

# **Utility Commission Report**

## **Veolia/RWS**

# **Monthly Operations Report**

## **June 2025**

**Reporting period April 2025**



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

**Reporting Period:**

**April 2025**

**Prepared for: Rialto Water Services**

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



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## I. CUSTOMER SERVICE SUMMARY

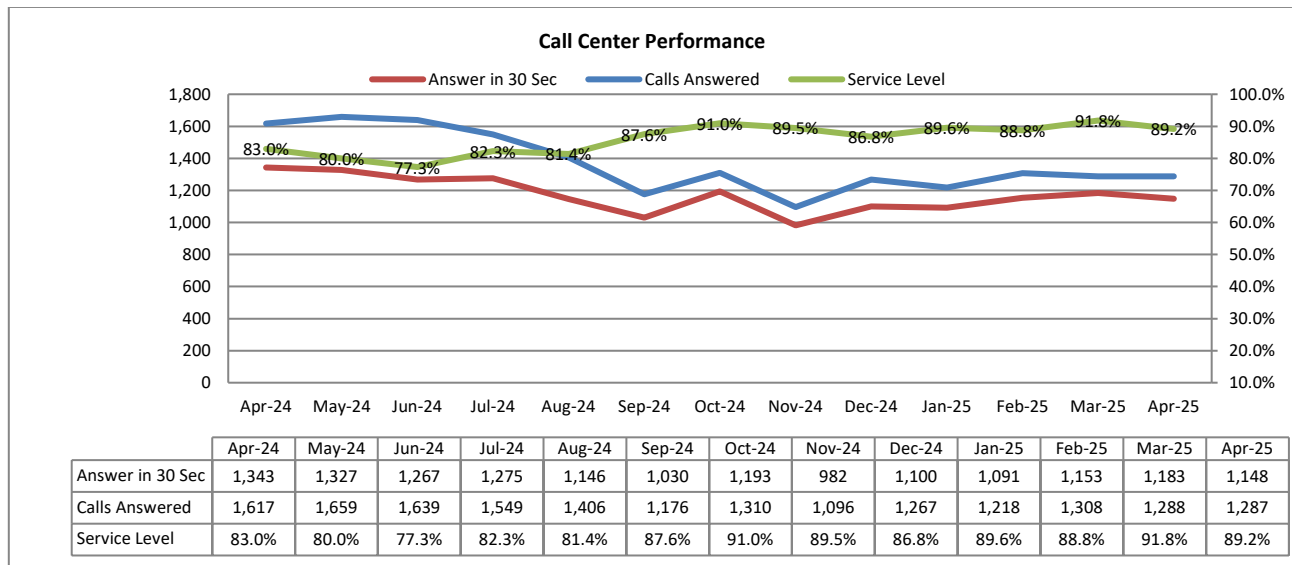
During this reporting month, the Customer Service team provided call service level of 89.2%. Out of 1,287 inbound calls answered 1,148 were answered within the first 30 seconds.

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

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

## II. CALL CENTER PERFORMANCE

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



## III. AUTOMATED SERVICES

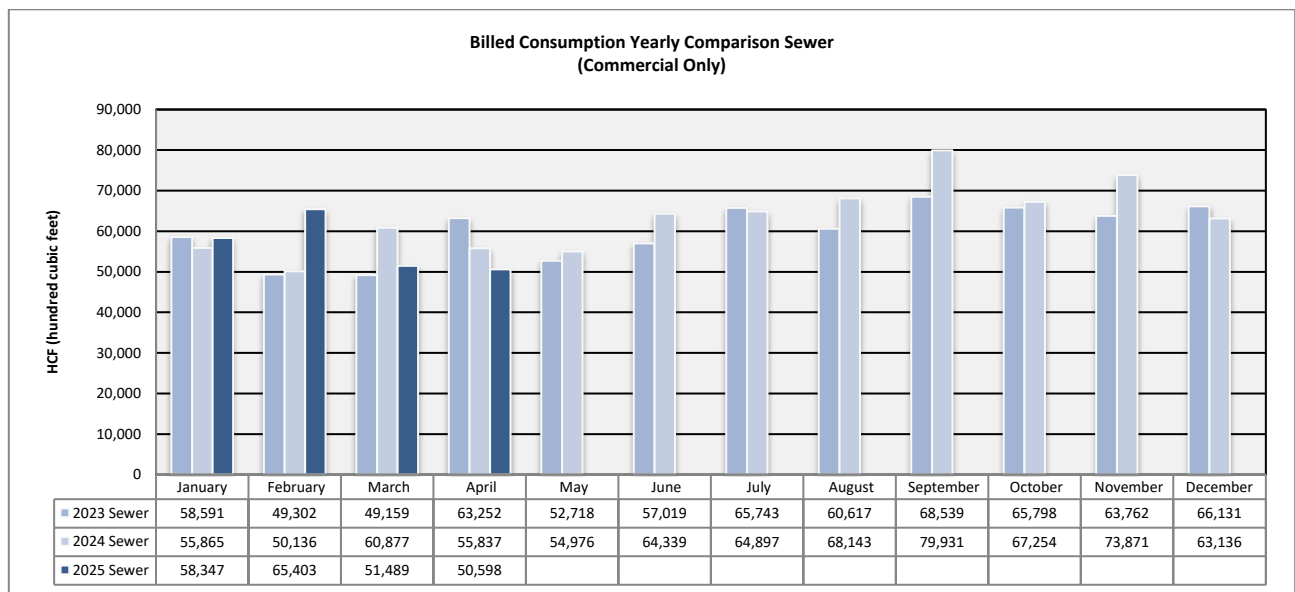
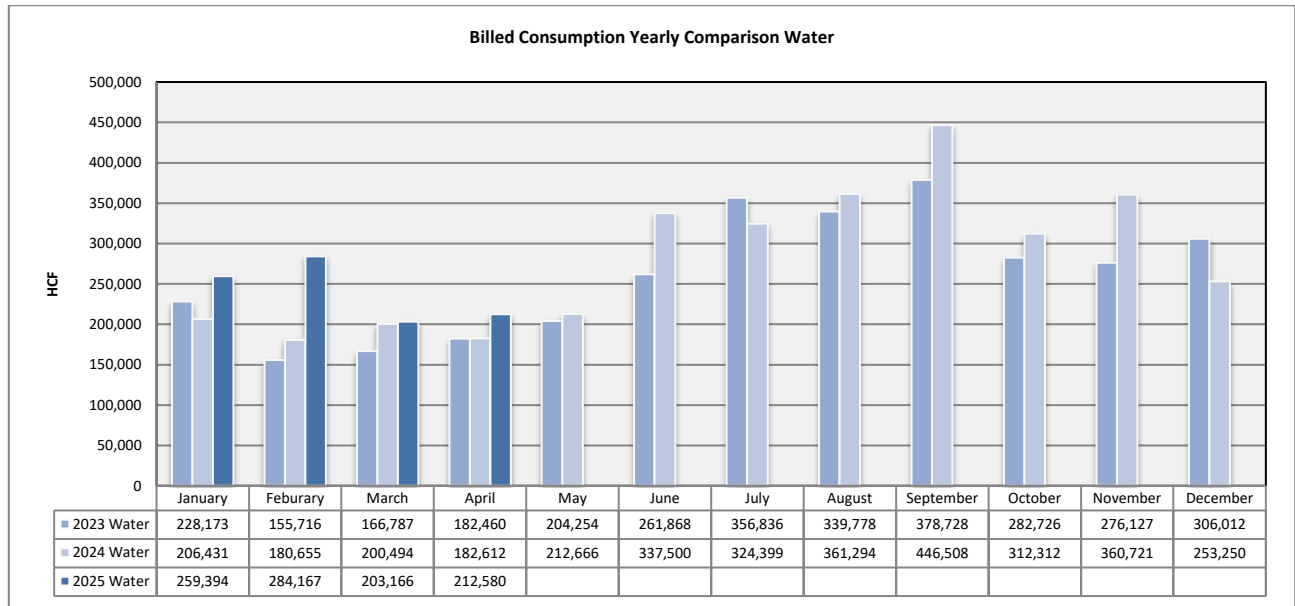
About 22,694 or 54.7% of the rate payers have created log-ins to access their accounts online. Of these customers, with online access, 48.0% have chosen the e-bill option. This e-bill participation is 6.4% increase from April of the prior year.

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

## IV. CONSUMPTION & BILLING

### A. Consumption

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



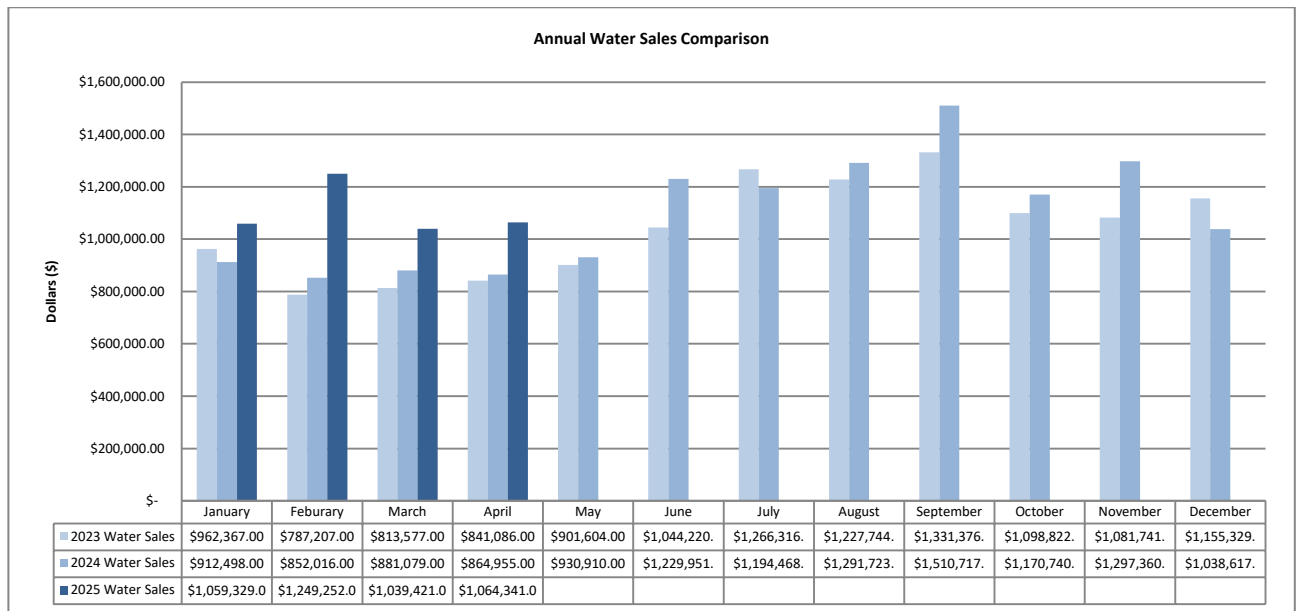
### B. Billing

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

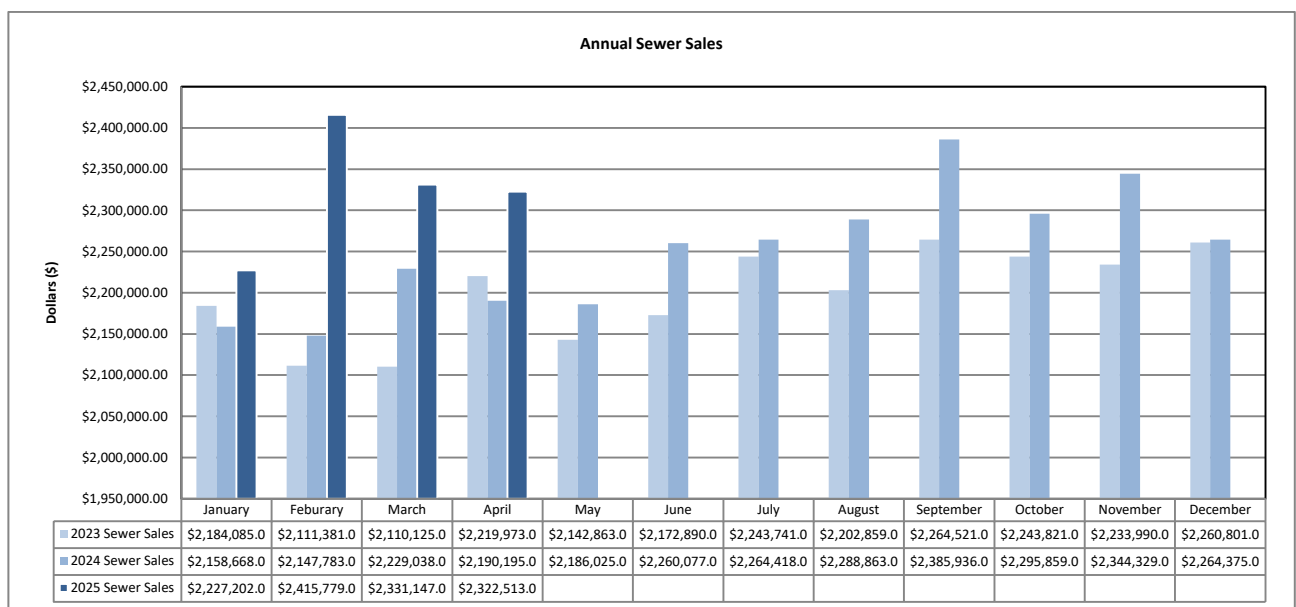
## V. REVENUE & AGING

### A. Revenue

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

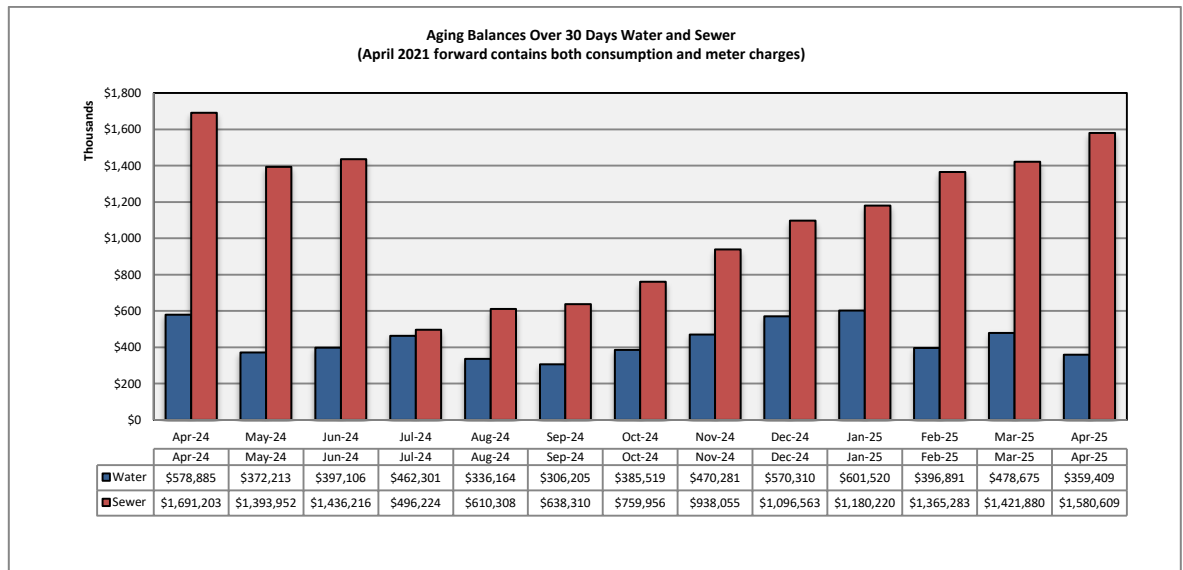
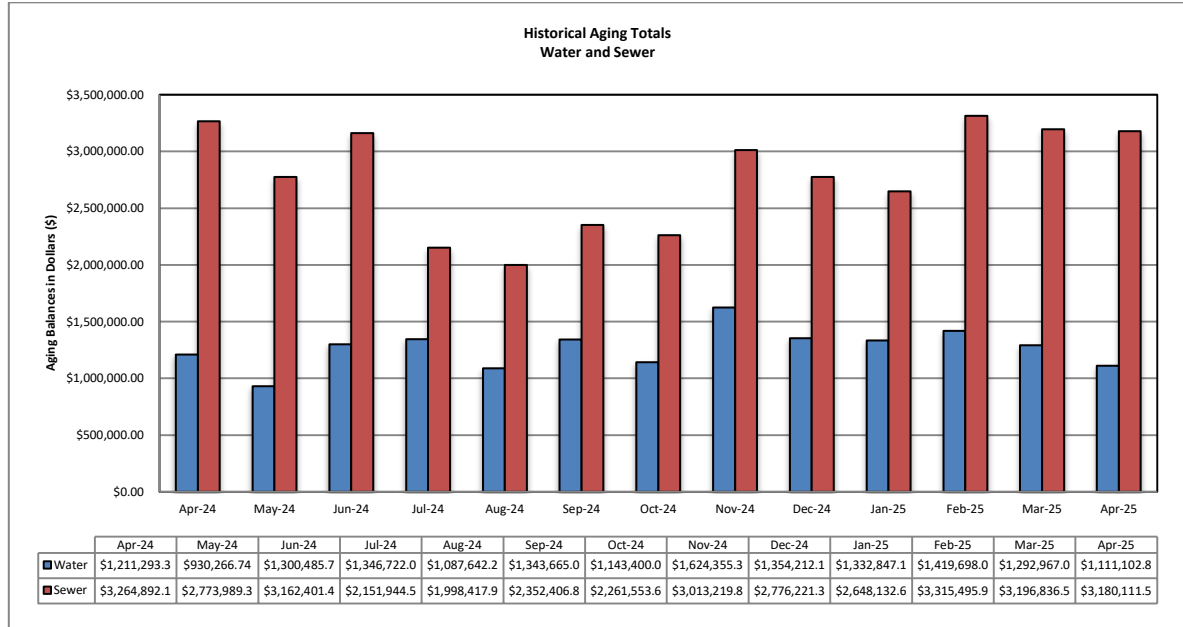


(Please consider the scale of the graph as doubled height does not mean double the amount)



## B. Aging

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



## C. Bad Debt

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

## **VI. SERVICE ORDERS**

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

150 service orders were initiated to accommodate water disconnection for non-payment and reconnection of water services when customer set up (or reinstate) a payment arrangement with down payment.

## **VII. OTHER ACTIVITIES**

Rate changes and UUT exemptions took place starting with the February 2025 bills. Number of calls related to “rate increase” has been minimal and decreasing further. Most of these calls were from customer who had same total monthly amounts from one month to another.

## **VIII. REVENUE REPORT**

### **A. Revenue Summary**

Cash Revenue is compiled and reconciled to the merchant account on a daily basis. Cash receipts and deposits are made daily and internal controls are reviewed regularly to ensure safeguarding of assets and proper recording of all transactions. Total revenue collected in April 2025 is \$4,142,000 whereas Non-Rate Revenue is \$430,000; Utility Revenue is \$3,642,000 and Tax / Ambulance Revenue at \$70,000.

RWS collects Utility User Taxes and Ambulance Fees on behalf of the City of Rialto. The Utility User Tax (UUT) rates are based on the total billed amount, therefore the collection fluctuates as billed amounts change. The total UUT charges collected in April 2025 and April 2024 are \$64,000 and \$251,000 respectively. Ambulance Revenue is also collected on behalf of the City of Rialto totaling \$5,000 in April 2025 and \$6,000 in April 2024.

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

RWS bills the City of Fontana \$133,000 each month for extraterritorial sewer usage.

Colton Unified School District is in agreement with RWS to pay \$5,000 monthly for sewage connections based on enrollment rates provided each school year.

An extraterritorial agreement to provide sewer service was executed between the City of Rialto and the County of San Bernardino—County Service Area 70, Zone BL (Bloomington). This housing development project generates extraterritorial sewer service revenue of \$20,000 per month.



The City has an agreement with Social Science Services dba Cedar House Life Change Center to provide extraterritorial sewer service providing sewer revenue of about \$5,000 each month.

**C. Non-Rate Revenue – Other**

Other revenue is generated by leasing space for cell towers to AT&T, which has two leases at \$2,073 and \$1,500. Sprint lease is at a currently contracted rate of \$2,000 each month. Vertical Bridge also provides \$2,400 a month of cell tower generated Revenue.

Rialto Bioenergy Solutions subleased a City property for \$10,750 a month.

The City and San Bernardino Valley Municipal Water District have entered into a Brine Line Capacity Agreement on April 23, 2021. This agreement pertains to the use of its interest in the SARI Line and discharge of certain brine waste to the SARI Line exclusively from the operation of Rialto Bioenergy Facilities within the City's boundaries. The revenue generated in this agreement consists of quarterly rent of \$37,500 along with the Fixed Pipeline Capacity Fee of \$3,300 per month and Fixed Treatment Plant Capacity Fee of \$3,300 per month. In addition, a variable fee of any discharge costs are also billed.

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

**D. Development Impact Fees**

Development Impact Fees ("DIF") are paid to the City of Rialto as various developments are completed in the City. As such, the City of Rialto receives monies from the various developments, which is then distributed to RWS. There was no DIF payment received in April of 2024.

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

A Standby Water Lease Agreement between Fontana Union Water Company and City of Rialto is in effect. For the Water 2023-2024 Water Year, RWS received a payment from San Bernardino County the amount of \$332,624 for Standby Charges and Production Charge.

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

## Cash Collections by Payment Method – Rialto Water Services

Payment Method	Description	Transaction Count	APRIL 2025	%
Carrier Deposits	Cash deposits prepared per day for transport to US Bank.	22	\$ 134,742	3.35%
Remote Deposits	Scanned batches of checks payments made at the customer service counter	22	802,083	19.92%
EBOX	Batches of electronic customer payments posted to customer accounts at US Bank.	22	316,850	7.87%
PAYMENTUS - IVR / Paymentus / Walk-in Credit Card payment	Customer payments by credit cards and ACH / eCheck payments through an Interactive Voice Response system using a touchtone phone. Payments originated from Merchant online service	13,208	1,939,784	48.18%
Lockbox Deposits	Batches of customer payments mailed in to US Bank's lockbox	22	821,238	20.40%
Pay Near Me	Cash payment service that allows customers to pay at a local 7-Eleven, CVS, Walmart or Family Dollar stores.	95	11,624	0.29%
<b>Total Revenue per Bank</b>			<b>\$ 4,026,321</b>	<b>100.00%</b>
Recon to RUA Recap:				
Adj detailed in RUA			115,677	
Prior mo. Correction				
<b>RUA increase in Cash</b>			<b>\$ 4,141,998</b>	

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

#### F. Payment Collection Method – Fiscal Year to Date

	Jul 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	Total	%
Carrier Deposits	\$ 122,310	\$ 116,600	\$ 111,287	\$ 121,951	\$ 89,627	\$ 122,268	\$ 120,688	\$ 117,076	\$ 137,735	\$ 134,742	\$ 1,194,284	3.02%
Remote Deposits	227,143	953,011	373,642	394,629	613,264	685,915	291,981	1,113,745	471,688	802,083	\$ 5,927,101	14.98%
EBOX	334,259	346,067	289,347	349,088	288,522	322,671	332,865	252,149	312,881	316,850	\$ 3,144,699	7.95%
Paymentus, IVR, Credit Cards	1,827,817	1,855,221	1,688,345	2,034,573	1,499,559	2,049,055	2,011,139	1,553,121	2,179,266	1,939,784	\$ 18,637,880	47.10%
Lockbox Deposits	1,169,619	1,273,243	1,089,604	1,285,860	903,561	1,175,827	1,098,091	706,631	1,025,831	821,238	\$ 10,549,505	26.66%
Pay Near Me	14,561	14,530	10,989	11,968	10,491	12,923	12,774	7,957	12,063	11,624	\$ 119,880	0.30%
<b>Total Revenue to Bank</b>	<b>\$ 3,695,709</b>	<b>\$ 4,558,672</b>	<b>\$ 3,563,214</b>	<b>\$ 4,198,069</b>	<b>\$ 3,405,024</b>	<b>\$ 4,368,659</b>	<b>\$ 3,867,538</b>	<b>\$ 3,750,679</b>	<b>\$ 4,139,464</b>	<b>\$ 4,026,321</b>	<b>\$ 39,573,349</b>	<b>100.00%</b>
NSF	(7,962)	(4,946)	(8,970)	(8,951)	(21,124)	(20,764)	(9,479)	(10,322)	(8,496)	(9,457)	\$ (110,471)	
<b>Net deposits</b>	<b>\$ 3,687,747</b>	<b>\$ 4,553,726</b>	<b>\$ 3,554,244</b>	<b>\$ 4,189,118</b>	<b>\$ 3,383,900</b>	<b>\$ 4,347,895</b>	<b>\$ 3,858,059</b>	<b>\$ 3,740,357</b>	<b>\$ 4,130,968</b>	<b>\$ 4,016,864</b>	<b>\$ 39,462,878</b>	

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

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

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

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

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

	Jul 2024	Aug 2024	Sept 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	Total
<b>Non-Rate Revenue</b>											
Cell Tower Rent, Lease	5,647	19,985	21,506	66,161	55,391	9,235	12,824	29,957	55,985	66,904	343,595
Interest Income	19,290	9,559	-	-	-	-	-	-	-	-	28,849
NRR-FOG	-	-	-	-	-	-	-	-	-	-	-
Municipal Water Sales	-	-	-	-	332,624	-	-	-	-	-	332,624
Extra Terr- Sewage	31,463	252,123	161,340	185,039	136,360	128,586	145,544	225,208	159,667	346,473	1,771,803
Abatement of Expenses	-	-	-	-	-	-	-	-	-	-	-
Water Meter Lost/Damaged/Repl	1,419	710	2,129	5,171	-	-	4,924	492	36,930	10,601	62,376
Misc Fees - New Occ., Same Day Svc	5,877	4,453	4,939	5,629	3,067	5,525	5,945	6,069	6,060	6,400	53,964
Miscellaneous Revenue - Sewer	-	-	-	-	-	-	-	-	-	-	-
NSF	-	342	-	152	35	-	30	-	-	-	559
<b>Total Non-Rate Revenue</b>	<b>\$ 63,696</b>	<b>\$ 287,172</b>	<b>\$ 189,914</b>	<b>\$ 262,152</b>	<b>\$ 527,477</b>	<b>\$ 143,346</b>	<b>\$ 169,267</b>	<b>\$ 261,726</b>	<b>\$ 258,642</b>	<b>\$ 430,379</b>	<b>2,593,771</b>
<b>Utility Revenue</b>											
Water Penalty	3,154	15,321	10,183	5,903	2,602	720	101	6,016	16,300	23,990	84,290
Sewer Penalty	5,200	33,061	18,283	7,639	3,313	1,435	700	11,411	33,426	40,185	154,653
Turf Removal, Hi-Eff Rebate	(1,000)	(100)	-	-	-	-	-	-	-	(1,000)	(2,100)
Water Deposits Billed	17,289	8,629	9,906	8,629	8,686	10,057	11,411	11,856	20,052	16,614	123,129
Hydrant Deposits	574	-	-	-	420	282	-	-	702	-	1,978
Sewer Deposits Paid	-	-	-	-	-	-	-	-	-	-	-
Sewer Deposits Billed	11,760	12,823	9,518	10,900	15,201	8,822	11,737	8,959	18,436	10,612	118,768
Water	1,171,886	1,540,256	1,194,449	1,386,681	884,906	1,229,369	1,086,436	1,126,085	1,161,792	1,223,012	12,004,872
Sewer	2,327,246	2,418,456	1,959,890	2,448,917	1,669,263	2,454,711	2,380,281	1,745,679	2,469,796	2,345,182	22,219,421
Unapplied Credits	(101,077)	(54,176)	(140,916)	(81,949)	(69,090)	(35,829)	(43,709)	(83,121)	(42,584)	(20,663)	(673,114)
Bad Debt Sewer	12,029	9,909	-	-	-	-	4,560	-	-	-	26,498
Bad Debt Water	-	-	-	-	-	-	-	-	-	-	-
Tax Roll Sewer	15,596	2,790	-	-	-	22,950	399,116	474,784	8,462	3,652	927,350
Collection Agency - Water	-	-	-	-	-	-	-	-	-	-	-
Collection Agency - Sewer	-	-	-	-	-	-	-	-	-	-	-
Collection Agency - Misc Water	-	-	-	-	-	-	-	-	-	-	-
<b>Total Utility Revenue</b>	<b>\$ 3,462,657</b>	<b>\$ 3,986,969</b>	<b>\$ 3,061,313</b>	<b>\$ 3,786,720</b>	<b>\$ 2,515,301</b>	<b>\$ 3,692,517</b>	<b>\$ 3,850,633</b>	<b>\$ 3,301,669</b>	<b>\$ 3,686,382</b>	<b>\$ 3,641,584</b>	<b>\$ 34,985,745</b>
<b>Total Non-Rate + Utility Rev.</b>	<b>3,526,353</b>	<b>4,274,141</b>	<b>3,251,227</b>	<b>4,048,872</b>	<b>3,042,778</b>	<b>3,835,863</b>	<b>4,019,900</b>	<b>3,563,395</b>	<b>3,945,024</b>	<b>4,071,963</b>	<b>37,579,516</b>

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

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

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

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

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

**City of Fontana** is current with its obligations.

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

**County of San Bernardino** is current with its obligations.

**Rialto Bioenergy Solutions** RWS shows a current Invoice balance in April. Subsequently, received \$10,750 in May.

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

# **RIALTO WATER**

## **MONTHLY OPERATIONS REPORT**

**Reporting Period:**

**April 2025**

**Prepared for: Rialto Water Services**

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

# **RIALTO WATER**

## **OPERATIONS AND MAINTENANCE REPORT**

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

APRIL 2025 DAILY PRODUCTION TOTALS IN ACRE FEET											
							Delivered Via BLF				
								Purchased			
DATE	Chino 2	City 2	Rialto 3	Rialto 5	Miro 3	EW-1	City 4A	BOOSTER 6-9	Cactus <sup>1</sup>	OPRIP <sup>2</sup>	TOTAL <sup>3</sup>
4/1/25	4.82	0.00	0.00	0.00	5.16	6.10	4.70	4.34	0.04	0.27	20.73
4/2/25	5.23	0.00	0.00	0.00	4.27	5.55	2.89	2.41	0.03	5.91	23.39
4/3/25	5.46	0.00	0.00	0.00	5.33	5.77	0.00	0.00	0.04	3.94	20.54
4/4/25	7.71	0.00	0.00	0.00	4.41	5.55	0.00	0.00	0.75	4.46	22.88
4/5/25	2.98	0.00	0.00	0.00	5.07	5.74	2.33	0.02	2.78	3.59	20.18
4/6/25	5.28	0.00	0.00	0.00	5.14	5.97	1.33	0.00	2.23	5.55	24.17
4/7/25	5.51	0.00	0.00	0.00	4.75	5.82	5.68	7.76	0.05	4.81	28.70
4/8/25	5.67	0.00	0.00	0.00	5.05	5.95	5.51	3.58	0.06	3.50	23.81
4/9/25	4.38	0.33	0.00	0.00	4.82	5.62	1.99	2.16	1.33	4.76	23.41
4/10/25	5.19	0.00	0.00	0.00	4.86	6.16	9.05	6.22	0.05	4.34	26.82
4/11/25	6.40	0.00	3.93	0.00	0.79	5.56	3.50	0.00	0.04	4.69	21.41
4/12/25	4.73	0.00	4.43	0.00	0.00	5.60	0.00	0.00	1.92	4.59	21.27
4/13/25	6.29	3.20	4.84	0.00	0.00	5.86	8.37	1.56	7.78	5.02	34.55
4/14/25	3.60	7.89	4.13	0.00	0.00	5.60	0.18	0.00	0.05	4.55	25.82
4/15/25	6.11	9.46	0.90	0.00	0.00	6.26	0.00	0.00	0.03	4.32	27.08
4/16/25	0.00	7.94	0.00	0.00	0.00	5.51	0.00	0.78	0.05	3.50	17.78
4/17/25	0.00	9.31	0.00	0.00	0.00	5.88	4.89	2.75	0.06	5.63	23.63
4/18/25	0.00	8.31	0.00	0.00	0.00	6.05	0.00	0.00	0.05	3.74	18.15
4/19/25	0.00	7.85	0.00	0.00	0.00	5.97	2.89	0.00	0.05	4.29	18.16
4/20/25	0.00	9.03	0.00	0.00	0.00	6.35	14.01	10.26	0.07	5.58	31.29
4/21/25	4.75	9.35	0.00	0.00	0.00	6.50	0.00	0.87	0.07	4.18	25.72
4/22/25	5.30	10.00	0.00	0.00	0.00	5.58	3.56	0.00	0.07	4.08	25.03
4/23/25	5.99	10.15	0.00	0.00	0.00	6.13	0.61	0.00	0.07	0.00	22.34
4/24/25	5.19	8.96	0.00	0.00	0.00	6.02	8.20	0.00	0.05	4.19	24.41
4/25/25	0.00	8.78	0.00	0.00	0.00	5.98	4.78	0.00	6.59	4.68	26.03
4/26/25	5.81	6.64	0.00	0.00	0.00	6.04	3.58	0.00	0.07	4.46	23.02
4/27/25	4.61	9.53	0.00	0.00	0.00	6.25	1.28	0.00	0.06	5.20	25.65
4/28/25	4.96	8.41	4.27	0.00	0.00	6.35	1.47	0.00	0.06	0.97	25.02
4/29/25	5.16	8.65	5.30	0.00	0.00	5.78	2.43	0.18	0.07	4.03	29.17
4/30/25	5.19	8.66	4.71	0.00	0.00	6.26	0.00	0.29	0.21	3.86	29.18
TOTAL	126.32	152.45	32.51	0.00	49.66	177.77	93.23	43.18	24.78	122.69	729.36
MIN	0.00	0.00	0.00	0.00	0.00	5.51	0.00	0.00	0.03	0.00	17.78
MAX	7.71	10.15	5.30	0.00	5.33	6.50	14.01	10.26	7.78	5.91	34.55
AVE	4.21	5.08	1.08	0.00	1.66	5.93	3.11	1.44	0.83	4.09	24.31

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

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

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

APRIL 2025 DAILY BOOSTER TOTALS IN ACRE FEET								
DATE	Booster 1	Booster 2	Booster 3	Booster 4	Booster 5	Booster 6-9	Booster 10	Booster 11
4/1/25	0.00	0.00	4.83	0.00	0.00	4.34	0.00	0.00
4/2/25	0.00	0.00	2.34	0.00	0.00	2.41	0.00	0.00
4/3/25	0.00	0.00	0.59	0.00	0.00	0.00	0.00	0.00
4/4/25	0.00	0.00	0.00	0.00	0.71	0.00	0.00	0.00
4/5/25	0.00	0.00	0.00	0.00	2.75	0.02	0.00	0.00
4/6/25	0.00	0.00	0.06	0.00	2.18	0.00	0.00	0.00
4/7/25	0.00	0.00	4.94	0.00	0.00	7.76	0.00	0.00
4/8/25	0.00	0.00	0.00	0.00	0.00	3.58	0.00	0.00
4/9/25	0.00	0.00	5.61	0.00	1.29	2.16	0.00	0.00
4/10/25	0.00	0.00	2.80	0.00	0.00	6.22	0.00	0.00
4/11/25	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.00
4/12/25	0.00	0.00	0.00	0.00	1.89	0.00	0.00	0.00
4/13/25	0.00	0.00	2.37	0.00	7.70	1.56	0.00	0.00
4/14/25	0.00	0.00	4.53	0.00	0.00	0.00	0.00	0.00
4/15/25	0.00	0.00	5.61	0.00	0.00	0.00	0.00	0.00
4/16/25	0.00	0.00	3.96	0.00	0.00	0.78	0.00	0.00
4/17/25	0.00	0.00	7.71	0.00	0.00	2.75	0.00	0.00
4/18/25	0.00	0.00	7.93	0.00	0.00	0.00	0.00	0.00
4/19/25	0.00	0.00	3.38	0.00	0.00	0.00	0.00	0.00
4/20/25	0.00	0.00	9.84	0.00	0.00	10.26	0.00	0.00
4/21/25	0.00	0.00	8.19	0.00	0.00	0.87	0.00	0.00
4/22/25	0.00	0.00	8.05	0.00	0.00	0.00	0.00	0.00
4/23/25	0.00	0.00	9.88	0.00	0.00	0.00	0.00	0.00
4/24/25	0.00	0.00	8.44	0.00	0.00	0.00	0.00	0.00
4/25/25	0.00	0.00	1.61	0.00	6.52	0.00	0.00	0.00
4/26/25	0.00	0.00	8.25	0.00	0.00	0.00	0.00	0.00
4/27/25	0.00	0.00	7.72	0.00	0.00	0.00	0.00	0.00
4/28/25	0.00	0.00	8.41	0.00	0.00	0.00	0.00	0.00
4/29/25	0.00	0.00	8.12	0.00	0.00	0.18	0.00	0.00
4/30/25	0.00	0.00	3.48	0.10	0.21	0.29	0.00	0.00
<b>TOTAL</b>	<b>0.00</b>	<b>0.00</b>	<b>138.66</b>	<b>0.10</b>	<b>23.25</b>	<b>43.18</b>	<b>0.00</b>	<b>0.00</b>
<b>MIN</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>MAX</b>	<b>0.00</b>	<b>0.00</b>	<b>9.88</b>	<b>0.10</b>	<b>7.70</b>	<b>10.26</b>	<b>0.00</b>	<b>0.00</b>
<b>AVE</b>	<b>0.00</b>	<b>0.00</b>	<b>4.62</b>	<b>0.00</b>	<b>0.78</b>	<b>1.44</b>	<b>0.00</b>	<b>0.00</b>

## B. Static Water Levels

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

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

## II. REGULATORY

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

### A. Regulatory Submittals

- Monthly Summary of Distribution System Coliform Monitoring
- NPDES Discharge Letter
- Conservation SAFER Report

Sample Test Result Standards			
Type of Sampling	Units of Measure	Detectable Limit for Reporting	Maximum Contaminant Level
Total Coliform	A	--	--
E. Coli	A	--	--
Nitrate as N	mg/L	0.20	10
Perchlorate (CLO <sub>4</sub> )	µg/L	1.0	6.0
Total Dissolved Solids	mg/L	--	500
Arsenic	µg/L	2.0	10
Vinyl Chloride (VC)	µg/L	0.50	0.5
Trichlorofluoromethane (FREON 11)	µg/L	5.0	150
1,1-Dichloroethylene (1,1-DCE)	µg/L	0.50	6
1,1,2-Trichloro-1,2,2-trifluoroethane	µg/L	10	1200
Dichloromethane (Methylene Chloride)	µg/L	0.50	5
trans-1,2-Dichloroethylene (t-1,2-DCE)	µg/L	0.50	10
Methyl tert-Butyl Ether	µg/L	3.0	13
1,1-Dichloroethane (1,1-DCA)	µg/L	0.50	5
cis-1,2-Dichloroethylene (c-1,2-DCE)	µg/L	0.50	6
Chloroform (Trichloromethane)	µg/L	1.0	--
Carbon Tetrachloride	µg/L	0.50	0.5
1,1,1-Trichloroethane (1,1,1-TCA)	µg/L	0.50	200
Benzene	µg/L	0.50	1
1,2-Dichloroethane (1,2-DCA)	µg/L	0.50	0.5
Trichloroethylene (TCE)	µg/L	0.50	5
1,2-Dichloropropane	µg/L	0.50	5
Bromodichloromethane	µg/L	1.0	--
Toluene	µg/L	0.50	150

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

Sample Date 04/09/2025		Sample Site Location Results								
Type of Sampling	Chino 2**	City 2	City 4A	Rialto 3	Rialto 5	Miro 3	EW-1	BLF Cactus	BLF 6-9	OPRT P
Total Coliform	A	A	A	A	A	A	A	A	A	A
E. Coli	A	A	A	A	A	A	A	A	A	A
Nitrate as N	3.0			4.9						
Perchlorate (CLO <sub>4</sub> )	1.6*			2.7*	<1.0	9.4*	140*			
Total Dissolved Solids	190	190	310	230	200	200	240	310	310	200
Vinyl Chloride (VC)	<0.50	<0.50								
Trichlorofluoromethane (FREON 11)	<5.0	<5.0								
1,1-Dichloroethylene (1,1-DCE)	<0.50	<0.50								
1,1,2-Trichloro-1,2,2-trifluoroethane	<10	<10								
Dichloromethane (Methylene	<0.50	<0.50								

Chloride)										
trans-1,2-Dichloroethylene (t-1,2-DCE)	<0.50	<0.50								
Methyl tert-Butyl Ether	<3.0	<3.0								
1,1-Dichloroethane (1,1-DCA)	<0.50	<0.50								
cis-1,2-Dichloroethylene (c-1,2-DCE)	<0.50	<0.50								
Chloroform (Trichloromethane)	<1.0	<1.0								
Carbon Tetrachloride	<0.50	<0.50								
1,1,1-Trichloroethane (1,1,1-TCA)	<0.50	<0.50								
Benzene	<0.50	<0.50								
1,2-Dichloroethane (1,2-DCA)	<0.50	<0.50								
Trichloroethylene (TCE)	<b>0.57</b>	<0.50								
1,2-Dichloropropane	<0.50	<0.50								
Bromodichloromethane	<1.0	<1.0								
Toulene	<0.50	<0.50								
Tetrachloroethylene (PCE)	<0.50	<0.50								
1,1,2-Trichloroethane (1,1,2-TCA)	<0.50	<0.50								
Dibromochloromethane	<1.0	<1.0								
Monochlorobenzene (Chlorobenzene)	<0.50	<0.50								
Ethyl Benzene	<0.50	<0.50								
m,p-Xylene	<1.0	<1.0								
cis-1,3-Dichloropropene	<0.50	<0.50								
o-Xylene	<0.50	<0.50								
trans-1,3-Dichloropropene	<0.50	<0.50								
Styrene	<0.50	<0.50								
Bromoform	<1.0	<1.0								
1,1,2,2-Tetrachloroethane	<0.50	<0.50								
1,4-Dichlorobenzene (p-DCB)	<0.50	<0.50								
1,2-Dichlorobenzene (p-DCB)	<0.50	<0.50								
1,2,4-Trichlorobenzene	<0.50	<0.50								
Total 1,3-Dichloropropene	<0.50	<0.50								
Total Trihalomethanes (TTHM)	<1.0	<1.0								
Total Xylenes (m,p & o)	<0.50	<0.50								

\*Sample is from the well head so it is before disinfection & treatment. Treatment is performed before it goes into the distribution system. Water going into the distribution system is <1.0 (non-detect).

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

## B. Sample Site Location Results

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

Rialto Distribution Sample Results						
April 2025						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
<b>CYCLE 3 - 04/15/25</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
236 N. Willow	1.18	A	A			
775 E. Foothill	0.84	A	A			
878 N. Primrose	0.98	A	A			
369 E. Van Koevering	1.38	A	A			
274 W. Valencia	0.91	A	A			
1566 N. Fillmore	1.08	A	A			
932 N. Idyllwild	1.12	A	A			
644 N. Smoketree	1.09	A	A			
605 W. Rosewood	1.15	A	A			
1189 W. Second	1.22	A	A			
775 W. Rialto	1.09	A	A			
211 E. Wilson	1.16	A	A			
595 E. Huff	1.22	A	A			
1005 S. Riverside	1.24	A	A			
794 S. Verde	1.18	A	A			0.40
1055 W. Bloomington	0.90	A	A			
<b>CYCLE 4 - 04/22/25</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
375 S. Cactus	1.24	A	A			
101 S. Linden	1.17	A	A			
234 N. Larch	1.21	A	A			
575 N. Driftwood	1.29	A	A			
1355 W. Shamrock	1.13	A	A			
992 N. Yucca	1.17	A	A			
481 W. Cornell	1.26	A	A			
158. E. Shamrock	1.18	A	A			
749 E. Holly	1.19	A	A			
545 E. Victoria	1.23	A	A			
200 N. Sycamore	1.17	A	A			
407 E. Allen	1.20	A	A			
399 E. Montrose	1.54	A	A			
856 S. Orange	1.44	A	A			
911 S. Cactus	1.32	A	A			
220 W. Valley	0.75	A	A			
P/A + Present or Absent						



### C. Violations

No violations were received during this reporting period.

### D. Source Water Total Dissolved Solids (TDS)

Veolia has a goal of maintaining an acceptable blended TDS level between all its sources. This goal is achieved by shifting production to or from the lowest TDS wells or purchased low TDS water while adhering to the overall water supply strategy and meeting system demands. The TDS was 218 mg/L for the month of April as compared to 225 mg/L in March. The TDS levels are below the secondary maximum contaminant level requirements.

## III. HEALTH AND SAFETY

### A. Monthly Safety Program Overview

Category	Monthly Statistic
Safety Training Topics	Heat Illness Prevention – Cal/OSHA Hearing Conservation & Protection Training Leading Indicator Submittal Instructions
Lost Time Incidents, count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	2
Vehicle Incidents, count	0

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

## IV. CHEMICAL USE

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

## **V. ELECTRICAL USE**

Southern California Edison (SCE) has not provided the data for April 2025. We will provide the data as it is received, thus will include yearly usage received to date.

<b>SCE</b>		<b>kWh</b>
<b>Year</b>	<b>Month</b>	<b>Billed Usage</b>
2024	January	208,007
2024	February	186,792
2024	March	421,268
2024	April	463,324
2024	May	428,050
2024	June	629,344
2024	July	550,202
2024	August	650,431
2024	September	562,739
2024	October	529,208
2024	November	266,378
2024	December	380,580

## **VI. WATER QUALITY COMPLAINTS**

No complaints were received during this reporting period.

## **VII. OPERATIONS UPDATE**

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

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

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

All wells were operational.

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

On the basis of information collected in 2019, Veolia now has a baseline assessment of all valves and has initiated a new cycle of valve exercising. 55 valves were exercised in the month of April.

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

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

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

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

#### **D. Sanitary Survey**

DDW performed field site visits on May 22 and August 22, 2024. The results of the sanitary survey were received on September 19, 2024. All minor deficiencies have been corrected and submitted to DDW.

### **VIII. ASSET MANAGEMENT**

The following work orders were completed by Water production staff for the month of April:

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

55– PMs planned for May 2025

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

The following work orders were completed by Water distribution staff for the month of April:

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

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

All wells were operational.

## IX. RAINFALL TOTALS

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

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

**Reporting Period:**  
**April 2025**

Prepared for: - Rialto Water Services



Prepared by: - Veolia Water West Operating Services



# **RIALTO WASTEWATER OPERATIONS AND MAINTENANCE REPORT**

## **Contents**

### **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
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- 6. Odor Complaints / Actions Taken**
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- 8. Outside Agency Activities during the Month**
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- 9. Complaint Logs**

### **TABLES**

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

# RIALTO WASTEWATER

## MONTHLY OPERATIONS REPORT

### EXECUTIVE SUMMARY

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

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

### 1. Collection System/Customer Service Log

a. Collections group activities this month:

Category	Current Month Statistics	Prior Month Statistics	2025 Year to Date Statistics
Sanitary sewers are cleaned using the conventional method, including feet, which includes "Hot spot cleaning."	15,459	28,972	83,249
Sanitary sewers assessed using the SL-RAT method, feet	0	0	0
CCTV Inspection, miles (26 is the annual goal)*	2.63	4.83	9.34
Manhole Inspections	13	2	30
USA Dig Alert Markings, count	69	27	173
Residential call outs	2	6	11
Sanitary sewer overflows	0	0	1

b. S.S.O. N/A

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

### 2. Wastewater Treatment Plant – Monthly Overview

- NPDES discharge compliance parameters were achieved.
- a. **Significant events during the month were:**  
*O.R.&R. Project WW2425-03 Completed. (Secondary Clarifier #2 Cleaning and Structural Steel Coating)*  
*O.R.&R. Projects WW2324-17 & WW2324-18 progress. All analytical hardware was installed and operable. Only S.C.A.D.A. programming needs to be completed to finish the project.*

### 3. Treatment Facility Performance/Laboratory Activities

- See the attached Table 1, Monthly Performance Summary.
- Summary of Notices and Laboratory Tests/Reports filed with government agencies.  
The monthly submittal of State/Federal discharge monitoring reports was completed promptly.



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

#### 4. Monthly Safety Program Overview

Category	Monthly Statistic
Safety Training Topics	6
Lost Time Incidents count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	1
Vehicle Incidents, count	0

\*A lost time incident has not occurred since 9-3-2020, totaling 1,699 days.

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

##### a. Monthly Biosolids Production

Biosolids	Current Month Statistics	Prior Month Statistics	2025 Year-to-Date Statistics
Wet Tons Produced	1,532.12	1,363.77	5,055.89

##### b. Monthly Chemical Consumption

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

### c. Monthly Utilities Consumption

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

\* LS is in bypass mode, pending CIP completion

\*\* SCE has not updated this account.

### 6. Odor Complaints Received/Actions Taken

No odor complaints were received this month.

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

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

### 8. Outside Agency Activities during the Month

- a. Government agency or property insurance inspections  
*San Bernardino Fire District inspected the Diesel Storage Tanks*
- b. Government agency environmental, health, or safety tests/monitoring  
Permit testing was completed for this month
- c. Government agency notices of violation received  
No notices were received.
- d. Government agency monitoring  
Routine monitoring reports were submitted.
- e. Other matters of concern  
None

9. Customer Service Callout Details Log

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

## Table 1 Summary

Table 1 Summary MOR

April 2025

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

## Table 2 Summary

# Table 2 Summary MOR

April 2025

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

## Table 3 Summary

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



# Table 3 Summary MOR

April 2025

Date	Rialto WRFInfluent		Rialto WRFEffluent		Rialto WRFIEff		Rialto WRFIEffluent		Tranfer	Tranfer	Rialto	Tranfer Data
	Influent pH	24 hr avg. effl. pH	Effluent Temp	Effluent Ammonia	Effluent Total Coliform	Effluent Coliform 7 Day Median	Effluent Cyanide, Free Available	Eff Di(2-ethylhexyl) phthalate (DEHP)	FIT- 8321 ADG #2 Flow	FIT- 8321 ADG #2 Flow	Natural Gas Daily Use	FIT- 8321 ADG #2 Flow
	SU	SU	Deg C	mg/L	MPN/100mL	MPN/100ML	ug/L	ug/l	cu ft/day	cu ft/day	cf/day	cu ft/day
4/1/2025	7.19	7.05	22.00		<1.8	<1.80			139705.00	139705.00	22600.00	139705.00
4/2/2025	7.39	7.03	21.70		<1.8	<1.80			146583.00	146583.00	20500.00	146583.00
4/3/2025	7.43	7.05	21.40		2.0	<1.80			169270.00	169270.00	20500.00	169270.00
4/4/2025	7.65	7.03	21.50		<1.8	<1.80			152470.00	152470.00	21400.00	152470.00
4/5/2025	7.45	7.02	21.30		<1.8	<1.80			135899.00	135899.00	23000.00	135899.00
4/6/2025	7.55	6.93	21.50		<1.8	<1.80			171797.00	171797.00	22000.00	171797.00
4/7/2025	7.50	6.88	22.00		<1.8	<1.80			130190.00	130190.00	22100.00	130190.00
4/8/2025	7.38	6.98	22.40		2.0	<1.80		<5.00	160339.00	160339.00	20800.00	160339.00
4/9/2025	7.03	6.99	22.60		2.0	<1.80			163376.00	163376.00	21200.00	163376.00
4/10/2025	6.65	6.94	22.90		<1.8	<1.80			151392.00	151392.00	10900.00	151392.00
4/11/2025	6.74	7.24	23.10		<1.8	<1.80			153495.00	153495.00	3200.00	153495.00
4/12/2025	7.27	7.27	23.00		<1.8	<1.80			142522.00	142522.00	16400.00	142522.00
4/13/2025	6.87	7.33	23.20		<1.8	<1.80			142845.00	142845.00	18100.00	142845.00
4/14/2025	6.72	7.41	23.40	0.07	<1.8	<1.80			126114.00	126114.00	19000.00	126114.00
4/15/2025	7.67	7.41	23.20		<1.8	<1.80			127725.00	127725.00	19500.00	127725.00
4/16/2025	7.15	7.39	23.00		<1.8	<1.80			138921.00	138921.00	19200.00	138921.00
4/17/2025	7.22	7.42	22.70		<1.8	<1.80			138089.00	138089.00	18300.00	138089.00
4/18/2025	6.97	7.35	22.60		<1.8	<1.80			154673.00	154673.00	19100.00	154673.00
4/19/2025	7.42	7.31	22.30		<1.8	<1.80			148251.00	148251.00	36000.00	148251.00
4/20/2025	7.31	7.36	22.50		<1.8	<1.80			144101.00	144101.00	23800.00	144101.00
4/21/2025	7.17	7.47	22.90	0.05	<1.8	<1.80			142220.00	142220.00	20900.00	142220.00
4/22/2025	7.14	7.42	23.00		<1.8	<1.80			151827.00	151827.00	20200.00	151827.00
4/23/2025	7.12	7.39	23.00		<1.8	<1.80			159621.00	159621.00	21100.00	159621.00
4/24/2025	7.11	7.45	23.00		<1.8	<1.80			152085.00	152085.00	21400.00	152085.00
4/25/2025	7.11	7.51	22.90		<1.8	<1.80			128356.00	128356.00	21900.00	128356.00
4/26/2025	7.26	7.52	22.20		<1.8	<1.80			152402.00	152402.00	22900.00	152402.00
4/27/2025	7.57	7.54	22.20		<1.8	<1.80			157648.00	157648.00	19600.00	157648.00
4/28/2025	6.98	7.57	22.40		<1.8	<1.80			148332.00	148332.00	20900.00	148332.00
4/29/2025	7.08	7.60	22.70		2.0	<1.80			146655.00	146655.00	21000.00	146655.00
4/30/2025	7.13	7.37	23.10		<1.8	<1.80			143837.00	143837.00	21800.00	143837.00
Minimum	6.65	6.88	21.30	0.05	<1.8	<1.80		<5.00	126114.00	126114.00	3200.00	126114.00
Maximum	7.67	7.60	23.40	0.07	2.0	<1.80		<5.00	171797.00	171797.00	36000.00	171797.00
Average	7.21	7.27	22.50	0.06	<1.8	<1.80		<5.00	147358.00	147358.00	20310.00	147358.00

## **Monthly Sewer Line Cleaned**

# Pipe Cleaning - April 2025

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

1 mile

