Time Safety Record**

1,875 days since the last reportable lost time safety incident.

**IV. CHEMICAL USE**

Pelletized calcium hypochlorite is the only chemical added to the water system. A total of 1917 pounds of calcium hypochlorite was used in October as compared to 2891 pounds used in September.

## **V. ELECTRICAL USE**

Southern California Edison (SCE) usage was 459887 kWh for October as compared to 690159 kWh in September.

## **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 in consideration when operating the facilities and water sources.

### **A. Valve Activity**

204 valves were exercised for the month of October. The assessment of valve turning on regular operations has been completed a while ago and the plan for baseline assessment of all valves is now in effect.

### **B. Hydrant Flushing**

For the month of October, 6 fire hydrants/dead ends were flushed. The Veolia PM and Field Supervisor are in the process of evaluating the existing flushing program. The program has identified 83 locations to be flushed on a yearly



basis. The total number of locations could change after the evaluation has been performed.

**C. Sanitary Survey**

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

**D. Cross-Connection Control Program**

Program plan was submitted to City for review and approval. Plan outlines authorities and responsibilities, surveys and notifications, procedures for tests and inspections, and water service terminations. Program adopts and adheres to Title 17, incorporating Section 7583 through 7605 of the California Code of Regulations entitling “Regulations Relating to Cross-Connections” and City of Rialto ordinance 605.

**VIII. ASSET MANAGEMENT**

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

- Preventive Maintenance– 915
- Corrective Maintenance– 31
- Predictive Maintenance– 0

205 PM’s are scheduled for November 2018.

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

Corrective Work Order labor hours were dedicated to nine pipe lines.

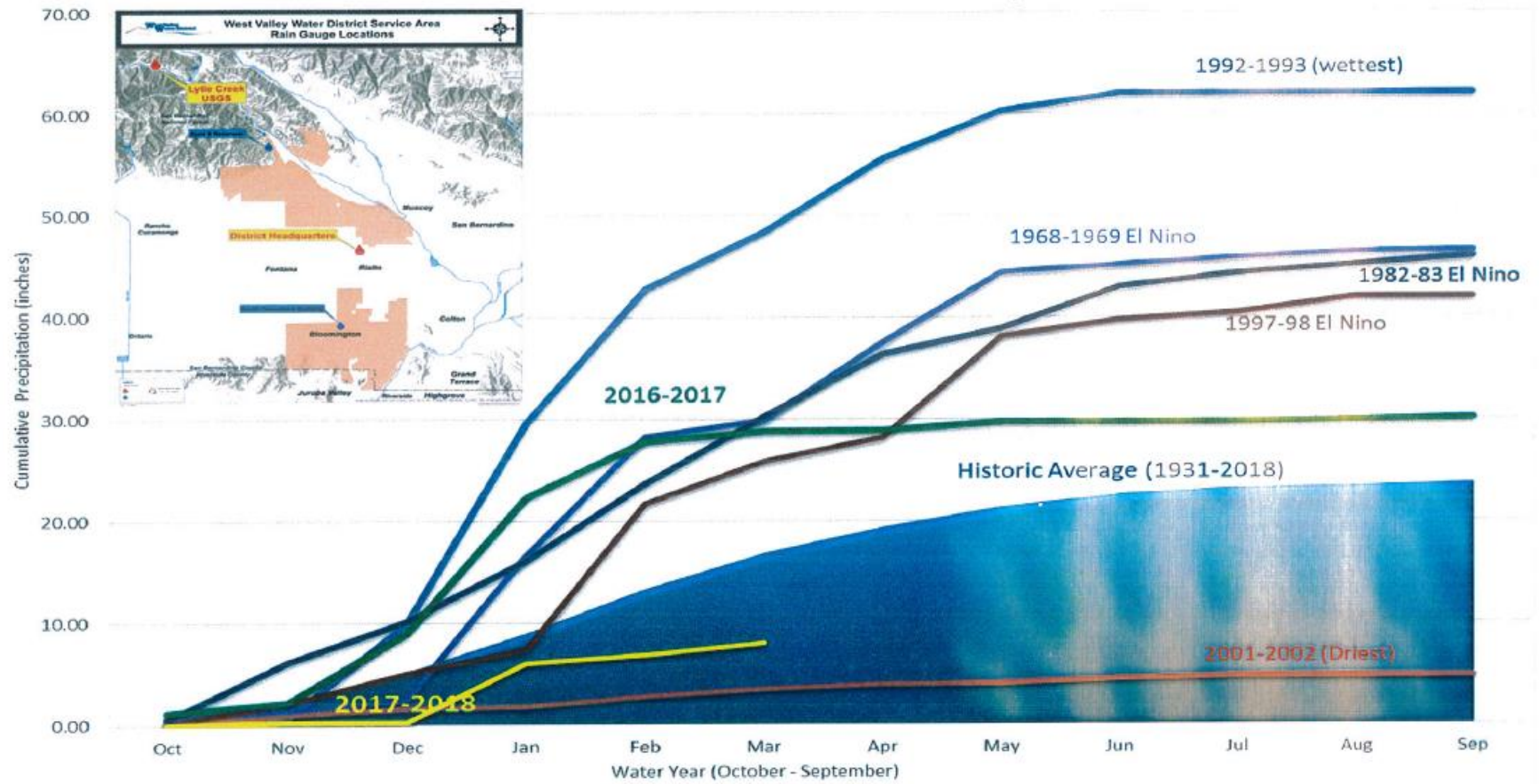
## IX. RAINFALL TOTALS

SEASON	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
2013-14	0.08	0.36	0.00	0.10	1.54	0.98	0.00	1.08	2.79	0.88	0.00	0.00	7.81
2014-15	0.00	2.80	0.00	0.00	1.40	5.58	0.88	1.10	0.17	0.16	1.11	0.00	13.20
2015-16	0.91	0.00	1.57	1.91	0.32	1.48	2.40	0.50	0.68	0.77	0.10	0.00	10.64
2016-17	0.00	0.00	0.00	0.55	3.18	1.52	6.93	1.73	0.40	0.00	0.20	0.00	14.51
2017-18	0.00	0.53	0.00	0.00	0.00	0.00	1.02	0.80	2.87	0.00	0.00	0.00	5.22
2018-19	0.00	0.00	0.00	0.00									0.00
<b>July 18- June 19 = 0.00 INCHES</b>													
<b>YEAR TO DATE FOR 2018 = 4.69 INCHES</b>													
<b>AVG. RAINFALL FOR LAST FIVE YEARS 8.71 INCHES</b>													
<b>2018</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Total</b>
Totals	1.02	0.80	2.87	0.00	0.00	0.00	0.00	0.00	0.00	0.00			4.69

## 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 2018	2.49 K	2.69	252	7.3 K	73.8 L	45.1 K	57.9 K	67	28	45 K	35.6 K	2.8	53.9
Feb 2018	3.16 K	0.71	356	6.0 K	69.3 L	42.2 K	55.4 K	66	23	41 K	30.8 K	3.5 K	54.1
Mar 2018	3.97 K	2.12	382	9.0 K	70.1 K	47.2 K	58.3 K	77	34	54 K	40.2 K	3.9 K	57.7
Apr 2018	5.82 K	1.16	516	10.4 K	80.0 L	50.9 K	64.5 L	71 K	29 K	46 L	41.2 L	4.4 K	63.3
May 2018	5.27 K	0.00	482	13.0 K	77.7 L	51.7 L	65.0 K	79 K	40 K	58 L	47.4 L	4.4 K	66.5
Jun 2018	7.27 K	0.00	645	14.8 K	84.7 L	54.7 K	73.6 K	82 K	28 K	52 L	50.4 L	4.5 K	71.9
Jul 2018	7.72 K	0.00	558	16.5 K	102.9 L	66.3 K	81.8 K	68 K	25 K	44 L	56.7 L	4.4 K	76.4
Aug 2018	7.19 K	0.00	547	16.8 K	94.4	66.0 K	79.7 K	76	27	49 K	58.2 K	4.0 K	75.7
Sep 2018	6.03 K	0.00	503	14.5	92.0	59.6	75.2	81	28	49	54.0	3.7 K	70.1
Oct 2018	4.07	0.00	359	11.5 K	80.8 K	55.1	67.4	76	30	51 K	46.4 K	3.8 K	65.9
Tots/Avg	52.99	6.7	460	12.0	82.6	53.9	67.9	74	29	49	46.1	3.9	65.6

## West Valley Water District Area Two Station Precipitation Index Historical Cumulative Precipitation



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

**Reporting Period:**

**October 2018**

**Prepared for: Rialto Water Services**

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



## Table of Contents

<b>I. CUSTOMER SERVICE SUMMARY</b> .....	3
<b>II. CALL CENTER PERFORMANCE</b> .....	3
<b>III. AUTOMATED SERVICES</b> .....	4
<b>IV. BILLING &amp; CONSUMPTION</b> .....	4
<b>A. Consumption</b> .....	4
<b>B. Billing</b> .....	5
<b>V. REVENUE &amp; AGING</b> .....	5
<b>A. Revenue</b> .....	5
<b>B. Aging</b> .....	6
<b>C. Bad Debt</b> .....	6
<b>VI. SERVICE ORDERS</b> .....	6
<b>VII. OTHER ACTIVITIES</b> .....	6
<b>VIII. REVENUE REPORT</b> .....	7
<b>A. Revenue Summary</b> .....	7
<b>B. Non Rate Revenue - Extraterritorial Customers</b> .....	7
<b>C. Non-Rate Revenue – Other</b> .....	7
<b>D. Development Impact Fees</b> .....	8
<b>E. Rialto Basin Water Rights and Leasing</b> .....	8
<b>F. Cash Collections by Payment Method – Rialto Water Services</b> .....	8
<b>G. Payment Collection Method – Fiscal Year to Date</b> .....	10
<b>H. Cash Collections on Behalf of the City of Rialto-Prior Year Comparison</b> .....	10
<b>I. Non-Rate Revenue + Utility Revenue Collections Prior Year Comparison</b> .....	10
<b>J. Non-Rate Revenue + Utility Revenue Collected Fiscal Year-to-Date</b> .....	11
<b>K. Increase in Cash Collections and Fund Distribution—Prior Year Comparison</b> .....	11
<b>L. Non-Incode Customer Accounts Receivable Aging</b> .....	12

## I. CUSTOMER SERVICE SUMMARY

Customer Service answered 2,140 inbound calls with a service level of 91.2% during the month of October. Average wait time was 13 seconds.

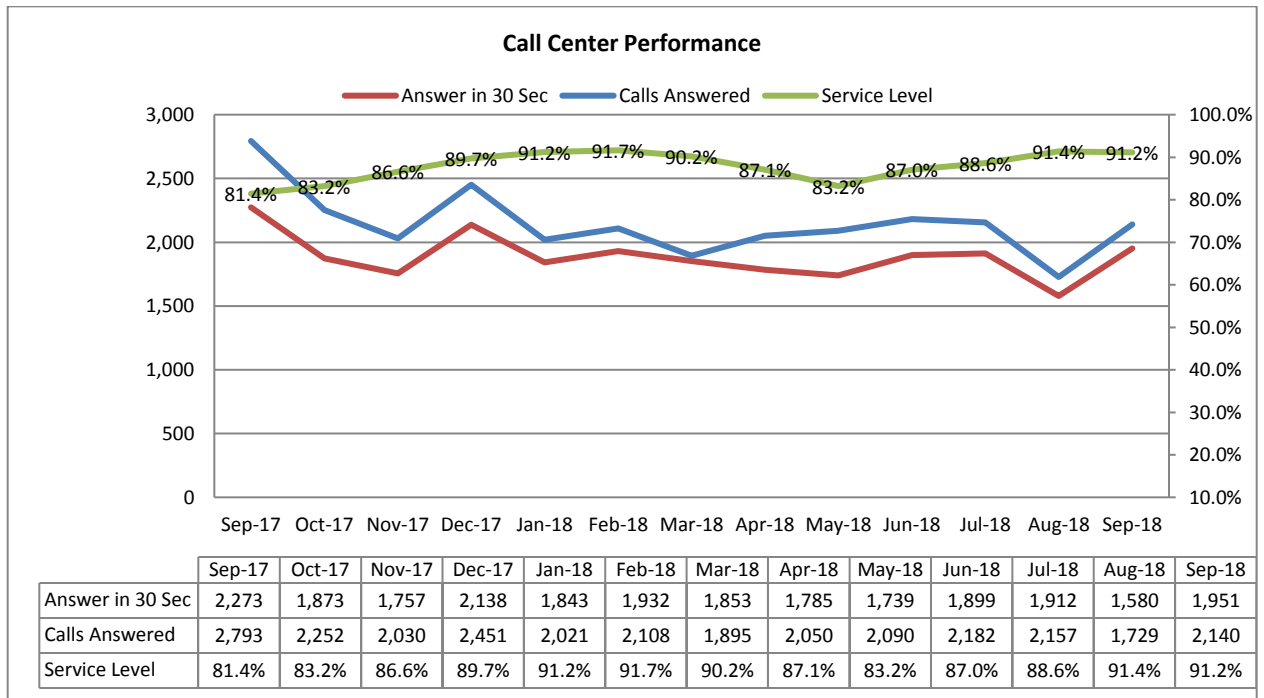
Water consumption has decreased by 28% when compared against the previous month and increased by 9.8% when compared against October of the prior year.

With the decrease in water consumption, water revenue has decreased by 22.7% when compared against the prior month. Please note that the percentage of increase or decrease in water consumption will not align with the revenue due to the fact that constant minimum base charges makes up a larger portion of the revenues.

Sewer revenue has decreased by 2% when compared against the prior month and increased by 5.2% when compared against the same month in 2017.

## II. CALL CENTER PERFORMANCE

During October 2018, a total of 2,140 calls were answered with a respective service level of 91.2% and an average 13 second wait time. No callers waited greater than ten minutes and longest wait time was eight minutes and sixteen seconds. Only 7.5% of the callers experienced wait times greater than one (1) minute.



### III. AUTOMATED SERVICES

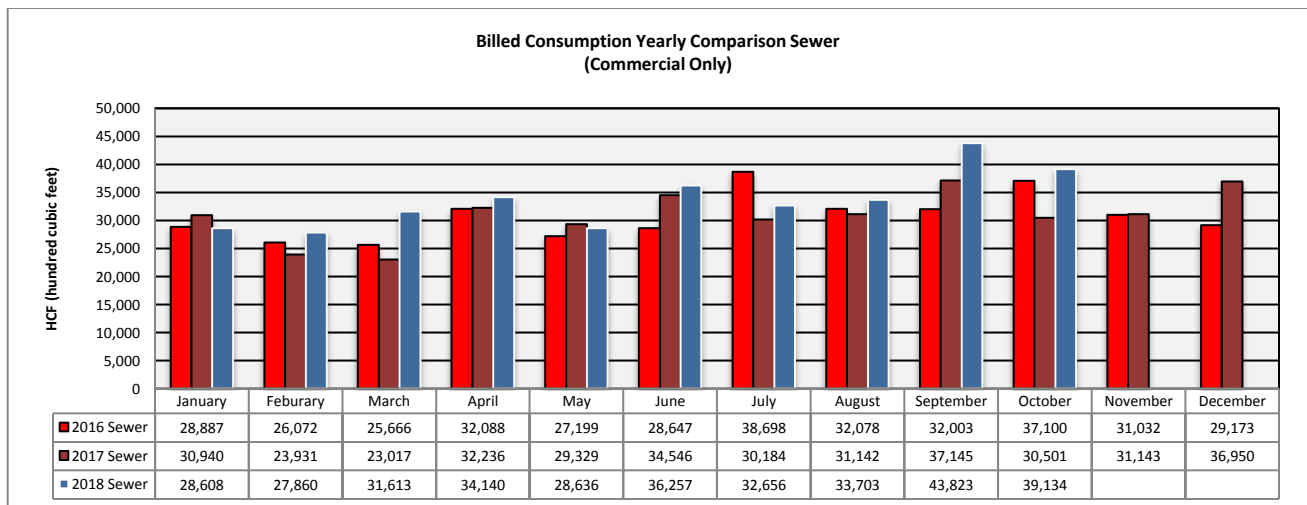
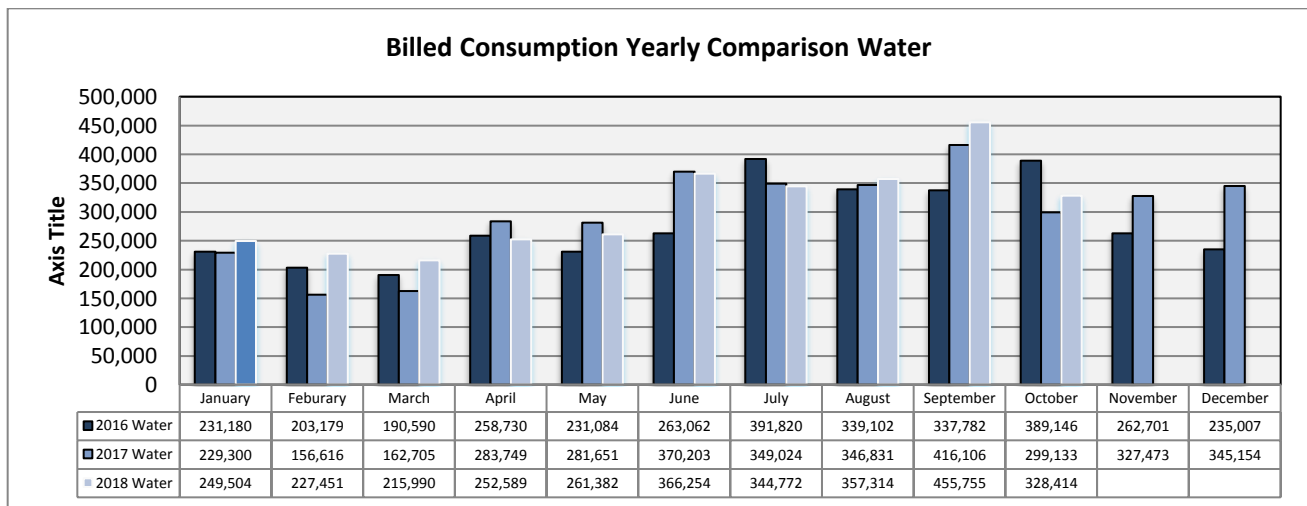
About 43% of the rate payers utilized the online service portal, over the phone payment system or PayNearMe to make their payments. Thirty-one (31) percent of rate payers have created online accounts to view their bills or to make online payments.

	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Number of Bills	21,023	21,004	21,026	20,994	20,979	20,981	21,048	21,018	21,079	21,055	21,064	21,090	21,063
Number of Bill Adjustments (during billing)	20	15	31	35	21	25	22	20	22	16	15	11	19
Automated Over the Phone Payments	2,996	2,707	2,428	2,965	2,686	2,986	2,557	2,719	2,618	2,942	2,824	2,456	2,970
Online Payment	4,795	4,516	4,020	5,187	4,675	5,222	4,813	5,260	4,754	5,935	5,835	4,823	6,113
E-bill Participants	2,449	2,523	2,588	2,660	2,725	2,785	2,847	2,900	2,957	3,038	3,095	3,128	3,163
Auto Pay Participants (New Portal)	1,194	1,276	1,347	1,393	1,446	1,512	1,572	1,627	1,676	1,705	1,736	1,764	1,800
PayNearMe	0	0	0	0	0	0	26	42	35	53	52	57	53

### IV. BILLING & CONSUMPTION

#### A. Consumption

Water consumption has decreased by 28% when compared against the previous month and when compared against October of the prior year, consumption has increased by 9.8%.



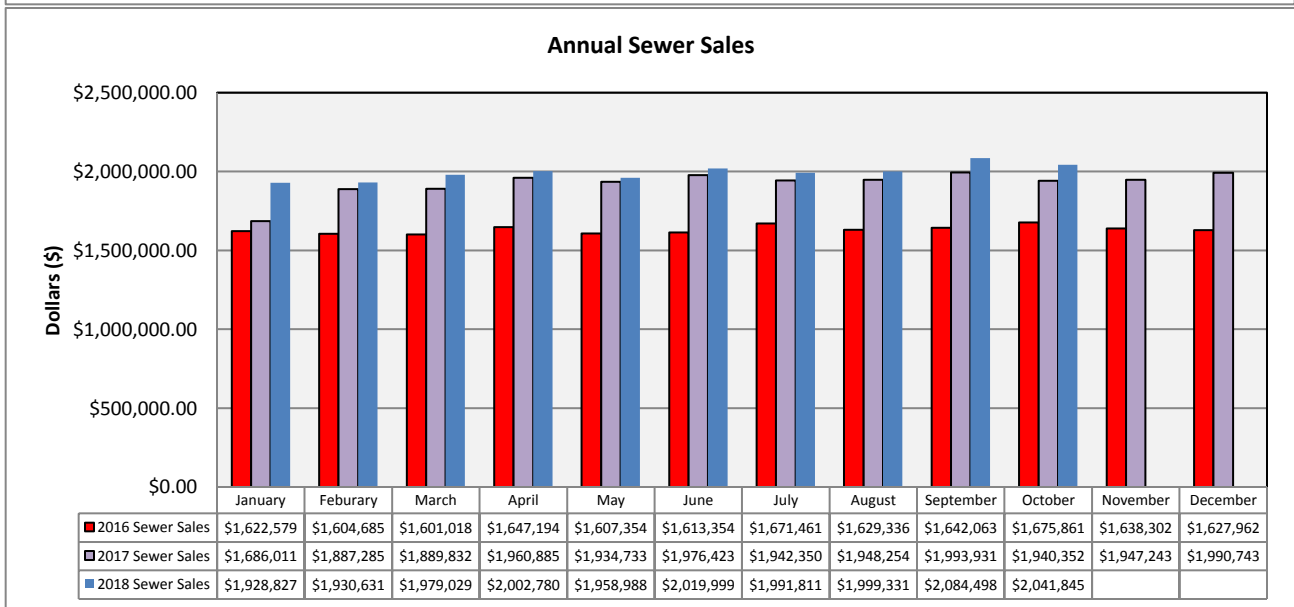
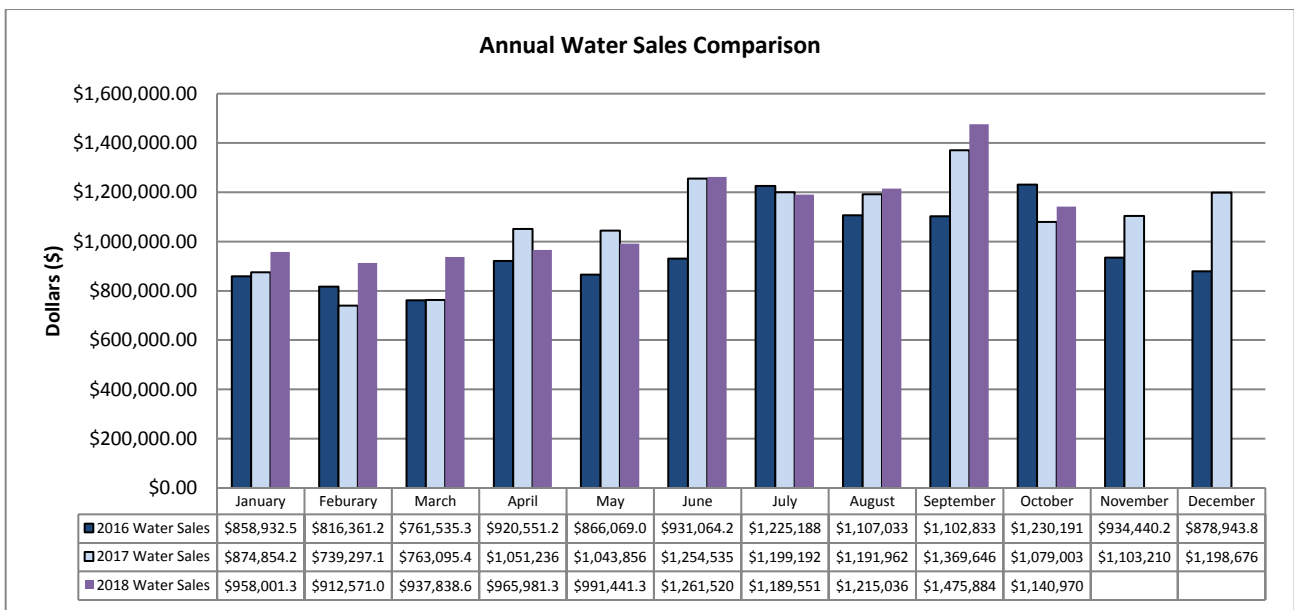
**B. Billing**

A total of 21,063 bills were mailed or sent out electronically in October. Billing accuracy was 99.9% with nineteen (19) adjustments.

**V. REVENUE & AGING**

**A. Revenue**

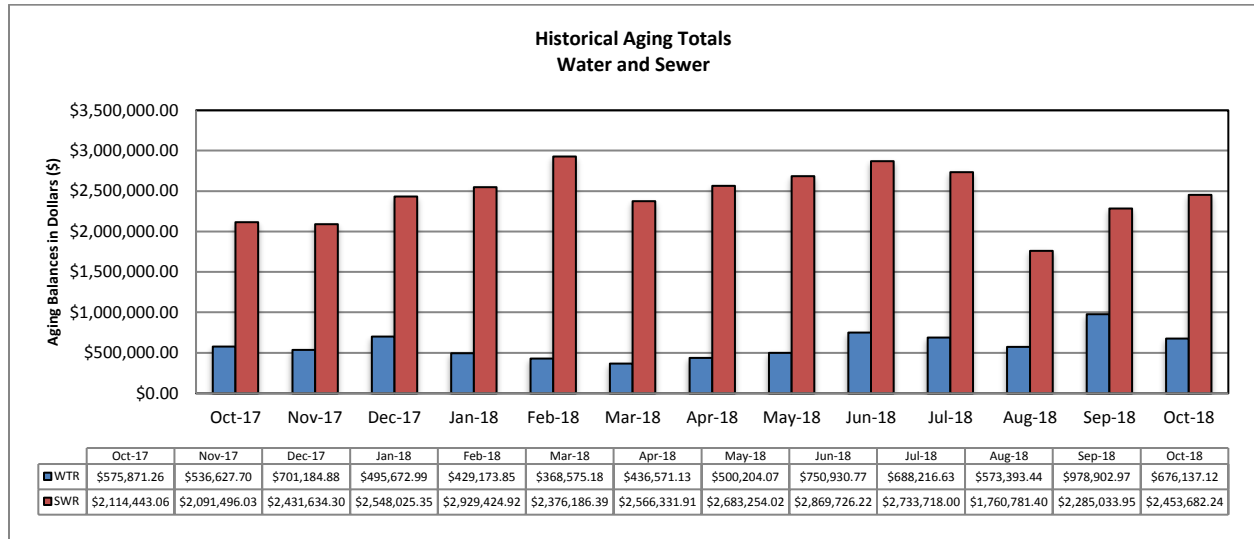
With the decrease in water consumption, water revenue has decreased by 22.7% when compared to the prior month. When compared against October of the prior year, revenue has increased by 5.7%.





**B. Aging**

The total aging balance has decreased by 4.1% from the previous month. For balances >30-days, water has increased by 10.5% and wastewater has increased by 16.8%.



**C. Bad Debt**

14 accounts with a combined total amount of \$14,401.30 were submitted to the collections agency during this reporting month.

**VI. SERVICE ORDERS**

375 service orders were initiated by the customer service team. Of this, higher than the average total, 160 service orders or 43% of the total were due to occupant changes.

**VII. OTHER ACTIVITIES**

All accounts were audited against City’s data to ensure Senior, Low Income and UUT exemption are applied to all approved residents.

All CS Representatives participated in Great Shake Out drill on October 18<sup>th</sup>.

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

## **VIII. REVENUE REPORT**

### **A. Revenue Summary**

Collected cash revenue is compiled and reconciled to the merchant account on a daily basis. Bank deposits are made daily and internal controls are reviewed regularly to ensure safeguarding of assets and proper recording of all transactions. Total revenue collected in October was approximately \$4,165,000. Non-Rate Revenue is \$160,000; Utility Revenue is at \$3,742,000 and Tax / Ambulance Revenue at \$264,000.

RWS collects Utility User Taxes and Ambulance Fees on behalf of the City of Rialto. In addition, small amounts of Perchlorate Treatment Fees are collected on past due bills only. The Utility User Tax (UUT) rates are based on the total billed amount, therefore the collection fluctuates as billed amounts change. There is an \$18,000 increase in UUT charges collected in October 2018 totaling \$264,000, as compared to October 2017 collection of \$246,000.

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

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

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

In 2013, an extraterritorial agreement 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 about \$16,000 per month.

### **C. Non-Rate Revenue – Other**

Other revenue is generated by leasing space for cell towers to AT&T and Sprint at a currently contracted rate of \$1,700 each per month. Vertical Bridge also provides \$2,300 a month of cell tower generated Revenue.

RWS and the City secured an agreement with Rialto Bioenergy Facilities whereby they provide a subleased City property rental income of \$10,000 a month. In addition, Chino 2 Water Well Site yard is also being rented to MR Tudor, which generates \$500 in monthly revenues.

Liquid Environmental Solutions has provided F.O.G. recycling fees to RWS in the past, but this is on hold until the City can negotiate a new contract and acceptance protocol to protect the wastewater treatment plant. City staff is in the process of negotiating an updated contract for these services.

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

**D. Development Impact Fees**

Development Impact Fees (“DIF”) are paid to the City of Rialto as various developments are completed in the City. Next month City staff will be presenting City Council with updated Ordinances adjusting such fees. As such, the City of Rialto reimburses RWS for any money collected as determined each fiscal period. There was no remittance in October of 2018.

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

A Standby Water Lease Agreement between Fontana Union Water Company and Rialto is in effect. San Bernardino County is to pay Rialto \$60,000 per year for Administrative Fees, \$64,000 per year for Standby Charges and \$160,000 per year for Production Charges.

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

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

Payment Method	Description	Transaction Count	OCTOBER 2018	%
Carrier Deposits	Cash deposits prepared per day for transport to Union Bank	23	\$ 292,226	7.01%
Remote Deposits	Scanned batches of checks payments made at the customer service counter	23	641,569	15.40%
UB Bill	Batches of customer payments posted to customer accounts at Union Bank (EBOX)	22	347,441	8.34%
IVR	Customer payments by credit cards and ACH / eCheck payments through an Interactive Voice Response system using a touchtone phone.	9,694	1,455,376	34.93%
Lockbox Deposits	Batches of customer payments mailed in to Union Bank's lockbox	22	1,253,096	30.07%
Credit Cards	POS or retail credit payments received at the customer service counter	1,138	170,181	4.08%
Pay Near Me	Cash payment service that allows customers to pay at a local 7-Eleven, CVS, or Family Dollar stores.	19	6,937	0.17%
<b>Total Revenue per Bank</b>			<b>\$ 4,166,825</b>	<b>100.00%</b>
Recon to RUA Recap:				
Adj detailed in RUA			(1,425)	
Prior mo. Correction				
<b>RUA increase in Cash</b>			<b>\$ 4,165,400</b>	

*Note: Transaction Counts for Carrier Deposits, Remote Deposits, UB Bill Conc Service (EBOX), and Lockbox Deposits reflect number of batches deposited to the bank. Transaction counts for credit card POS, IVR, and Pay Near Me transactions are per number of customer payments.*

*IVR payments are received and process by Paymentus on the day the transactions are made. General ledger are posted and accounted for the following day the payments are processed.*

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

	<b>Jul 2018</b>	<b>Aug 2018</b>	<b>Sep 2018</b>	<b>Oct 2018</b>	<b>Total</b>	<b>%</b>
Carrier Deposits	\$ 269,835	\$ 280,212	\$ 210,328	\$ 292,226	\$ 1,052,601	7.05%
Remote Deposits	589,623	638,526	533,727	641,569	\$ 2,403,445	16.10%
UB Bill	316,065	345,041	261,788	347,441	\$ 1,270,335	8.51%
IVR	1,412,262	1,348,534	1,066,716	1,455,376	\$ 5,282,887	35.39%
Lockbox Deposits	1,131,204	1,138,582	760,292	1,253,096	\$ 4,283,174	28.69%
Credit Cards (POS)	154,888	161,490	122,123	170,181	\$ 608,682	4.08%
Pay Near Me	7,837	6,600	6,317	6,937	\$ 27,691	0.19%
<b>Total Revenue to Bank</b>	<b>\$ 3,881,715</b>	<b>\$ 3,918,985</b>	<b>\$ 2,961,291</b>	<b>\$ 4,166,825</b>	<b>\$ 14,928,815</b>	<b>100.00%</b>
NSF	(4,550)	(6,234)	(2,799)	(4,989)	\$ (18,571)	
<b>Net deposits</b>	<b>\$ 3,877,165</b>	<b>\$ 3,912,751</b>	<b>\$ 2,958,492</b>	<b>\$ 4,161,836</b>	<b>\$ 14,910,244</b>	

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

	<b>Oct 2018</b>	<b>Oct 2017</b>	<b>Variance</b>
UUT Water	\$ 99,477	\$ 90,838	\$ 8,640
UUT Sewer	157,821	148,928	8,893
Perchlorate	(177)	59	(237)
Ambulance	6,631	5,803	828
<b>Total</b>	<b>\$ 263,752</b>	<b>\$ 245,628</b>	<b>\$ 18,123</b>

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

	<b>Oct 2018</b>	<b>Oct 2017</b>	<b>Variance</b>
Non-Rate / Extra Territorial Revenue	\$ 160,052	\$ 139,514	\$ 20,538
Utility Revenue	\$ 3,741,597	2,614,038	1,127,559
<b>Total</b>	<b>\$ 3,901,649</b>	<b>\$ 2,753,552</b>	<b>\$ 1,148,097</b>

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

	Jul 2018	Aug 2018	Sept 2018	Oct 2018	Total
<b>Non-Rate Revenue</b>					
Cell Tower / Sublease	2,375	5,831	4,103	4,103	16,410
Interest Income	-	2,027	-	-	2,027
NRR-FOG	-	-	-	-	-
Extra Terr-Water	500	500	500	500	2,000
Extra Terr- Sewage	145,329	139,184	256,077	145,941	686,530
Turn On/Off Fees	4,629	4,016	3,886	5,691	18,222
NSF	475	300	225	400	1,400
Same Day Service	513	601	573	571	2,257
New Occupant Charge	2,701	2,804	2,295	2,942	10,743
DIF - Wastewater Connection	-	-	-	-	-
Sewer Cash Over/Short	-	-	-	(96)	(96)
<b>Total Non-Rate Revenue</b>	<b>\$ 156,520</b>	<b>\$ 155,262</b>	<b>\$ 267,659</b>	<b>\$ 160,052</b>	<b>739,494</b>
<b>Utility Revenue</b>					
Water Penalty	18,435	29,489	19,319	29,186	96,429
Sewer Penalty	(24,694)	62,227	22,881	81,437	141,850
Turf Removal Rebate	(5,812)	-	-	-	(5,812)
Hi Eff Toilet/Washer Rebates	-	-	(50)	(50)	(100)
Irrigation Timer Rebate	-	-	-	-	-
Senior Disc - Water	(8,066)	(7,470)	(7,714)	(7,595)	(30,845)
Senior Disc - Sewer	(26,389)	(26,289)	(25,622)	(27,313)	(105,614)
Water Meter	-	-	-	-	-
Damaged /Lost Meter	2,020	22,411	887	1,390	26,709
Water Contract	16	71	27	14	127
Water Deposits	10,350	8,154	5,884	9,730	34,118
Water Deposits Billed	9,555	2,745	1,896	2,422	16,618
Water Meter Deposits	-	-	-	-	-
Sewer Deposits	8,499	8,429	5,951	7,921	30,800
Sewer Deposits Billed	4,325	4,033	3,078	3,866	15,301
Water	1,294,039	1,358,019	949,578	1,488,898	5,090,535
Sewer	2,187,636	2,079,417	1,538,060	2,148,535	7,953,648
Unapplied Credits	544	(18,554)	(225)	3,156	(15,079)
<b>Total Utility Revenue</b>	<b>\$ 3,470,459</b>	<b>\$ 3,522,682</b>	<b>\$ 2,513,950</b>	<b>\$ 3,741,597</b>	<b>\$ 13,248,687</b>
<b>Total Non-Rate + Utility Rev.</b>	<b>3,626,979</b>	<b>3,677,944</b>	<b>2,781,609</b>	<b>3,901,649</b>	<b>13,988,181</b>

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

	Increase to Cash per Incode	Adjustments Required to GL Cash	Fund 660- Sewer	Fund 670- Water	Total Cash Per GL	Adjustments To Match RUA to Bank	Cash/CC/Cks Deposit To Bank
<b>October 2018</b>	4,165,400	12,179	2,519,463	1,633,758	4,165,400	1,425	<b>4,166,825</b>
<b>October 2017</b>	4,008,555	13,715	2,491,636	1,503,204	4,008,555	(132)	<b>4,008,423</b>

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

Name	Total as of 10/31/2018	Current	31 to 60 days	61 to 90 days	>90 days
AT&T - Easton	\$ (6,912)	-			(6,912)
CITY OF FONTANA	-	-			
Colton Unified School District	-	-			
County of San Bernardino-CSA 70 BL	354,297	15,925	15,925	15,925	306,522
Liquid Environmental Solutions	-	-			
Rialto BioEnergy Facilities	-	-			
Sprint-Nextel	1,728	1,728			
San Bernardino Co Waste System Div.	-	-			
SB Valley Mun Water District	712				712
Vertical Bridge Holdco, LLC (CIG)	4,639	2,375			2,265
<b>Grand Total</b>	<b>\$ 354,465</b>	<b>\$ 20,028</b>	<b>\$ 15,925</b>	<b>\$ 15,925</b>	<b>\$ 302,587</b>

**AT&T** remits payment in advance every year. The current credit balance of \$7,000 indicates prepaid lease payments through February 2019.

**City of Fontana** is current with its payments to RWS.

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

**County of San Bernardino—CSA 70 BL (Bloomington):** The past due balance amount of \$145,000 represents back-billing of residential and commercial sewer connections in 2016 and prior months through October of 2017. A monthly billing for a total of 197 EDU for residential and commercial sewer connections is being billed to the County. These connections generate approximately \$16,000 of monthly extraterritorial revenue. The contract rate is currently being considered and discussed between the City and County. The remaining balance due of \$209,000 will be resolved as determined.

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

**Liquid Environmental:** There has been no F.O.G. services rendered and there is no balance due from the vendor.

**San Bernardino Valley Municipal Water District:** The balance represents the billed amount per the quarterly rebates issued to customers.

**Vertical Bridge Holdco, LLC and Sprint:** Subsequently, RWS received a payment of \$2,375 for the prior month’s cell tower rent.