

Utility Commission Report

December 2020

Reporting period October 2020



RIALTO WASTEWATER
MONTHLY OPERATIONS REPORT

Reporting Period:
October 2020

Prepared for: - Rialto Water Services

Prepared by: - Veolia Water West Operating Services



RIALTO WASTEWATER OPERATIONS AND MAINTENANCE REPORT

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RIALTO WASTEWATER

MONTHLY OPERATIONS REPORT

EXECUTIVE SUMMARY

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

- With one exception discussed below, treatment facility performance, and digester and solids processing operations met all regulatory requirements during the month.
- In the evening hours of October 28th, a discharge hose on one of the sodium hypochlorite pumps feeding disinfection chemical to the in-service tank ruptured, interrupting chemical feed. Before the ruptured line could be repaired, a non-compliance with the permit's "CT Time" minimum requirement occurred. The incident was promptly reported to the Regional Board, Rialto Water Services, and the City. It is unlikely that the Regional Board will take punitive actions.
- On August 7th, one of the two new NexTurbo aeration system blowers mechanically failed. As has been noted in previous Monthly Reports, the blower manufacturer elected to ship the blower to their Italy based factory for inspection and repair. Upon inspection, it was determined that a modification to the original design was required. The updated parts were received and installed by the manufacturer's representative. The blower was returned to service on October 7th. However, on October 31st an alarm indicated a high bearing temperature on the motor powering this blower and the blower was shut down. Currently, the manufacturer is reviewing the cause of this alarm.
- There were two residential call outs and no sewer overflows this month. One of the call outs was related to a backflow through the resident's lateral during a sewer main cleaning on October 27th. Minor flooding of the homeowner's master bathroom occurred. Veolia was alerted to the issue, made contact with the homeowner and Veolia's cleaning contractor. Cleanup was completed the same evening of the incident. Veolia also reimbursed the homeowner for the service call they'd made to a plumber.

1. Collection System/Customer Service Log

a. Collections group activities this month:

| Category | Current Month Statistics | Prior Month Statistics | 2020 Year to Date Statistics |
|---|--------------------------|------------------------|------------------------------|
| Sanitary sewer cleaned conventional method, feet | 31,187 | 8,182 | 153,342 |
| Sanitary sewer assessed using SL-RAT method, feet | 0 | 0 | 39,346 |
| "Hot Spot" Cleaning, feet | 0 | 14,029 | 79,116 |
| CCTV Inspection, miles (26 is annual goal) | 4.32 | 2.75 | 24.6 |
| Manhole Inspections | 0 | 0 | 8 |
| USA Dig Alert Markings, count | 63 | 40 | 602 |

| Category | Current Month Statistics | Prior Month Statistics | 2020 Year to Date Statistics |
|--------------------------|--------------------------|------------------------|------------------------------|
| Residential call outs | 2 | 1 | 11 |
| Sanitary sewer overflows | 0 | 0 | 1 |

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

2. Wastewater Treatment Plant – Monthly Overview

Except for the one item discussed below, October’s facility performance remained compliant and operationally stable. Adapting to new S1 equipment is proceeding well. Significant events during the month were:

- During the month, the NexTurbo aeration system blower which had failed mechanically on August 15th remained out of service. The blower’s seriously damaged turbine fan and back plate had been shipped to the NexTurbo’s factory in Italy for detailed examination. NexTurbo determined that the fan and back plates should be remanufactured. This was completed, shipped to Rialto, and the blower returned to service on October 7th. The updated blower ran well through the end of the month when on the 31st a high motor bearing temperature alarm shut the unit down. It is currently suspected that the shutdown was caused by a failing sensor.
- Staff reductions due to COVID health measures resulted in delays in CCTV assessments. As of the end of October, Veolia staff have completed 24.6 miles of inspection. It is anticipated that the Concession Agreement specified CCTV mileage target will be achieved in mid-November.
- Feeding of sodium hypochlorite disinfectant solution to the chlorine contact tanks is accomplished by peristaltic (rollers press against a flexible hose to deliver precise quantities of chemical) pumps which were provided new as part of the S1 upgrade. During the evening of October 28th, a hose on the discharge side of the pump ruptured interrupting chemical feed to the contact tanks. Although Veolia staff responded promptly to the incident, the temporary lack of disinfectant resulted in a failure to achieve the permit specified “CT” level of 450 mg-min (CT level is the product of the concentration of disinfectant being fed multiplied by the length of time the wastewater exposure). This incident was promptly reported to the Regional Board, City of Rialto, and Rialto Water Services. No punitive action is anticipated as a result of this incident. Investigation is proceeding to determine the cause of the hose failure. Hoses are programmed to be replaced every six months however this hose failed after only three months which suggests that other factors may be involved. A warranty issue is suspected.
- Two resident calls and no sewer overflows occurred in the month. The first of the call outs occurred on October 8th and was determined to be roots in the homeowner’s lateral (ie homeowner responsibility). The second incident, occurring on October 27th was the result of routine sewer cleaning operations. Although the sewer main had been previously cleaned without incident, in this instance flow was forced back into the homeowner’s lateral which spilled into the home’s master bathroom. Veolia staff was contacted by the homeowner. Veolia’s cleanup contractor performed a thorough cleanup the same evening. Veolia also reimbursed the homeowner for a plumber’s invoice paid prior to determining the cause of the spill. Veolia staff have noted in their files that special steps will be taken when future sewer main cleanings are scheduled for this street.

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 | 2020 Year to Date Statistics |
|------------------|--------------------------|------------------------|------------------------------|
| Actual/Scheduled | 14 | 15 | 124 |
| Unscheduled* | 0 | 0 | 0 |

* Valves turned that are not required PM

4. Monthly Safety Program Overview

| Category | Monthly Statistic |
|-----------------------------|-------------------|
| Safety Training Topics | Electrical Safety |
| Lost Time Incidents, count* | 0 |
| Recordable Incidents, count | 0 |
| Near Miss Incidents, count | 19 |
| Vehicle Incidents, count | 0 |

* The wastewater facility experienced a lost time incident on September 2nd breaking a 17 ½ year record of no lost time incidents. Restarting the no lost time count, by month’s end, the facility count is 59 days.

5. Biosolids, Chemicals, and Utilities

- a. Monthly Biosolids Production

| Biosolids | Current Month Statistics | Prior Month Statistics | 2020 Year to Date Statistics |
|-----------------------------|--------------------------|------------------------|------------------------------|
| Quantity Produced, wet tons | 505.66 | 743.71 | 10,474.27 |

- b. Monthly Chemical Consumption

| Chemical | Current Month Statistics | Prior Month Statistics |
|------------------------------|--------------------------|------------------------|
| Sodium Hypochlorite, gallons | 42,059 | 43,059 |
| Sodium Bisulfite, gallons | 12,697 | 13,572 |

| | | |
|--|-------|-------|
| Ferrous Chloride, gallons | 1,553 | 3,620 |
| Polymer, Gravity Belt Thickener, gallons | 446 | 481 |
| Polymer, Belt Filter Press, gallons | 134* | 576 |
| Alum, gallons | 4 | 6 |

* Reduced usage due to diversion of sludge flow to provide solids to Anaergia

c. Monthly Utilities Consumption

| Utility | Current Month Statistics | Prior Month Statistics |
|--------------------------------|--------------------------|------------------------|
| Electricity WWTP, KWH | 411,796 | 393,780 |
| Electricity Lilac LS, KWH | 496 | 493 |
| Electricity Sycamore LS, KWH | 490 | 277 |
| Electricity Ayala LS, KWH | 7,236 | 5,216 |
| Electricity Agua Mansa LS, KWH | 1,174 | 1,340 |
| Electricity Cactus LS, KWH | 480 | 493 |
| Electricity Ramrod LS, KWH | 412 | 385 |
| Frisbie Park LS, KWH | 3,453 | 2,978 |
| Natural Gas WWTP, Therms | 3,078 | 1,936 |

6. Odor Complaints Received/Actions Taken

No odor complaints were received this month.

7. Major Equipment and/or Machinery Outages

- Pump down of Sycamore Lift Station, removal, cleaning, and inspection of pumps
- Replacement of leaking Sodium Hypochlorite Tank #2 and piping
- Removal of struvite accumulation at Belt Filter Press
- Replacement of failed spray bar on Belt Filter Press
- Replacement of failed Plant 5 flow meter
- Replaced failed sludge drying bed drain valve
- Installed temporary ferrous chlorite feed piping to anaerobic digester to replace leaking underground piping
- Sample ports installed on flare inlet piping to facilitate AQMD source testing
- Replacement of drive belt and adjust chain on front gate
- Replacement of failed Anaerobic Digester flare feed gas flow meter
- Replacement of failed outfall pH meter
- Repair leaking alum pump piping
- Repair of ruptured Chlorine Contact Tank Sodium Hypochlorite pump discharge hose

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 |
|-------|-------------------------|--|------------------------------|---------|------------|
| 10/8 | 618 S. Idyllwild Avenue | Homeowner reported a blocked discharge to the sewer. Sewer line checked and was clear. Discussion with homeowner divulged that plumber had noted that house lateral was clogged with roots. Veolia staff informed homeowner of Rialto regulations that assign lateral issues to homeowner. | P. Herman R. Rodriguez | 312-33 | 312-34 |
| 10/27 | 932 N. Marcella Avenue | Routine sewer main cleaning operation resulted in a backup in the homeowner's lateral. Upon notification, Veolia arranged to clean the spill and reimburse the homeowner for the associated plumber invoice | P. Herman R. Rodriguez | 219-44 | 235-15 |

Rialto Wastewater O&M Report

Report Start Date: 10/1/2020

Report End Date:

11/18/2020

Table B

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

| Date | Influent daily flow MGD | Effluent Flow MGD | Reclaimed Water Gals | Influent BOD mg/l | Influent BOD Load lbs/day | Effluent BOD mg/L | Effluent BOD Load lbs/day | BOD % Removal % | Influent TSS mg/L | Influent TSS Load lbs/day | Effluent TSS mg/L | Effluent TSS Load lbs/day | TSS % Removal % |
|--------------------|----------------------------|----------------------|-------------------------|----------------------|------------------------------|----------------------|------------------------------|--------------------|----------------------|------------------------------|----------------------|------------------------------|--------------------|
| 10/1/2020 | 4.940 | 5.770 | | | | | | | | | | | |
| 10/2/2020 | 6.830 | 6.790 | | | | | | | | | | | |
| 10/3/2020 | 6.830 | 6.660 | | | | | | | | | | | |
| 10/4/2020 | 5.900 | 6.500 | | | | | | | | | | | |
| 10/5/2020 | 7.830 | 7.720 | | 220 | 14,366 | 2.5 | 161 | 98.9 | 200 | 13,060 | 2.0 | 129 | 99 |
| 10/6/2020 | 5.710 | 6.030 | | | | | | | | | | | |
| 10/7/2020 | 8.350 | 6.860 | | | | | | | | | | | |
| 10/8/2020 | 5.870 | 6.980 | | | | | | | | | | | |
| 10/9/2020 | 7.190 | 6.920 | | 150 | 8,995 | 2.5 | 144 | 98.3 | | | | | |
| 10/10/2020 | 7.080 | 7.060 | | | | | | | | | | | |
| 10/11/2020 | 6.650 | 7.740 | | | | | | | | | | | |
| 10/12/2020 | 5.310 | 6.200 | | 150 | 6,643 | 2.5 | 129 | 98.3 | 62 | 2,746 | 2.0 | 103 | 97 |
| 10/13/2020 | 6.850 | 7.020 | | | | | | | | | | | |
| 10/14/2020 | 6.680 | 7.050 | | | | | | | | | | | |
| 10/15/2020 | 8.280 | 8.640 | | | | | | | | | | | |
| 10/16/2020 | 7.020 | 4.800 | | | | | | | | | | | |
| 10/17/2020 | 5.810 | 7.110 | | | | | | | | | | | |
| 10/18/2020 | 7.230 | 7.370 | | | | | | | | | | | |
| 10/19/2020 | 6.060 | 6.650 | | | | | | | | | | | |
| 10/20/2020 | 6.540 | 7.860 | | 280 | 15,272 | 5.0 | 328 | 98.2 | 340 | 18,545 | 2.0 | 131 | 99 |
| 10/21/2020 | 6.400 | 6.280 | | | | | | | | | | | |
| 10/22/2020 | 7.470 | 6.590 | | | | | | | | | | | |
| 10/23/2020 | 6.150 | 6.680 | | 280 | 14,361 | 5.0 | 279 | 98.2 | | | | | |
| 10/24/2020 | 7.140 | 7.040 | | | | | | | | | | | |
| 10/25/2020 | 6.330 | 7.120 | | | | | | | | | | | |
| 10/26/2020 | 5.400 | 8.370 | | 280 | 12,610 | 4.1 | 286 | 98.5 | 270 | 12,160 | 2.0 | 140 | 99 |
| 10/27/2020 | 6.530 | 4.940 | | | | | | | | | | | |
| 10/28/2020 | 8.270 | 8.420 | | | | | | | | | | | |
| 10/29/2020 | 6.870 | 4.280 | | | | | | | | | | | |
| 10/30/2020 | 5.940 | 6.140 | | 270 | 13,376 | 5.7 | 292 | 97.9 | | | | | |
| 10/31/2020 | 6.150 | 7.430 | | | | | | | | | | | |
| Minimum | 4.94 | 4.28 | | 150 | 6,643 | 2.5 | 129 | 97.9 | 62 | 2,746 | 2.0 | 103 | 96.8 |
| Maximum | 8.35 | 8.64 | | 280 | 15,272 | 5.7 | 328 | 98.9 | 340 | 18,545 | 2.0 | 140 | 99.4 |
| Average | 6.63 | 6.81 | | 233 | 12,232 | 3.9 | 231 | 98.3 | 218 | 11,628 | 2.0 | 126 | 98.5 |
| 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 |
|---------------------|----------------------------------|--------------------------------|--------------------|----------------------------|----------------------|-----------------------------|-----------------------|-------------------------------------|--|
| 10/1/2020 | 1,115 | 804 | | | | | | | |
| 10/2/2020 | 1,314 | 810 | | | | | | | |
| 10/3/2020 | 1,341 | 831 | | | | | | | |
| 10/4/2020 | 1,306 | 842 | | | | | | | |
| 10/5/2020 | 1,663 | 899 | | | 500 | 430 | 500 | 39 | 9.7 |
| 10/6/2020 | 1,402 | 906 | | | | | | | |
| 10/7/2020 | 1,464 | 845 | | | | | | | |
| 10/8/2020 | 1,292 | 843 | | | | | | | |
| 10/9/2020 | 1,542 | 822 | | | | | | | 7.8 |
| 10/10/2020 | 1,115 | 808 | | | | | | | |
| 10/11/2020 | 1,312 | 804 | | | | | | | |
| 10/12/2020 | 1,225 | 840 | | | | | | | |
| 10/13/2020 | 1,283 | 852 | | | | | | | |
| 10/14/2020 | 1,299 | 838 | | | | | | | |
| 10/15/2020 | 1,344 | 872 | | | | | | | |
| 10/16/2020 | 1,305 | 851 | | | | | | | |
| 10/17/2020 | 1,396 | 824 | | | | | | | |
| 10/18/2020 | 1,405 | 884 | | | | | | | |
| 10/19/2020 | 1,548 | 828 | | | | | | | |
| 10/20/2020 | 1,691 | 876 | | | | | | | |
| 10/21/2020 | 1,495 | 852 | | | | | | | |
| 10/22/2020 | 1,345 | 836 | | | | | | | |
| 10/23/2020 | 1,405 | 859 | | | | | | | |
| 10/24/2020 | 1,331 | 855 | | | | | | | |
| 10/25/2020 | 1,366 | 863 | | | | | | | |
| 10/26/2020 | 1,279 | 856 | | | | | | | |
| 10/27/2020 | 1,458 | 890 | | | | | | | |
| 10/28/2020 | 1,413 | 825 | | | | | | | |
| 10/29/2020 | 1,458 | 874 | | | | | | | |
| 10/30/2020 | 1,383 | 922 | 656 | 32 | | | | | |
| 10/31/2020 | 1,352 | 847 | | | | | | | |
| Minimum | 1,115 | 804 | 656 | 32 | 500 | 430 | 500 | 39 | 7.8 |
| Maximum | 1,691 | 922 | 656 | 32 | 500 | 430 | 500 | 39 | 9.7 |
| Average | 1,376 | 850 | 656 | 32 | 500 | 430 | 500 | 39 | 8.8 |
| 12 Month Average | 1,250 | 880 | 593 | 27 | 505 | 423 | 506 | 43 | 8.71 |
| 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 |
| 10/1/2020 | 7.48 | 7.29 | 29.7 | | <1.8 | <1.80 | | | | 138,352 | 16,500 |
| 10/2/2020 | 7.59 | 7.22 | 28.5 | | <1.8 | <1.80 | | | | 134,509 | 4,400 |
| 10/3/2020 | 7.89 | 7.15 | 28.3 | | <1.8 | <1.80 | | | | 128,084 | 2,100 |
| 10/4/2020 | 7.80 | 7.07 | 27.9 | | <1.8 | <1.80 | | | | 140,985 | 2,300 |
| 10/5/2020 | 7.74 | 7.21 | 28.6 | <0.10 | <1.8 | <1.80 | | <5.00 | | 122,713 | 12,700 |
| 10/6/2020 | 7.82 | 7.26 | 28.4 | | <1.8 | <1.80 | <2.0 | | | 117,464 | 2,000 |
| 10/7/2020 | 7.86 | 7.26 | 28.4 | | <1.8 | <1.80 | | | | 123,206 | 1,900 |
| 10/8/2020 | 7.94 | 7.36 | 28.4 | | <1.8 | <1.80 | | | | 147,025 | 4,300 |
| 10/9/2020 | 7.37 | 7.41 | 28.3 | | <1.8 | <1.80 | | | | 134,713 | 18,000 |
| 10/10/2020 | 7.62 | 7.41 | 31.8 | | <1.8 | <1.80 | | | | 138,742 | 17,000 |
| 10/11/2020 | 7.35 | 7.37 | 28.0 | | <1.8 | <1.80 | | | | 178,768 | 11,900 |
| 10/12/2020 | 7.41 | 7.34 | 28.1 | <0.10 | <1.8 | <1.80 | | | | 81,564 | 11,900 |
| 10/13/2020 | 7.25 | 7.41 | 28.0 | | <1.8 | <1.80 | | | | 136,764 | 1,800 |
| 10/14/2020 | 7.00 | 7.42 | 28.0 | | <1.8 | <1.80 | | | | 134,602 | 1,000 |
| 10/15/2020 | 7.66 | 7.44 | 28.1 | | <1.8 | <1.80 | | | | 146,445 | 15,600 |
| 10/16/2020 | 7.86 | 7.52 | 27.6 | | <1.8 | <1.80 | | | | 168,767 | 15,600 |
| 10/17/2020 | 7.80 | 7.52 | 29.6 | | <1.8 | <1.80 | | | | 162,099 | 1,900 |
| 10/18/2020 | 7.47 | 7.47 | 27.5 | | <1.8 | <1.80 | | | | 99,444 | 1,100 |
| 10/19/2020 | 7.86 | 7.46 | 27.3 | | <1.8 | <1.80 | | | | 115,708 | 1,100 |
| 10/20/2020 | 7.80 | 7.31 | 30.4 | <0.10 | <1.8 | <1.80 | | | | 121,232 | 700 |
| 10/21/2020 | 8.00 | 7.30 | 29.0 | | <1.8 | <1.80 | | | | 163,581 | 19,500 |
| 10/22/2020 | 7.82 | 7.32 | 30.7 | | <1.8 | <1.80 | | | | 136,127 | 16,000 |
| 10/23/2020 | 6.79 | 7.22 | 28.8 | | <1.8 | <1.80 | | | | 138,990 | 17,900 |
| 10/24/2020 | 6.31 | 7.26 | 28.6 | | 1.8 | <1.80 | | | | 132,725 | 700 |
| 10/25/2020 | 6.78 | 7.25 | 27.2 | | <1.8 | <1.80 | | | | 153,870 | 13,800 |
| 10/26/2020 | 6.56 | 7.31 | 28.8 | 0.20 | <1.8 | <1.80 | | | | 71,714 | 17,000 |
| 10/27/2020 | 6.99 | 7.38 | 24.6 | | <1.8 | 1.80 | | | | 119,747 | 900 |
| 10/28/2020 | 6.76 | 7.28 | 25.6 | | <1.8 | <1.80 | | | | 163,223 | 1,300 |
| 10/29/2020 | 8.78 | 7.23 | 25.7 | | <1.8 | <1.80 | | | | 140,524 | 15,600 |
| 10/30/2020 | 8.71 | 7.19 | 26.3 | | <1.8 | <1.80 | | | | 110,062 | 16,200 |
| 10/31/2020 | 7.75 | 7.17 | 26.1 | | <1.8 | <1.80 | | | | 150,682 | 17,000 |
| Minimum | 6.31 | 7.07 | 24.6 | 0.1 | 1.8 | 1.8 | 2.0 | 5.00 | | 71,714 | 700 |
| Maximum | 8.78 | 7.52 | 31.8 | 0.2 | 1.8 | 1.8 | 2.0 | 5.00 | | 178,768 | 19,500 |
| Average | 7.54 | 7.32 | 28.1 | 0.1 | 1.8 | 1.8 | 2.0 | 5.00 | | 133,949 | 9,023 |
| 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:

October 2020



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

- **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 860.22 acre-feet. 598.55 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). 122.58 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 139.09 acre-feet came from the OPRTP.

| OCTOBER 2020 DAILY PRODUCTION TOTALS IN ACRE FEET | | | | | | | | | | |
|--|---------------|--------------|--------------|-------------|---------------|-------------------|---------------|---------------------|--------------------|--------------------|
| | | | | | | Delivered Via BLF | | | | |
| | | | | | | City 4A | Purchased | | | |
| DATE | Chino 2 | City 2 | Rialto 3 | Rialto 5 | Miro 3 | City 4A | BOOSTER 6-9 | Cactus ¹ | OPRTP ² | TOTAL ³ |
| 10/1/20 | 6.52 | 4.81 | 0.00 | 0.00 | 2.65 | 9.13 | 9.14 | 3.65 | 4.83 | 31.60 |
| 10/2/20 | 4.43 | 1.53 | 0.00 | 0.00 | 7.31 | 7.87 | 9.48 | 3.76 | 5.15 | 31.66 |
| 10/3/20 | 5.53 | 0.27 | 0.00 | 0.00 | 6.12 | 10.44 | 10.70 | 3.44 | 4.46 | 30.52 |
| 10/4/20 | 5.30 | 0.24 | 0.00 | 0.00 | 8.07 | 6.48 | 10.88 | 4.18 | 4.73 | 33.40 |
| 10/5/20 | 5.74 | 0.00 | 0.00 | 0.00 | 7.25 | 8.57 | 7.23 | 3.42 | 4.73 | 28.37 |
| 10/6/20 | 5.30 | 0.14 | 0.96 | 0.00 | 6.79 | 9.27 | 9.99 | 0.00 | 4.96 | 28.14 |
| 10/7/20 | 5.69 | 0.00 | 5.74 | 0.00 | 0.00 | 8.44 | 8.61 | 6.93 | 5.13 | 32.10 |
| 10/8/20 | 5.53 | 0.00 | 8.61 | 0.00 | 0.00 | 9.67 | 13.08 | 2.73 | 4.21 | 34.16 |
| 10/9/20 | 0.64 | 0.62 | 7.14 | 0.00 | 0.00 | 8.33 | 9.64 | 2.43 | 4.50 | 24.97 |
| 10/10/20 | 0.00 | 1.21 | 7.02 | 0.00 | 0.00 | 8.29 | 9.55 | 2.66 | 4.55 | 24.99 |
| 10/11/20 | 3.54 | 0.02 | 8.65 | 0.00 | 0.00 | 7.23 | 10.56 | 2.66 | 4.82 | 30.25 |
| 10/12/20 | 5.53 | 0.09 | 5.44 | 0.00 | 0.00 | 8.55 | 8.10 | 2.94 | 4.37 | 26.47 |
| 10/13/20 | 5.83 | 0.18 | 7.83 | 0.00 | 0.00 | 8.79 | 8.08 | 3.21 | 5.17 | 30.30 |
| 10/14/20 | 0.00 | 1.20 | 0.00 | 0.00 | 0.00 | 8.43 | 8.93 | 3.05 | 4.83 | 18.01 |
| 10/15/20 | 11.13 | 5.12 | 7.35 | 0.00 | 0.00 | 8.78 | 5.62 | 4.03 | 5.38 | 38.63 |
| 10/16/20 | 6.63 | 0.33 | 4.91 | 0.00 | 0.00 | 9.34 | 9.73 | 4.00 | 3.85 | 29.45 |
| 10/17/20 | 4.91 | 0.06 | 0.87 | 0.00 | 0.00 | 7.78 | 8.03 | 3.86 | 4.43 | 22.16 |
| 10/18/20 | 4.43 | 4.74 | 2.00 | 0.00 | 0.00 | 7.77 | 10.08 | 3.65 | 5.11 | 30.01 |
| 10/19/20 | 5.72 | 0.38 | 0.00 | 0.00 | 6.80 | 8.64 | 7.30 | 3.19 | 4.52 | 27.91 |
| 10/20/20 | 5.37 | 0.27 | 0.00 | 0.00 | 8.37 | 8.10 | 8.84 | 3.08 | 5.05 | 30.98 |
| 10/21/20 | 5.81 | 0.36 | 0.00 | 0.00 | 6.06 | 9.18 | 9.78 | 2.36 | 3.96 | 28.33 |
| 10/22/20 | 0.39 | 0.00 | 0.00 | 0.00 | 8.00 | 8.44 | 12.14 | 2.87 | 5.03 | 28.43 |
| 10/23/20 | 0.00 | 0.00 | 0.00 | 0.00 | 7.75 | 10.05 | 10.42 | 2.34 | 4.85 | 25.36 |
| 10/24/20 | 0.00 | 0.00 | 0.00 | 0.00 | 7.18 | 8.43 | 9.41 | 2.43 | 4.50 | 23.52 |
| 10/25/20 | 3.60 | 2.92 | 0.00 | 0.00 | 8.11 | 0.00 | 2.09 | 2.27 | 4.71 | 23.70 |
| 10/26/20 | 5.42 | 0.73 | 0.00 | 0.00 | 8.22 | 0.00 | 0.00 | 2.72 | 5.31 | 22.40 |
| 10/27/20 | 5.00 | 4.80 | 0.00 | 0.00 | 7.04 | 0.00 | 1.49 | 0.60 | 3.78 | 22.71 |
| 10/28/20 | 6.06 | 5.51 | 0.00 | 0.00 | 6.47 | 9.27 | 8.75 | 2.36 | 1.37 | 30.52 |
| 10/29/20 | 4.84 | 0.00 | 0.00 | 0.00 | 8.70 | 8.68 | 9.21 | 2.48 | 0.00 | 25.23 |
| 10/30/20 | 6.17 | 0.00 | 0.00 | 0.00 | 6.91 | 0.99 | 2.73 | 2.41 | 5.77 | 23.99 |
| 10/31/20 | 4.23 | 4.47 | 0.00 | 0.00 | 0.00 | 0.00 | 3.26 | 4.96 | 5.03 | 21.95 |
| TOTAL | 139.29 | 40.00 | 66.52 | 0.00 | 127.80 | 224.94 | 252.85 | 94.67 | 139.09 | 860.22 |
| MIN | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 18.01 |
| MAX | 11.13 | 5.51 | 8.65 | 0.00 | 8.70 | 10.44 | 13.08 | 6.93 | 5.77 | 38.63 |
| AVE | 4.49 | 1.29 | 2.15 | 0.00 | 4.12 | 7.26 | 8.16 | 3.05 | 4.49 | 27.75 |

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.

OCTOBER 2020 DAILY BOOSTER TOTALS IN ACRE FEET

| DATE | Booster 1 | Booster 2 | Booster 3 | Booster 4 | Booster 5 | Booster 6-9 | Booster 10 | Booster 11 |
|--------------|------------------|------------------|------------------|------------------|------------------|--------------------|-------------------|-------------------|
| 10/1/20 | 0.00 | 0.00 | 4.33 | 0.25 | 0.00 | 9.14 | 11.05 | 0.00 |
| 10/2/20 | 0.00 | 0.00 | 1.88 | 0.00 | 0.00 | 9.48 | 9.84 | 0.00 |
| 10/3/20 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 10.70 | 11.50 | 0.00 |
| 10/4/20 | 0.00 | 0.00 | 2.46 | 0.01 | 0.00 | 10.88 | 7.70 | 0.00 |
| 10/5/20 | 0.00 | 0.00 | 7.55 | 0.00 | 0.00 | 7.23 | 2.22 | 0.00 |
| 10/6/20 | 0.00 | 0.00 | 3.49 | 0.00 | 0.00 | 9.99 | 0.00 | 0.00 |
| 10/7/20 | 0.00 | 0.00 | 5.31 | 0.00 | 0.00 | 8.61 | 4.44 | 0.00 |
| 10/8/20 | 0.00 | 0.00 | 2.66 | 0.00 | 0.00 | 13.08 | 9.51 | 0.00 |
| 10/9/20 | 0.00 | 0.00 | 6.10 | 0.00 | 0.00 | 9.64 | 0.56 | 0.00 |
| 10/10/20 | 0.00 | 0.00 | 5.12 | 0.00 | 0.00 | 9.55 | 0.00 | 0.00 |
| 10/11/20 | 0.00 | 0.00 | 4.97 | 0.38 | 0.00 | 10.56 | 0.41 | 0.00 |
| 10/12/20 | 0.00 | 0.00 | 2.40 | 0.36 | 0.00 | 8.10 | 10.00 | 0.00 |
| 10/13/20 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 8.08 | 8.29 | 0.00 |
| 10/14/20 | 0.00 | 0.00 | 0.18 | 1.05 | 0.00 | 8.93 | 9.73 | 0.00 |
| 10/15/20 | 0.00 | 0.00 | 5.45 | 0.51 | 0.00 | 5.62 | 6.94 | 0.00 |
| 10/16/20 | 0.00 | 0.00 | 0.31 | 0.00 | 2.18 | 9.73 | 10.57 | 0.00 |
| 10/17/20 | 0.00 | 0.00 | 5.86 | 0.00 | 0.00 | 8.03 | 6.66 | 0.00 |
| 10/18/20 | 0.00 | 0.00 | 4.40 | 2.29 | 0.00 | 10.08 | 5.78 | 0.00 |
| 10/19/20 | 0.00 | 0.00 | 0.84 | 0.00 | 0.00 | 7.30 | 7.82 | 0.00 |
| 10/20/20 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 8.84 | 10.27 | 0.00 |
| 10/21/20 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 9.78 | 11.12 | 0.00 |
| 10/22/20 | 0.00 | 0.00 | 4.79 | 0.00 | 0.00 | 12.14 | 4.33 | 0.00 |
| 10/23/20 | 0.00 | 0.00 | 5.14 | 0.00 | 0.00 | 10.42 | 0.00 | 0.15 |
| 10/24/20 | 0.00 | 0.00 | 5.33 | 0.00 | 0.00 | 9.41 | 0.00 | 0.00 |
| 10/25/20 | 0.00 | 0.00 | 3.57 | 2.50 | 0.00 | 2.09 | 0.00 | 0.00 |
| 10/26/20 | 0.00 | 0.00 | 1.01 | 4.48 | 0.56 | 0.00 | 0.00 | 0.00 |
| 10/27/20 | 0.00 | 0.00 | 3.64 | 1.92 | 0.00 | 1.49 | 0.00 | 0.00 |
| 10/28/20 | 0.00 | 0.00 | 8.09 | 5.09 | 0.00 | 8.75 | 0.00 | 0.00 |
| 10/29/20 | 0.00 | 0.00 | 5.19 | 3.87 | 0.00 | 9.21 | 0.00 | 0.00 |
| 10/30/20 | 0.00 | 0.00 | 2.16 | 3.30 | 0.00 | 2.73 | 0.00 | 0.00 |
| 10/31/20 | 0.00 | 0.00 | 5.16 | 3.30 | 1.99 | 3.26 | 0.00 | 0.00 |
| TOTAL | 0.00 | 0.00 | 107.39 | 29.31 | 4.73 | 252.85 | 148.74 | 0.15 |
| MIN | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| MAX | 0.00 | 0.00 | 8.09 | 5.09 | 2.18 | 13.08 | 11.50 | 0.15 |
| AVE | 0.00 | 0.00 | 3.46 | 0.95 | 0.15 | 8.16 | 4.80 | 0.00 |

- **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 | Oct. | Nov. | Dec. | Jan | Feb | March | April | May | June | July | Aug | Sept. | Oct. |
| Chino # 1 (580 ft) In-active well | 427' | 420' | 420' | 420' | 421' | 421' | 421' | 420' | 427' | 426' | 423' | 423' | 425' | 422' |
| Chino # 2 (550 ft) | 366' | 350' | 346' | 348' | 347' | 349' | 354' | 344' | 344' | 348' | 350' | 366' | 360' | 364' |
| City # 1 (260 ft) Dry | 392' | 340' | 340' | 343' | 286' | 290' | 300' | 244' | 245' | 243' | 242' | 243' | 243' | 243' |
| City # 2 (480 ft) | 402' | 393' | 331' | 316' | 339' | 319' | 292' | 284' | 290' | 285' | 272' | 269' | 264' | 261' |
| City # 3 (525 ft) Out of Service | 475' | 448' | 448' | 448' | 448' | 448' | 448' | 448' | 448' | 448' | 448' | 448' | 448' | 448' |
| City # 4A (420 ft) | 406' | 356' | 355' | 356' | 355' | 356' | 355' | 355' | 356' | 370' | 375' | 380' | 381' | 384' |
| City # 5 (385 ft) In-active well | 355' | 334' | 333' | 334' | 330' | 333' | 331' | 331' | 331' | 330' | 332' | 330' | 331' | 331' |
| Rialto # 1 (650 ft) In-active well | 588' | 567' | 569' | 569' | 567' | 567' | 569' | 567' | 566' | 569' | 576' | 576' | 577' | 576' |
| Rialto # 2 (550 ft) In-active well | 490' | 486' | 486' | 486' | 486' | 486' | 486' | 486' | 486' | 486' | 485' | 485' | 485' | 485' |
| Rialto # 3 (485 ft) | 465' | 460' | 460' | 460' | 457' | 460' | 458' | 460' | 465' | 461' | 465' | 465' | 464' | 465' |
| Rialto # 4 (450 ft) In-active well | 413' | 404' | 403' | 403' | 401' | 400' | 403' | 402' | 402' | 403' | 403' | 405' | 404' | 404' |
| Rialto # 5 (560 ft) | 374' | 370' | 371' | 370' | 358' | 359' | 373' | 372' | 372' | 371' | 372' | 373' | 373' | 374' |
| Rialto Well # 7 In-active well | 354' | 351' | 351' | 351' | 348' | 350' | 349' | 350' | 349' | 349' | 351' | 353' | 353' | 354' |
| Miro # 3 (550 ft) | 487' | 474' | 474' | 475' | 474' | 476' | 476' | 475' | 473' | 474' | 482' | 484' | 487' | 486' |

- 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 | | | | | | | | |
|---------------------------------|------------------------------|--------|---------|----------|----------|--------|------------|---------|--------|
| 10/15/2020 | Chino 2 | City 2 | City 4A | Rialto 3 | Rialto 5 | Miro 3 | BLF Cactus | BLF 6-9 | OP RTP |
| Total Coliform | A | A | A | A | A | A | A | A | A |
| E. Coli | A | A | A | A | A | A | A | A | A |
| Nitrate as N | 3.1 | | | | | | | | |
| Perchlorate (ClO ₄) | <4.0 | | | 11* | <4.0 | 15* | | | |
| Total Dissolved Solids | 210 | 180 | 290 | 210 | 220 | 130 | 310 | 320 | 230 |

*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 | | | | | | |
|---|----------------------------------|----------------|------------|--------------------|----------------|------------|
| October 2020 | | | | | | |
| Sample Location | Free Cl ₂ Res (Field) | Total Coliform | E. Coli | Apparent Color | Odor Threshold | Turbidity |
| CYCLE 1 - 10/07/20 | mg/l | P/A | P/A | Color Units | TON | NTU |
| 335 W. Rialto | 0.88 | A | A | | | |
| 1228 W. Merrill | 0.77 | A | A | | | |
| 256 N. Fillmore | 0.89 | A | A | | | |
| 987 W. Grove | 0.90 | A | A | | | |
| 978 N. Driftwood | 0.98 | A | A | | | |
| 1451 N. Linden | 0.90 | A | A | | | |
| 469 W. Jackson | 0.89 | A | A | | | |
| 935 E. Mariposa | 0.92 | A | A | | | |
| 1000 N. Joyce | 0.97 | A | A | | | |
| 766 N. Chestnut | 0.90 | A | A | | | |
| 149 W. Victoria | 0.92 | A | A | | | |
| 313 E. McKinley | 0.94 | A | A | | | |
| 609 E. South | 0.91 | A | A | | | |
| 273 E. Alru | 0.89 | A | A | | | |
| 1161 S. Lilac | 0.92 | A | A | | | |
| 101 E. Valley | 0.90 | A | A | | | |
| CYCLE 2 - 10/14/20 | mg/l | P/A | P/A | Color Units | TON | NTU |
| 210 N. Park | 0.90 | A | A | | | |
| 101 S. Larch | 0.80 | A | A | | | |
| 320 N. Wisteria | 0.80 | A | A | | | |
| 861 W. Grove | 0.90 | A | A | | | |
| 1168 N. Glenwood | 0.90 | A | A | | | |
| 1320 N. Fitzgerald | 0.90 | A | A | | | |
| 860 N. Willow | 0.90 | A | A | | | |
| 209 E. Cornell | 1.30 | A | A | | | |
| 643 E. Margarita | 1.20 | A | A | | | |
| 1170 N. Terrace Rd. | 1.10 | A | A | | | |
| 681 E. Erwin | 1.40 | A | A | | | |
| 402 E. Merrill | 1.10 | A | A | | | |
| 261 W. Wilson | 1.10 | A | A | | | |
| 532 S. Iris | 1.20 | A | A | | | |
| 281 W. Hawthorne | 1.20 | A | A | | | |
| 379 W. Valley | 1.30 | A | A | | | |

Rialto Distribution Sample Results

October 2020

| Sample Location | Free Cl Res (Field) | Total Coliform | E. Coli | Apparent Color | Odor Threshold | Turbidity |
|----------------------------|------------------------|-------------------|------------|--------------------|-------------------|------------|
| CYCLE 3 - 10/21/20 | mg/l | P/A | P/A | Color Units | TON | NTU |
| 236 N. Willow | 0.89 | A | A | | | |
| 775 E. Foothill | 0.92 | A | A | | | |
| 878 N. Primrose | 0.90 | A | A | | | |
| 369 E. Van Koevering | 0.98 | A | A | | | |
| 274 W. Valencia | 0.97 | A | A | | | |
| 1566 N. Fillmore | 0.98 | A | A | | | |
| 932 N. Idyllwild | 1.00 | A | A | | | |
| 644 N. Smoketree | 0.90 | A | A | | | |
| 605 W. Rosewood | 0.90 | A | A | | | |
| 1189 W. Second | 0.90 | A | A | | | |
| 775 W. Rialto | 0.90 | A | A | | | |
| 211 E. Wilson | 0.80 | A | A | | | |
| 595 E. Huff | 1.00 | A | A | | | |
| 1005 S. Riverside | 1.00 | A | A | | | |
| 794 S. Verde | 1.20 | A | A | | | |
| 1055 W. Bloomington | 0.90 | A | A | | | |
| CYCLE 4 - 10/28/20 | mg/l | P/A | P/A | Color Units | TON | NTU |
| 375 S. Cactus | 1.08 | A | A | <3.0 | <1.0 | 0.15 |
| 101 S. Linden | 0.80 | A | A | <3.0 | <1.0 | 0.12 |
| 234 N. Larch | 0.80 | A | A | <3.0 | <1.0 | 0.12 |
| 575 N. Driftwood | 0.90 | A | A | <3.0 | <1.0 | 0.14 |
| 1355 W. Shamrock | 0.80 | A | A | <3.0 | <1.0 | 0.12 |
| 992 N. Yucca | 0.80 | A | A | <3.0 | <1.0 | 1.10 |
| 481 W. Cornell | 1.00 | A | A | <3.0 | <1.0 | 0.16 |
| 158. E. Shamrock | 0.98 | A | A | <3.0 | <1.0 | 0.27 |
| 749 E. Holly | 0.92 | A | A | <3.0 | <1.0 | 0.15 |
| 545 E. Victoria | 1.10 | A | A | <3.0 | <1.0 | 0.14 |
| 200 N. Sycamore | 1.00 | A | A | <3.0 | <1.0 | 0.11 |
| 407 E. Allen | 1.20 | A | A | <3.0 | <1.0 | 0.20 |
| 399 E. Montrose | 1.20 | A | A | <3.0 | <1.0 | 0.14 |
| 856 S. Orange | 1.00 | A | A | <3.0 | <1.0 | 0.13 |
| 911 S. Cactus | 0.90 | A | A | <3.0 | <1.0 | 0.21 |
| 220 W. Valley | 1.00 | A | A | <3.0 | <1.0 | 0.17 |
| 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 244 mg/L for the month of October as compared to 239 mg/L in September. 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 October:

- Electrical Safety: Training for Unqualified Employees
- Tailgate Safety Meetings

- **Lost Time Safety Record**

2,606 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 868 pounds of calcium hypochlorite was used in October as compared to 1136 pounds used in September; a total of 1493 gallons of sodium hypochlorite was used in October as compared to 1776 gallons used in September.

- **ELECTRICAL USE**

Southern California Edison (SCE) has not provided all data for October 2020. 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 |
| 2019 | October | 506,773 |
| 2019 | November | 297,212 |
| 2019 | December | 225,172 |
| 2020 | January | 312,872 |
| 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 | 590,748 |

- **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**

There are no outages to report.

- **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.), 95 valves were exercised for the month of October.

- **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 October eight 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 | |
|---|-------------|
| | 2020 |
| January | 0 |
| February | 0 |
| March | 26 |
| April | 5 |
| May | 4 |
| June | 0 |
| July | 0 |
| August | 0 |
| September | 2 |
| October | 8 |
| Total | 45 |
| Progress % (71) | |

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 October:

- Preventive Maintenance –203
- Corrective Maintenance –28
- Predictive Maintenance –0

563- PM's are scheduled for November 2020.

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

Corrective Work Order labor hours were dedicated to 14 pipe line and 3 hydrant repairs.

• Major Equipment and/or Machinery Outages

There are no outages to report.

• **RAINFALL TOTALS**

| SEASON | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | TOTAL | |
|---|------|------|------|------|------|------|-----------------------------------|------|--------------|-------------|------|------|-------|--|
| 2015-16 | 0.91 | 0.00 | 1.57 | 1.91 | 0.32 | 1.48 | 2.40 | 0.50 | 0.68 | 0.77 | 0.10 | 0.00 | 10.64 | |
| 2016-17 | 0.00 | 0.00 | 0.00 | 0.55 | 3.18 | 1.52 | 6.93 | 1.73 | 0.40 | 0.00 | 0.20 | 0.00 | 14.51 | |
| 2017-18 | 0.00 | 0.53 | 0.00 | 0.00 | 0.00 | 0.00 | 1.02 | 0.80 | 2.87 | 0.00 | 0.00 | 0.00 | 5.22 | |
| 2018-19 | 0.00 | 0.00 | 0.00 | 0.00 | 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 | | | | | | | | | 0.00 | |
| | | | | | | | July 20- June 21 | | = | 0.00 INCHES | | | | |
| | | | | | | | YEAR TO DATE FOR 2020 | | = | 5.16 INCHES | | | | |
| | | | | | | | AVG. RAINFALL FOR LAST FIVE YEARS | | 10.86 INCHES | | | | | |
| AVG. RAINFALL FOR SAN BERNARDINO COUNTY FOR THE LAST 100 YE | | | | | | | | | 16.25 INCHES | | | | | |
| 2020 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total | |
| Totals | 0.23 | 0.33 | 1.18 | 3.42 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | | | 5.16 | |

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 2020 | 2.37 | 0.09 | 261 | 7.4 | 67.9 | 41.3 | 53.6 | 77 | 32 | 54 | 36.2 | 3.1 K | 51.3 |
| Feb 2020 | 3.51 | 1.43 | 341 | 6.4 K | 71.0 | 42.7 K | 56.2 | 71 | 22 | 42 K | 31.2 K | 4.1 K | 52.5 |
| Mar 2020 | 3.41 | 4.70 K | 354 | 9.5 K | 65.6 | 46.0 K | 55.3 | 88 | 43 | 64 K | 42.6 K | 4.1 K | 57.6 |
| Apr 2020 | 4.44 K | 4.87 | 427 | 11.6 K | 73.5 K | 52.0 | 61.8 K | 85 | 43 | 64 K | 48.2 K | 3.9 | 62.4 |
| May 2020 | 7.24 K | 0.33 | 616 | 13.0 | 85.2 K | 55.8 | 69.9 K | 81 | 30 | 53 K | 51.2 K | 4.4 K | 68.3 |
| Jun 2020 | 6.86 K | 0.00 | 593 | 13.5 K | 87.3 K | 58.8 | 71.9 K | 79 | 30 | 56 L | 54.1 L | 4.8 K | 67.1 |
| Jul 2020 | 8.44 K | 0.00 | 652 | 13.5 | 96.0 K | 61.4 | 78.3 K | 74 | 19 | 42 K | 52.3 K | 4.2 | 69.1 K |
| Aug 2020 | 7.57 K | 0.00 | 561 | 15.8 K | 98.3 K | 66.6 K | 81.5 K | 71 | 22 | 43 K | 56.3 K | 3.9 K | 74.9 |
| Sep 2020 | 5.97 K | 0.00 | 455 | 12.0 K | 96.0 K | 62.4 K | 78.5 K | 66 | 18 | 37 K | 48.5 K | 3.2 K | 73.7 |
| Oct 2020 | 4.58 K | 0.00 | 369 | 10.1 | 87.4 | 57.8 | 71.5 K | 65 | 23 | 40 K | 42.6 K | 3.4 K | 68.4 |
| Tots/Avg | 54.39 | 11.4 | 463 | 11.3 | 82.8 | 54.5 | 67.9 | 76 | 28 | 50 | 46.3 | 3.9 | 64.5 |

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

Reporting Period:

October 2020

Prepared for: Rialto Water Services

Prepared by: Veolia Water West Operating Services



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I. CUSTOMER SERVICE SUMMARY

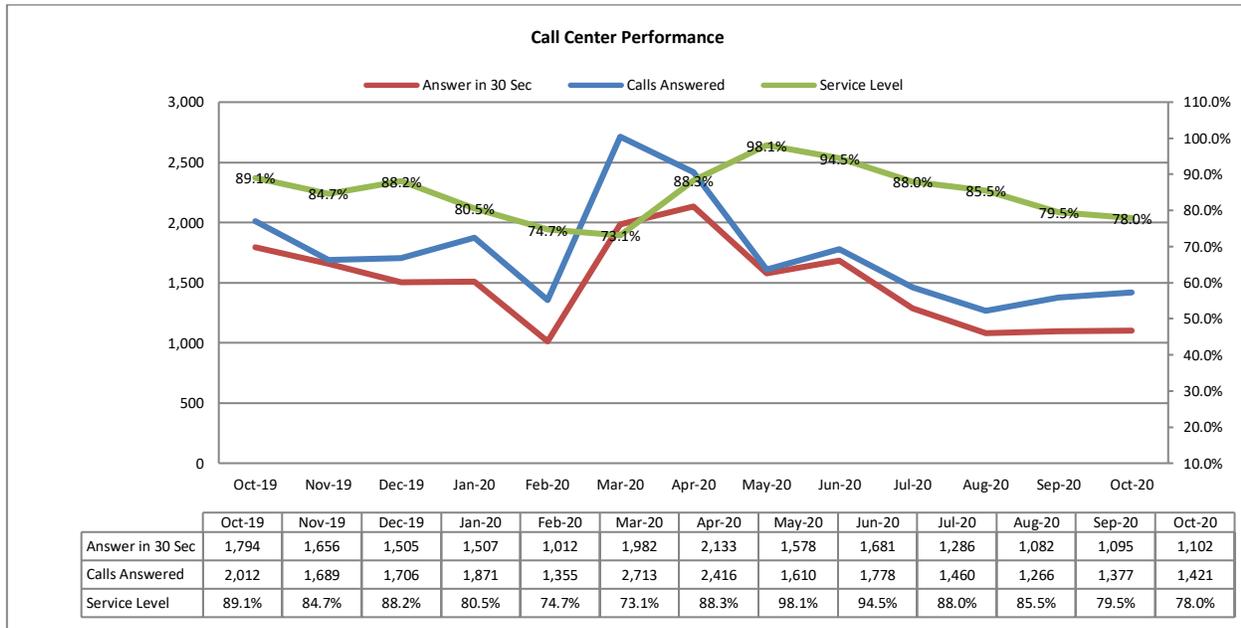
Customer Service answered 1,421 inbound calls with a service level of 78% during the month of October. Average wait time was 51 seconds.

Water consumption has increased 19.8% when compared to same month in 2019, but similar when compared against prior month. Please note that the percentage of increase or decrease in water consumption will not align with the revenue due to the fact that constant minimum base charges makes up a larger portion of the revenues.

Sewer revenue has decreased 0.4% when compared against the prior month and increased 2.1% when compared against the same month in 2019.

II. CALL CENTER PERFORMANCE

During this reporting month, a total of 1,421 calls were answered with a respective service level of 78% and an average wait time of 51 seconds with twenty-nine (29) callers experiencing wait time greater than ten minutes.



AUTOMATED SERVICES

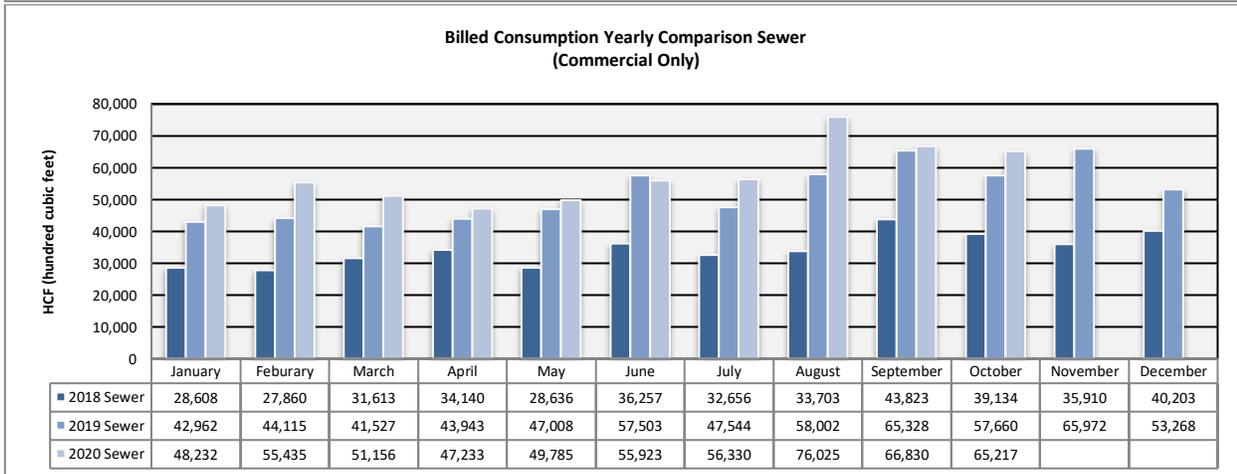
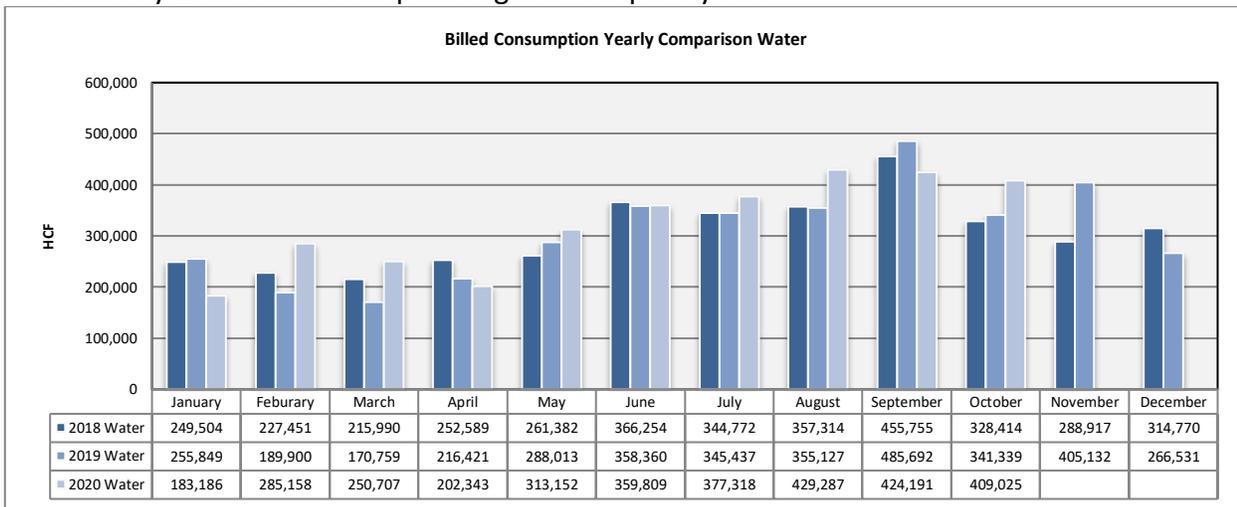
About 8,723 or 41% of the rate payers have created log-ins to access their accounts online. Of these customers, with online access, 46.4% have chosen the e-bill option. Remote cash payment usage has decreased greatly once the service center has reopened.

| | Oct-19 | Nov-19 | Dec-19 | Jan-20 | Feb-20 | Mar-20 | Apr-20 | May-20 | Jun-20 | Jul-20 | Aug-20 | Sep-20 | Oct-20 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Number of Bills | 21,150 | 21,192 | 21,156 | 21,155 | 20,499 | 21,175 | 21,180 | 21,182 | 21,168 | 21,215 | 21,211 | 21,217 | 21,212 |
| Number of Bill Adjustments (during billing) | 26 | 21 | 30 | 60 | 26 | 36 | 52 | 23 | 20 | 33 | 22 | 30 | 23 |
| Automated Over the Phone Payments | 2,894 | 2,422 | 2,842 | 2,853 | 2,260 | 2,758 | 3,661 | 3,118 | 3,430 | 3,247 | 2,733 | 2,978 | 3,003 |
| Online Payment | 6,409 | 5,526 | 6,971 | 6,619 | 5,538 | 7,240 | 7,343 | 6,395 | 7,668 | 7,301 | 6,089 | 7,185 | 7,365 |
| E-bill Participants | 3,617 | 3,642 | 3,680 | 3,720 | 3,756 | 3,799 | 3,866 | 3,919 | 3,946 | 3,980 | 4,004 | 4,037 | 4,049 |
| Auto Pay Participants (New Portal) | 2,205 | 2,237 | 2,276 | 2,317 | 2,346 | 2,377 | 2,418 | 2,466 | 2,502 | 2,535 | 2,584 | 2,610 | 2,620 |
| PayNearMe | 72 | 76 | 88 | 91 | 35 | 318 | 694 | 576 | 677 | 511 | 418 | 394 | 397 |

III. CONSUMPTION & BILLING

A. Consumption

Water consumption has decreased 3.5% when compared against the previous month and increased by 19.8% when compared against the prior year.



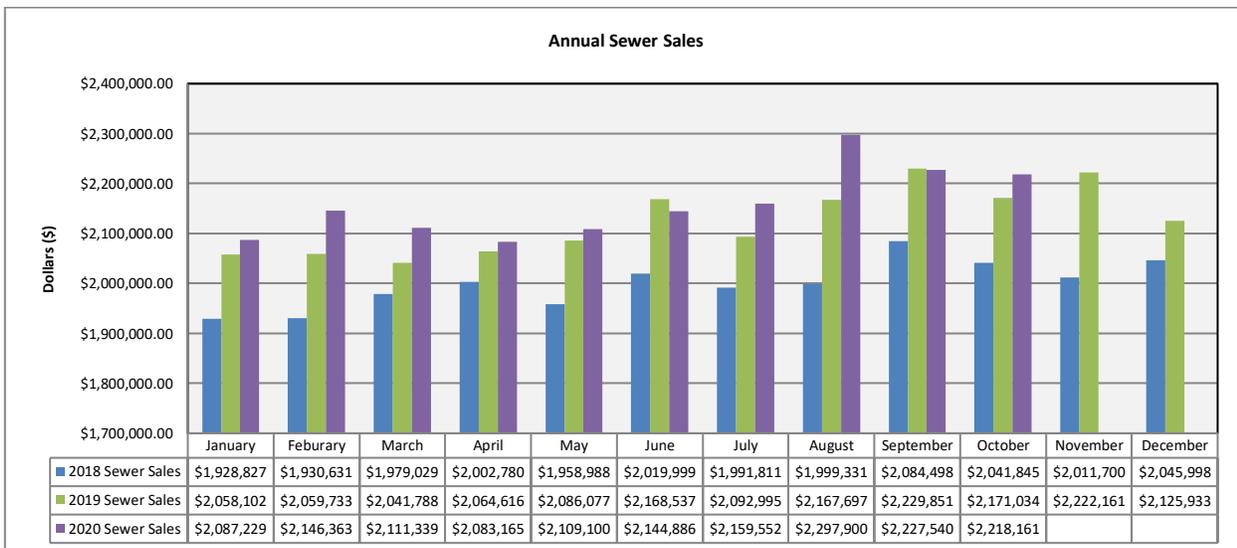
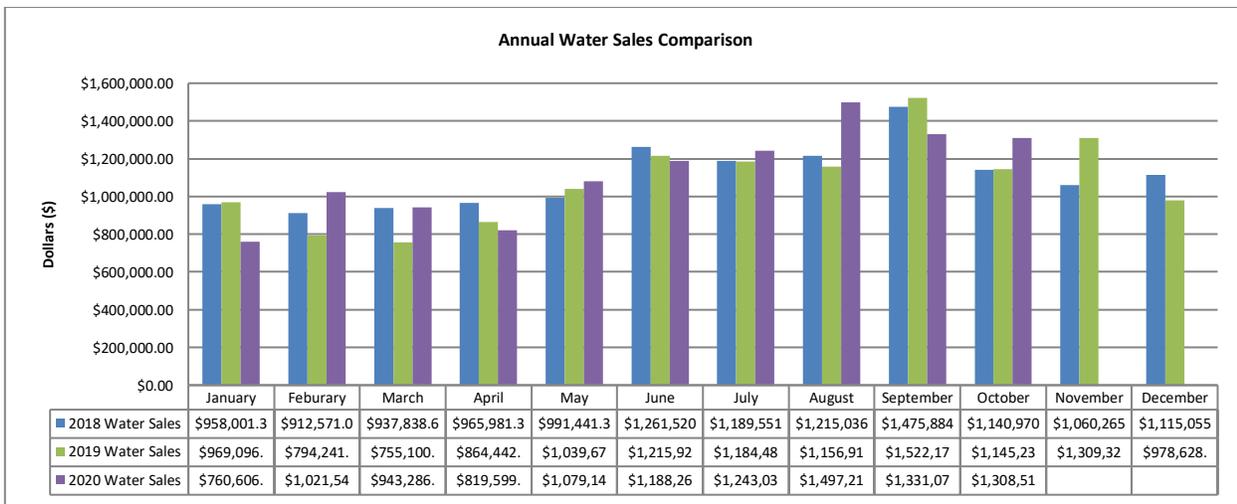
B. Billing

A total of 21,212 bills were mailed or sent out electronically in October. Billing accuracy was 99.89% with twenty-three (23) adjustments.

IV. REVENUE & AGING

A. Revenue

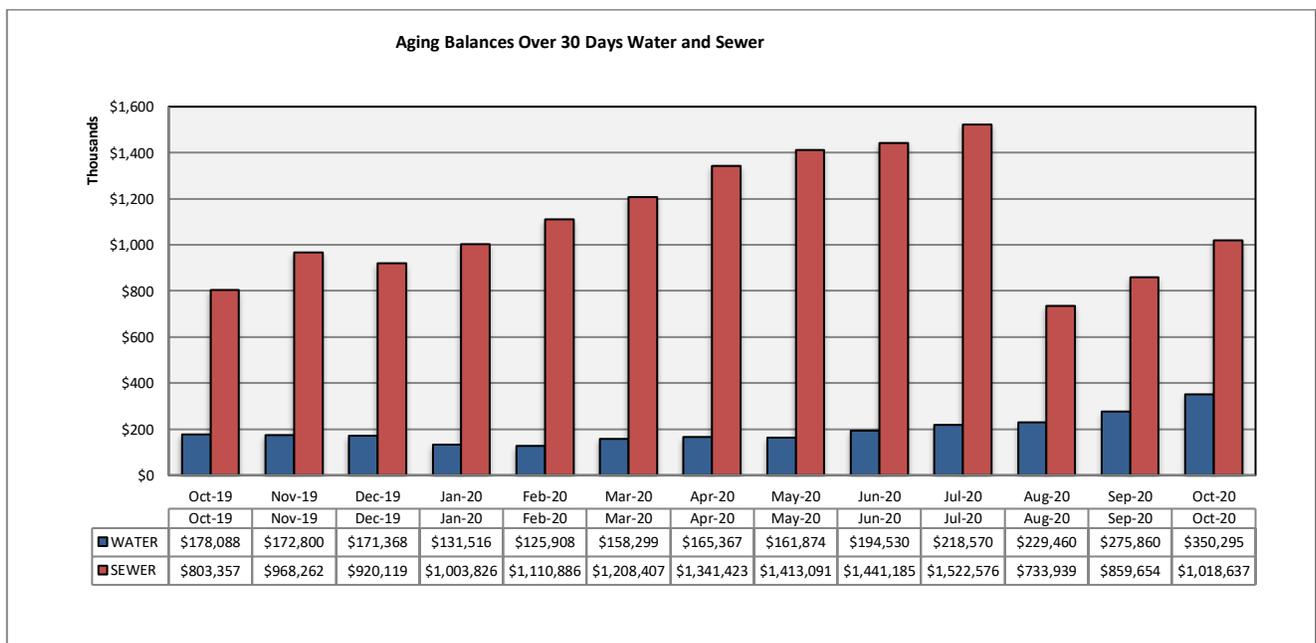
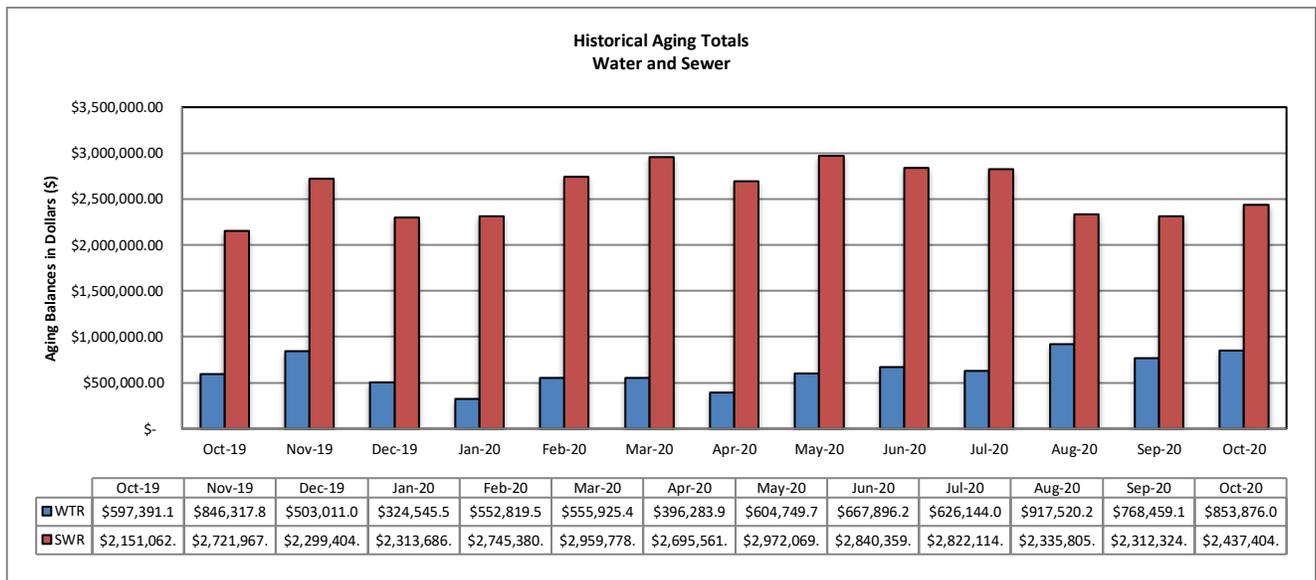
Water revenue has decreased by 1.7% when compared to the prior month. When compared against October of the prior year, revenue has increased 14.2%.



B. Aging

The total aging balance has increased 6.8% from the previous month, *see first table below*. For balances >30-days only, water has increased 26.9% and wastewater has increased 18.4%.

Overall increases in aging balances are attributed to waiving of late penalties and disconnection for non-payment during the Covid-19 pandemic.



C. Bad Debt

30 accounts with a combined total amount of \$7,184.81 were submitted to the collections agency during this reporting month.

V. SERVICE ORDERS

131 service orders were initiated by the customer service team. Of this total, 68 service orders or 52% were due to occupant changes.

VI. OTHER ACTIVITIES

The Customer Service Payment Office reopened on June 29, 2020 with necessary safeguards against Covid-19. Since the opening, walk in traffic has steadily increased.

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

Following the regulations, water disconnection has been discontinued and late penalties are being waived. Overall more customers are paying their bills on time, but customers who are 60-days or more delinquent are not paying their bills. This will continue as water disconnection has been halted during the Covid-19 situation.

VII. REVENUE REPORT

A. Revenue Summary

Collected cash revenue is compiled and reconciled to the merchant account on a daily basis. Bank deposits are made daily and internal controls are reviewed regularly to ensure safeguarding of assets and proper recording of all transactions. Total revenue collected in October 2020 is \$3,793,000. Non-Rate Revenue is \$289,000; Utility Revenue is at \$3,265,000 and Tax / Ambulance Revenue at \$239,000.

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 October 2020 and October 2019 are \$234,000 and \$260,000 respectively. Ambulance Revenue is also collected on behalf of the City of Rialto totaling \$5,000 in October 2020 and \$6,000 in October 2019.

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 October of 2020.

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 | OCT 2020 | % |
|-------------------------------|---|--------------------------|---------------------|----------------|
| Carrier Deposits | Cash deposits prepared per day for transport to Union Bank | 22 | \$ 94,102 | 2.48% |
| Remote Deposits | Scanned batches of checks payments made at the customer service counter | 22 | 507,871 | 13.40% |
| UB Bill | Batches of customer payments posted to customer accounts at Union Bank (EBOX) | 21 | 349,386 | 9.22% |
| IVR | Customer payments by credit cards and ACH / eCheck payments through an Interactive Voice Response system using a touchtone phone. | 10,521 | 1,569,035 | 41.40% |
| Lockbox Deposits | Batches of customer payments mailed in to Union Bank's lockbox | 21 | 1,222,241 | 32.25% |
| Credit Cards | POS or retail credit payments received at the customer service counter | - | - | 0.00% |
| Pay Near Me | Cash payment service that allows customers to pay at a local 7-Eleven, CVS, or Family Dollar stores. | 391 | 47,528 | 1.25% |
| Total Revenue per Bank | | | \$ 3,790,163 | 100.00% |
| Recon to RUA Recap: | | | | |
| Adj detailed in RUA | | | 3,035 | |
| Prior mo. Correction | | | | |
| | | | | |
| RUA increase in Cash | | | \$ 3,793,198 | |

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

G. Payment Collection Method – Fiscal Year to Date

| | Jul 2020 | Aug 2020 | Sept 2020 | Oct 2020 | Total | % |
|------------------------------|---------------------|---------------------|---------------------|---------------------|----------------------|----------------|
| Carrier Deposits | \$ 57,617 | \$ 67,420 | \$ 90,484 | \$ 94,102 | \$ 309,622 | 2.03% |
| Remote Check Deposits | 360,810 | 605,458 | 575,178 | 507,871 | 2,049,317 | 13.44% |
| UB Bill (EBOX) | 372,195 | 301,154 | 361,570 | 349,386 | 1,384,305 | 9.08% |
| IVR | 1,571,452 | 1,338,721 | 1,731,064 | 1,569,035 | 6,210,273 | 40.72% |
| Lockbox Deposits | 1,318,111 | 1,103,897 | 1,446,141 | 1,222,241 | 5,090,390 | 33.37% |
| Credit Cards (POS) | - | - | - | - | - | 0.00% |
| Pay Near Me | 58,307 | 50,845 | 51,720 | 47,528 | 208,400 | 1.37% |
| Total Revenue to Bank | \$ 3,738,492 | \$ 3,467,495 | \$ 4,256,156 | \$ 3,790,163 | \$ 15,252,306 | 100.00% |
| NSF | (6,766) | (20,643) | (70,774) | | (98,183) | |
| Net deposits | \$ 3,731,727 | \$ 3,446,852 | \$ 4,185,382 | \$ 3,790,163 | \$ 15,154,123 | |

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

| | Oct 2020 | Oct 2019 | Variance |
|--------------|-------------------|-------------------|--------------------|
| UUT Water | \$ 80,323 | \$ 93,106 | \$ (12,782) |
| UUT Sewer | 153,619 | 167,054 | (13,435) |
| Perchlorate | - | - | - |
| Ambulance | 5,584 | 6,311 | (727) |
| Total | \$ 239,527 | \$ 266,470 | \$ (26,943) |

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

| | Oct 2020 | Oct 2019 | Variance |
|--------------------------------------|---------------------|---------------------|---------------------|
| Non-Rate / Extra Territorial Revenue | \$ 289,046 | \$ 185,823 | \$ 103,224 |
| Utility Revenue | \$ 3,264,625 | \$ 3,797,890 | \$ (533,265) |
| Total | \$ 3,553,671 | \$ 3,983,713 | \$ (430,041) |

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

| | Jul 2020 | Aug 2020 | Sept 2020 | Oct 2020 | Total |
|--------------------------------------|--------------------|--------------------|--------------------|---------------------|----------------------|
| Non-Rate Revenue | | | | | |
| Cell Tower / Sublease | 35,912 | 14,676 | 24,176 | 17,904 | 92,667 |
| Interest Income | 1,126 | - | - | - | 1,126 |
| NRR-FOG | - | - | - | - | - |
| Extra Terr-Water | - | 100,293 | 63,872 | - | 164,165 |
| Extra Terr- Sewage | 12,251 | 149,335 | 130,488 | 266,587 | 558,661 |
| Turn On/Off Fees | 5 | 5 | 3 | 257 | 270 |
| NSF | 225 | 137 | 188 | 90 | 640 |
| Same Day Service | (909) | (16) | 329 | 2,631 | 2,035 |
| New Occupant Charge | 1,796 | 1,825 | 1,964 | 1,472 | 7,057 |
| DIF - Wastewater Connection | - | - | - | - | - |
| Sewer Bad Debt Collection Fees | - | - | - | - | - |
| Sewer Cash Over/Short | - | 1 | 20 | 106 | 127 |
| Total Non-Rate Revenue | \$ 50,406 | \$ 266,256 | \$ 221,040 | \$ 289,046 | 826,748 |
| Utility Revenue | | | | | - |
| Water Penalty | (71) | 142 | 45 | 147 | 264 |
| Sewer Penalty | 4,019 | (130) | 223 | 251 | 4,363 |
| Turf Removal Rebate | (944) | (951) | - | - | (1,895) |
| Hi Eff Toilet/Washer Rebates | - | - | - | - | - |
| Senior Disc - Water | (7,622) | (7,631) | (10,524) | (7,640) | (33,418) |
| Senior Disc - Sewer | (25,775) | (25,798) | (22,976) | (25,829) | (100,379) |
| Damaged /Lost Meter | 923 | - | 832 | 832 | 2,588 |
| Water Contract | - | - | - | - | - |
| Water Deposits | 8,568 | 3,074 | 3,413 | 318 | 15,372 |
| Water Deposits Billed | 24,960 | 7,547 | 4,917 | 6,109 | 43,532 |
| Water Meter Deposits | 5,254 | 1,769 | 6,581 | - | 13,604 |
| Sewer Deposits | 2,192 | 1,853 | 2,259 | 309 | 6,613 |
| Sewer Deposits Billed | 9,088 | 11,223 | 7,251 | 5,552 | 33,113 |
| Water | 1,276,346 | 1,114,103 | 1,470,592 | 1,193,421 | 5,054,463 |
| Sewer | 2,131,906 | 1,877,387 | 2,249,076 | 2,099,836 | 8,358,204 |
| Unapplied Credits | 13,039 | (319) | 55,886 | (8,682) | 59,925 |
| Total Utility Revenue | \$3,441,883 | \$2,982,268 | \$3,767,573 | \$ 3,264,625 | \$ 13,456,349 |
| Total Non-Rate + Utility Rev. | 3,492,289 | 3,248,524 | 3,988,613 | 3,553,671 | 14,283,097 |

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 |
|-----------------|-----------------------------|---------------------------------|-----------------|-----------------|-------------------|----------------------------------|-----------------------------|
| Oct 2020 | 3,793,198 | 13,627 | 2,502,239 | 1,277,333 | 3,793,198 | (3,035) | 3,790,163 |
| Oct 2019 | 4,250,183 | 8,229 | 2,652,629 | 1,589,325 | 4,250,183 | 1,858 | 4,252,041 |

L. Non-Incode Customer Accounts Receivable Aging

| Name | Total as of 10/31/2020 | Current | 31-60 days | 61-90 days | >90 days |
|------------------------------------|---------------------------|------------------|-------------|-----------------|-------------------|
| AT&T - Easton | \$ (6,912) | | | | (6,912) |
| CITY OF FONTANA | - | - | | | |
| Colton Unified School District | - | - | | | |
| County of San Bernardino-CSA 70 BL | 12,251 | 12,251 | | | |
| MR Tudor | 500 | 500 | | | |
| Rialto BioEnergy Facilities | 14,000 | 12,000 | | 2,000 | |
| Sprint-Nextel | 3,456 | | | | 3,456 |
| San Bernardino Co Waste System Div | - | - | | | |
| SB Valley Mun Water District | 951 | 951 | | | |
| Vertical Bridge Holdco, LLC (CIG) | 2,448 | 2,448 | | | |
| Grand Total | \$ 26,694 | \$ 28,150 | \$ - | \$ 2,000 | \$ (3,456) |

AT&T makes annual payment. The credit balance indicates remainder of annual lease payment.

City of Fontana is current with its obligations.

Colton Unified School District is current with its obligations.

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 County subsequently paid its balance due in November.

Rialto Bioenergy Facilities: The customer has been contacted for the balance due.

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 all open Invoices. Sprint is being contacted as well.