

Utility Commission Report

April 2021

Reporting period February

2021





RIALTO WASTEWATER
MONTHLY OPERATIONS REPORT

Reporting Period:
February 2021

Prepared for: - Rialto Water Services

Prepared by: - Veolia Water West Operating Services



RIALTO WASTEWATER OPERATIONS AND MAINTENANCE REPORT

Contents

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

Tables

- Monthly Collection System Service Map
- Treatment Facility – Monthly Performance Summary

RIALTO WASTEWATER MONTHLY OPERATIONS REPORT

EXECUTIVE SUMMARY

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

- “Wet end” treatment operations were compliant during the month. Effluent quality met or, in a number of cases, was significantly better than permit limits.
- On February 10th, routine digester gas testing of gas being discharged to the Zink Flare indicated a high H2S reading of 60ppm. The reading was subsequently verified by outside lab analysis. In reviewing of the incident it is believed that the high reading was due to maintenance work occurring concurrently with gas sampling. This is supported by readings on 2/9 and 2/11 which were 5 and 0ppm, respectively. The incident was promptly reported to AQMD. It is unlikely that further action will be taken on this transitory incident.
- During routine plant rounds on February 25th, a pressure relief valve on the digester gas line was observed discharging a small quantity of gas to the atmosphere. The discharge was reported to AQMD. It was ultimately determined that a high quantity of condensate in the underground pipeline transferring digester gas from the digester to the Zink Flare was restricting gas flow (note that condensate is drained from several locations in this pipeline twice daily). Once the condensate was drained, the gas discharge ceased and operations returned to normal. Veolia is reviewing its current condensate draining protocols to determine how they can be modified to prevent reoccurrence of this incident. It is unlikely AQMD will take punitive action in this matter.
- There were no residential call outs or sewer overflows this month.

1. Collection System/Customer Service Log

a. Collections group activities this month:

Category	Current Month Statistics	Prior Month Statistics	2021 Year to Date Statistics
Sanitary sewer cleaned conventional method, feet	0	0	0
Sanitary sewer assessed using SL-RAT method, feet	0	3,924	3,924
“Hot Spot” Cleaning, feet	7,511	5,490	13,001
CCTV Inspection, miles (26 is annual goal)*	0.50	0	0.5
Manhole Inspections	0	0	0
USA Dig Alert Markings, count	22	23	45
Residential call outs	0	1	1
Sanitary sewer overflows	0	0	0

* Due to spill cleanup efforts, sanitary sewer cleaning was deferred this month (except for Hot Spots locations). Missed cleaning mileage will be made up in subsequent months.

- b. Collection System Service Maps for February – Monthly Collection System Service Map
- c. Customer Service Call Outs – See Item 9

2. Wastewater Treatment Plant – Monthly Overview

Significant events during the month were:

- As the treatment facility approaches a year since completion of the S1 improvements, it appears evident that ‘wet end’ (i.e. the processes which are responsible for effluent quality) facility performance is producing stable, high quality, fully compliant effluent.
- On February 10th, an anomalous high H₂S concentration of 60ppm was measured in the gas being discharged to the Zink Flare. Multiple on site as well as an off site lab analysis confirmed that this high reading was real. Readings taken the day before and the day following (5ppm and 0ppm, respectively) this incident confirmed that the reading on the 10th was highly unusual. The most likely cause of this incident is believed to be a transitory gas discharge due to maintenance work which was occurring concurrently with gas concentration measurement. The maintenance work (removal of a temporary digester mixing pump) caused a temporary disruption of normal digester operation which released a short term ‘burp’ of H₂S. Repetition of this incident is highly unlikely.
- On February 25th, a discharge of H₂S gas from a pressure relief valve on the digester gas line between the anaerobic digester and the Zink flare was discovered. Due to equipment modifications and ground settlement, this underground line possesses a number of twists and turns as well as having at least one low spot. Accumulated condensate from the gas being transmitted has routinely been drained from this line twice daily from the several moisture traps in the line. However, plant staff determined that condensate in the underground line was unusually high and sufficient to block gas transmission on the 25th. Extended draining of condensate was successful at resolving the issue. It is difficult to definitively determine the cause of the extreme condensate accumulation however it has been speculated that high winds on the 25th may have buffeted the flexible Dystor digester cover resulting in a much greater than normal discharge of condensate. Veolia staff are reviewing operational procedures to determine if changes can be implemented which will preclude future occurrences of incidents of this type.
- There were no residential complaints or sewer overflows 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

Monthly submittal of State/Federal discharge monitoring report was completed in a timely fashion.

- c. Effluent Specification Exceedance Discussion

See Section 2 above.

- d. Valve exercising

Valves Exercised	Current Month Statistics	Prior Month Statistics	2021 Year to Date Statistics
Actual/Scheduled	13	8	21
Unscheduled*	0	0	0

* Valves turned that are not required PM

4. Monthly Safety Program Overview

Category	Monthly Statistic
Safety Training Topics	Lockout/Tagout
Lost Time Incidents, count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	9
Vehicle Incidents, count	0

* A lost time incident has not occurred in the past 148 days.

5. Biosolids, Chemicals, and Utilities

a. Monthly Biosolids Production

Biosolids	Current Month Statistics	Prior Month Statistics	2021 Year to Date Statistics
Quantity Produced, wet tons	1,071.45	289.65	1,361.10

b. Monthly Chemical Consumption

Chemical	Current Month Statistics*	Prior Month Statistics
Sodium Hypochlorite, gallons	27,898	40,582
Sodium Bisulfite, gallons	9,886	11,941
Ferrous Chloride, gallons	2,622	2,902
Polymer, Gravity Belt Thickener, gallons	306	368
Polymer, Belt Filter Press, gallons	736	348
Alum, gallons	7	0

c. Monthly Utilities Consumption

Utility	Current Month Statistics	Prior Month Statistics
Electricity WWTP, KWH	372,024	371,532
Electricity Lilac LS, KWH	506	494
Electricity Sycamore LS, KWH	1,077	1,037
Electricity Ayala LS, KWH	5,774	5,909
Electricity Cactus LS, KWH	1,229	1,292
Electricity Ramrod LS, KWH	*	450

Frisbie Park LS, KWH	820	771
Electricity Agua Mansa LS, KWH	2,706	2,752
Natural Gas WWTP, Therms	8,293	7,342

*Pending receipt of the electricity bill for Ramrod. Current month statistics will be provided in next month's MOR under prior month statistics.

6. Odor Complaints Received/Actions Taken

No odor complaints were received this month.

7. Major Equipment and/or Machinery Outages

- The annual inspection of the Dystor covers on Digesters 1 and 2 was performed
- A failed ball valve was replaced on the plant water supply line for Belt Filter Press #2
- A failed flow meter was replaced on the Gravity Belt polymer feed unit
- Filter Backwash Pump #1 was reinstalled after repair
- Boiler #2 positive air tubing to the air switch was replaced
- Annual calibrations were performed on Flare gas flow meters
- A coupling was replaced on Bleach Pump #1
- Electrical conduit and wiring on the Gravity Belt polymer system which was exposed and deteriorating was replaced
- A pressure indicating transmitter on Digester #1 was replaced
- An NTU metering pump was replaced on a Disk Filter
- Rain for Rent tanks were cleaned prior to return following use
- A stuck rake on the Plant 5 Bar Screen was repaired

8. Outside Agency Activities during the Month

- a. Government agency or property insurance inspections

None during the month

- 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

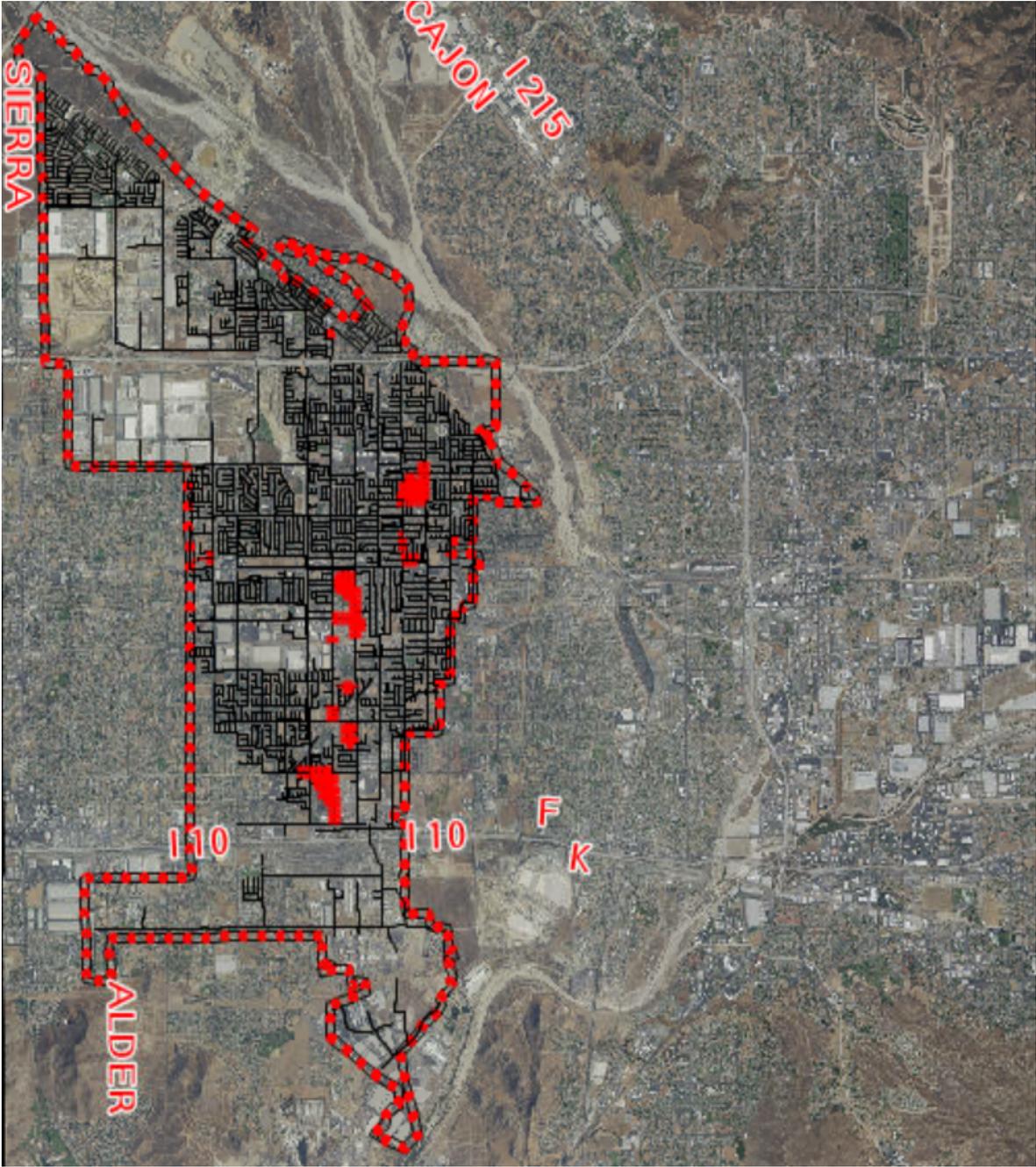
- e. Other matters of concern

See 8(c) above

9. Complaint Log

Date	Address	Comments	Personnel	Manhole	To Manhole
None					

Monthly Collection System Service Map



-- Pipe Cleaning - February 2021 --



Rialto Wastewater O&M Report

Report Start Date: 2/1/2021

Report End Date:

3/16/2021

Table B

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

Date	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
	MGD	MGD	Gals	mg/l	lbs/day	mg/L	lbs/day	%	mg/L	lbs/day	mg/L	lbs/day	%
2/1/2021	6.370	6.710		330	17,532	2.5	140	99	260	13,813	2.0	112	99
2/2/2021	6.330	6.700											
2/3/2021	6.210	7.470											
2/4/2021	6.250	6.310											
2/5/2021	6.260	7.080		330	17,229	5.0	295	98.5					
2/6/2021	6.200	6.720											
2/7/2021	6.380	6.690											
2/8/2021	7.060	7.110		360	21,197	2.5	148	99.3	260	15,309	2.0	119	99
2/9/2021	5.600	7.110											
2/10/2021	6.490	6.800											
2/11/2021	5.790	6.420											
2/12/2021	6.500	6.870		300	16,263	2.5	143	99.2					
2/13/2021	5.930	6.740											
2/14/2021	6.250	7.510											
2/15/2021	7.050	5.920											
2/16/2021	5.360	6.830		420	18,775	2.5	142	99.4	530	23,692	2.0	114	100
2/17/2021	6.230	6.480											
2/18/2021	6.270	6.670											
2/19/2021	6.110	6.510		370	18,854	5.0	271	98.6					
2/20/2021	6.130	6.460											
2/21/2021	6.220	6.520											
2/22/2021	6.230	6.440		350	18,185	10.0	537	97.1	230	11,950	2.0	107	99
2/23/2021	6.250	7.050											
2/24/2021	6.150	6.360											
2/25/2021	7.160	7.330											
2/26/2021	6.220	6.490		350	18,156	5.0	271	98.6					
2/27/2021	5.100	6.370											
2/28/2021	6.060	7.040											
Minimum	5.10	5.92		300	16,263	2.5	140	97.1	230	11,950	2.0	107	99.1
Maximum	7.16	7.51		420	21,197	10.0	537	99.4	530	23,692	2.0	119	99.6
Average	6.22	6.74		351	18,274	4.4	243	98.7	320	16,191	2.0	113	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	VE Inf COD mg/L	Final Effluent COD mg/l	Influent TDS mg/l	Filter Effluent TDS mg/l	EFF FINAL TDS mg/L	Influent Inorganic Nitroaen mg/L	Effluent Inorganic Nitroaen mg/l as N
2/1/2021	1,522	888							
2/2/2021	1,609	893							
2/3/2021	1,428	887							
2/4/2021	1,463	888	780	30		440	510		6.9
2/5/2021	1,479	880							
2/6/2021	1,542	867							
2/7/2021	1,413	817							
2/8/2021	1,560	926							
2/9/2021	0	903							
2/10/2021	1,496	879							
2/11/2021	1,541	870			590			46	
2/12/2021	1,528	863							
2/13/2021	1,444	825							
2/14/2021	1,559	806							
2/15/2021	1,495	846							
2/16/2021	1,336	829							
2/17/2021	1,463	876							
2/18/2021	1,110	798							
2/19/2021	1,610	821							
2/20/2021	1,575	826							
2/21/2021	1,054	830							
2/22/2021	1,121	838							
2/23/2021	1,218	823							
2/24/2021	1,308	814							
2/25/2021	1,184	810							
2/26/2021	1,209	885							
2/27/2021	1,324	840							
2/28/2021	1,236	840							
Minimum	0	798	780	30	590	440	510	46	6.9
Maximum	1,610	926	780	30	590	440	510	46	6.9
Average	1,351	852	780	30	590	440	510	46	6.9
12 Month Average	1,387	870	890	30	580	423	500	45	8.16
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

* Monthly Average

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
2/1/2021	7.46	7.28	21.1	0.10	<1.8	<1.80				82,183	38,000
2/2/2021	7.55	7.28	21.8		<1.8	<1.80				176,581	37,500
2/3/2021	7.25	7.30	22.1		<1.8	<1.80				131,715	36,700
2/4/2021	7.77	7.22	22.1		<1.8	<1.80				167,489	38,500
2/5/2021	7.86	7.24	21.7		<1.8	<1.80				113,702	18,900
2/6/2021	8.17	7.23	21.8		<1.8	<1.80				116,583	16,600
2/7/2021	7.68	7.17	22.6		<1.8	<1.80				189,208	20,300
2/8/2021	8.67	7.16	22.2	0.10	<1.8	<1.80				139,332	23,900
2/9/2021	8.11	7.12	22.4		<1.8	<1.80	<2.0			145,758	21,800
2/10/2021	7.96	7.13	22.3		<1.8	<1.80				118,447	25,400
2/11/2021	8.44	7.14	22.1		<1.8	<1.80		<5.00		193,790	37,000
2/12/2021	7.54	7.21	22.4		<1.8	<1.80				119,751	39,100
2/13/2021	7.37	7.25	22.0		<1.8	<1.80				150,972	36,400
2/14/2021	8.48	7.26	21.7		<1.8	<1.80				134,399	44,600
2/15/2021	8.48	7.24	21.7		<1.8	<1.80				234,449	12,800
2/16/2021	8.44	7.21	22.1	<0.10	<1.8	<1.80				150,411	14,800
2/17/2021	8.48	7.30	21.8		<1.8	<1.80				128,077	19,600
2/18/2021	7.20	7.37	21.0		<1.8	<1.80				135,984	25,000
2/19/2021	7.73	7.30	21.4		2.0	<1.80				151,127	18,100
2/20/2021	7.83	7.21	21.7		<1.8	<1.80				147,435	20,800
2/21/2021	7.48	7.32	21.0		2.0	<1.80				150,915	24,100
2/22/2021	9.35	7.28	21.2	<0.10	<1.8	<1.80				155,562	19,600
2/23/2021	7.71	7.28	21.4		<1.8	<1.80				169,722	34,000
2/24/2021	7.83	7.22	21.9		<1.8	<1.80				143,049	33,600
2/25/2021	7.97	7.19	20.1		2.0	<1.80				144,775	37,400
2/26/2021	8.80	7.22	21.0		<1.8	<1.80				123,566	40,700
2/27/2021	8.78	7.22	21.6		<1.8	<1.80				239,252	30,700
2/28/2021	8.68	7.25	19.5		2.0	<1.80				168,277	21,500
Minimum	7.20	7.12	19.5	0.1	1.8	1.8	2.0	5.00		82,183	12,800
Maximum	9.35	7.37	22.6	0.1	2.0	1.8	2.0	5.00		239,252	44,600
Average	8.04	7.24	21.6	0.1	1.8	1.8	2.0	5.00		150,804	28,121
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

RIALTO WATER
MONTHLY OPERATIONS REPORT

Reporting Period:

February 2021



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. Operational Wells.....	12
B. Valve Activity.....	12
C. Hydrant Flushing	13
VIII. ASSET MANAGEMENT	13
A. Main Breaks, Service Leaks, Adverse Water Quality and Health/Safety Issues.....	13
B. Major Equipment and/or Machinery Outages	13
IX. RAINFALL TOTALS	14

RIALTO WATER

MONTHLY OPERATIONS REPORT

- **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. Due to COVID-19 impacts, various operational activities have been minimized for the health and safety of employees.

- **Water Production Totals**

Total water delivered into the Rialto system this month was 543.02 acre-feet. 281.48 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). 131.53 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 130.01 acre-feet came from the OPRTP.

FEBRUARY 2021 DAILY PRODUCTION TOTALS IN ACRE FEET										
						Delivered Via BLF				
						Purchased				
DATE	Chino 2	City 2	Rialto 3	Rialto 5	Miro 3	City 4A	BOOSTER 6-9	Cactus ¹	OPRTP ²	TOTAL ³
2/1/21	0.00	1.78	0.00	0.00	0.00	0.00	0.00	6.18	5.11	13.07
2/2/21	0.00	3.69	0.00	0.00	4.83	6.52	0.00	9.89	4.10	22.51
2/3/21	0.00	1.71	0.00	0.00	5.09	8.49	7.37	8.12	4.68	26.97
2/4/21	0.00	0.93	0.00	0.00	4.77	0.00	3.97	0.07	4.48	14.22
2/5/21	0.00	0.43	0.00	0.00	0.21	0.01	5.42	0.07	4.98	11.11
2/6/21	0.00	7.78	0.00	0.00	0.00	0.00	1.06	5.26	4.70	18.80
2/7/21	0.00	6.97	0.00	0.00	0.00	0.00	0.00	5.73	4.73	17.43
2/8/21	0.00	7.92	0.00	0.00	0.00	0.00	0.00	6.58	4.34	18.84
2/9/21	0.00	1.57	4.84	0.00	0.00	0.00	0.00	6.59	4.26	17.26
2/10/21	0.00	5.47	4.20	0.00	0.00	0.00	0.00	2.08	5.39	17.14
2/11/21	0.00	2.59	4.43	0.00	0.00	0.00	0.00	0.28	4.74	12.04
2/12/21	0.00	4.13	4.07	0.00	0.00	0.00	0.00	0.00	4.52	12.72
2/13/21	0.00	7.12	0.00	0.00	0.00	0.00	0.00	12.09	4.63	23.84
2/14/21	0.00	7.69	0.00	0.00	0.00	0.00	0.00	3.70	5.25	16.64
2/15/21	0.00	8.37	0.00	0.00	0.00	0.00	0.00	3.31	3.74	15.42
2/16/21	0.00	3.64	0.00	0.00	6.05	0.00	0.00	5.05	4.59	19.33
2/17/21	0.00	2.29	0.00	0.00	6.08	0.00	0.00	3.49	4.71	16.57
2/18/21	0.00	7.08	0.00	0.00	8.53	0.00	0.00	3.49	3.63	22.73
2/19/21	0.00	7.36	0.00	0.00	4.46	0.00	2.00	0.87	5.08	19.77
2/20/21	0.00	7.20	0.00	0.00	3.11	0.00	0.00	8.47	4.60	23.38
2/21/21	0.00	7.11	0.00	0.00	2.96	2.76	0.64	5.77	4.27	20.75
2/22/21	0.00	7.99	0.00	0.00	3.47	0.00	0.00	5.00	4.37	20.83
2/23/21	0.00	5.44	0.00	0.00	3.71	6.93	3.54	6.88	5.66	25.23
2/24/21	0.00	0.04	0.00	0.00	9.03	11.46	8.24	3.08	5.17	25.56
2/25/21	0.00	0.00	0.00	0.00	5.75	0.00	6.08	3.47	3.51	18.81
2/26/21	0.00	7.07	0.00	0.00	8.08	0.00	0.00	2.80	4.89	22.84
2/27/21	0.00	6.98	0.00	0.00	7.46	0.00	0.00	5.98	4.55	24.97
2/28/21	0.00	4.54	0.00	0.00	0.00	9.29	5.16	9.21	5.33	24.24
TOTAL	0.00	134.89	17.54	0.00	83.59	45.46	43.48	133.51	130.01	543.02
MIN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.51	11.11
MAX	0.00	8.37	4.84	0.00	9.03	11.46	8.24	12.09	5.66	26.97
AVE	0.00	4.82	0.63	0.00	2.99	1.62	1.55	4.77	4.64	19.39

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.

FEBRUARY 2021 DAILY BOOSTER TOTALS IN ACRE FEET

DATE	Booster 1	Booster 2	Booster 3	Booster 4	Booster 5	Booster 6-9	Booster 10	Booster 11
2/1/21	0.00	0.00	1.34	2.28	5.54	0.00	0.00	0.00
2/2/21	0.00	0.00	1.12	0.00	9.75	0.00	0.00	0.00
2/3/21	0.00	0.00	0.37	2.42	8.06	7.37	0.00	0.00
2/4/21	0.00	0.00	2.01	4.67	0.00	3.97	0.00	0.00
2/5/21	0.00	0.00	2.45	5.70	0.00	5.42	0.00	0.00
2/6/21	0.00	0.00	7.03	0.63	5.07	1.06	0.00	0.00
2/7/21	0.00	0.00	5.57	0.00	4.68	0.00	0.00	0.00
2/8/21	0.00	0.00	7.60	0.00	6.17	0.00	0.00	0.00
2/9/21	0.00	0.00	1.57	0.00	6.20	0.00	0.00	0.00
2/10/21	0.00	0.00	4.36	0.88	1.69	0.00	0.00	0.00
2/11/21	0.00	0.00	1.82	0.74	0.00	0.00	0.00	0.00
2/12/21	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2/13/21	0.00	0.00	6.79	6.98	10.81	0.00	0.00	2.30
2/14/21	0.00	0.00	5.09	3.67	2.11	0.00	0.00	-1.96
2/15/21	0.00	0.00	7.75	2.65	0.00	0.00	0.00	4.21
2/16/21	0.00	0.00	4.06	3.96	0.00	0.00	0.00	3.49
2/17/21	0.00	0.00	0.78	3.65	0.00	0.00	0.00	4.08
2/18/21	0.00	0.00	0.00	2.45	0.00	0.00	0.00	1.52
2/19/21	0.00	0.00	14.45	0.80	0.00	2.00	0.00	0.00
2/20/21	0.00	0.00	6.70	0.33	6.95	0.00	0.00	0.00
2/21/21	0.00	0.00	6.42	0.00	4.53	0.64	0.00	0.09
2/22/21	0.00	0.00	6.94	3.42	0.56	0.00	0.00	4.00
2/23/21	0.00	0.00	5.48	1.14	5.78	3.54	0.00	0.00
2/24/21	0.00	0.00	0.00	0.31	0.00	8.24	0.00	0.00
2/25/21	0.00	0.00	7.80	2.78	0.00	6.08	0.00	0.00
2/26/21	0.00	0.00	1.94	3.69	0.00	0.00	0.00	1.92
2/27/21	0.00	0.00	2.91	0.52	1.27	0.00	0.00	0.00
2/28/21	0.00	0.00	6.27	0.00	5.70	5.16	0.00	0.00
TOTAL	0.00	0.00	118.62	53.67	84.87	43.48	0.00	19.65
MIN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-1.96
MAX	0.00	0.00	14.45	6.98	10.81	8.24	0.00	4.21
AVE	0.00	0.00	4.24	1.92	3.03	1.55	0.00	0.70

- **Static Water Levels**

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

Depth to Water													
Wells Depth to Pump	Historical Maximum Depth to Water	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb
Chino # 1 (580 ft) In-active well	427'	421'	420'	427'	426'	423'	423'	425'	422'	423'	423'	422'	423'
Chino # 2 (550 ft)	366'	354'	344'	344'	348'	350'	366'	360'	364'	349'	350'	347'	346'
City # 1 (260 ft) Dry	392'	300'	244'	245'	243'	242'	243'	243'	243'	242'	243'	243'	230'
City # 2 (480 ft)	402'	292'	284'	290'	285'	272'	269'	264'	261'	256'	254'	253'	249'
City # 3 (525 ft) Out of Service	475'	448'	448'	448'	448'	448'	448'	448'	448'	448'	448'	448'	448'
City # 4A (420 ft)	406'	355'	355'	356'	370'	375'	380'	381'	384'	371'	378'	374'	365'
City # 5 (385 ft) In-active well	355'	331'	331'	331'	330'	332'	330'	331'	331'	331'	331'	331'	340'
Rialto # 1 (650 ft) In-active well	588'	569'	567'	566'	569'	576'	576'	577'	576'	571'	574'	571'	569'
Rialto # 2 (550 ft) In-active well	490'	486'	486'	486'	486'	485'	485'	485'	485'	485'	485'	489'	489'
Rialto # 3 (485 ft)	465'	458'	460'	465'	461'	465'	465'	464'	465'	464'	465'	465'	464'
Rialto # 4 (450 ft) In-active well	413'	403'	402'	402'	403'	403'	405'	404'	404'	404'	404'	404'	404'
Rialto # 5 (560 ft)	374'	373'	372'	372'	371'	372'	373'	373'	374'	373'	370'	373'	374'
Rialto Well # 7 In-active well	354'	349'	350'	349'	349'	351'	353'	353'	354'	353'	354'	354'	354'
Miro # 3 (550 ft)	487'	476'	475'	473'	474'	482'	484'	487'	486'	483'	483'	480'	480'

- REGULATORY**

All State of California and public health agency regulatory requirements were met.

- 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
Perchlorate (ClO ₄)	µg/L	4.0	6.0
Total Dissolved Solids	mg/L	--	500
P= Present A= Absent mg/L = parts per million µg/L = parts per billion			

Sample Date	Sample Site Location Results								
02/03/2021	Chino 2	City 2	City 4A	Rialto 3	Rialto 5	Miro 3	BLF Cactus	BLF 6-9	OP RTP
Total Coliform	OUT OF SERVICE	A	A	A	A	A	A	A	A
E. Coli		A	A	A	A	A	A	A	A
Nitrate as N									
Perchlorate (ClO ₄)				7.5*	<4.0	13*			
Total Dissolved Solids		190	290	240	230	220	320	320	240

*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 <4.0 (non-detect).

- **Sample Site Location Results**

Rialto Distribution Sample Results						
February 2021						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
CYCLE 1 - 02/03/21	mg/l	P/A	P/A	Color Units	TON	NTU
335 W. Rialto	1.10	A	A			
1228 W. Merrill	1.20	A	A			
256 N. Fillmore	1.20	A	A			
987 W. Grove	1.20	A	A			
978 N. Driftwood	1.20	A	A			
1451 N. Linden	1.10	A	A			
469 W. Jackson	1.20	A	A			
935 E. Mariposa	1.20	A	A			
1000 N. Joyce	1.20	A	A			
766 N. Chestnut	1.20	A	A			
149 W. Victoria	1.30	A	A			
313 E. McKinley	1.30	A	A			
609 E. South	1.30	A	A			
273 E. Alru	1.30	A	A			
1161 S. Lilac	1.30	A	A			
101 E. Valley	1.20	A	A			
CYCLE 2 - 02/10/21	mg/l	P/A	P/A	Color Units	TON	NTU
210 N. Park	0.94	A	A			
101 S. Larch	0.91	A	A			
320 N. Wisteria	0.90	A	A			
861 W. Grove	0.70	A	A			
1168 N. Glenwood	0.89	A	A			
1320 N. Fitzgerald	0.94	A	A			
860 N. Willow	0.96	A	A			
209 E. Cornell	0.97	A	A			
643 E. Margarita	0.90	A	A			
1170 N. Terrace Rd.	0.90	A	A			
681 E. Erwin	0.90	A	A			
402 E. Merrill	1.00	A	A			
261 W. Wilson	1.00	A	A			
532 S. Iris	1.00	A	A			
281 W. Hawthorne	1.00	A	A			
379 W. Valley	1.00	A	A			

Rialto Distribution Sample Results

February 2021

Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
CYCLE 3 - 02/15/21	mg/l	P/A	P/A	Color Units	TON	NTU
236 N. Willow	0.86	A	A			
775 E. Foothill	0.90	A	A			
878 N. Primrose	0.91	A	A			
369 E. Van Koevering	0.89	A	A			
274 W. Valencia	0.90	A	A			
1566 N. Fillmore	0.92	A	A			
932 N. Idyllwild	0.91	A	A			
644 N. Smoketree	0.94	A	A			
605 W. Rosewood	0.89	A	A			
1189 W. Second	0.90	A	A			
775 W. Rialto	0.98	A	A			
211 E. Wilson	0.97	A	A			
595 E. Huff	0.89	A	A			
1005 S. Riverside	0.99	A	A			
794 S. Verde	0.96	A	A			
1055 W. Bloomington	1.02	A	A			
CYCLE 4 - 02/24/21	mg/l	P/A	P/A	Color Units	TON	NTU
375 S. Cactus	0.80	A	A	<3.0	<1.0	0.13
101 S. Linden	0.90	A	A	<3.0	<1.0	0.16
234 N. Larch	0.90	A	A	<3.0	<1.0	0.11
575 N. Driftwood	0.80	A	A	<3.0	<1.0	0.12
1355 W. Shamrock	0.70	A	A	<3.0	<1.0	0.11
992 N. Yucca	1.10	A	A	<3.0	<1.0	0.26
481 W. Cornell	0.80	A	A	<3.0	<1.0	0.12
158. E. Shamrock	1.00	A	A	<3.0	<1.0	0.14
749 E. Holly	1.20	A	A	<3.0	<1.0	0.11
545 E. Victoria	1.20	A	A	<3.0	<1.0	0.11
200 N. Sycamore	1.30	A	A	<3.0	<1.0	0.15
407 E. Allen	1.30	A	A	<3.0	<1.0	0.12
399 E. Montrose	1.10	A	A	<3.0	<1.0	0.11
856 S. Orange	1.00	A	A	<3.0	<1.0	0.12
911 S. Cactus	1.20	A	A	<3.0	<1.0	0.12
220 W. Valley	1.30	A	A	<3.0	<1.0	0.16
P/A + Present or Absent						

- **Violations**

No violations were received during this reporting period.

- **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 248 mg/L for the month of February as compared to 265 mg/L in January. The TDS levels are below the secondary maximum contaminant level requirements.

- **HEALTH AND SAFETY**

- **Incidents**

There were no reportable safety incidents for the reporting period.

- **Training**

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

- Lockout/Tagout: Put a Lock on Hazardous Energy
- Tailgate Safety Meetings

- **Lost Time Safety Record**

2,726 days since the last reportable lost time safety incident.

- **CHEMICAL USE**

Pelletized calcium hypochlorite and sodium hypochlorite are the only chemicals added to the water system. A total of 324 pounds of calcium hypochlorite was used in February as compared to 251 pounds used in January; a total of 658 gallons of sodium hypochlorite was used in February as compared to 832 gallons used in January. Rialto Well 3 is the last calcium hypochlorite system to be converted to sodium hypochlorite with an expected completion date of June 1, 2021.

- **ELECTRICAL USE**

Southern California Edison (SCE) has not provided all data for February 2021. Therefore, we are unable to report the electrical use for this month. We will provide the data as it is received, thus will include yearly usage received to date.

SCE		kWh
Year	Month	Billed Usage
2020	February	360,600
2020	March	267,178
2020	April	461,148
2020	May	551,771
2020	June	622,558
2020	July	593,325
2020	August	598,526
2020	September	595,500
2020	October	437,491
2020	November	323,520
2020	December	292,698
2021	January	250,384

- **WATER QUALITY COMPLAINTS**

No complaints were received during this reporting period.

- **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.

- **Operational Wells**

Chino Well 2 is out of service due to electrical issues with the well motor and drive.

- **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. Due to COVID-19 impacts (i.e. limited onsite staff, adherence to social distancing policies, limiting activities that require more than 1 person, etc.), 23 valves were exercised for the month of February.

- **Hydrant Flushing**

Veolia reviewed the original hydrant flushing list that identified 83 hydrants that were to be flushed annually; the review was completed in 2018. Veolia has completed all of the required flushing for 2019. In February, zero hydrant flushing's were performed. Veolia is pending confirmation from DDW regarding the reduction of hydrants that require this exercise. If confirmed, there will be approximately 63 hydrants that will be required to be flushed.

Hydrant/Dead End Flushing Progress	
	2021
January	0
February	0
Total	0
Progress % (0)	

D. Sanitary Survey

Sanitary surveys are completed every three (3) to five (5) years, which the last survey was completed by Department of Drinking Water (DDW) in 2015. In anticipation of the next survey (pending on DDW to schedule), Veolia has

reviewed all the regulatory conditions required and is prepared for the next sanitary survey.

- **ASSET MANAGEMENT**

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

- Preventive Maintenance –106
- Corrective Maintenance –294
- Predictive Maintenance –0

27 - PM's are scheduled for March 2021.

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

Corrective Work Order labor hours were dedicated to 15 pipe line and two hydrant repairs.

- **Major Equipment and/or Machinery Outages**

Chino Well 2 is out of service due to electrical issues with the well motor and drive.

• **RAINFALL TOTALS**

SEASON	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
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	1.06	1.81	3.96	6.70	1.79	0.00	1.31	0.00	16.63
2019-20	0.00	0.00	0.00	0.00	0.64	1.52	0.23	0.33	1.18	3.42	0.00	0.00	7.32
2020-21	0.00	0.00	0.00	0.00	0.85	1.02	2.55	0.05					4.47
							July 20- June 21		=	4.47		INCHES	
							YEAR TO DATE FOR 2020		=	2.60		INCHES	
							AVG. RAINFALL FOR LAST FIVE YEARS		9.63		INCHES		
AVG. RAINFALL FOR SAN BERNARDINO COUNTY FOR THE LAST 100 YE									16.25			INCHES	
2021	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Totals	2.55	0.05											2.60

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 2021	2.58	2.66	259	6.2	68.8 K	41.1 K	53.7 K	70	26	47 K	31.7 K	3.4	51.0
Feb 2021	3.21	0.37	349	6.7 K	69.4	42.0	55.1	71	26	46 K	32.7 K	3.7	53.0
Tots/Avgs	5.79	3.0	304	6.5	69.1	41.6	54.4	71	26	47	32.2	3.6	52.0

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

Reporting Period:

February 2021

Prepared for: Rialto Water Services

Prepared by: Veolia Water West Operating Services



Table of Contents

I. CUSTOMER SERVICE SUMMARY	3
II. CALL CENTER PERFORMANCE	3
III. CONSUMPTION & BILLING	4
A. Consumption	4
B. Billing	4
IV. REVENUE & AGING	5
A. Revenue	5
B. Aging	6
C. Bad Debt	7
V. SERVICE ORDERS	7
VI. OTHER ACTIVITIES	7
VII. REVENUE REPORT	7
A. Revenue Summary	7
B. Non Rate Revenue - Extraterritorial Customers	8
C. Non-Rate Revenue – Other	8
D. Development Impact Fees	8
E. Rialto Basin Water Rights and Leasing	8
F. Cash Collections by Payment Method – Rialto Water Services	9
G. Payment Collection Method – Fiscal Year to Date	10
H. Cash Collections on Behalf of the City of Rialto-Prior Year Comparison	10
I. Non-Rate Revenue + Utility Revenue Collections Prior Year Comparison	10
J. Non-Rate Revenue + Utility Revenue Collected Fiscal Year-to-Date	11
K. Increase in Cash Collections and Fund Distribution—Prior Year Comparison	11
L. Non-Incode Customer Accounts Receivable Aging	12

I. CUSTOMER SERVICE SUMMARY

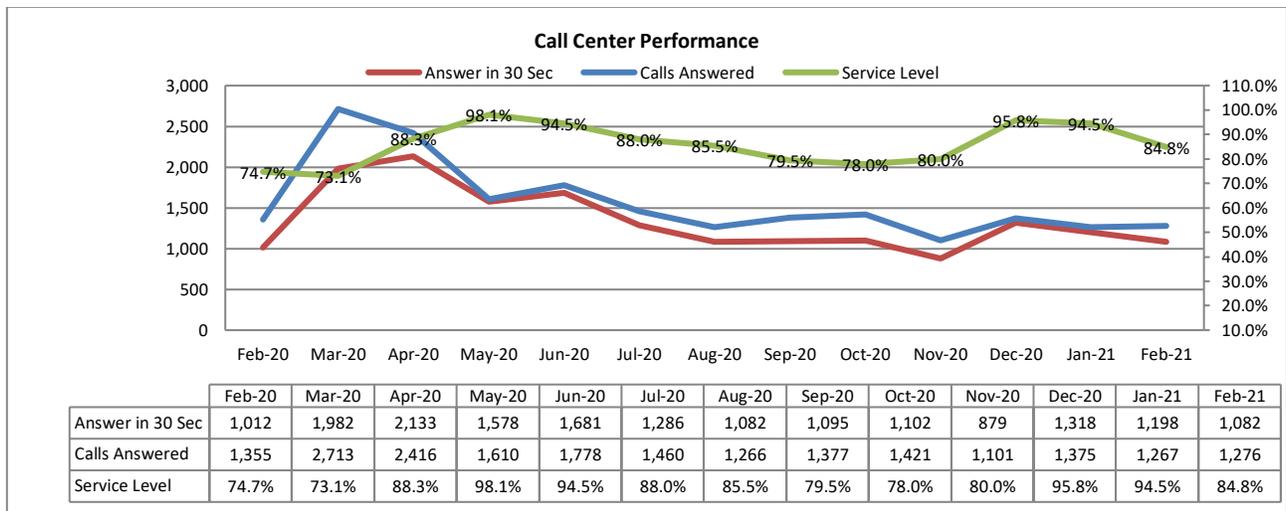
Customer Service answered 1,276 inbound calls with a service level 84.8% during the month of February. Average wait time was 34 seconds.

Water consumption decreased by 15.1% when compared to same month in 2020 and decreased 28.2% when compared to the prior month.

Sewer revenue has decreased 1.3% when compared against the prior month and increased .5% when compared against the same month in 2020.

II. CALL CENTER PERFORMANCE

During this reporting month, a total of 1,276 calls were answered with a respective service level of 84.8% and an average wait time of 34 seconds. As some agents are assigned to testing and assisting with the implementation of new billing system, fifty-two (52) callers experiencing wait time greater than ten minutes.



III. AUTOMATED SERVICES

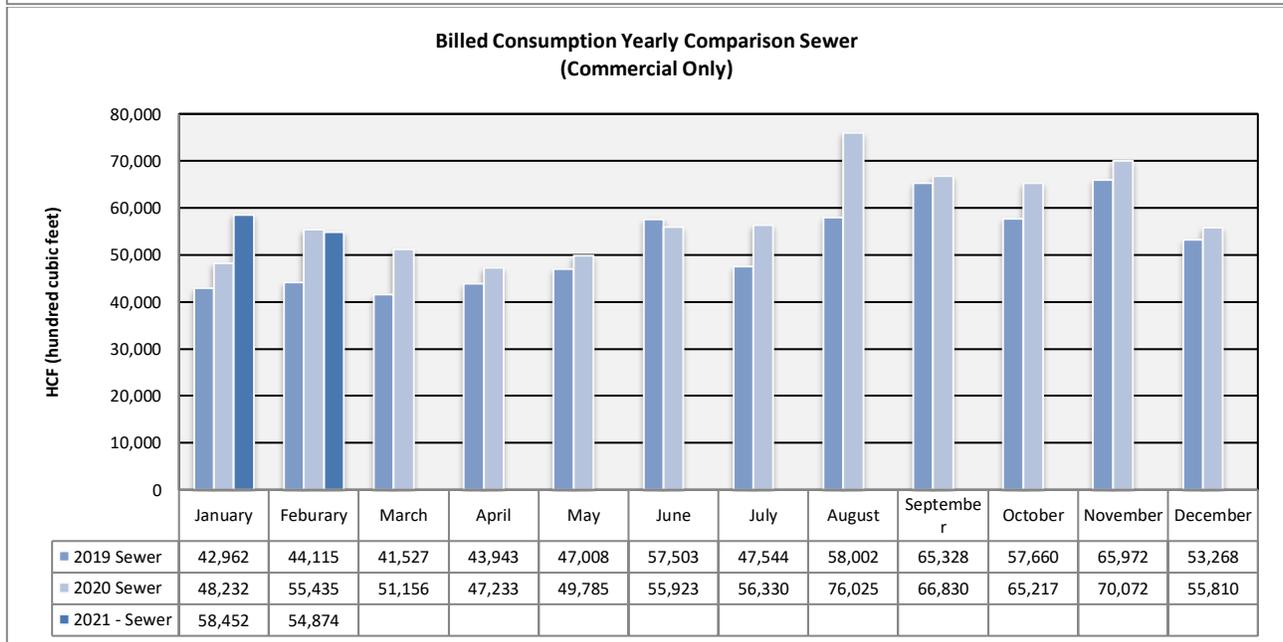
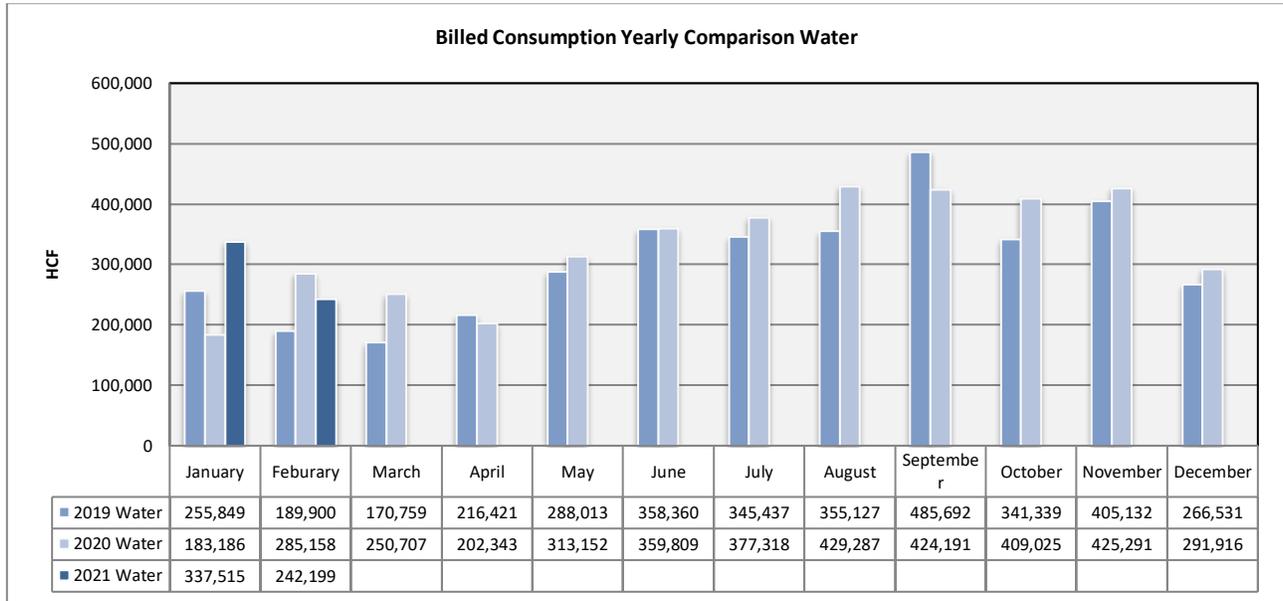
About 8938 or 42% of the rate payers have created log-ins to access their accounts online. Of these customers, with online access, 47.3% have chosen the e-bill option. Remote cash payment usage has increased once again with the service center being closed to walk-in customer.

	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21
Number of Bills	20,499	21,175	21,180	21,182	21,168	21,215	21,211	21,217	21,212	21,273	21,222	21,302	21,355
Number of Bill Adjustments (during billing)	26	36	52	23	20	33	22	30	23	27	41	30	37
Automated Over the Phone Payments	2,260	2,758	3,661	3,118	3,430	3,247	2,733	2,978	3,003	2,531	3,133	3,003	2,823
Online Payment	5,538	7,240	7,343	6,395	7,668	7,301	6,089	7,185	7,365	6,061	7,325	6,496	6,881
E-bill Participants	3,756	3,799	3,866	3,919	3,946	3,980	4,004	4,037	4,049	4,061	4,089	4,127	4,230
Auto Pay Participants (New Portal)	2,346	2,377	2,418	2,466	2,502	2,535	2,584	2,610	2,620	2,646	2,666	2,715	2,740
PayNearMe	35	318	694	576	677	511	418	394	397	354	714	610	664

IV. CONSUMPTION & BILLING

A. Consumption

Water consumption has decreased 28.2% when compared against the previous month and decreased by 15.1% when compared against the prior year. This decrease is attributed to larger than normal consumption in January 2021.



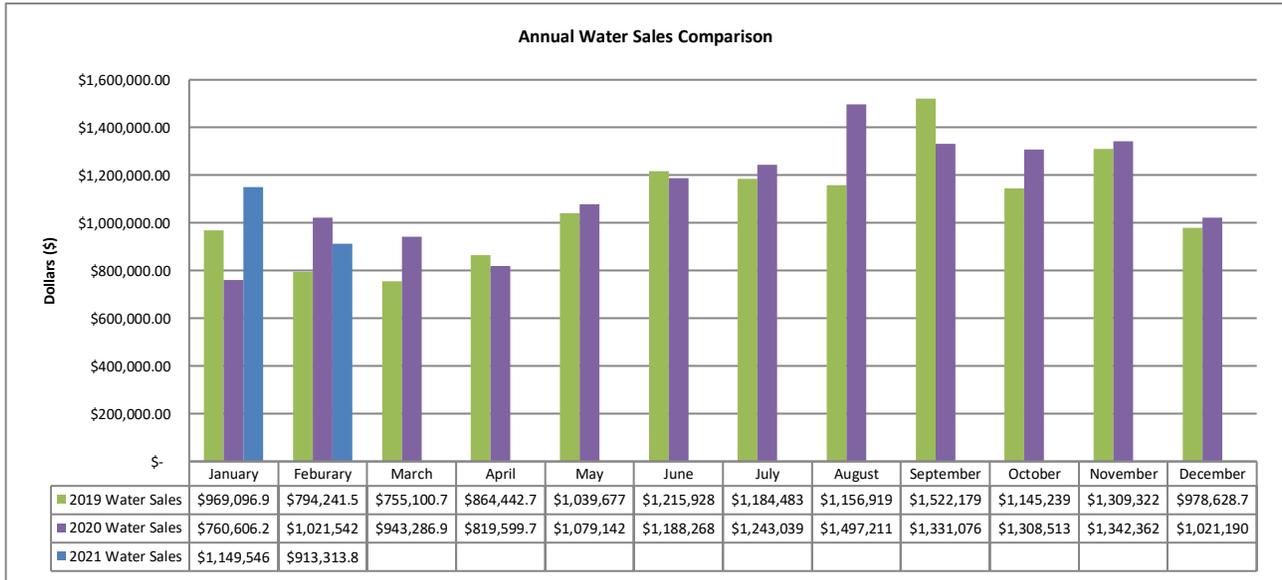
B. Billing

A total of 21,355 bills were mailed or sent out electronically in February. Billing accuracy was 99.83% with thirty-seven (37) adjustments.

V. REVENUE & AGING

A. Revenue

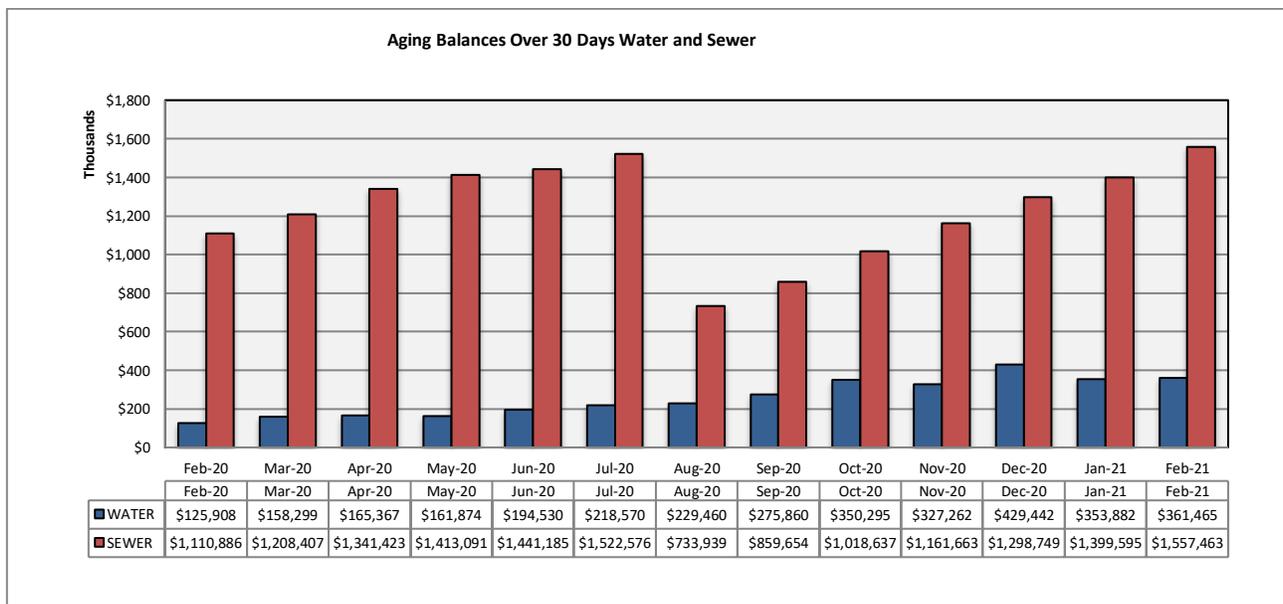
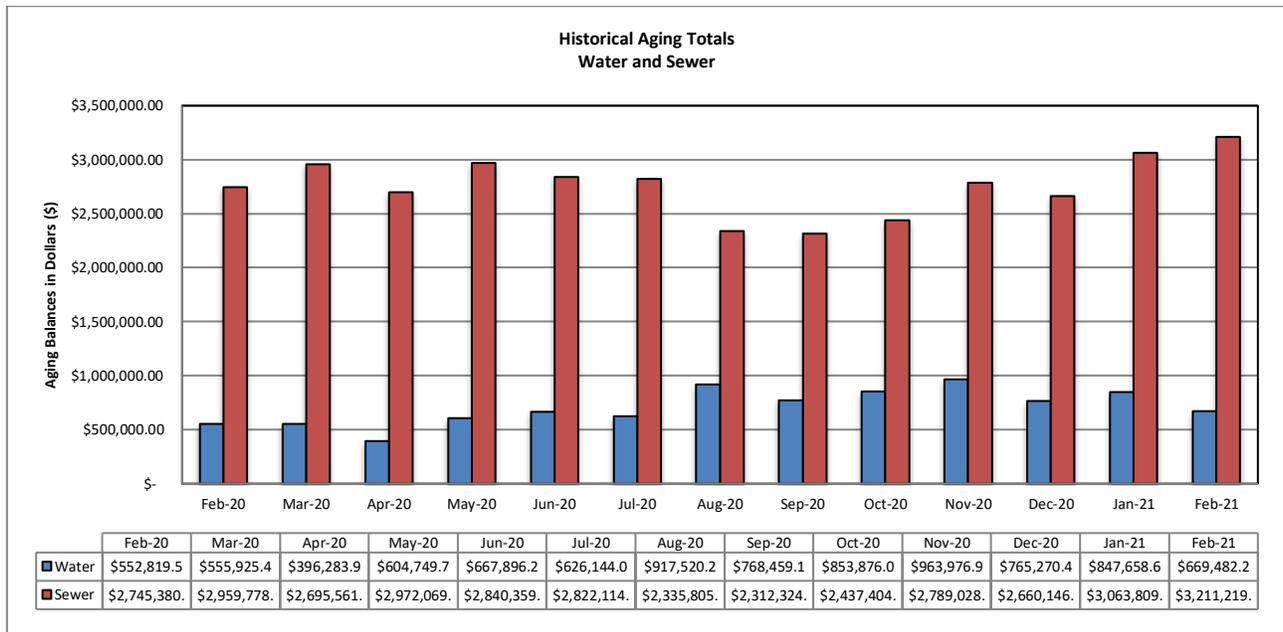
Water revenue has decreased by 20.5% when compared to the prior month. When compared against February of the prior year, revenue has decreased 10.6%.



B. Aging

The total aging balance has decreased 0.8% from the previous month, *see first table below*. For balances >30-days only, water has increased 2.1% and wastewater has increased 11.3%.

When compared against prior year, large increases in aging balances are attributed to waiving of late penalties and disconnection for non-payment during the Covid-19 pandemic.



C. Bad Debt

23 accounts with a combined total amount of \$7,188.56 were submitted to the collections agency during this reporting month.

VI. SERVICE ORDERS

154 service orders were initiated by the customer service team. Of this total, 76 service orders or 49% were due to occupant changes.

VII. OTHER ACTIVITIES

To protect both rate payers and CS team members, walk counter remained closed since November 30. During this closure, customer had capability to make cash payments at 7-Eleven, CVS and FamilyDollar. Typical service charges of \$1.99 incurred by the customers are credited back to their account.

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

Following the regulations, water disconnection has been discontinued and late penalties are being waived. Quantity of delinquent account is similar to past trend, but total delinquent amounts are continuing to rise.

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 February 2021 is \$3,486,000. Non-Rate Revenue is \$213,000; Utility Revenue is at \$3,057,000 and Tax / Ambulance Revenue at \$216,000.

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 February 2021 and February 2020 are \$211,000 and \$189,000 respectively. Ambulance Revenue is also collected on behalf of the City of Rialto totaling \$5,000 in February 2021 and \$5,000 in February 2020.

B. Non Rate Revenue - Extraterritorial Customers

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

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.

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 \$12,000 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 \$2,400 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 \$12,000 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.

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. As such, the City of Rialto receives monies from the various developments, which is then distributed to RWS. There was no remittance in February of 2021.

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	FEB 2021	%
Carrier Deposits	Cash deposits prepared per day for transport to Union Bank	-	\$ -	0%
Remote Deposits	Scanned batches of checks payments made at the customer service counter	4	510,727	15%
UB Bill	Batches of customer payments posted to customer accounts at Union Bank (EBOX)	20	325,097	9%
IVR	Customer payments by credit cards and ACH / eCheck payments through an Interactive Voice Response system using a touchtone phone.	10,119	1,422,847	41%
Lockbox Deposits	Batches of customer payments mailed in to Union Bank's lockbox	20	1,098,800	32%
Credit Cards	POS or retail credit payments received at the customer service counter	-	-	0%
Pay Near Me	Cash payment service that allows customers to pay at a local 7-Eleven, CVS, or Family Dollar stores.	656	78,200	2%
Total Revenue per Bank			\$ 3,435,673	100%
Recon to RUA Recap:				
Adj detailed in RUA			50,148	
Prior mo. Correction				
RUA increase in Cash			\$ 3,485,821	

Note: Due to the Covid-19 pandemic safety precautions and restrictions, the collection office was closed and no cash and over-the-counter check payments have been accepted for the month of February, 2021. The mailed checks were also processed once a week.

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

G. Payment Collection Method – Fiscal Year to Date

	Jul 2020	Aug 2020	Sept 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Total	%
Carrier Deposits	\$ 57,617	\$ 67,420	\$ 90,484	\$ 94,102	\$ 76,020	\$ -	\$ -	\$ -	\$ 385,642	1.30%
Remote Check Deposits	360,810	605,458	575,178	507,871	410,052	381,224	977,928	510,727	4,329,247	14.62%
UB Bill (EBOX)	372,195	301,154	361,570	349,386	292,962	378,140	278,150	325,097	2,658,654	8.98%
IVR	1,571,452	1,338,721	1,731,064	1,569,035	1,324,008	1,712,489	1,314,143	1,422,847	11,983,758	40.48%
Lockbox Deposits	1,318,111	1,103,897	1,446,141	1,222,241	1,207,429	1,342,512	1,021,092	1,098,800	9,760,223	32.97%
Credit Cards (POS)	-	-	-	-	-	-	-	-	-	0.00%
Pay Near Me	58,307	50,845	51,720	47,528	39,908	92,807	69,992	78,200	489,308	1.65%
Total Revenue to Bank	\$ 3,738,492	\$ 3,467,495	\$ 4,256,156	\$ 3,790,163	\$ 3,350,378	\$ 3,907,171	\$ 3,661,305	\$ 3,435,673	\$29,606,833	100.00%
NSF	(6,766)	(20,643)	(70,774)	(8,716)	(6,643)	(14,174)	(6,303)	(14,747)	(148,765)	
Net deposits	\$ 3,731,727	\$ 3,446,852	\$ 4,185,382	\$ 3,781,447	\$ 3,343,736	\$ 3,892,997	\$ 3,655,002	\$ 3,420,925	\$29,458,067	

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

	Feb 2021	Feb 2020	Variance
UUT Water	\$ 67,116	\$ 47,133	\$ 19,982
UUT Sewer	144,002	141,761	2,241
Perchlorate	-	-	-
Ambulance	5,225	4,173	1,053
Total	\$ 216,343	\$ 193,067	\$ 23,276

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

	Feb 2021	Feb 2020	Variance
Non-Rate / Extra Territorial Revenue	\$ 212,976	\$ 156,378	\$ 56,598
Utility Revenue	\$ 3,056,501	\$ 2,777,063	\$ 279,439
Total	\$ 3,269,478	\$ 2,933,441	\$ 336,036

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

	Jul 2020	Aug 2020	Sept 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Total
Non-Rate Revenue									
Cell Tower / Sublease	35,912	14,676	24,176	17,904	17,948	16,176	4,176	16,179	147,145
Interest Income	1,126	-	-	-	-	-	-	-	1,126
NRR-FOG	-	-	-	-	-	-	-	-	-
Extra Terr-Water	-	100,293	63,872	-	951	-	-	60,000	225,116
Extra Terr- Sewage	12,251	149,335	130,488	266,587	12,251	123,847	168,023	136,098	998,881
Turn On/Off Fees	5	5	3	257	2	192	-	-	464
NSF	225	137	188	90	175	235	112	113	1,275
Same Day Service	(909)	(16)	329	2,631	73	(711)	(1,276)	(1,150)	(1,029)
New Occupant Charge	1,796	1,825	1,964	1,472	1,207	1,719	1,320	1,740	13,043
DIF - Wastewater Connection	-	-	-	-	-	-	-	-	-
Sewer Bad Debt Collection Fees	-	-	-	-	-	-	-	-	-
Sewer Cash Over/Short	-	1	20	106	(126)	-	-	-	1
Total Non-Rate Revenue	\$ 50,406	\$ 266,256	\$ 221,040	\$ 289,046	\$ 32,482	\$ 141,458	\$ 172,355	\$ 212,979	1,386,023
Utility Revenue									
Water Penalty	(71)	142	45	147	96	51	2	16	429
Sewer Penalty	4,019	(130)	223	251	408	4,644	835	6,147	16,396
Turf Removal Rebate	(944)	(951)	-	-	(1,337)	-	-	-	(3,232)
Hi Eff Toilet/Washer Rebates	-	-	-	-	-	-	-	(100)	(100)
Senior Disc - Water	(7,622)	(7,631)	(10,524)	(7,640)	(7,505)	(7,421)	(7,428)	(7,395)	(63,167)
Senior Disc - Sewer	(25,775)	(25,798)	(22,976)	(25,829)	(25,402)	(25,148)	(25,155)	(25,095)	(201,179)
Damaged /Lost Meter	923	-	832	832	1,717	5,897	3,671	32,504	46,376
Water Contract	-	-	-	-	-	-	-	242	242
Water Deposits	8,568	3,074	3,413	318	3,640	1,931	9,575	702	31,219
Water Deposits Billed	24,960	7,547	4,917	6,109	6,994	8,963	4,914	53,547	117,949
Water Meter Deposits	5,254	1,769	6,581	-	-	4,422	30,147	-	48,173
Sewer Deposits	2,192	1,853	2,259	309	1,481	927	6,592	-	15,613
Sewer Deposits Billed	9,088	11,223	7,251	5,552	5,186	9,423	6,928	9,123	63,775
Water	1,276,346	1,114,103	1,470,592	1,193,421	1,189,552	1,217,295	978,173	1,042,175	9,481,657
Sewer	2,131,906	1,877,387	2,249,076	2,099,836	1,896,075	2,265,038	1,770,773	1,983,361	16,273,451
Unapplied Credits	13,039	(319)	55,886	(8,682)	(16,072)	41,200	(12,616)	(38,726)	33,711
Total Utility Revenue	\$ 3,441,883	\$ 2,982,268	\$ 3,767,573	\$ 3,264,625	\$ 3,054,830	\$ 3,527,221	\$ 2,766,411	\$ 3,056,501	\$ 25,861,312
Total Non-Rate + Utility Rev.	3,492,289	3,248,524	3,988,613	3,553,671	3,087,312	3,668,679	2,938,766	3,269,481	27,247,335

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
Feb 2021	3,485,821	21,845	2,290,663	1,173,312	3,485,821	(50,148)	3,435,673
Feb 2020	3,126,508	6,174	2,347,623	772,712	3,126,508	(366,580)	2,759,928

L. Non-Incode Customer Accounts Receivable Aging

Name	Total as of 2/28/2021	Current	31-60 days	61-90 days	>90 days
AT&T - Easton	\$ -	-			
CITY OF FONTANA	123,847	123,847			
Colton Unified School District	6,642	6,642			
County of San Bernardino-CSA 70 BL	24,503	12,251	12,251		
MR Tudor	1,000	500	500		
Rialto BioEnergy Facilities	-				
Sprint-Nextel	5,184				5,184
San Bernardino Co Waste System Div	224,000			224,000	
SB Valley Mun Water District	-				
Vertical Bridge Holdco, LLC (CIG)	2,266				2,266
Grand Total	\$ 387,441	\$ 143,240	\$ 12,751	\$ 224,000	\$ 7,450

AT&T makes annual payment. Subsequently, the check has been received and will be applied periodically.

City of Fontana is current with its obligations.

Colton Unified School District indicates the Invoice issued in the current month.

County of San Bernardino—CSA 70 BL (Bloomington): 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 \$12,000 of monthly extraterritorial revenue. The amount due reflects current billing in February and the prior month.

Rialto Bioenergy Facilities: is current with its obligations.

Liquid Environmental: There have not been F.O.G. services rendered and there is no balance due from the vendor.

San Bernardino Valley Municipal Water District is billed quarterly for rebate submitted within that period.

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

San Bernardino County Waste System Division is currently billed for the Annual Standby Water Rights for Fiscal Year 2020-2021 per agreement. The \$60,000 payment was received. The County is being contacted for the \$224,000 amount due.