

City of Rialto

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



Regular Meeting - Final

Tuesday, March 17, 2026

REGULAR MEETING - 6:00 P.M.

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

Cable Advisory and Utilities Commission

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

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

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

CALL TO ORDER

ROLL CALL

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

PLEDGE OF ALLEGIANCE

MOMENT OF SILENCE/INVOCATION

APPROVAL OF MINUTES

[CUC-26-0165](#) Minutes to the Regular Meeting of February 17, 2026

Attachments: [Minutes 2-17-26](#)

ORAL COMMUNICATIONS

NEW BUSINESS

[CUC-26-0147](#) Monthly Activity Report for City of Rialto Waste Management Services

[CUC-26-0159](#) Update from the Rialto Network/Information Technology Department

[CUC-26-0160](#) Veolia's Monthly Operations Reports: March 2026 (Reporting period January 2026)

Attachments: [Veolia Monthly Operations Report_Reporting Period_January 2026_MARCH REPORT MORs Report Presentation_MARCH 2026](#)

OLD BUSINESS

[CUC-26-0157](#) Previous Discussion Update

[CUC-26-0156](#) To-Do List.

UTILITIES MANAGER'S UPDATES

[CUC-26-0158](#) Director of Utilities Updates

COMMISSIONER REPORTS

ADJOURNMENT



City of Rialto

Legislation Text

File #: CUC-26-0165, **Version:** 1, **Agenda #:**

For Cable Advisory and Utilities Commission Meeting March 17, 2026

TO: Honorable Chairperson and Commission

APPROVAL: Sachin Chawla, Director of Utilities

FROM: Nicole Hemmans, Senior Administrative Analyst

Minutes to the Regular Meeting of February 17, 2026



**CITY OF RIALTO
REGULAR MEETING OF
THE CABLE ADVISORY AND UTILITIES COMMISSION
February 17, 2026 - 6:00 P.M.
MINUTES**

The Regular meeting of the Cable Advisory and Utilities Commission of the City of Rialto was held in the Civic Center Council Chambers located at 150 S. Palm Avenue, Rialto, California 92376, on Tuesday, February 17, 2026.

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

CALL TO ORDER

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

ROLL CALL

Nicole Hemmans, Senior Administrative Analyst, took the call.

Commissioner's Present:

Chair Barbara Zrelak-Rickman
Commissioner Brenda Nuno Gutierrez
Commissioner James Shields
Commissioner Kevin C. Kobbe
Commissioner Rocio Martinez

Commissioners Absent:

Vice-Chair Carla D Towns
Commissioner Erlinda Patterson

Staff/Others Present:

Sachin Chawla, Director of Utilities
Toyasha Sebbag, Assistant to the City Manager
Scott Brosious, Broadcast Production Supervisor
Amy Crow, Administrative Analyst
Nicole Hemmans, Senior Administrative Analyst
Robert Lee, Customer Service Manager – RWS/Veolia
Andrew Coleman, Field Operations Supervisor – RWS/Veolia
Jason Howard, CIP Project Engineer – RWS/Veolia
Frank Garza, Operations / Collections Manager – RWS/Veolia

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PLEDGE OF ALLEGIANCE

Chair Barbara Rickman led the Pledge of Allegiance.

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**MOMENT OF SILENCE/
INVOCATION**

Nicole Hemmans led the invocation.

APPROVAL OF MINUTES

January 20, 2026 meeting

Chair Rickman asked whether there were any comments on the minutes of the regular meeting on January 20, 2026.

- ◆ None.

Action

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

ORAL COMMUNICATIONS

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

- ◆ None.

NEW BUSINESS ITEMS

CUC-26-0108

Monthly Activity Report for Waste Management Services.

The Monthly Activity Report for City of Rialto Waste Management was provided by Amy Crow.

Questions & Comments

- ◆ None

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CUC-26-0104

Soto Resources Amendment 5 to Professional Service Agreement.

Staff Request Cable Advisory and Utilities Commission to Recommend that the City Council/RUA Board: (1) Adopt Resolutions Amending its 2025-2026 Wastewater Fiscal Year Budget for an Amount of \$120,000; (2) Authorize a Professional Service Agreement Amendment No. 5 With Soto Resources in the Amount of \$200,000 to Provide Additional As-Needed Grant Writing Assistance; and (3) Authorize the City Manager/Executive Director or Their Designee to Execute all Related Documents. This item was presented by Nicole Hemmans.

Questions & Comments

- ◆ Commissioner Kobbe inquired about how the cost would be split.
 - Mrs. Hemmans advised that the cost would be split 40% water (\$80,000) and 60% wastewater (\$120,000).

Action

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

CUC-26-0105
Veolia Monthly Operations
Report.

Receive and file the Monthly Operations Report from Veolia for the month of January 2026 (Reporting period November 2025)
(RECEIVE AND FILE)

Customer Service update provided by Robert Lee:
Questions & Comments

- ◆ Commissioner Kobbe requested to see the expenditures on the Customer Service report.
- ◆ Chair Rickman requested to for staff to provide the Budgets for the Water and Wastewater funds.
 - Mr. Shawla advised that the FY27 budget is being developed and will be provided once it is finalized.

Water update provided by Andrew Coleman:
Questions & Comments

- ◆ Chair Rickman requested that staff add the Water Rainfall back into the Monthly Operations report.
- ◆ Commissioner Kobbe asked what the TDS levels were for the samples provided in the MORS report.
 - Mr. Coleman provided the details for each City well.

Wastewater update provided by Frank Garza:
Questions & Comments

- ◆ Chair Rickman inquired on how many manholes are located throughout the City?
 - Mr. Garza will provide this information at the next meeting.

Capital Improvement Project update provided by Jason Howard:

Questions & Comments

- ◆ None.

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CUC-25-0107

Tour of the Rialto Network Studio

Tour of the Network Studio was provided by the Rialto Network Staff.

Questions & Comments

- ◆ None.

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OLD BUSINESS ITEMS

CUC-26-0109

Previous Discussion Items

Previous Discussion Items:

- ◆ Mrs. Hemmans provided an update on remote participation during the Commission meetings. An official update to remote participation will be provided by the City Clerk's office. This information will be shared with the Commissioners once it is available.

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CUC-26-0106

To-Do-List

To-Do-List.

- ◆ None

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UTILITIES DIRECTOR UPDATES

CUC-26-0016

Director of Utilities Update

Director of Utilities, Sachin Chawla, provided the following updates:

1. Update on the wastewater Rate Adjustment that was approved by the City Council on January 27, 2026.
2. Update on the revision of Veolia's Monthly Operations Report (MOR).

Questions & Comments

- ◆ None

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COMMISSIONER UPDATES

ADJOURNMENT

Meeting adjourned at 6:57 p.m.



City of Rialto

Legislation Text

File #: CUC-26-0147, **Version:** 1, **Agenda #:**

For Cable Advisory and Utilities Commission Meeting March 17, 2026

TO: Honorable Cable Advisory and Utilities Commission Members

APPROVAL: Sachin Chawla, Director of Utilities

FROM: Amy Crow, Administrative Analyst

Monthly Activity Report for City of Rialto Waste Management Services

BACKGROUND:

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

ANALYSIS/DISCUSSION:

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

- **Hazardous Household Waste -**

During the month of February:

- 176 residents served,
- 165 gallons of used motor oil,
- 6 pallets of paint,
- 13 drums of miscellaneous poisons and other toxic liquids,
- 5 barrels of sharps, including needles, lancets, and syringes used by residents for their home healthcare and medical needs

During the month of March, the Household Hazardous Waste site was open on the 13th and 14th and will be open again on the 27th and 28th from 8 am until 12 noon.

- **Community Clean-up Day Stats -**

January 24, 2026

Electronic Waste = 10,855 pounds

- **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 March, 2026.



City of Rialto

Legislation Text

File #: CUC-26-0159, **Version:** 1, **Agenda #:**

For Cable Advisory and Utilities Commission Meeting March 17, 2026

TO: Honorable Chairperson and Commission

APPROVAL: Sachin Chawla, Director of Utilities

FROM: Scott Brosious, Broadcast Production Supervisor

Update from the Rialto Network/Information Technology Department



City of Rialto

Legislation Text

File #: CUC-26-0160, **Version:** 1, **Agenda #:**

For Cable Advisory and Utilities Commission Meeting March 17, 2026

TO: Honorable Chairperson and Commission

APPROVAL: Sachin Chawla, Director of Utilities

FROM: Nicole Hemmans, Senior Administrative Analyst

Veolia's Monthly Operations Reports: March 2026 (Reporting period January 2026)

RECOMMENDATION

Staff recommends that the Cable Advisory and Utilities Commission receive and file the Monthly Operations Report and Presentation for March 2026 (Reporting period January 2026) and the Monthly Operations Presentation.

Cable Advisory & Utility Commission Report

March 2026

Reporting period January 2026



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

Reporting Period:

January 2026

Prepared for: Rialto Water Services

Prepared by: Veolia Water West Operating Services



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I. CUSTOMER SERVICE SUMMARY

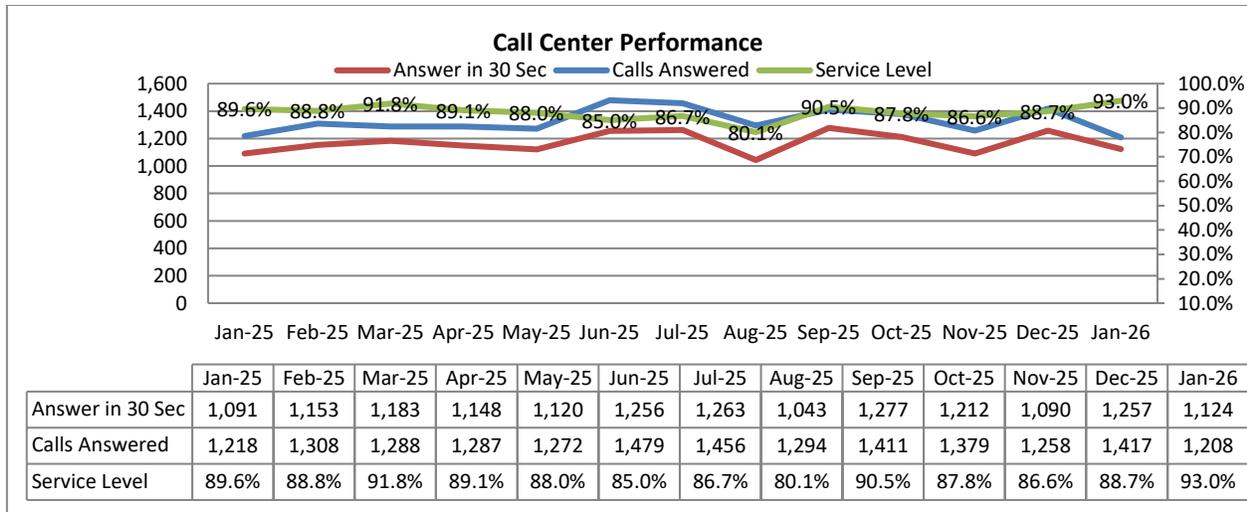
During this reporting month, the Customer Service team provided call service level of 93.0%. Out of 1,208 inbound calls answered 1,124 answered within the first 30 seconds.

Water consumption has increased by 16.9% when compared against previous month. This increase is in line with typical fluctuation from month to month. When compared against last year, consumption has decreased by 2.1%.

Sewer revenue has increased by less than 1% compared to the prior month and increased by 8.2% from last year.

II. CALL CENTER PERFORMANCE

During this reporting month, service level was 93.0% with 1,124 out of 1,208 being answered within the first 30 seconds. Overall average wait time was thirty-two (32) seconds.



III. AUTOMATED SERVICES

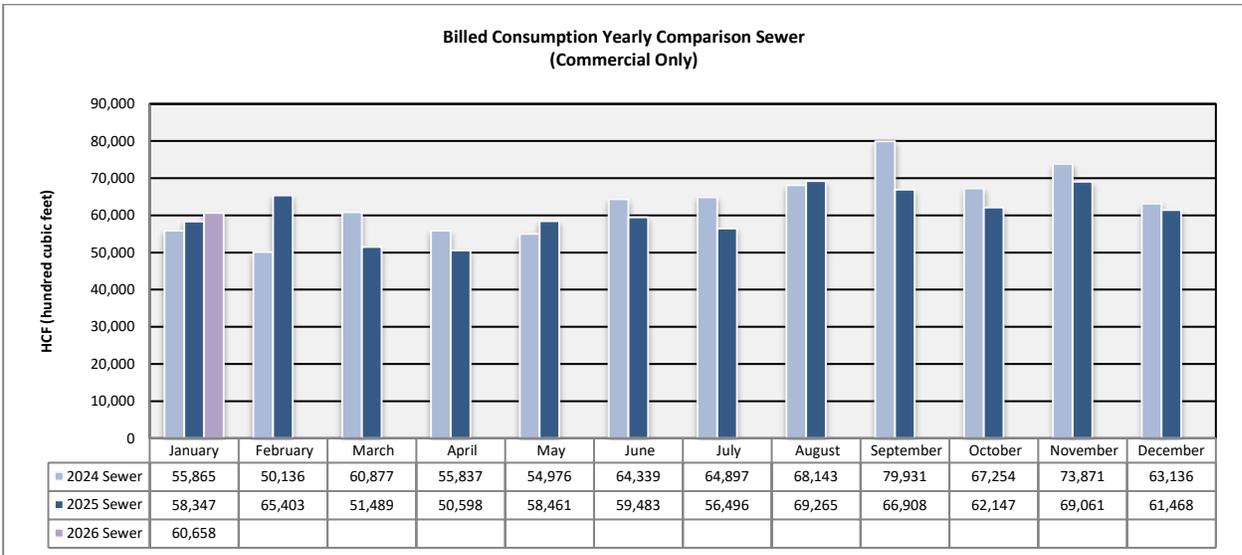
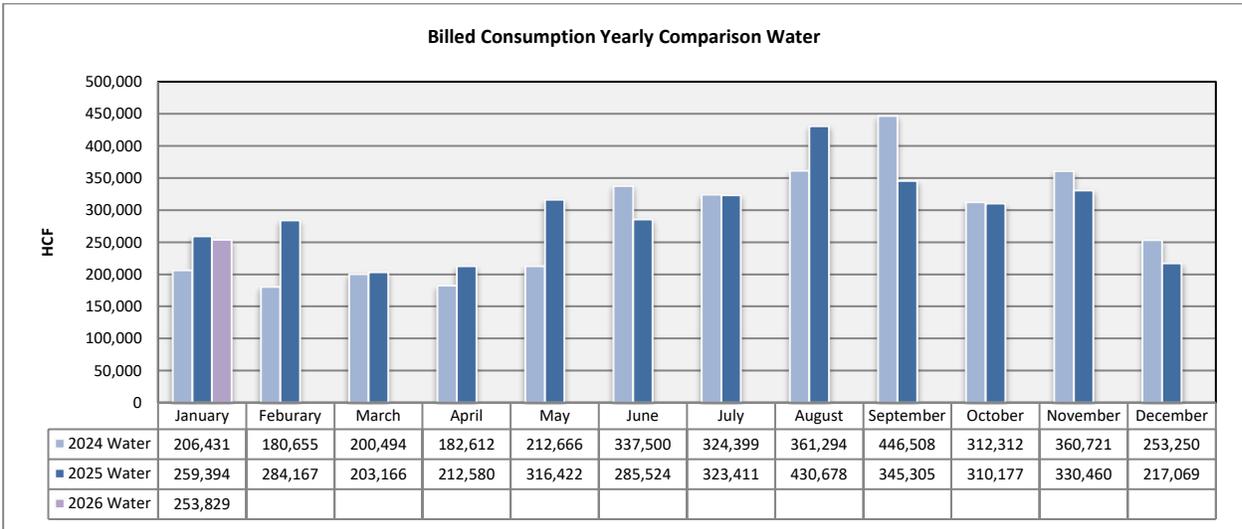
About 13,204 or 57.3 % of the rate payers have created log-ins to access their accounts online. Of these customers, with online access, 48.1% have chosen the e-bill option. This e-bill participation is 13.3% increase from January of the prior year.

	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26
Number of Bills	22,587	22,604	22,657	22,694	22,705	22,770	22,792	22,838	22,864	22,875	22,927	22,913	23,045
Number of Bill Adjustments (during billing)	17	10	29	25	15	18	29	10	7	8	11	27	47
Automated Over the Phone Payments	2,509	2,040	2,509	2,454	2,276	2,578	2,596	2,344	2,531	2,560	2,089	2,404	2,326
Online Payment	9,747	7,676	9,912	9,798	8,434	9,800	10,260	8,691	11,224	10,369	7,614	10,432	8,771
E-bill Participants	5,997	6,031	6,069	5,969	6,000	6,074	6,134	6,185	6,233	6,290	6,332	6,372	6,401
Auto Pay Participants (New Portal)	4,420	4,467	4,536	4,554	4,630	4,696	4,728	4,776	4,834	4,881	4,923	4,978	5,025
PayNearMe	108	73	99	97	88	88	88	88	103	85	80	80	60

IV. CONSUMPTION & BILLING

A. Consumption

Water consumption has increased by 16.9% when compared against previous month. This increase is in line with typical fluctuation from month to month. When compared against last year, consumption has decreased 2.1%.



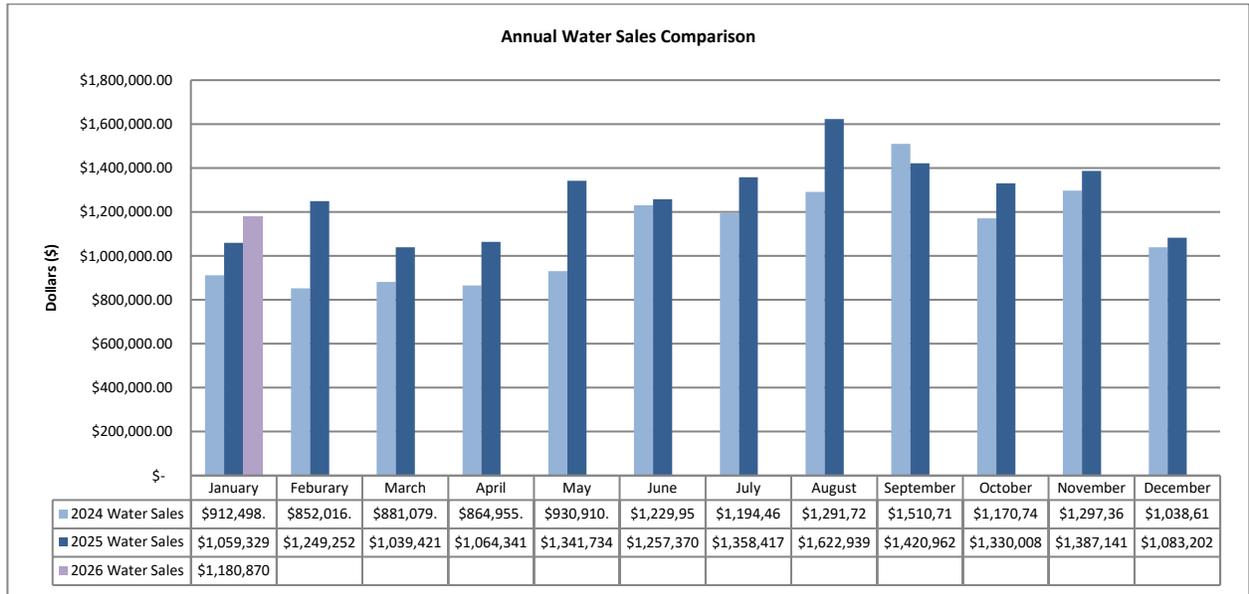
B. Billing

A total of 23,045 bills were mailed or sent out electronically in January. Billing accuracy was 99.8% with forty-seven (47) requiring adjustments after bill generation. This number was higher than usual. The root cause analysis has been completed. The findings indicate that the increase in meter reading errors was due to the use of replacement meter readers during the holiday. Additional training was performed.

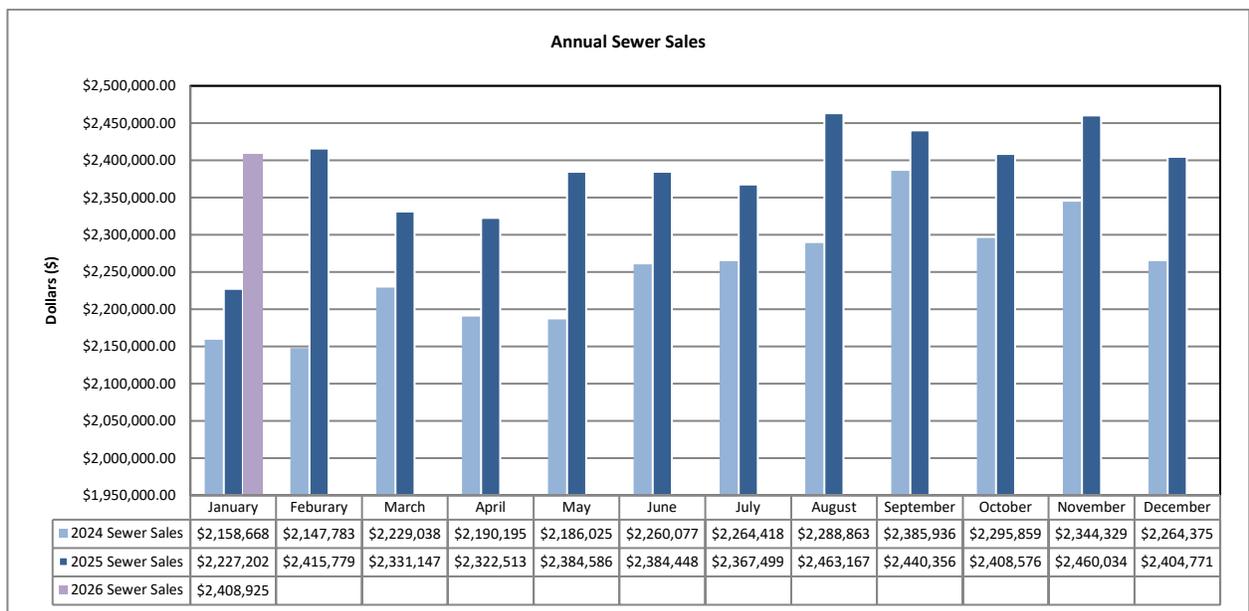
V. REVENUE & AGING

A. Revenue

Water revenue has increased 9.0% when compared against the prior month and increased 11.5% when compared against previous year. Sewer revenue has increased by less than 1.0% compared to the prior month and increased by 8.2% from last year. These increases are the result of the rate adjustment implemented in January 2025, which began to be reflected in the February 2025 billing cycle.

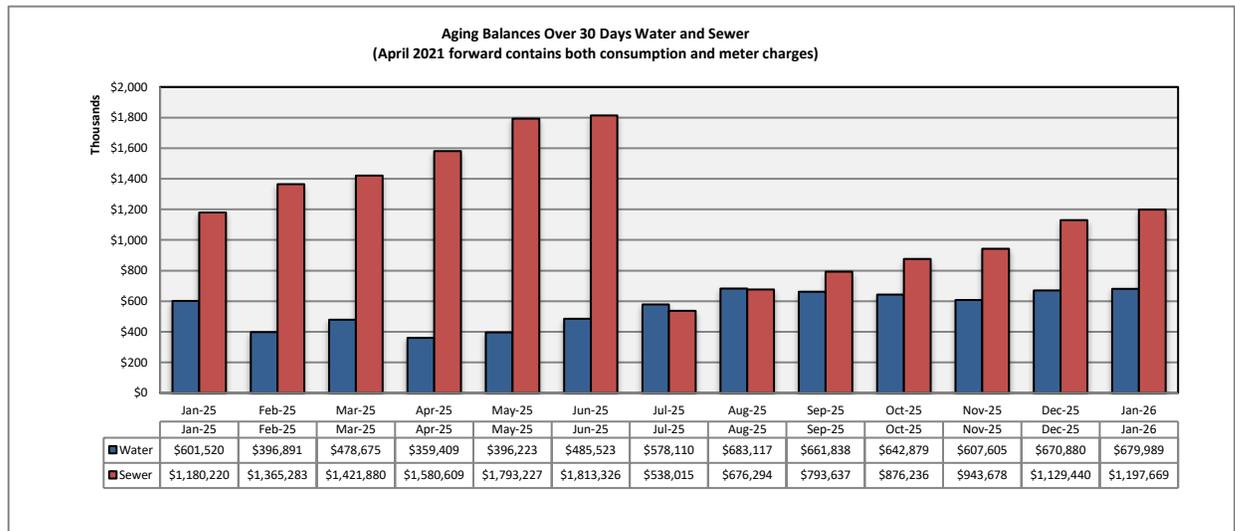
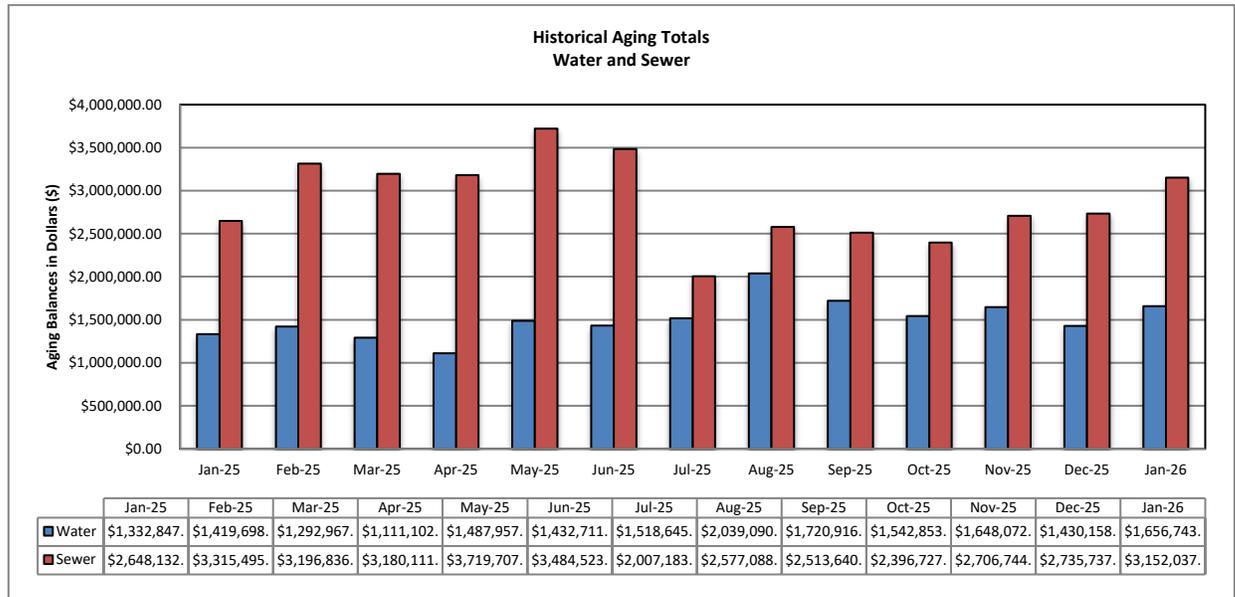


(Please consider the scale of the graph as doubled height does not mean double the amount)



B. Aging

The total aging balance has increased by 15.4%, *see first table below*. For balances >30- days only, water has increased 1.4% and wastewater has increased by 6.0%. Sewer balances are expected to continue rising until tax roll in 2nd half of year 2026.



C. Bad Debt

Thirty-three (33) accounts were sent to collections for a total amount of \$9,037.81. These bad debts arise from customers moving out or selling the property and not closing the account with final payments.

VI. SERVICE ORDERS

329 service orders were initiated by the customer service team during the reporting month. Of this total, 76 service orders or 23% were due to occupant changes.

215 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

CS department is operating with full staff with no injuries reported.

Notices regarding the rate increase, effective March 2026, will be included with the monthly bills distributed in February 2026.

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 January 2026 is \$3,397,000 whereas Non-Rate Revenue is \$194,000; Utility Revenue is \$3,146,000 and Tax / Ambulance Revenue at \$57,000.

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 January 2026 and January 2025 are \$53,000 and \$255,000 respectively. The large variance in collection of UUT charges is due to the City exempting UUT charges to the Residential customers beginning January 2025 through December 2025. Ambulance Revenue is also collected on behalf of the City of Rialto totaling \$4,000 in January 2026 and \$5,000 in January 2025.

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 for \$2,073. 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 January 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 January of 2026.

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 2024-2025 Water Year, RWS billed San Bernardino County the amount of \$349,264 for the Standby Charges and Production Charge. The County paid and has no further Water Lease obligations in the current year.

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	JANUARY 2026	%
Carrier Deposits	Cash deposits prepared per day for transport to US Bank.	20	\$ 127,207	3.68%
Remote Deposits	Scanned batches of checks payments made at the customer service counter	20	510,265	14.76%
EBOX	Batches of electronic customer payments posted to customer accounts at US Bank.		269,016	7.78%
PAYMENTUS - IVR / Paymentus / Walk-in Credit Card payment	Customer payments by credit cards and ACH / eCheck payments through an Interactive Voice Response system using a touchtone phone. Payments originated from Merchant online service	12,008	1,722,987	49.83%
Lockbox Deposits	Batches of customer payments mailed in to US Bank's lockbox	20	822,102	23.78%
Pay Near Me	Cash payment service that allows customers to pay at a local 7-Eleven, CVS, Walmart or Family Dollar stores.	53	5,868	0.17%
Total Revenue per Bank			\$ 3,457,446	100.00%
Recon to RUA Recap:				
Adj detailed in RUA			(60,693)	
Prior mo. Correction				
RUA increase in Cash			\$ 3,396,754	

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 2025	Aug 2025	SEPT 2025	OCT 2025	NOV 2025	DEC 2025	JAN 2026	Total	%
Carrier Deposits	\$ 144,793	\$ 140,286	\$ 155,654	\$ 147,234	\$ 103,022	\$ 142,623	\$ 127,207	\$ 960,818	3.44%
Remote Deposits	499,489	241,420	686,008	995,009	311,584	762,404	510,265	\$ 4,006,178	14.33%
EBOX	407,888	286,741	367,169	378,253	237,351	341,059	269,016	\$ 2,287,478	8.18%
Paymentus, IVR, Credit Cards	2,118,383	1,853,657	2,370,061	2,278,360	1,572,041	2,080,662	1,722,987	\$ 13,996,151	50.07%
Lockbox Deposits	1,176,928	904,658	1,003,875	1,162,475	707,921	848,106	822,102	\$ 6,626,065	23.71%
Pay Near Me	11,821	11,616	14,142	11,316	9,254	11,254	5,868	\$ 75,272	0.27%
Total Revenue to Bank	\$4,359,302	\$3,438,377	\$ 4,596,910	\$ 4,972,646	\$ 2,941,173	\$ 4,186,107	\$ 3,457,446	\$27,951,962	100.00%
NSF	(10,757)	(15,745)	(17,442)	(15,892)	(14,628)	(20,682)	(31,415)	\$ (126,561)	
Net deposits	\$4,348,546	\$3,422,632	\$ 4,579,468	\$ 4,956,754	\$ 2,926,545	\$ 4,165,425	\$ 3,426,031	\$27,825,401	

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

	JAN 2026	JAN 2025	Variance
UUT Water	\$ 15,324	\$ 77,444	\$ (62,120)
UUT Sewer	38,023	177,715	(139,692)
Ambulance	4,064	5,319	(1,254)
Total	\$ 57,412	\$ 260,478	\$ (203,066)

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

	JAN 2026	JAN 2025	Variance
Non-Rate / Extra Territorial Revenue	\$ 193,534	\$ 169,267	\$ 24,268
Utility Revenue	\$3,145,808	\$3,850,632	(704,825)
Total	\$3,339,342	\$4,019,899	\$ (680,557)

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

	Jul 2025	Aug 2025	Sept 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Total
Non-Rate Revenue								
Cell Tower Rent, Lease	21,485	17,154	15,080	53,897	13,580	14,324	4,330	139,851
Interest Income	-	-	-	-	-	-	-	-
NRR-FOG	-	-	-	-	-	-	-	-
Municipal Water Sales	-	-	-	-	-	349,264	-	349,264
Extra Terr- Sewage	169,483	6,711	107,820	583,011	35,551	174,217	170,577	1,247,370
Non-Rate Misc Water	-	-	-	-	-	-	1,032	1,032
Abatement of Expenses	-	-	-	-	-	-	-	-
Water Meter Lost/Damaged/Repl	22,650	17,176	13,295	16,075	14,366	1,557	10,659	95,778
Misc Fees - New Occ., Same Day Svc	10,815	7,182	7,522	9,355	6,949	7,834	6,896	56,552
Miscellaneous Revenue - Sewer	-	-	-	-	-	5	-	5
NSF	-	-	-	-	-	-	40	40
Total Non-Rate Revenue	\$ 224,433	\$ 48,223	\$ 143,717	\$ 662,339	\$ 70,447	\$ 547,200	\$ 193,534	1,889,893
Utility Revenue								
Water Penalty	30,460	33,752	31,754	37,988	34,640	29,186	27,933	225,713
Sewer Penalty	74,191	48,802	42,100	54,993	40,418	43,022	48,483	352,009
Turf Removal, Hi-Eff Rebate	(100)	-	-	-	-	-	-	(100)
Water Deposits Billed	16,142	15,863	16,027	17,938	13,085	7,527	16,427	103,009
Hydrant Deposits	315	158	161	68	-	197	-	899
Sewer Deposits Paid	-	-	-	-	-	-	-	-
Sewer Deposits Billed	16,204	16,667	15,480	15,055	12,065	9,677	12,804	97,951
Water	1,329,427	1,148,584	1,723,704	1,493,556	835,225	1,291,024	970,084	8,791,604
Sewer	2,760,649	1,949,745	2,492,623	2,526,711	1,594,009	2,385,765	2,006,500	15,716,001
Unapplied Credits	26,588	50,012	109,984	80,529	180,113	(93,772)	63,577	417,031
Bad Debt Sewer	-	-	-	-	-	-	-	-
Bad Debt Water	-	-	-	-	-	-	-	-
Tax Roll Sewer	-	-	-	-	-	-	-	-
Collection Agency - Water	-	-	-	-	-	-	-	-
Collection Agency - Sewer	-	-	-	-	-	-	-	-
Collection Agency - Misc Water	-	-	-	-	-	-	-	-
Total Utility Revenue	\$4,253,876	\$3,263,582	\$4,431,832	\$ 4,226,839	\$ 2,709,556	\$ 3,672,625	\$ 3,145,808	\$25,704,118
Total Non-Rate + Utility Rev.	4,478,309	3,311,805	4,575,549	4,889,178	2,780,002	4,219,825	3,339,342	27,594,011

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
Jan 2026	3,396,754	32,859	2,250,845	1,113,049	3,396,754	60,693	3,457,446
Jan 2025	4,280,377	9,792	3,157,640	1,112,945	4,280,377	(412,839)	3,867,538

K. Non-Rate and Extraterritorial Customer Accounts Receivable Aging

Name	Total as of 1/31/2026	Current	31 to 60 days	61 to 90 days	>90 days
AT&T - Easton	\$ -	-	-	-	-
Cedar House	6,805	6,805	-	-	-
CITY OF FONTANA	131,182	131,182	-	-	-
Colton Unified School District	-	-	-	-	-
County of San Bernardino-CSA 70 BL	20,948	20,948	-	-	-
Rialto BioEnergy Facilities	147,715	48,250	99,465	-	-
Sprint-Nextel	7,603	2,074	-	-	5,530
San Bernardino Co Waste System Div	-	-	-	-	-
SB Valley Mun Water District	-	-	-	-	-
Vertical Bridge Holdco, LLC (CIG)	10,374	2,830	2,830	-	4,714
Grand Total	\$ 324,628	\$ 212,089	\$ 102,296	\$ -	\$ 10,243

AT&T makes annual payment of cell tower.

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

City of Fontana is current with its obligations.

Colton Unified School District has no balance due.

County of San Bernardino is current with its obligations.

Rialto Bioenergy Solutions has made payment of past due balances in February.

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

San Bernardino County Waste System Division's has no balance due.

RIALTO WATER
MONTHLY OPERATIONS REPORT

Reporting Period:

January 2026

Prepared for: Rialto Water Services

Prepared by: Veolia Water West Operating Services

RIALTO WATER
OPERATIONS AND MAINTENANCE REPORT

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RIALTO WATER

MONTHLY OPERATIONS REPORT

I. EXECUTIVE SUMMARY

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

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

A. Water Production Totals

Total water delivered into the Rialto system this month was 701.73 acre-feet. 590.07 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). 40.52 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 71.14 acre-feet came from the OPRTP.

January 2026 DAILY PRODUCTION TOTALS IN ACRE FEET											
DATE	Chino 2	City 2	Rialto 3	Rialto 5	Miro 3	EW-1	Delivered Via BLF			OPRTP ²	TOTAL ³
							City 4A	6-9	Cactus ⁴		
1/1/26	5.42	0.24	6.52	0.00	0.00	0.00	9.55	3.01	2.11	0.00	17.29
1/2/26	4.98	0.00	6.34	0.00	0.00	0.00	4.88	0.00	2.09	0.00	13.41
1/3/26	5.58	0.00	6.89	0.00	0.00	0.00	9.52	2.41	2.48	0.00	17.36
1/4/26	5.69	0.00	6.31	0.00	0.00	0.00	8.68	8.54	2.96	0.00	23.51
1/5/26	4.38	0.00	6.75	0.00	0.00	0.00	9.02	6.91	2.32	0.00	20.36
1/6/26	5.00	0.03	6.52	0.00	0.00	0.00	9.09	6.75	2.07	0.00	20.37
1/7/26	6.13	0.01	5.90	0.00	0.00	0.00	8.64	7.12	2.85	0.00	22.00
1/8/26	0.00	5.60	6.43	0.00	0.00	0.00	1.18	2.27	2.71	0.00	17.01
1/9/26	0.00	4.67	5.07	0.00	0.00	0.00	6.77	2.41	2.82	5.93	20.91
1/10/26	0.00	2.54	0.23	0.00	0.00	0.00	8.17	0.78	3.90	4.35	11.80
1/11/26	5.17	7.56	0.00	0.00	0.00	0.00	8.88	2.13	2.82	3.49	21.17
1/12/26	5.44	4.96	6.22	0.00	0.00	0.00	10.08	5.39	3.74	3.58	29.34
1/13/26	5.92	0.00	5.85	0.00	0.00	0.00	9.13	6.38	2.98	2.48	23.62
1/14/26	5.14	1.29	7.76	0.00	0.00	0.00	4.93	0.55	3.76	3.44	21.95
1/15/26	5.12	2.49	4.82	0.00	0.00	0.00	8.64	2.11	3.26	3.29	21.09
1/16/26	5.44	0.00	6.31	0.00	0.00	0.00	9.47	3.17	3.26	1.23	19.41
1/17/26	5.05	0.70	6.86	0.00	0.00	0.00	8.72	6.61	3.74	0.11	23.08
1/18/26	6.20	1.71	6.47	0.00	0.00	0.00	9.21	5.60	3.56	2.63	26.17
1/19/26	5.14	3.95	6.59	0.00	0.00	0.00	9.45	0.00	5.23	3.18	24.10
1/20/26	4.50	2.19	6.40	0.00	0.00	0.00	7.94	11.41	2.62	3.50	30.63
1/21/26	5.05	0.00	6.24	0.00	0.00	0.00	7.52	8.01	3.37	2.52	25.20
1/22/26	5.35	0.00	6.57	0.00	0.00	0.00	9.07	5.58	2.94	3.08	23.51
1/23/26	5.81	0.00	5.23	0.00	0.00	0.00	11.04	3.47	2.89	2.92	20.32
1/24/26	4.78	0.00	7.67	0.00	0.00	0.00	8.12	4.34	3.93	3.82	24.53
1/25/26	5.92	0.00	6.52	0.00	0.00	0.00	9.72	9.57	4.45	2.77	29.24
1/26/26	5.17	0.00	6.45	0.00	0.05	0.00	7.89	5.14	3.42	2.93	23.16
1/27/26	4.48	0.00	6.47	0.00	6.02	0.00	3.51	2.07	2.98	3.06	25.08
1/28/26	5.39	0.00	6.38	0.00	5.91	0.00	5.77	2.46	3.35	2.03	25.53
1/29/26	5.19	1.98	6.36	0.00	5.76	0.00	5.15	1.06	3.88	3.92	28.15
1/30/26	4.68	0.00	6.18	0.00	5.77	0.00	8.87	3.12	2.89	3.15	25.80
1/31/26	5.23	0.00	6.59	0.00	1.95	0.00	10.51	4.94	4.20	3.72	26.63
TOTAL	147.36	39.92	184.92	0.00	25.47	0.00	249.12	133.31	99.61	71.14	701.73
MIN	0.00	0.00	0.00	0.00	0.00	0.00	1.18	0.00	2.07	0.00	11.80
MAX	6.20	7.56	7.76	0.00	6.02	0.00	11.04	11.41	5.23	5.93	30.63
AVE	4.75	1.29	5.97	0.00	0.82	0.00	8.04	4.30	3.21	2.29	22.64

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.

JANUARY 2026 DAILY BOOSTER TOTALS IN ACRE FEET

DATE	Booster 1	Booster 2	Booster 3	Booster 4	Booster 5	Booster 6-9	Booster 10	Booster 11
1/1/26	0.00	0.00	2.46	0.00	7.17	3.01	0.00	0.00
1/2/26	0.00	0.00	0.00	0.00	4.05	0.00	0.00	0.00
1/3/26	0.00	0.00	2.32	0.00	7.17	2.41	0.00	0.00
1/4/26	0.00	0.00	6.09	0.00	0.00	8.54	0.00	0.00
1/5/26	0.00	0.00	6.28	0.00	0.00	6.91	0.00	0.00
1/6/26	0.00	0.00	6.49	0.00	0.00	6.75	0.00	0.00
1/7/26	0.00	0.00	6.75	0.00	0.00	7.12	0.00	0.00
1/8/26	0.00	0.00	3.12	0.00	0.00	2.27	0.00	0.00
1/9/26	0.00	0.00	3.71	0.00	1.37	2.41	0.00	0.00
1/10/26	0.00	0.00	0.49	0.00	5.90	0.78	0.00	0.00
1/11/26	0.00	0.00	7.01	0.00	6.35	2.13	0.00	0.00
1/12/26	0.00	0.00	6.00	0.00	0.00	5.39	0.00	0.00
1/13/26	0.00	0.00	4.76	0.00	0.00	6.38	0.00	0.00
1/14/26	0.00	0.00	0.02	0.00	4.35	0.55	0.00	0.00
1/15/26	0.00	0.00	0.79	0.00	2.46	2.11	0.00	0.00
1/16/26	0.00	0.00	1.27	0.00	4.07	3.17	0.00	0.00
1/17/26	0.00	0.00	3.59	0.00	2.57	6.61	0.00	0.00
1/18/26	0.00	0.00	0.00	0.00	2.16	5.60	0.00	0.00
1/19/26	0.00	0.00	13.98	0.00	0.00	0.00	0.00	0.00
1/20/26	0.00	0.00	3.38	0.00	0.00	11.41	0.00	0.00
1/21/26	0.00	0.00	5.34	0.00	0.00	8.01	0.00	0.00
1/22/26	0.00	0.00	3.35	0.00	0.89	5.58	0.00	0.00
1/23/26	0.00	0.00	0.00	0.00	2.73	3.47	0.00	0.00
1/24/26	0.00	0.00	2.52	0.00	2.64	4.34	0.00	0.00
1/25/26	0.00	0.00	5.40	0.00	0.00	9.57	0.00	0.00
1/26/26	0.00	0.00	4.52	0.00	0.00	5.14	0.00	0.00
1/27/26	0.00	0.00	0.00	0.00	0.00	2.07	0.00	0.00
1/28/26	0.00	0.00	0.00	0.00	0.00	2.46	0.00	0.00
1/29/26	0.00	0.00	0.00	0.00	0.00	1.06	0.00	0.00
1/30/26	0.00	0.00	0.00	0.00	1.19	3.12	0.00	0.00
1/31/26	0.00	0.00	0.00	0.00	1.47	4.94	0.00	0.00
TOTAL	0.00	0.00	149.25	0.00	40.11	108.97	0.06	0.00
MIN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MAX	0.00	0.00	17.79	0.00	6.98	9.82	0.04	0.00
AVE	0.00	0.00	4.98	0.00	1.29	3.52	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.

Well levels															
Wells Depth to Pump	Historical Maximum Depth to Water	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan
Chino # 1 (580 ft) In-active well	429'	410'	412'	414'	414'	413'	413'	413'	411'	410'	410'	410'	411'	411'	411'
Chino # 2 (493 ft)	369'	342'	341'	335'	338'	335'	337'	334'	334'	333'	331'	333'	334'	334'	321'
City # 1 (260 ft)	392'	121'	126'	121'	122'	119'	117'	119'	121'	120'	120'	122'	122'	117'	121'
City # 2 (500 ft)	402'	147'	146'	128'	130'	128'	122'	129'	131'	125'	126'	126'	126'	128'	130'
City # 3 (525 ft) Out of Service	505'	414'	414'	415'	416'	416'	414'	417'	418'	418'	417'	417'	417'	417'	420'
City # 4A (528 ft)	406'	381'	374'	377'	375'	373'	362'	367'	370'	366'	360'	359'	363'	362'	362'
City # 5 (385 ft) In-active well	364'	318'	318'	321'	318'	318'	316'	316'	316'	316'	317'	318'	319'	317'	317'
Rialto # 1 (650 ft) In-active well	588'	561'	555'	571'	569'	565'	563'	564'	565'	562'	563'	566'	566'	565'	566'
Rialto # 2 (550 ft) In-active well	502'	499'	501'	496'	495'	502'	496'	498'	498'	497'	496'	494'	496'	495'	496'
Rialto # 3 (569 ft)	478'	472'	473'	473'	472'	472'	470'	470'	472'	471'	471'	474'	474'	474'	475'
Rialto # 4 (450 ft) In-active well	418'	413'	414'	415'	416'	415'	415'	414'	413'	414'	413'	412'	412'	412'	411'
Rialto # 5 (560 ft)	387'	385'	385'	384'	384'	386'	386'	387'	387'	387'	386'	386'	386'	386'	385'
Rialto Well # 7 In-active well	362'	362'	360'	360'	359'	353'	356'	354'	356'	357'	357'	357'	359'	359'	359'
Miro # 3 (563 ft)	492'	484'	484'	484'	484'	483'	483'	481'	480'	479'	480'	480'	478'	481'	480'
EW-1 (650 ft)	480'	475'	474'	472'	475'	475'	474'	475'	460'	471'	467'	480'	477'	478'	479'

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

Sample Date 1/14/2026	Sample Site Location Results									
	Chino 2	City 2	City 4A	Rialto 3	Rialto 5	Miro 3	EW-1	BLF Cactus	BLF 6- 9	OPRT P
Total Coliform	A	A	A	A	A	A	OUT OF SERVICE	A	A	A
E. Coli	A	A	A	A	A	A		A	A	A
Nitrate as N	3.2									
Perchlorate (CLO ₄)	<1.0*			5.6*	<1.0	6.7*				
Total Dissolved Solids	240	220	320	240	200	230		330	320	220

*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						
JANUARY 2026						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
	mg/l	P/A	P/A	Color Units	TON	NTU
CYCLE 1 - 1/07/26						
335 W. Rialto	1.10	A	A			
1228 W. Merrill	1.60	A	A			
256 N. Fillmore	1.50	A	A			
987 W. Grove	1.60	A	A			
978 N. Driftwood	1.20	A	A			
1451 N. Linden	1.00	A	A			
469 W. Jackson	1.20	A	A			
935 E. Mariposa	1.20	A	A			
1000 N. Joyce	1.30	A	A			
766 N. Chestnut	1.20	A	A			
149 W. Victoria	1.20	A	A			
313 E. McKinley	1.20	A	A			
609 E. South	1.20	A	A			
273 E. Alru	1.10	A	A			
1161 S. Lilac	1.20	A	A			
101 E. Valley	1.10	A	A			
CYCLE 2 - 1/13/26						
210 N. Park	1.10	A	A			
101 S. Larch	1.20	A	A			
320 N. Wisteria	1.20	A	A			
861 W. Grove	1.00	A	A			
1168 N. Glenwood	1.10	A	A			
1320 N. Fitzgerald	1.10	A	A			
860 N. Willow	1.30	A	A			
209 E. Cornell	1.30	A	A			
643 E. Margarita	1.20	A	A			
1170 N. Terrace Rd.	1.30	A	A			
681 E. Erwin	1.30	A	A			
402 E. Merrill	1.20	A	A			
261 W. Wilson	1.10	A	A			
532 S. Iris	1.30	A	A			
281 W. Hawthorne	1.20	A	A			
379 W. Valley	1.20	A	A			

Rialto Distribution Sample Results

JANUARY 2026

Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
	mg/l	P/A	P/A	Color Units	TON	NTU
CYCLE 3 – 1/21/26						
236 N. Willow	1.30	A	A	<3.0	1	<0.10
775 E. Foothill	1.30	A	A	<3.0	1	<0.10
878 N. Primrose	1.70	A	A	<3.0	1	<0.10
369 E. Van Koevering	1.30	A	A	<3.0	1	<0.10
274 W. Valencia	1.60	A	A	<3.0	1	<0.10
1566 N. Fillmore	1.30	A	A	<3.0	1	<0.10
932 N. Idyllwild	1.30	A	A	<3.0	1	<0.10
644 N. Smoketree	1.30	A	A	<3.0	1	<0.10
605 W. Rosewood	1.30	A	A	<3.0	1	<0.10
1189 W. Second	1.40	A	A	<3.0	1	<0.10
775 W. Rialto	1.30	A	A	<3.0	1	<0.10
211 E. Wilson	1.20	A	A	<3.0	1	0.37
595 E. Huff	1.20	A	A	<3.0	1	<0.10
1005 S. Riverside	1.30	A	A	<3.0	1	<0.10
794 S. Verde	1.30	A	A	<3.0	1	<0.10
1055 W. Bloomington	1.30	A	A	<3.0	1	0.27
CYCLE 4 - 1/27/26						
375 S. Cactus	1.40	A	A			
101 S. Linden	1.20	A	A			
234 N. Larch	1.40	A	A			
575 N. Driftwood	0.30	A	A			
1355 W. Shamrock	0.30	A	A			
992 N. Yucca	1.20	A	A			
481 W. Cornell	1.20	A	A			
158. E. Shamrock	1.30	A	A			
749 E. Holly	1.30	A	A			
545 E. Victoria	1.30	A	A			
200 N. Sycamore	1.30	A	A			
407 E. Allen	1.20	A	A			
399 E. Montrose	1.20	A	A			
856 S. Orange	1.30	A	A			
911 S. Cactus	1.30	A	A			
220 W. Valley	1.20	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 267 mg/L for the month of January as compared to 242 mg/L in December. The TDS levels are below the secondary maximum contaminant level requirements.

III. HEALTH AND SAFETY

A. Monthly Safety Program Overview

Category	Monthly Statistic
Safety Training Topics	LSR Q3 LSR Q4
Lost Time Incidents, count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	3
Vehicle Incidents, count	0

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

IV. CHEMICAL USE

Sodium hypochlorite is the only chemical added to the water system. A total of 2,082 gallons of sodium hypochlorite was used in January as compared to 2314 gallons used in December.

V. ELECTRICAL USE

Southern California Edison (SCE) data for January 2026. We will provide the data as it is received, thus will include yearly usage received to date.

SCE		kWh
Year	Month	Billed Usage
2025	January	360,398
2025	February	294,421
2025	March	223,709
2025	April	428,976
2025	May	505,764
2024	June	575,467
2025	July	842,561
2025	August	669,021
2025	September	752,171
2025	October	654,454
2025	November	734,743
2025	December	647,384
2026	January	592,795

VI. WATER QUALITY COMPLAINTS

No complaints were received during this reporting period.

VII. OPERATIONS UPDATE

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

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

A. Operational Wells

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

Valve Activity

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

Valve Turning Progress	
	Valves Turned
2020	530
2021	340
2022	463
2023	750
2024	379
2025	338
2026	67

B. Hydrant Flushing

There are 63 hydrant/dead ends that are flushed annually to maintain water quality. All annual flushing were completed in December.

Hydrant/Dead End Flushing Progress	
	2026
January	0
February	0
March	0
April	0
May	0
June	0
July	0
August	0
September	0

October	0
November	0
December	0
Total	0
Progress % (100)	

C. 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 February:

- Preventive Maintenance –502
- Corrective Maintenance –0
- Predictive Maintenance –0

268 – PMs planned for February 2026

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 December:

- Main line – 0
- Service line – 3
- Hydrants – 6 replacements
- Angle Meter Stop – 15
- Meter Box & Lid Replacement – 14
- Meter Leaks/ Replacements - 22

B. Major Equipment and/or Machinery Outages

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

IX. RAINFALL TOTALS

Rendered in ENGLISH Units.
 February 2025 - January 2026
 Printed on Monday, February 23, 2026

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)
Feb 2025	2.87	4.35	321	8.9 K	71.3 K	45.9 K	57.8 K	80	37	56 K	40.7 K	3.5	53.8
Mar 2025	3.66	3.01	389	9.7	67.2 K	45.8	55.7	87	43	65	43.5	4.0 K	56.8
Apr 2025	4.90	1.39	480 K	9.8	73.3	48.8	60.3	82	34	56	43.5	4.2 K	61.2 K
May 2025	6.07	3.76	558	13.1	80.1	55.7	66.9 K	85	39	61 K	51.7 K	4.3	66.6 L
Jun 2025	7.31	2.58	666	15.0	88.8	59.5 K	73.1	82	33	55	55.3	4.5 K	71.4
Jul 2025	8.05 K	1.96	676	15.1	92.1 K	60.9 K	75.6 K	80	27	50 L	55.5 L	4.5 K	73.6
Aug 2025	7.58	1.90 K	590	15.8	96.7	64.9	80.2	74	25	45	56.7	4.0 K	74.6
Sep 2025	5.31	2.32	452	16.7	89.6	64.1	75.6	79	35	56	58.2	3.8 K	73.7
Oct 2025	3.98 K	1.44	381	12.3	81.9 K	53.4	66.6 K	81	33	56 K	49.4 K	3.3 K	66.5
Nov 2025	2.39	3.31 K	280	10.6 K	75.7	49.6 K	61.2	82	37	59 K	45.7 K	2.8	60.3
Dec 2025	2.12 K	1.53 K	226 K	8.9 K	74.2 K	45.9 K	58.0 K	77 K	32 K	54 K	40.8 K	2.8 K	55.3 K
Tots/Avgs	54.24	27.6	454	12.4	81.0	54.0	66.5	81	34	56	49.2	3.8	64.9

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 2026	2.33	1.38 K	250 K	8.3 K	71.8 K	44.4 K	56.7 K	74 K	32 K	53 K	38.1 K	3.0 K	54.1 K
Tots/Avgs	2.33	1.4	250	8.3	71.8	44.4	56.7	74	32	53	38.1	3.0	54.1

RIALTO WASTEWATER
MONTHLY OPERATIONS REPORT

Reporting Period:
January 2026

Prepared for: Rialto Water Services



Prepared by: Veolia Water West Operating Services



RIALTO WASTEWATER OPERATIONS AND MAINTENANCE REPORT

Contents

EXECUTIVE SUMMARY

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

TABLES

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

RIALTO WASTEWATER

MONTHLY OPERATIONS REPORT

EXECUTIVE SUMMARY

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

- The treatment plant performed well and met all compliance parameters.
- There were four residential call-outs for sewer collection issues.

1. Collection System/Customer Service Log

a. Collections group activities this month:

Category	Current Month Statistics	Prior Month Statistics	2026 Year to Date Statistics
Sanitary sewers are cleaned using the conventional method, including feet, which includes “Hot spot cleaning.”	26,446.62	0	26,446.62
Sanitary sewers assessed using the SL-RAT method, feet	0	0	0
CCTV Inspection, miles (26 is the annual goal)*	3.18	0	3.18
Manhole Inspections	0	0	0
USA Dig Alert Markings, count	24	0	24
Residential call-outs	4	0	4
Sanitary sewer overflows	0	0	0

b. S.S.O. dates:

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

2. Wastewater Treatment Plant – Monthly Overview

- NPDES discharge compliance parameters were achieved.

a. Significant events during the month were: None.

3. Treatment Facility Performance/Laboratory Activities

a. See the attached Table 1, Monthly Performance Summary.

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

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

4. Monthly Safety Program Overview

Category	Monthly Statistic
Safety Training Topics	4
Lost Time Incidents count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	0
Vehicle Incidents, count	0

*A lost time incident has not occurred since 9-3-2020, totaling 1,976 days.

5. Biosolids, Chemicals, and Utilities

a. Monthly Biosolids Production

Biosolids	Current Month Statistics	Prior Month Statistics (2025)	2026 Year-to-Date Statistics
Wet Tons Produced	1,676.37	1,620.2	1,676.37

b. Monthly Chemical Consumption

Chemical	Current Month Gallons Used	Prior Month (2025) Gallons Used
Sodium Hypochlorite, Tertiary Disinfection	33,416	30,904
Sodium Bisulfite, Discharge Dechlorination	12,583	11,054
Ferrous Chloride, Digester Gas Conditioning	3,709	4,070
Polymer, Gravity Belt Thickener	344	496
Polymer, Belt Filter Press	764	834
Alum, Tertiary Filters	0	1

c. Monthly Utilities Consumption

Utility	Current Month Statistics	Prior Month Statistics (2025)
Electricity WWTP, KWH	438159	460,600
Electricity Lilac LS, KWH	1038	716
Electricity Sycamore LS, KWH*	532	515
Electricity Ayala LS, KWH	8468	8,376
Electricity Agua Mansa LS, KWH	2404	2,547
Electricity Cactus LS, KWH	1961	1,636
Electricity Ramrod LS, KWH	704	673
Frisbee Park LS, KWH	732	780
El Rancho Verde LS, KWH	2449	2,188
Natural Gas WWTP, Therms	7363	7,243

* LS is in bypass mode, pending CIP completion

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 Office of Fire Marshall Hazardous Materials Section Gloria Valdivia REHS ICC-UI
- 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
1/9/2026	1032 N Marcella	The resident called due to lateral backing up to the home. Upon inspection, the main was flowing freely. Resident was informed that the lateral flows through the backyard, and they should have a plumber check.	ET		
1/16/2026	419 E Merrill	Reported sewer main backup, the main line was checked and is flowing freely. Resident advised to call a plumber.	ET		
1/20/2026	539 McKinley	The resident reported a sewer odor at the residence. Surrounding manholes and sewer main lines checked. The manholes were all coked, and the main lines were running freely.	ET		
1/27/2026	768 N Brierwood	The resident reported a sewer backup. The main was checked and was flowing freely. The resident informed us there was a plumber on the way to check the lateral all the way to the mainline	BVO		

Table 1 Summary

Table 1 MOR

January 2026

Date	Rialto	Rialto	Rialto	Rialto	Rialto	Rialto WRF Effluent			Rialto WRF Influent		Rialto WRF Effluent		
	Flow	Effluent Flow	BOD	BOD	Influent BOD Load	Effluent BOD	Effluent BOD Load	BOD % Removal	Influent TSS	Influent TSS Load	Effluent TSS	Effluent TSS Load	TSS % Removal
	MGD	MGD	mg/l	mg/l	lbs/day	mg/L	lbs/day	%	mg/L	lbs/day	mg/L	lbs/day	%
1/1/2026	7.59	7.92											
1/2/2026	6.31	7.32	330	330	17,366	<2.5	152.62	99.20					
1/3/2026	6.81	7.27											
1/4/2026	7.02	7.30											
1/5/2026	6.88	7.20	500	500	28,690	3.1	186.15	99.40	260.00	14919.00	1.00	60.00	99.60
1/6/2026	6.77	7.20											
1/7/2026	6.65	7.05											
1/8/2026	6.61	7.06											
1/9/2026	6.93	7.09	240	240	13,871	<2.5	147.83	99.00					
1/10/2026	6.68	7.07											
1/11/2026	6.31	6.77											
1/12/2026	6.69	7.09											
1/13/2026	6.96	7.16	340	340	19,736	<5.0	298.57	98.50	290.00	16833.00	1.00	60.00	99.70
1/14/2026	6.76	7.35											
1/15/2026	6.71	6.59											
1/16/2026	7.36	7.75	390	390	23,939	3.2	206.83	99.20					
1/17/2026	6.18	7.11											
1/18/2026	6.51	7.20											
1/19/2026	7.05	7.48											
1/20/2026	6.99	7.09	290	290	16,906	3.7	218.78	98.70	200.00	11659.00	1.00	59.00	99.50
1/21/2026	6.79	7.00											
1/22/2026	6.74	7.24											
1/23/2026	8.24	7.17	260	260	17,868	2.5	149.49	99.00					
1/24/2026	4.34	6.79											
1/25/2026	7.62	7.52											
1/26/2026	6.99	8.01	360	360	20,987	2.9	193.73	99.20	230.00	13408.00	0.80	53.00	99.70
1/27/2026	6.76	7.08											
1/28/2026	6.03	7.09											
1/29/2026	5.95	7.03											
1/30/2026	6.08	7.46	370	370	18,762	2.5	155.54	99.30					
1/31/2026	6.08	6.71											
Minimum	4.34	6.59	240	240	13,871	<2.5	147.83	98.50	200.00	11659.00	0.80	53.00	99.50
Maximum	8.24	8.01	500	500	28,690	<5.0	298.57	99.40	290.00	16833.00	1.00	60.00	99.70
Total	207.39	223.17	3,080	3,080	178,124	<27.9	1709.55	99.10	980.00	56820.00	3.80	232.00	99.60
Average	6.69	7.20	342	342	19,792	<3.1	189.95	99.10	245.00	14205.00	0.95	58.00	99.60

Table 2 Summary

Table 2 MOR

January 2026

Date	Rialto	Rialto WRF Effluent		Rialto WRF Eff		Rialto WRF Effluent		Rialto	Rialto
	Influent Conductivity (uS/cm)	Eff Conductivity Daily Ave (uS/cm)	Influent COD mg/l	Final Effluent COD mg/l	Influent TDS mg/l	Filter Effluent TDS mg/l	EFF FINAL TDS mg/L	Influent Inorganic Nitrogen mg/L	Effluent Inorganic Nitrogen mg/l as N
1/1/2026	1243.00	862.00							
1/2/2026	1566.00	823.00							
1/3/2026	1353.00	872.00							
1/4/2026	1288.00	898.00							
1/5/2026	1427.00	918.00	1,000	19.0					
1/6/2026	1670.00	930.00			570.00	420.00	470.00	40.00	3.40
1/7/2026	1457.00	947.00							
1/8/2026	1560.00	926.00							
1/9/2026	1497.00	914.00							
1/10/2026	1276.00	918.00							
1/11/2026	1323.00	917.00							
1/12/2026	1495.00	919.00							
1/13/2026	1511.00	915.00							
1/14/2026	1435.00	900.00							
1/15/2026	1493.00	896.00							
1/16/2026	1609.00	905.00							
1/17/2026	1499.00	921.00							
1/18/2026	1281.00	939.00							
1/19/2026	1514.00	936.00							
1/20/2026	1490.00	938.00							
1/21/2026	1474.00	932.00							
1/22/2026	1410.00	908.00							
1/23/2026	1536.00	885.00							
1/24/2026	1338.00	915.00							
1/25/2026	1388.00	939.00							
1/26/2026	1547.00	925.00							
1/27/2026	1474.00	921.00							
1/28/2026	1582.00	927.00							
1/29/2026	1459.00	933.00							
1/30/2026	1548.00	937.00							
1/31/2026	1447.00	966.00							
Minimum	1243.00	823.00	1,000	19.0	570.00	420.00	470.00	40.00	3.40
Maximum	1670.00	966.00	1,000	19.0	570.00	420.00	470.00	40.00	3.40
Average	1458.00	916.00	1,000	19.0	570.00	420.00	470.00	40.00	3.40

Table 3 Summary

Table 3 MOR

January 2026

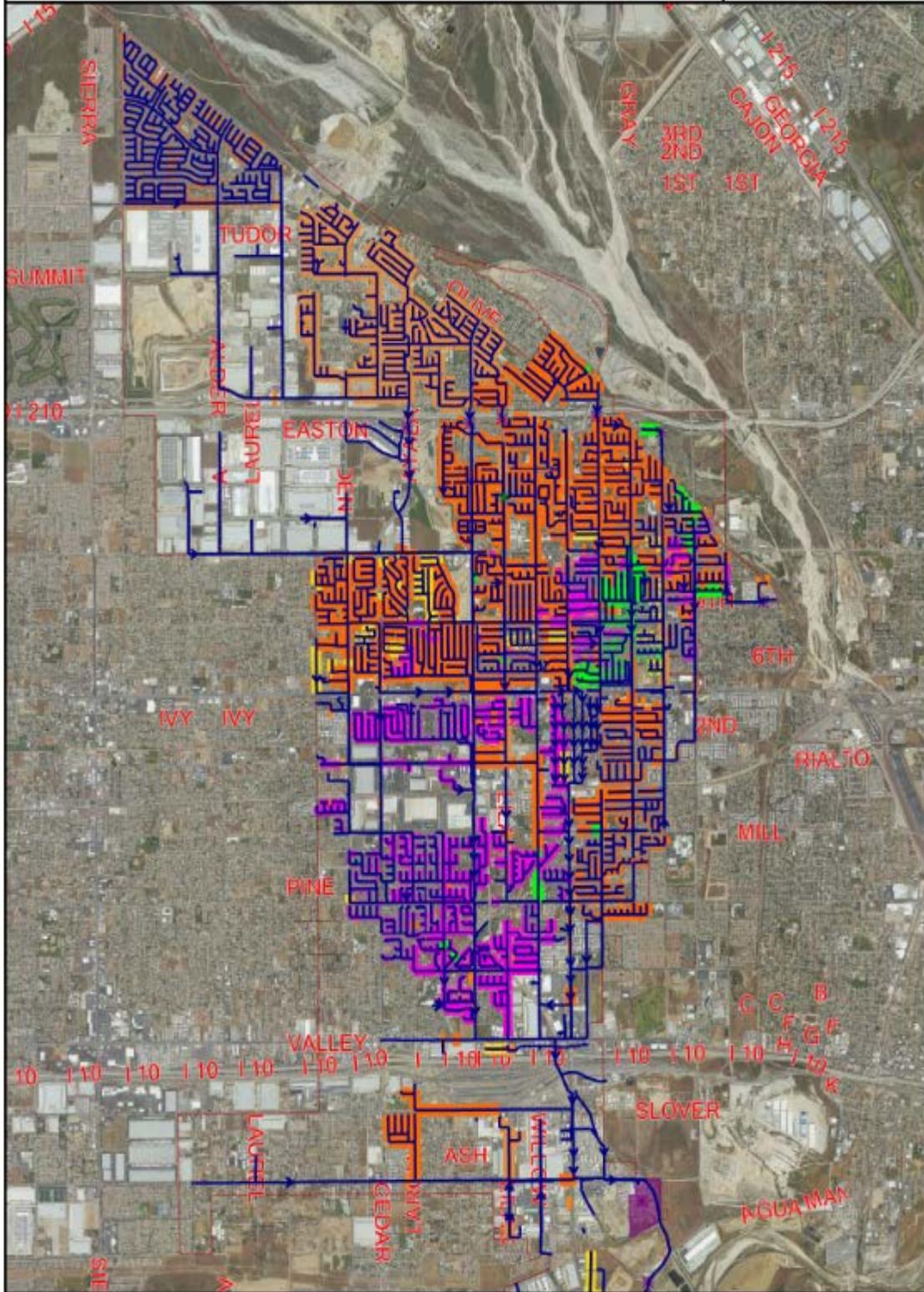
Date	Rialto WRF Influent		Rialto WRF Effluent		Rialto WRF Eff		Rialto WRF Effluent		Transfer	Transfer	Rialto	Transfer Data
	Influent pH	24 hr avg. effl. pH	Effluent Temp	Effluent Ammonia	Effluent Total Coliform	Effluent Coliform 7 Day Median	Effluent Cyanide, Free Available	Eff Di(2-ethylhexyl) phthalate (DEHP)	FIT-8321 ADG #2 Flow	FIT-8321 ADG #2 Flow	Natural Gas Daily Use	FIT-8321 ADG #2 Flow
	SU	SU	Deg C	mg/L	MPN/100mL	MPN/100ML	ug/L	ug/l	cu ft/day	cu ft/day	cf/day	cu ft/day
1/1/2026	8.24	7.35	22.90		<1.8	<1.80			166593.00	166593.00	20100.00	166593.00
1/2/2026	8.33	7.35	22.70		<1.8	<1.80			167543.00	167543.00	40200.00	167543.00
1/3/2026	8.07	7.37	23.40		<1.8	<1.80			176435.00	176435.00	39200.00	176435.00
1/4/2026	8.02	7.39	23.40		<1.8	<1.80			170441.00	170441.00	20000.00	170441.00
1/5/2026	7.66	7.32	23.10	0.10	<1.8	<1.80			172671.00	172671.00	19100.00	172671.00
1/6/2026	8.17	7.34	22.90		<1.8	<1.80	<5.00		166287.00	166287.00	20200.00	166287.00
1/7/2026	8.37	7.36	22.80		<1.8	<1.80			165730.00	165730.00	17200.00	165730.00
1/8/2026	8.39	7.18	22.60		<1.8	<1.80			178503.00	178503.00	21800.00	178503.00
1/9/2026	8.12	7.22	20.90		<1.8	<1.80			189149.00	189149.00	41600.00	189149.00
1/10/2026	8.10	7.26	20.70		<1.8	<1.80			155586.00	155586.00	13600.00	155586.00
1/11/2026	8.25	7.35	20.90		<1.8	<1.80			167055.00	167055.00	50200.00	167055.00
1/12/2026	7.90	7.45	21.30		<1.8	<1.80			172497.00	172497.00	21100.00	172497.00
1/13/2026	7.96	7.25	21.70	0.10	2.0	<1.80			172918.00	172918.00	23000.00	172918.00
1/14/2026	7.88	7.05	22.30		<1.8	<1.80			181459.00	181459.00	22500.00	181459.00
1/15/2026	7.94	7.36	22.20		<1.8	<1.80			169095.00	169095.00	21100.00	169095.00
1/16/2026	7.80	7.42	22.50		<1.8	<1.80			173287.00	173287.00	21500.00	173287.00
1/17/2026	8.29	7.47	22.40		<1.8	<1.80			165349.00	165349.00	21400.00	165349.00
1/18/2026	8.14	7.37	22.30		<1.8	<1.80			182528.00	182528.00	22400.00	182528.00
1/19/2026	7.88	7.45	22.50		2.0	<1.80			183907.00	183907.00	21500.00	183907.00
1/20/2026	8.13	7.44	22.40	0.10	2.0	<1.80			170576.00	170576.00	22400.00	170576.00
1/21/2026	8.33	7.47	22.50		<1.8	<1.80			187238.00	187238.00	21400.00	187238.00
1/22/2026	8.30	7.54	22.70		<1.8	<1.80			181261.00	181261.00	22000.00	181261.00
1/23/2026	8.23	7.58	22.80		<1.8	<1.80			182144.00	182144.00	22300.00	182144.00
1/24/2026	8.32	7.51	23.00		<1.8	<1.80			176893.00	176893.00	21700.00	176893.00
1/25/2026	8.11	7.32	22.40		<1.8	<1.80			153267.00	153267.00	21800.00	153267.00
1/26/2026	8.14	7.43	22.40	0.10	2.0	<1.80			162245.00	162245.00	22500.00	162245.00
1/27/2026	7.84	7.54	21.80		<1.8	<1.80			166974.00	166974.00	22800.00	166974.00
1/28/2026	7.92	7.31	22.10		<1.8	<1.80			161639.00	161639.00	18400.00	161639.00
1/29/2026	7.99	7.06	22.00		<1.8	<1.80			165740.00	165740.00	22800.00	165740.00
1/30/2026	8.02	7.03	21.90		<1.8	<1.80			163523.00	163523.00	22700.00	163523.00
1/31/2026	8.39	6.99	22.40						163825.00	163825.00	36800.00	163825.00
Minimum	7.66	6.99	20.70	0.10	<1.8	<1.80	<5.00		153267.00	153267.00	13600.00	153267.00
Maximum	8.39	7.58	23.40	0.10	2.0	<1.80	<5.00		189149.00	189149.00	50200.00	189149.00
Average	8.10	7.34	22.30	0.10	<1.8	<1.80	<5.00		171366.00	171366.00	24365.00	171366.00

Monthly Sewer Line Cleaned

Pipe Cleaning - January 2026

Map Centre Coords:
x: 2065732, y: 267387
Data Period: 2/1/2025
Scale: 1:82000

0.5 miles





Cable Advisory & Utilities Commission Meeting

Veolia North America

January 2026 Monthly Operating Reports



Customer Service

- During this reporting month, the Customer Service team provided call service level of 93.0%. Out of 1,208 inbound calls answered 1,124 answered within the first 30 seconds.
- Water consumption has increased by 16.9% when compared against previous month. This increase is in line with typical fluctuation from month to month. When compared against last year, consumption has decreased by 2.1%.
- Sewer revenue has increased by less than 1% compared to the prior month and increased by 8.2% from last year.
- A total of 23,045 bills were mailed or sent out electronically in January
- Billing accuracy was 99.8% with forty-seven (47) requiring adjustments after bill generation
- Notices regarding the rate increase, effective March 2026, will be included with the monthly bills distributed in February 2026.

Water Operations Report

JANUARY 2026

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.



Combined Remedy Treatment Plant



Wastewater

- The Treatment Plant met all NPDES compliance parameters.
- Major equipment out of service was Aeration Basin #3 and the Sludge Holding Tank.
- Chemical usage was normal.
- Power & Natural Gas usage was normal.
- All Treatment Plant analytical results are in the M.O.R.
- Preventive and routine maintenance was performed.
- Collection System preventive and routine maintenance was performed. The system had no overflows.

Capital Projects Update

- **Solids Upgrade Project** - A progress meeting was held on 2/4/2026 to review the responses on the pre-final 100% comment log. AECOM to submit the 100% Issued for Construction Design Submittal on 2/26/2026 with potholing and mobilization to follow.
- **Digester 1 Activation Project** - Work will be completed after Solids Handling Project completion. To date there is no change in the status of the project.
- **Sycamore Ave Sewer Trunk Line (Phase 2)** - The RFP document was completed and will be posted to the city's PlanetBid's portal on 2/20/2026 by Shanita Simmons. Bids are due by 03/20/2026 and will be awarded no later than 03/27/2026. FCWA documents will be drafted and submitted in April for approvals by Water Sub and City Council. The target date for shovel in the ground will be May 2026 due to the Morgan Elementary summer recess.
- **Etiwanda Ave Water Improvement Project** - The Etiwanda Water Improvements Project has been deferred at this time. The design for this project is 80% complete with intentions to complete the design for future project needs.
- **Acacia Ave Trunk Line Project (Phase 3)**: This project will commence after the Sycamore Phase 2 and Etiwanda Water Improvements projects are completed.
- **City Well 3A**: - The RFP for phase II design has been postponed. Final invoices for phase I have been submitted and pending approval from the city.
- **Advanced Metering Infrastructure Project (AMI)** - Concord Services mobilized on 2/11/2026 to start the city wide meter audit survey. As of today there are no outstanding RFI's that need to be addressed. Veolia is working closely with the city on communications and notifications to assure a successful project delivery and meeting Q1 goals per grant requirements.





Questions ?



City of Rialto

Legislation Text

File #: CUC-26-0157, **Version:** 1, **Agenda #:**

For Cable Advisory and Utilities Commission Meeting March 17, 2026

TO: Honorable Chairperson and Commission

APPROVAL: Sachin Chawla, Director of Utilities

FROM: Nicole Hemmans, Senior Administrative Analyst

Previous Discussion Update

Previous Discussion Update - None



City of Rialto

Legislation Text

File #: CUC-26-0156, **Version:** 1, **Agenda #:**

For Cable Advisory and Utilities Commission Meeting March 17, 2026

TO: Honorable Chairperson and Commission

APPROVAL: Sachin Chawla, Director of Utilities

FROM: Nicole Hemmans, Senior Administrative Analyst

To-Do List.

Future Agenda items:

1. Discussion on Non-Functional Turf Removal



City of Rialto

Legislation Text

File #: CUC-26-0158, **Version:** 1, **Agenda #:**

For Cable Advisory and Utilities Commission Meeting March 17, 2026

TO: Honorable Chairperson and Commission

APPROVAL: Sachin Chawla, Director of Utilities

FROM: Nicole Hemmans, Senior Administrative Analyst

Director of Utilities Updates