

# Utility Commission Report

## October 2018

Reporting period August 2018



# **RIALTO WASTEWATER MONTHLY OPERATIONS REPORT**

Reporting Period:  
August 2018

Prepared for: - Rialto Water Services  
Prepared by: - Veolia Water West Operating Services



# RIALTO WASTEWATER OPERATIONS AND MAINTENANCE REPORT

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- A Collection System Service Map (includes Customer Service call-outs)
- B Treatment Facility - Monthly Performance Summary

# RIALTO WASTEWATER

## MONTHLY OPERATIONS REPORT

### EXECUTIVE SUMMARY

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

- Repairs to the aeration system of Plant 3 were completed. Plant 3 was returned to service without incident.
- Repairs were completed to eliminate the digester gas leak which occurred on July 17<sup>th</sup> when a weld failed on an abandoned moisture trap in the digester gas discharge manifold. The failed trap was removed and the lines capped to prevent further gas discharges from this location.
- A purchase order has been issued to Evoqua to review operation of critical Digester #2 gas pressure control valves to verify proper operation.
- No sewer overflows/wastewater spills occurred.
- Repair of Plant 5 primary clarifier coatings and mechanical repairs are on hold pending the construction completion of the new Plant 5 primary clarifier under the S-1 project.

### 1. Collection System/Customer Service Log

#### a. Collections group activities this month:

Category	Current Month Statistics	Prior Month Statistics	2018 Year to Date Statistics
Sanitary sewer cleaned conventional method, feet	0*	44,321	275,684
Sanitary sewer cleaned SL-RAT method, feet**	0	0	79,349
“Hot Spot” Cleaning, feet	9,883	9,657	73,051
CCTV Inspection, miles (25 is annual goal)	3.3	2.1	18.5
Manhole Inspections	3	0	47
USA Dig Alert Markings, count	111	103	996
Residential call outs	1	1	9
Sanitary sewer overflows	0	0	0

\* Pipe cleaning other than hot spots was suspended in August due to staff shortages

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

b. Collection System Service Maps for August - See **Table A**

c. Customer Service Call Outs - See Item 9

2. Wastewater Treatment Plant - Monthly Overview

Summer temperatures have begun to decrease. Weather has been a lesser impact on facility operation as a result.

An aeration piping rebuild project for the Plant 3 secondary system which was commenced in July was successfully completed in August. Plant operation is now more stable and efficient. This should preserve Plant 3 operations until the S1 Plant 5 expansion is completed.

A leak in an abandoned digester gas moisture trap which was discovered in July was temporarily stabilized until repairs could be scheduled. These repairs were completed in August.

Reliability of Aeration Blowers 1 and 2 has improved over the issues identified last month. However, occasional failures are continuing to occur which are clearly related to the aging blower control system. This complex issue remains under study. Input is being provided from Veolia's technical experts as well as the control system manufacturer, Spencer.

On July 25<sup>th</sup>, a Veric gas regulator which comprises a portion of the Dystor cover on Anaerobic Digester #2 briefly (less than 2 minutes) released digester gas to the atmosphere. Although the regulator appears to be functioning acceptably, Veolia has requested an equipment evaluation from the manufacturer, Evoqua. Due to their workload, the inspection may not occur until November.

3. Treatment Facility Performance/Laboratory Activities

a. Monthly Performance Summary - See **Table B**

b. Summary of Notices and Laboratory Tests/Reports filed with government agencies

Monthly submittal of State/Federal discharge monitoring report

c. Effluent Specification Exceedance Discussion

There are no exceedances to discuss for the month of August

d. Valve exercising

<b>Valves Exercised</b>	<b>Current Month Statistics</b>	<b>Prior Month Statistics</b>	<b>2018 Year to Date Statistics</b>
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Actual/Scheduled	7	0*	81
Unscheduled**	0	0	30

\* No valve exercising scheduled for this month

\*\* Valves turned that are not required PM

#### 4. Monthly Safety Program Overview

\* The wastewater facility has not experienced lost time incident since the

Category	Monthly Statistic
Safety Training Topics	Ladder Safety
Lost Time Incidents, count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	5
Vehicle Incidents, count	0

a

commencement of the City's US Filter contract on May 1, 2003. Total days without a lost time incident as of the end of the month are - 5,601 days.

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

##### a. Monthly Biosolids Production

Biosolids	Current Month Statistics	Prior Month Statistics	2018 Year to Date Statistics
Quantity Produced, wet tons	553.74	1,311.03	7,457.53

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

12 Month FOG Delivery Totals	
Month	FOG
Sep-17	160,897
Oct-17	190,964
Nov-17	182,510
Dec-17	167,300
Jan-18	187,700
Feb-18	162,723
Mar-18	208,770
Apr-18	113,689*
May-18	0*
Jun-18	0*
Jul-18	0*
Aug-18	0*

Minimum	0
Maximum	208,770
Total	1,260,864
Average	121,407

\*Note that plant stopped accepting FOG on April 18th

c. Monthly Chemical Consumption

Chemical	Current Month Statistics	Prior Month Statistics
Sodium Hypochlorite, gallons	27,465	27,932
Sodium Bisulfite, gallons	8,232	7,997
Ferrous Chloride, gallons	3,107	2,456
Polymer, Gravity Belt Thickener, gallons	273	233
Polymer, Belt Filter Press, gallons	534	511
Alum, gallons	32	37

d. Monthly Utilities Consumption

Utility	Current Month Statistics	Prior Month Statistics
Electricity WWTP, KWH	*	**
Electricity Lilac LS, KWH	1,661	1,622
Electricity Sycamore LS, KWH	326	201
Electricity Ayala LS, KWH	1,079	2,716
Electricity Agua Mansa LS, KWH	1,832	2,281
Electricity Cactus LS, KWH	1,000	1,107
Electricity Ramrod LS, KWH	1,124	872
Natural Gas WWTP, Therms	1,215	2,540

\* At time of MOR production, invoice from Southern California Edison had not been received

\*\* SCE advised that a meter exchange that occurred 5/17 has delayed generation of the June bill. Next read will be on 8/8/18.

6. Odor Complaints Received/Actions Taken

No odor complaints were received during the month of August.

7. Major Equipment and/or Machinery Outages

- Digester gas manifold moisture trap removed and lines capped.
- Replacement of the secondary equalization basin flow meter. Crane and bypass pumping required to complete this repair.
- Lip seal replaced on Thickened Sludge Pump #2.
- Repair performed on FOG Feed Pump motor.
- Replace failed Fiber Optic cable to resolve SCADA communications issue to Plants 3 and 4 Return Activated Sludge pumping system.
- Replace failed wire between the Gravity Filter Air Scour Blower motor and the associated Motor Control Center
- Failed air conditioning compressor replaced for Administration Building.

8. Outside Agency Activities during the Month

- a. Government agency or property insurance inspections

None

- b. Government agency environmental, health, or safety tests/monitoring

Permit testing was completed for the month of August

- c. Government agency notices of violation received

No notices

- d. Government agency monitoring

Routine monitoring reports were submitted

- e. Other matters of concern

See 8(c) above

9. Complaint Log

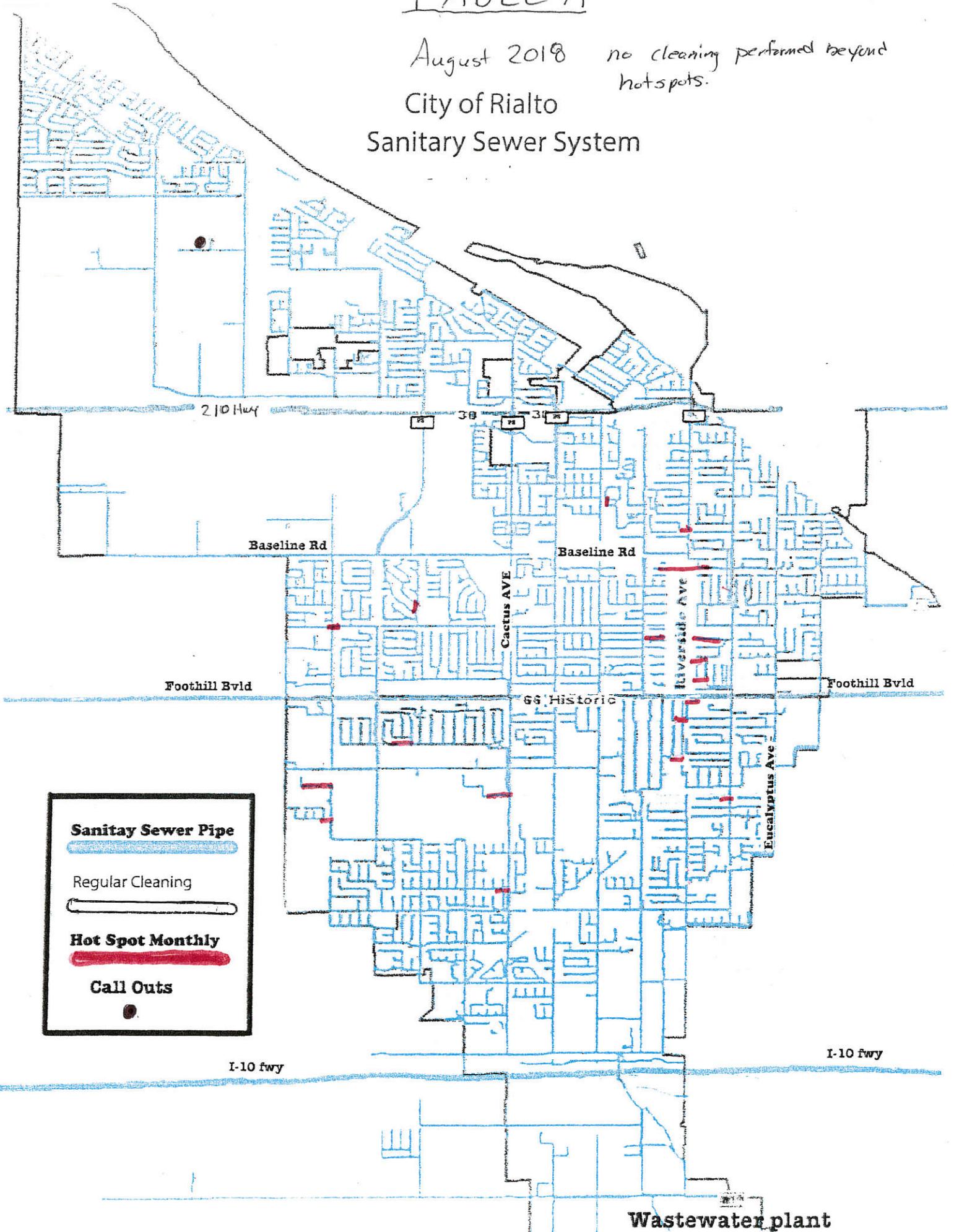
Date	Address	Comments	Personnel	Manhole	To Manhol
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8/7/18	2020 Lowell	Homeowner questioned whether residence was connected to City sewer. Dye Test performed	Rodriguez z	117-3 (performed at manhole)	
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# TABLE A

August 2018 no cleaning performed beyond hotspots.

## City of Rialto Sanitary Sewer System



August 2018

**Table B**

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

	Influent daily flow	Effluent Flow	Reclaimed Water	Influent BOD	Influent BOD Load	Effluent BOD	Effluent BOD Load	BOD % Removal	Influent TSS	Influent TSS Load	Effluent TSS	Effluent TSS Load	TSS % Removal
Date	MGD	MGD	Gals	mg/l	lbs/day	mg/L	lbs/day	%	mg/L	lbs/day	mg/L	lbs/day	%
8/1/2018	7.030	5.010											
8/2/2018	7.510	5.900											
8/3/2018	7.430	5.640											
8/4/2018	7.400	5.700											
8/5/2018	7.610	5.730											
8/6/2018	7.950	5.690		290	19,228	3.1	147	98.9	216	14,321	0.8	38	100
8/7/2018	7.540	5.570											
8/8/2018	7.550	6.150											
8/9/2018	7.900	6.240											
8/10/2018	7.560	5.700											
8/11/2018	7.410	5.390											
8/12/2018	7.670	5.280											
8/13/2018	8.200	6.280		260	17,781	1.5	79	99.4	190	12,994	1.1	58	99
8/14/2018	7.830	6.250											
8/15/2018	6.560	5.580											
8/16/2018	8.800	6.190											
8/17/2018	7.540	5.500											
8/18/2018	7.380	5.290											
8/19/2018	7.890	5.670											
8/20/2018	8.160	5.840		340	23,138	2.6	127	99.2	204	13,883	0.6	29	100
8/21/2018	7.960	6.680											
8/22/2018	7.420	5.940											
8/23/2018	8.080	6.130											
8/24/2018	7.460	5.200											
8/25/2018	7.390	5.500											
8/26/2018	7.840	5.470											
8/27/2018	8.270	6.210		320	22,071	1.8	93	99.4	240	16,553	0.5	26	100
8/28/2018	7.940	5.740											
8/29/2018	7.280	5.430											
8/30/2018	7.690	5.830											
8/31/2018	6.340	5.710		280	14,805	2.0	95	99.3	280	14,805			
Minimum	6.34	5.01		260	14,805	1.5	79	98.9	190	12,994	0.5	26	99.4
Maximum	8.80	6.68		340	23,138	3.1	147	99.4	280	16,553	1.1	58	99.8
Average	7.63	5.76		298	19,405	2.2	108	99.2	226	14,511	0.8	38	99.8
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

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

	Influent Conductivity (uS/cm)	Effluent Conductivity umhos	Influent COD mg/l	Final Effluent COD mg/l	Influent TDS mg/l	Filter Effluent TDS mg/l	EFF FINAL TDS mg/L	Influent Inorganic Nitrogen mg/L	Effluent Inorganic Nitrogen mg/l as N
8/1/2018	1,436	847							
8/2/2018	1,335	834	836						
8/3/2018	1,335	847		34					
8/4/2018	1,451	828	959						
8/5/2018	1,400	850							
8/6/2018	1,377	832	755	31					
8/7/2018	1,200	840			510	470	520	47	8.4
8/8/2018	1,433	832							
8/9/2018	1,315	830	830						
8/10/2018	1,337	830		27					
8/11/2018	1,195	836	616						
8/12/2018	1,158	830							
8/13/2018	1,420	855	687	27					
8/14/2018	1,492	881							
8/15/2018	1,471	853							
8/16/2018	1,464	858	681						
8/17/2018	1,606	831		23					
8/18/2018	1,361	844	831						
8/19/2018	1,316	840							
8/20/2018	1,396	834	710	32					
8/21/2018	1,295	854							
8/22/2018	1,328	845							
8/23/2018	1,518	836	595						
8/24/2018	1,315	837		24					
8/25/2018	1,395	834	772						
8/26/2018	1,188	861							
8/27/2018	1,429	856	754	33					
8/28/2018	1,489	852							
8/29/2018	1,503	844							
8/30/2018	1,415	841	673						
8/31/2018	1,247	847		37					
Minimum	1,158	828	595	23	510	470	520	47	8.4
Maximum	1,606	881	959	37	510	470	520	47	8.4
Average	1,375	843	746	30	510	470	520	47	8.4
12 Month Average						470			8.4
Eff. Limits (A.M.)*						490 mg/L 12 Mo. Running			10 mg/L 12 Mo. Running
Permit	N/A	N/A	N/A	N/A	N/A	Yes	N/A	N/A	yes

# Rialto Wastewater O&M Report

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

Date	Influent pH	Effluent pH	Effluent Temp	Effluent Ammonia	Effluent Total Coliform	Effluent Coliform 7 Day Median	Effluent Cyanide, Free Available	Eff Di(2-ethyl hexyl) phthalate (DEHP)	FOG Daily Volume Gallons	Digester Gas	Natural Gas Daily Use
	SU	SU	Deg C	mg/L	MPN/100ml	MPN/100ML	ug/L	ug/l	Gals	cu ft/day	cf/day
8/1/2018	7.55	7.46	30.0		<1.8	<1.80			0	140,487	1,800
8/2/2018	7.49	7.43	30.1		2.0	<1.80			0	122,784	2,400
8/3/2018	7.47	7.42	30.2		<1.8	<1.80			0	128,989	1,300
8/4/2018	7.34	7.41	30.1		<1.8	<1.80			0	146,010	1,500
8/5/2018	7.29	7.44	30.0		<1.8	<1.80			0	127,579	1,700
8/6/2018	7.48	7.39	30.2	<0.10	<1.8	<1.80			0	137,283	2,100
8/7/2018	7.47	7.43	30.3		<1.8	<1.80	<2.0	11.00	0	126,913	1,500
8/8/2018	7.52	7.38	30.4		<1.8	<1.80			0	118,634	1,200
8/9/2018	7.58	7.40	29.9		<1.8	<1.80			0	142,471	1,200
8/10/2018	7.49	7.41	30.2		<1.8	<1.80			0	136,615	1,400
8/11/2018	7.37	7.43	30.2		<1.8	<1.80			0	138,322	1,000
8/12/2018	7.40	7.44	30.3		<1.8	<1.80				149,080	1,100
8/13/2018	7.52	7.41	30.1	<0.10	<1.8	<1.80				104,960	1,800
8/14/2018	7.40	7.37	29.9		<1.8	<1.80				134,156	900
8/15/2018	7.64	7.40	29.9		<1.8	<1.80		<2.10	0	134,000	1,200
8/16/2018	7.56	7.37	30.2		<1.8	<1.80			0	143,738	600
8/17/2018	7.47	7.42	30.5		<1.8	<1.80			0	146,271	900
8/18/2018	7.29	7.39	30.5		<1.8	<1.80			0	153,356	27,000
8/19/2018	7.25	7.35	30.4		<1.8	<1.80				171,761	5,600
8/20/2018	7.29	7.36	30.5	<0.10	<1.8	<1.80				145,688	1,000
8/21/2018	7.30	7.42	30.4		<1.8	<1.80				120,483	700
8/22/2018	7.44	7.46	30.4		2.0	<1.80			0	152,070	600
8/23/2018	7.71	7.45	30.3		<1.8	<1.80			0	146,833	1,000
8/24/2018	7.61	7.41	30.2		<1.8	<1.80			0	159,281	1,000
8/25/2018	7.47	7.41	30.0		<1.8	<1.80			0	125,581	1,300
8/26/2018	7.52	7.42	29.9		<1.8	<1.80				163,393	1,800
8/27/2018	7.59	7.38	29.8	<0.10	1.8	<1.80				130,355	3,600
8/28/2018	7.61	7.47	29.7		<1.8	<1.80				139,690	34,200
8/29/2018	7.57	7.45	29.7		<1.8	<1.80		<2.10	0	121,382	4,600
8/30/2018	7.75	7.44	29.7		<1.8	1.80			0	183,960	7,000
8/31/2018	7.16	7.43	29.5		<1.8	<1.80			0	152,051	900
Minimum	7.16	7.35	29.5	0.1	1.8	1.8	2.0	2.10	0	104,960	600
Maximum	7.75	7.47	30.5	0.1	2.0	1.8	2.0	11.00	0	183,960	34,200
Average	7.47	7.41	30.1	0.1	1.8	1.8	2.0	5.07	0	140,135	3,674
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:**

**August 2018**

**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 reservoir levels remained at anticipated volume for customer availability.
- The Preventative Maintenance Program, as well as Valve Exercising, continues to identify areas of focus for our Routine Repair and Replacement.

**A. Water Production Totals**

Total water delivered into the Rialto system this month was 965.31 acre-feet. 769.11 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). 126.09 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 70.11 acre-feet came from the OPRTP.

<b>AUGUST 2018 DAILY PRODUCTION TOTALS IN ACRE FEET</b>										
<b>DATE</b>	<b>Chino 2</b>	<b>City 2</b>	<b>Rialto 3</b>	<b>Rialto 5</b>	<b>Miro 3</b>	<b>Delivered Via BLF</b>			<b>OPRTP<sup>2</sup></b>	<b>TOTAL<sup>3</sup></b>
						<b>City 4A</b>	<b>Purchased</b>			
							<b>BOOSTER 6-9</b>	<b>Cactus<sup>1</sup></b>		
8/1/18	0.00	0.00	5.35	0.00	0.00	9.07	0.00	17.20	2.39	<b>24.94</b>
8/2/18	0.00	15.48	5.30	0.00	0.00	8.87	0.00	15.81	4.71	<b>41.30</b>
8/3/18	0.00	8.08	6.34	0.00	0.00	8.95	0.00	16.61	0.33	<b>31.36</b>
8/4/18	0.00	8.45	5.42	0.00	0.00	9.07	0.00	15.40	1.82	<b>31.09</b>
8/5/18	0.00	8.31	4.94	0.00	0.00	10.09	0.00	15.75	2.10	<b>31.10</b>
8/6/18	0.00	8.98	1.90	0.00	3.58	8.62	0.00	15.00	2.57	<b>32.03</b>
8/7/18	0.00	8.44	0.00	0.00	6.54	8.37	0.00	16.06	2.18	<b>33.22</b>
8/8/18	0.00	7.83	0.00	0.00	7.80	9.16	0.00	14.74	2.20	<b>32.57</b>
8/9/18	0.00	8.91	0.00	0.00	5.79	9.70	0.00	16.92	2.30	<b>33.92</b>
8/10/18	0.00	8.39	0.00	0.00	7.98	8.64	0.00	15.80	2.37	<b>34.54</b>
8/11/18	0.00	8.47	0.00	0.00	7.61	9.78	0.00	11.10	2.28	<b>29.46</b>
8/12/18	0.00	7.30	0.00	0.00	8.78	8.39	0.00	17.33	0.00	<b>33.41</b>
8/13/18	0.00	9.69	0.00	0.00	8.73	9.32	0.00	11.55	4.44	<b>34.41</b>
8/14/18	0.00	7.36	0.00	0.00	8.10	8.83	0.11	14.21	2.08	<b>31.86</b>
8/15/18	0.00	7.93	0.00	0.00	7.68	10.69	0.00	10.28	2.62	<b>28.51</b>
8/16/18	0.00	8.02	0.00	0.00	9.35	8.33	0.00	12.15	2.18	<b>31.70</b>
8/17/18	0.00	7.05	0.00	0.00	7.19	8.36	0.00	12.14	2.02	<b>28.40</b>
8/18/18	0.00	10.89	0.00	0.00	9.49	9.88	0.00	15.04	2.78	<b>38.20</b>
8/19/18	0.00	5.72	0.00	0.00	6.29	8.17	0.00	10.87	1.57	<b>24.45</b>
8/20/18	0.00	10.05	0.00	0.00	8.12	10.27	0.00	11.03	2.63	<b>31.83</b>
8/21/18	0.00	6.91	0.00	0.00	7.42	3.95	0.00	10.89	1.84	<b>27.06</b>
8/22/18	0.00	8.35	0.00	0.00	8.21	13.88	0.00	11.37	2.22	<b>30.15</b>
8/23/18	0.00	9.52	0.00	0.00	9.11	8.41	0.00	12.51	2.57	<b>33.71</b>
8/24/18	1.06	8.46	0.00	0.00	8.83	9.94	0.00	13.06	2.25	<b>33.66</b>
8/25/18	2.23	7.68	0.00	0.00	7.67	6.82	0.00	6.24	2.13	<b>25.95</b>
8/26/18	1.56	7.97	0.00	0.00	7.41	8.46	0.00	12.20	2.10	<b>31.24</b>
8/27/18	0.87	8.61	0.00	0.00	7.35	9.29	0.00	7.48	2.23	<b>26.54</b>
8/28/18	6.08	1.53	0.00	0.00	8.05	10.20	0.00	10.86	2.42	<b>28.94</b>
8/29/18	1.63	8.42	0.00	0.00	7.59	8.14	0.00	12.72	2.12	<b>32.48</b>
8/30/18	6.08	9.26	0.00	0.00	0.00	9.55	0.00	9.48	2.49	<b>27.31</b>
8/31/18	5.79	7.73	0.00	0.00	0.00	8.90	0.00	14.28	2.17	<b>29.97</b>
<b>TOTAL</b>	<b>25.30</b>	<b>249.79</b>	<b>29.25</b>	<b>0.00</b>	<b>184.67</b>	<b>280.10</b>	<b>0.11</b>	<b>406.08</b>	<b>70.11</b>	<b>965.31</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>3.95</b>	<b>0.00</b>	<b>6.24</b>	<b>0.00</b>	<b>24.45</b>
<b>MAX</b>	<b>6.08</b>	<b>15.48</b>	<b>6.34</b>	<b>0.00</b>	<b>9.49</b>	<b>13.88</b>	<b>0.11</b>	<b>17.33</b>	<b>4.71</b>	<b>41.30</b>
<b>AVE</b>	<b>0.82</b>	<b>8.06</b>	<b>0.94</b>	<b>0.00</b>	<b>5.96</b>	<b>9.04</b>	<b>0.00</b>	<b>13.10</b>	<b>2.26</b>	<b>31.14</b>

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

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

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

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

<b>DATE</b>	<b>Booster 1</b>	<b>Booster 2</b>	<b>Booster 3</b>	<b>Booster 4</b>	<b>Booster 5</b>	<b>Booster 6-9</b>	<b>Booster 10</b>	<b>Booster 11</b>
8/1/18	0.00	0.00	0.00	3.96	9.92	0.00	0.00	0.00
8/2/18	0.00	0.00	0.00	4.97	8.72	0.00	0.00	0.00
8/3/18	0.00	0.00	0.00	5.67	9.01	0.00	0.00	0.00
8/4/18	0.00	0.00	0.00	5.08	8.01	0.00	0.00	0.00
8/5/18	0.00	0.00	2.46	3.28	8.72	0.00	0.00	3.27
8/6/18	0.00	0.00	0.97	2.64	4.93	0.00	0.00	2.23
8/7/18	0.00	0.00	0.00	4.44	8.71	0.00	0.00	0.00
8/8/18	0.00	0.00	0.00	5.96	6.68	0.00	0.00	0.00
8/9/18	0.00	0.00	0.00	3.89	10.89	0.00	0.00	0.00
8/10/18	0.00	0.00	0.00	5.76	8.13	0.00	0.00	0.00
8/11/18	0.00	0.00	0.00	4.24	5.73	0.00	0.00	0.00
8/12/18	0.00	0.00	0.00	1.46	10.63	0.00	0.00	0.00
8/13/18	0.00	0.00	0.00	5.24	4.13	0.00	0.00	0.00
8/14/18	0.00	0.00	0.00	5.32	7.16	0.11	0.00	0.00
8/15/18	0.00	0.00	0.00	4.56	3.69	0.00	0.00	0.00
8/16/18	0.00	0.00	0.00	3.97	5.45	0.00	0.00	0.00
8/17/18	0.00	0.00	0.00	5.40	5.13	0.00	0.00	0.00
8/18/18	0.00	0.00	2.25	3.30	8.20	0.00	0.00	0.00
8/19/18	0.00	0.00	0.00	3.04	5.34	0.00	0.00	0.00
8/20/18	0.00	0.00	0.77	3.36	4.37	0.00	0.00	0.00
8/21/18	0.00	0.00	0.00	4.51	4.54	0.00	0.00	0.00
8/22/18	0.00	0.00	0.28	4.93	5.51	0.00	0.00	0.00
8/23/18	0.00	0.00	0.00	4.76	5.23	0.00	0.00	0.00
8/24/18	0.00	0.00	2.07	5.22	5.65	0.00	0.00	0.00
8/25/18	0.00	0.00	4.99	0.51	0.78	0.00	0.00	0.49
8/26/18	0.00	0.00	3.02	1.25	4.85	0.00	0.00	0.26
8/27/18	0.00	0.00	0.00	4.33	1.65	0.00	0.00	0.00
8/28/18	0.00	0.00	0.00	4.73	4.04	0.00	0.00	0.00
8/29/18	0.00	0.00	4.30	2.15	5.42	0.00	0.00	0.00
8/30/18	0.00	0.00	7.36	0.79	4.13	0.00	0.00	0.00
8/31/18	0.00	0.00	5.11	3.56	7.02	0.00	0.00	0.00
<b>TOTAL</b>	<b>0.00</b>	<b>0.00</b>	<b>33.58</b>	<b>122.28</b>	<b>192.37</b>	<b>0.11</b>	<b>0.00</b>	<b>6.25</b>
<b>MIN</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.51</b>	<b>0.78</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>7.36</b>	<b>5.96</b>	<b>10.89</b>	<b>0.11</b>	<b>0.00</b>	<b>3.27</b>
<b>AVE</b>	<b>0.00</b>	<b>0.00</b>	<b>1.08</b>	<b>3.94</b>	<b>6.21</b>	<b>0.00</b>	<b>0.00</b>	<b>0.20</b>

**B. Static Water Levels**

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

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

## II. REGULATORY

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

### A. Regulatory Submittals

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

Sample Test Result Standards			
Type of Sampling	Units of Measure	Detectible Limit for Reporting	Maximum Contaminant Level
Total Coliform	A	--	--
E. Coli	A	--	--
Nitrate as N	mg/L	2.0	10.0
Perchlorate (CLO <sub>4</sub> )	µg/L	4.0	6.0
Total Dissolved Solids	mg/L	--	500
1,2,3 Trichloropropane	µg/L	0.005	--
P= Present A= Absent			

Sample Date 7/16/2018	Sample Site Location Results								
	Chino 2	City 2	City 4A	Rialto 3	Rialto 5	Miro 3	BLF Cactus	BLF 6-9	OPRTP
Total Coliform	A	A	A	A	A	A	A	A	A
E. Coli	A	A	A	A	A	A	A	A	A
Nitrate as N	3.2		3.9						
Perchlorate (CLO <sub>4</sub> )	<4.0			4.5	<4.0	19			
Total Dissolved Solids	220	200	320	220	240	220	340	330	260
1,2,3 Trichloropropane									

**B. Sample Site Location Results**

<b>Rialto Distribution Sample Results</b>						
<b>August 2018</b>						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
<b>CYCLE 1 - 8/01/18</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
335 W. Rialto	0.71	A	A			
1228 W. Merrill	0.96	A	A			
256 N. Fillmore	0.97	A	A			
987 W. Grove	0.95	A	A			
978 N. Driftwood	0.91	A	A			
1451 N. Linden	0.70	A	A			
469 W. Jackson	0.93	A	A			
935 E. Mariposa	0.86	A	A			
1000 N. Joyce	0.90	A	A			
766 N. Chestnut	0.90	A	A			
149 W. Victoria	0.70	A	A			
313 E. McKinley	0.69	A	A			
609 E. South	0.71	A	A			
273 E. Alru	0.95	A	A			
1161 S. Lilac	0.97	A	A			
101 E. Valley	1.00	A	A			
<b>CYCLE 2 - 8/09/18</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
210 N. Park	0.87	A	A	<3.0	<1.0	<0.10
101 S. Larch	0.93	A	A	<3.0	<1.0	<0.10
331 N. Wisteria	0.87	A	A	<3.0	<1.0	<0.10
886 W. Grove	0.91	A	A	<3.0	<1.0	<0.10
1168 N. Glenwood	0.80	A	A	<3.0	<1.0	<0.10
1320 N. Fitzgerald	0.82	A	A	<3.0	<1.0	<0.10
860 N. Willow	0.73	A	A	<3.0	<1.0	<0.10
209 E. Cornell	0.69	A	A	<3.0	<1.0	<0.10
643 E. Margarita	0.76	A	A	<3.0	<1.0	<0.10
1132 N. Vista Grande	0.65	A	A	<3.0	<1.0	0.10
681 E. Erwin	0.86	A	A	<3.0	<1.0	<0.10
402 E. Merrill	0.68	A	A	<3.0	<1.0	<0.10
261 W. Wilson	0.76	A	A	<3.0	<1.0	<0.10
532 S. Iris	1.00	A	A	<3.0	<1.0	<0.10
281 W. Hawthorne	0.91	A	A	<3.0	<1.0	<0.10
379 W. Valley	0.82	A	A	<3.0	<1.0	<0.10

## Rialto Distribution Sample Results

August 2018

Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
<b>CYCLE 3 - 8/15/18</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
240 N. Willow	0.76	A	A			
775 E. Foothill	0.73	A	A			
878 N. Primrose	0.75	A	A			
369 E. Van Koevering	0.61	A	A			
274 W. Valencia	0.71	A	A			
1578 N. Fillmore	0.86	A	A			
932 N. Idyllwild	0.71	A	A			
644 N. Smoketree	0.75	A	A			
605 W. Rosewood	0.73	A	A			
1189 W. Second	0.83	A	A			
775 W. Rialto	0.76	A	A			
211 E. Wilson	0.52	A	A			
595 E. Huff	0.91	A	A			
1005 S. Riverside	0.86	A	A			
794 S. Verde	0.85	A	A			
1055 W. Bloomington	0.92	A	A			
<b>CYCLE 4 - 8/22/18</b>	<b>mg/l</b>	<b>P/A</b>	<b>P/A</b>	<b>Color Units</b>	<b>TON</b>	<b>NTU</b>
375 S. Cactus	0.78	A	A			
149 S. Linden	0.81	A	A			
234 N. Larch	0.89	A	A			
575 N. Driftwood	0.86	A	A			
1355 W. Shamrock	0.91	A	A			
992 N. Yucca	0.87	A	A			
481 W. Cornell	0.75	A	A			
158. E. Shamrock	0.81	A	A			
749 E. Holly	0.90	A	A			
545 E. Victoria	0.86	A	A			
200 N. Sycamore	0.79	A	A			
407 E. Allen	0.72	A	A			
399 E. Montrose	0.69	A	A			
856 S. Orange	0.73	A	A			
911 S. Cactus	0.75	A	A			
220 W. Valley	0.99	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 262 mg/L for the month of August as compared to 254 mg/L in July. The TDS levels are below the secondary maximum contaminant level requirements.

**III. HEALTH AND SAFETY**

**A. Incidents**

There were no reportable safety incidents for the reporting period.

**B. Training**

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

- Ladder Safety
- Tailgate Safety Meetings

**C. Lost Time Safety Record**

1,814 days since the last reportable lost time safety incident.

**IV. CHEMICAL USE**

Pelletized calcium hypochlorite is the only chemical added to the water system. A total of 2595 pounds of calcium hypochlorite was used in August as compared to 2463 pounds used in July.

## **V. ELECTRICAL USE**

Southern California Edison (SCE) usage was 445584 kWh for August as compared to 634970 kWh (total kWh has been revised per SCE billing) in July.

## **VI. WATER QUALITY COMPLAINTS**

No complaints were received during this reporting period.

## **VII. OPERATIONS UPDATE**

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

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

### **A. Operational Wells**

Chino Well 2 was returned to service August 24, 2018 after installation of a new pump and resin change out.

### **B. Valve Activity**

141 valves were exercised for the month of August. Veolia is currently maximizing the valve exercising activity to gauge its impact on regular operations. A long-term program for valve exercising and a plan for a baseline assessment of all valves has been adopted and is in practice today.

### **C. Operating Repair and Replacement Project (ORR)**

Booster 10 is out of service for minor electrical issues.

Chino Well 2 was put back in service on August 24, 2108.

**D. Hydrant Flushing**

For the month of August, 23 fire hydrants/dead ends were flushed. The Veolia PM and Field Supervisor are in the process of evaluating the existing flushing program. The program has identified 83 locations to be flushed on a yearly basis. The total number of locations could change after the evaluation has been performed.

**VIII. ASSET MANAGEMENT**

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

- Preventive Maintenance–901
- Corrective Maintenance– 40
- Predictive Maintenance– 0

227 PM's are scheduled for September 2018.

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

Corrective Work Order labor hours were dedicated to seven pipe lines and four fire hydrant repairs.

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

Willow Booster Station. Booster 10 is out of service for minor electrical issues.

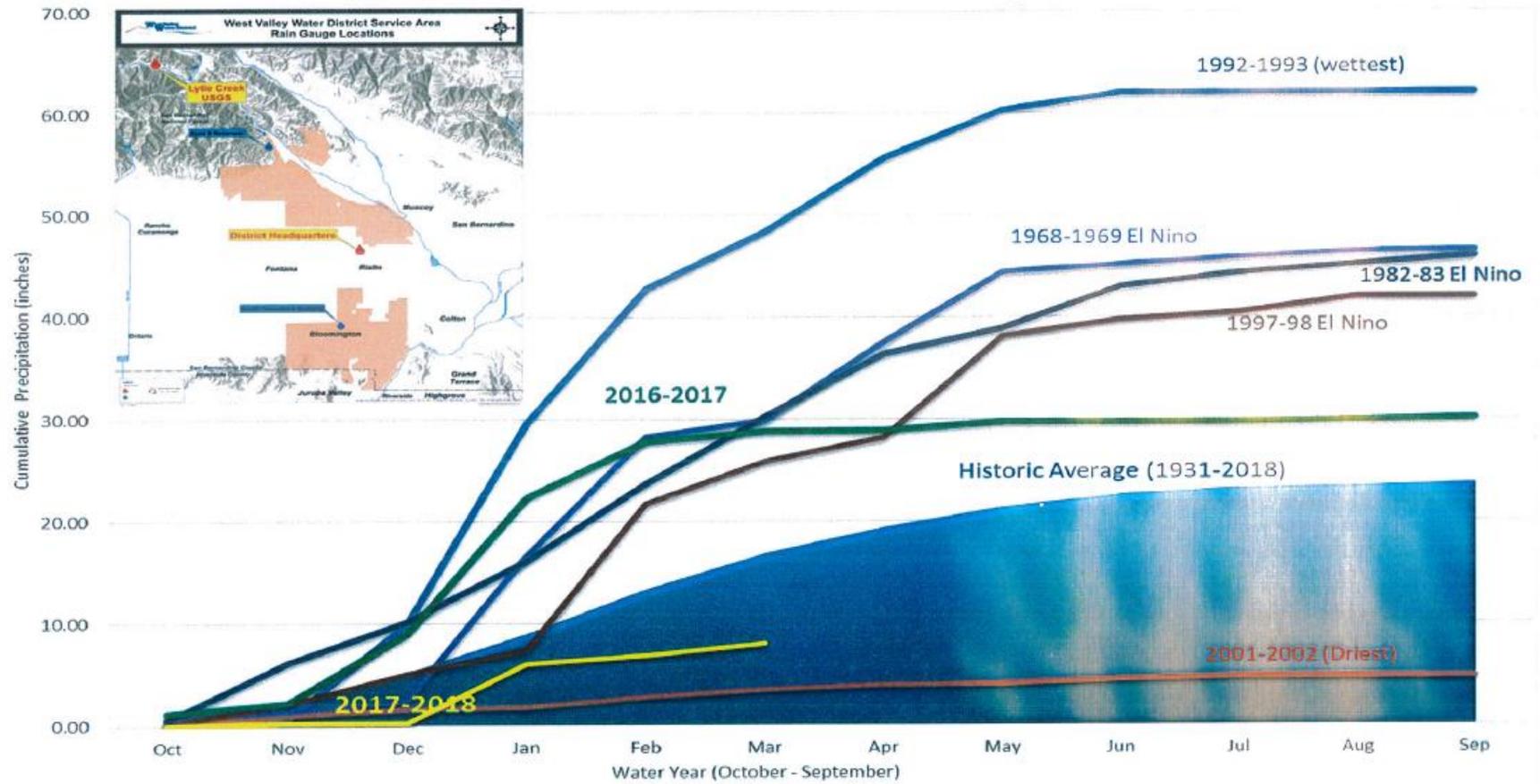
## IX. RAINFALL TOTALS

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

## Highland - Los Angeles Basin - Station 251

Month Year	Total ETo (in)	Total Precip (in)	Avg Sol Rad (Ly/day)	Avg Vap Pres (mBars)	Avg Max Air Temp (°F)	Avg Min Air Temp (°F)	Avg Air Temp (°F)	Avg Max Rel Hum (%)	Avg Min Rel Hum (%)	Avg Rel Hum (%)	Avg Dew Point (°F)	Avg Wind Speed (mph)	Avg Soil Temp (°F)
Jan 2018	2.49 K	2.89	252	7.3 K	73.8 L	45.1 K	57.9 K	67	26	45 K	35.6 K	2.8	53.9
Feb 2018	3.16 K	0.71	356	6.0 K	69.3 L	42.2 K	55.4 K	66	23	41 K	30.8 K	3.5 K	54.1
Mar 2018	3.97 K	2.12	382	9.0 K	70.1 K	47.2 K	58.3 K	77	34	54 K	40.2 K	3.9 K	57.7
Apr 2018	5.82 K	1.16	516	10.4 K	80.0 L	50.9 K	64.5 L	71 K	29 K	46 L	41.2 L	4.4 K	63.3
May 2018	5.27 K	0.00	482	13.0 K	77.7 L	51.7 L	65.0 K	79 K	40 K	58 L	47.4 L	4.4 K	66.5
Jun 2018	7.27 K	0.00	645	14.8 K	84.7 L	54.7 K	73.6 K	82 K	26 K	52 L	50.4 L	4.5 K	71.9
Jul 2018	7.72 K	0.00	558	16.5 K	102.9 L	66.3 K	81.8 K	68 K	25 K	44 L	56.7 L	4.4 K	76.4
Aug 2018	7.19 K	0.00	547	16.8 K	94.4	66.0 K	79.7 K	76	27	49 K	58.2 K	4.0 K	75.7
Tots/Avgs	42.89	6.7	467	11.7	81.6	53.0	67.0	73	29	49	45.1	4.0	64.9

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



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

**Reporting Period:**

**August 2018**

**Prepared for: Rialto Water Services**

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



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## I. CUSTOMER SERVICE SUMMARY

Customer Service answered 2,157 inbound calls with a service level of 88.6% during the month of August. Average wait time was 23 seconds.

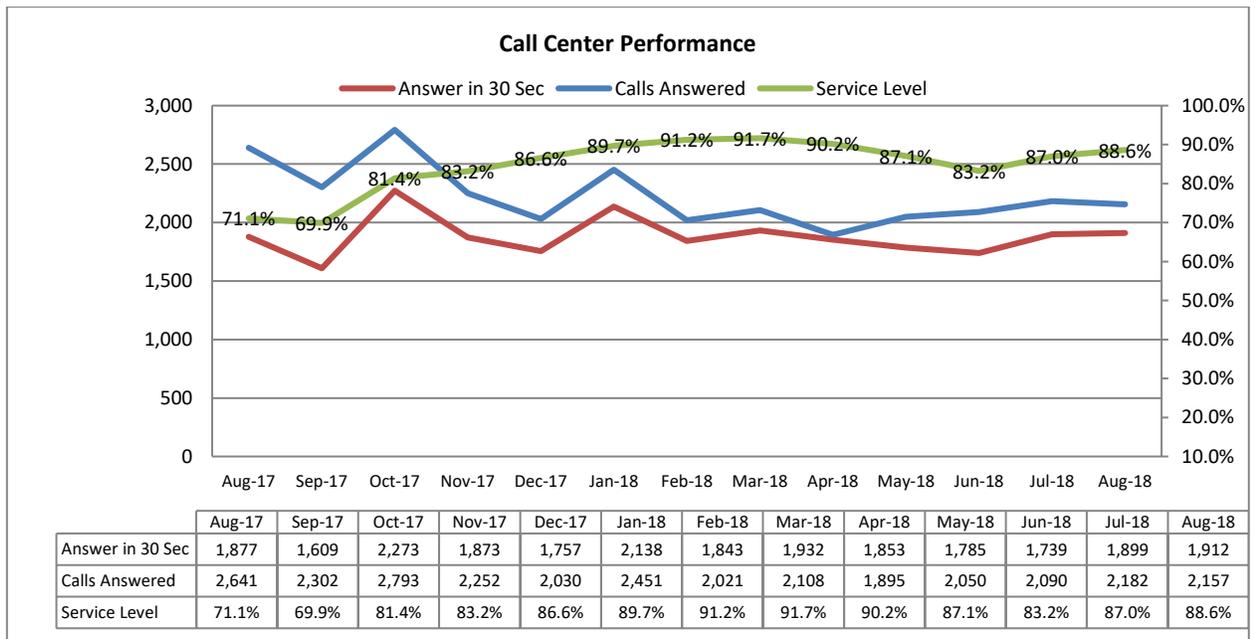
Water consumption has increased by 3.6% when compared against the previous month and increased by 3% when compared against August of the prior year.

With the increase in water consumption, revenue has increased by 2.1% when compared against the prior month. Please note that the percentage of increase or decrease in water consumption will not align with the revenue due to the fact that constant minimum base charges makes up a larger portion of the revenues.

Sewer revenue has increased by 0.4% when compared against the prior month and by 2.6% when compared against the same month in 2017.

## II. CALL CENTER PERFORMANCE

During August 2018, total of 2,196 calls were offered and service level was 88.6% with an average wait time of 23 seconds. When this is compared against August 2016, total of 5,679 calls were offered and service level was at 28.4% with average wait time of four minutes and forty-nine seconds (4:49). During August 2018, nine (9) callers, less than 0.5%, experienced wait time greater than 10 minutes versus 1,037 (22%) of callers in August 2016.



### III. AUTOMATED SERVICES

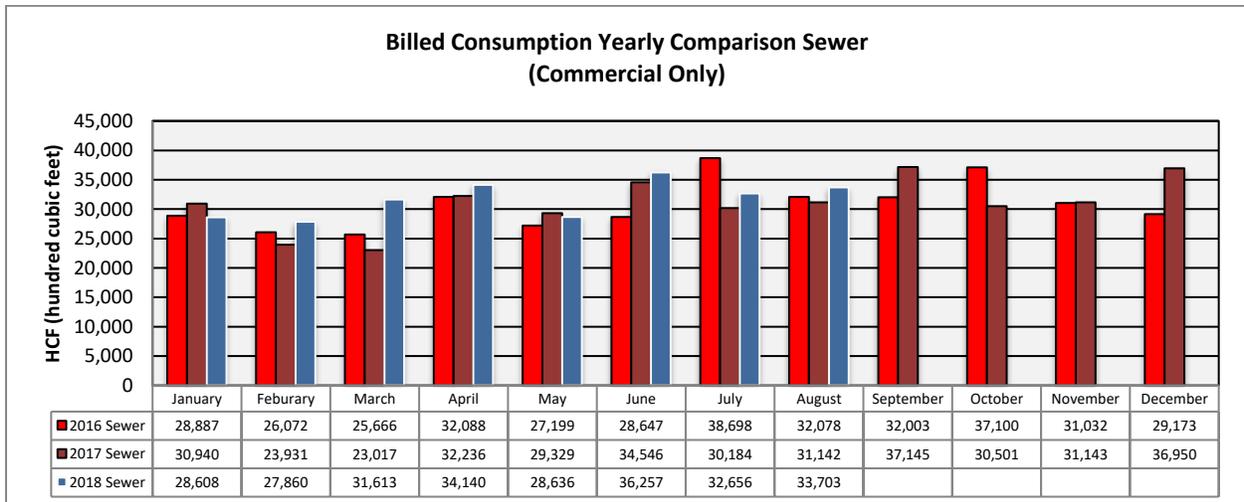
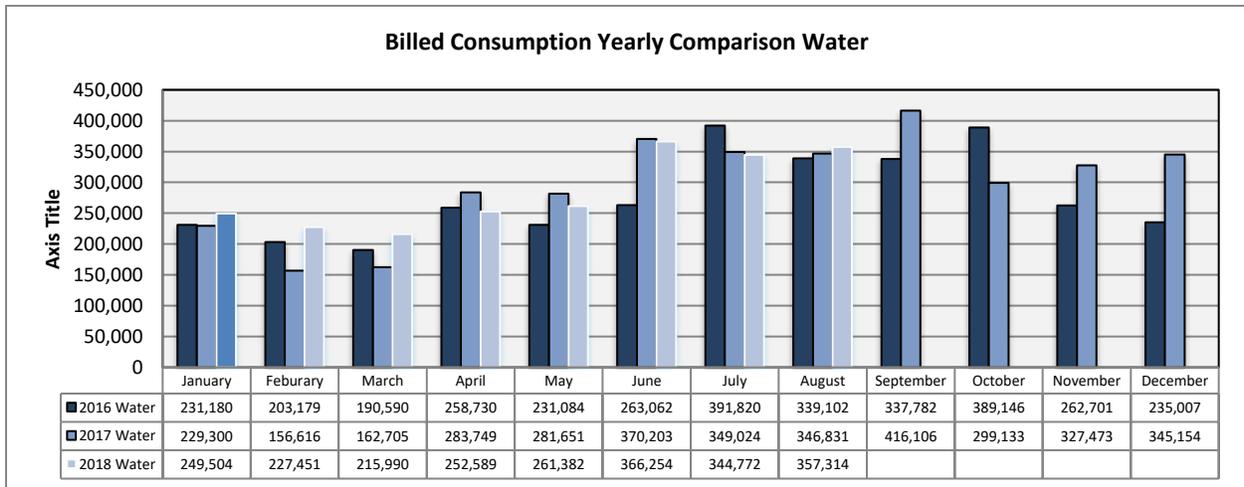
About 15% of rate payers are now receiving their bills electronically and 8.2% of the customers are paying by auto-pay feature. 30% of rate payers have active online account to view or make their payments using online service portal.

	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
Number of Bills	21,012	21,026	21,023	21,004	21,026	20,994	20,979	20,981	21,048	21,018	21,079	21,055	21,064
Number of Bill Adjustments (during billing)	32	13	20	15	31	35	21	25	22	20	22	16	15
Automated Over the Phone Payments	2,856	2,435	2,996	2,707	2,428	2,965	2,686	2,986	2,557	2,719	2,618	2,942	2,824
Online Payment	4,345	3,851	4,795	4,516	4,020	5,187	4,675	5,222	4,813	5,260	4,754	5,935	5,835
E-bill Participants	2,226	2,330	2,449	2,523	2,588	2,660	2,725	2,785	2,847	2,900	2,957	3,038	3,095
Auto Pay Participants (New Portal)	953	1,077	1,194	1,276	1,347	1,393	1,446	1,512	1,572	1,627	1,676	1,705	1,736
PayNearMe	0	0	0	0	0	0	0	0	26	42	35	53	52

### IV. BILLING & CONSUMPTION

#### A. Consumption

Water consumption has increased by 3.6% when compared against previous month and when compared against August of prior year, consumption has increased by 3%.



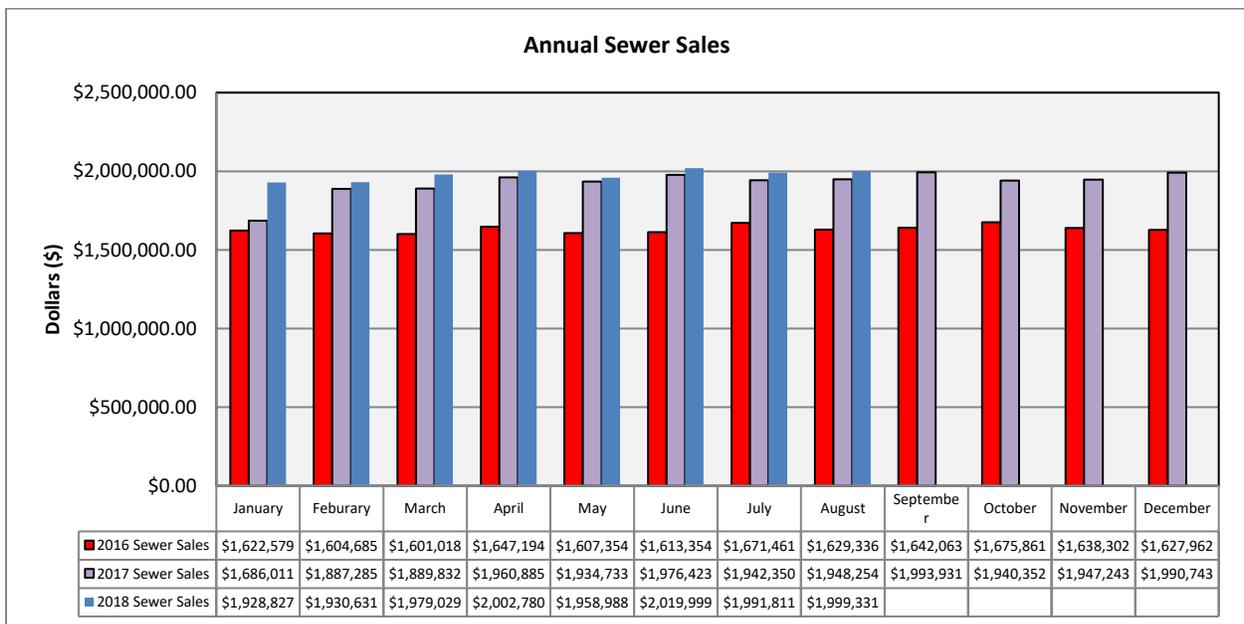
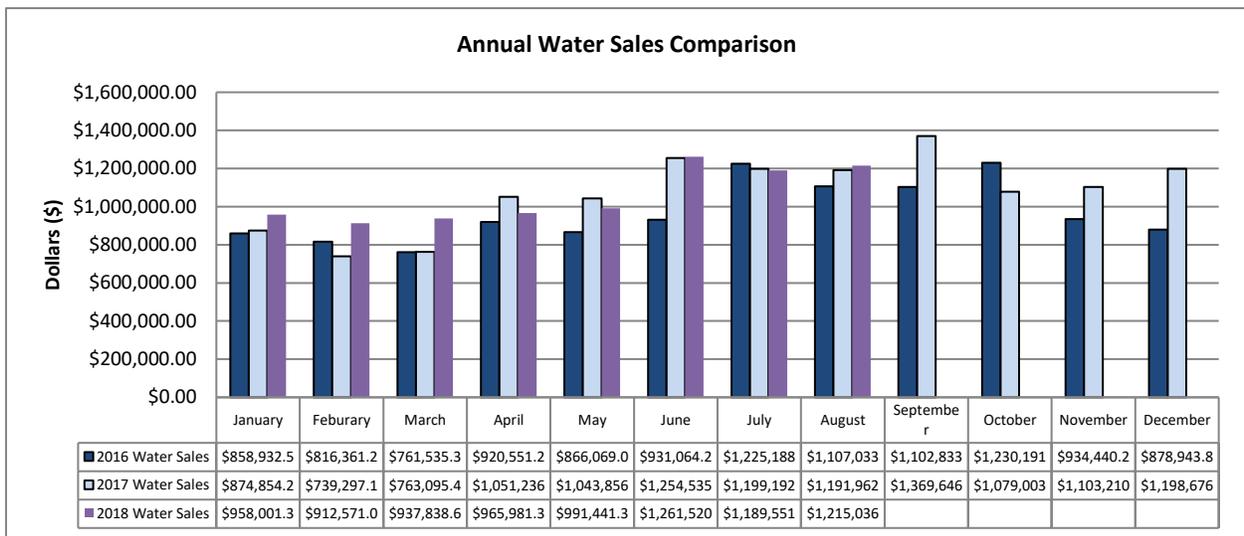
**B. Billing**

A total of 21,064 bills were mailed or sent out electronically in August. Billing accuracy was 99.9% with fifteen (15) adjustments.

**V. REVENUE & AGING**

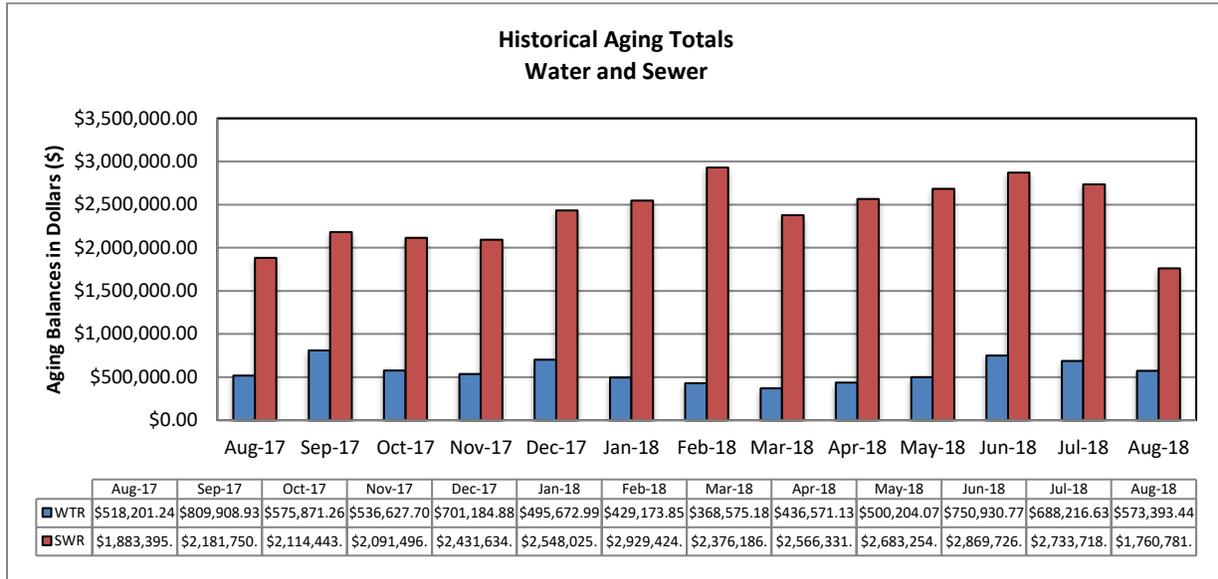
**A. Revenue**

With the slight increase in water consumption, when compared to the prior month, revenue has increased by 3.1%. When compared against August of prior year, revenue has increased by 1.9%.



**B. Aging**

The total aging balance has decreased by 31.8% from the previous month. For balances >30-days, water has decreased by 14.4% and wastewater has decreased by 62%. Recent submission of Tax Roll, in the amount of \$1.2M, has attributed to decrease in aging sewer balances.



**C. Bad Debt**

49 accounts with the total amount of \$19,867.28 were submitted to the collections during this reporting month.

**VI. SERVICE ORDERS**

375 service orders were initiated by the customer service team. Of this total, higher than normal, 160 service orders or 42% of total were due to occupant changes.

**VII. OTHER ACTIVITIES**

Even with some of the representatives out on vacations or being out sick, Veolia’s team is working diligently to ensure service level is not impacted.

All CS Representatives have completed 3 training sessions on City of Rialto’s Ordinances, resolutions and contractual requirements related to water & sewer services.

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

## VIII. REVENUE REPORT

### A. Revenue Summary

Cash revenue collected 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 August was approximately \$3,918,000. Non-Rate Revenue is \$155,000; Utility Revenue is at \$3,522,000 and Tax / Ambulance Revenue at \$240,000.

RWS collects Utility User Taxes and Ambulance Fees on behalf of the City of Rialto. In addition, small amounts of Perchlorate Fees are collected on past due bills only. The Utility User Tax (UUT) rates are based on the total billed amount, so the collection fluctuates as billed amounts change. There is about a \$9,000 increase in UUT charges collected in August 2018 of \$240,000, which is fairly consistent as compared to August 2017 collection of \$231,000.

### B. Non Rate Revenue - Extraterritorial Customers

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

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

In 2013, an extraterritorial agreement was executed between the City of Rialto and County of San Bernardino—County Service Area 70, Zone BL (Bloomington). This housing development project generates extraterritorial sewer service revenue of about \$14,000 per month.

### C. Non-Rate Revenue – Other

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

RWS and the City secured an agreement with Rialto Bioenergy Facilities whereby they provide a subleased City property rental income of \$10,000 a month.

Liquid Environmental Solutions provides F.O.G. recycling rebate reimbursements to RWS on a monthly basis unless the wastewater plant is unable to accept such for operational purposes. The City is in the process of negotiating an updated contract for these services.

The San Bernardino Valley Water District (SBVWD) reimburses RWS for water rebate 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. The City of Rialto reimburses RWS for any money collected as determined each fiscal period. There was no remittance in August of 2018.

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

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

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

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

Payment Method	Description	Transaction Count	AUGUST 2018	%
Carrier Deposits	Cash deposits prepared per day for transport to Union Bank	23	\$ 280,212	7.15%
Remote Deposits	Scanned batches of checks payments made at the customer service counter	23	638,526	16.29%
UB Bill	Batches of customer payments posted to customer accounts at Union Bank (EBOX)	23	345,041	8.80%
IVR	Customer payments by credit cards and ACH / eCheck payments through an Interactive Voice Response system using a touchtone phone.	8,964	1,348,534	34.41%
Lockbox Deposits	Batches of customer payments mailed in to Union Bank's lockbox	23	1,138,582	29.05%
Credit Cards	POS or retail credit payments received at the customer service counter	1,121	161,490	4.12%
Pay Near Me	Cash payment service that allows customers to pay at a local 7-Eleven, CVS, or Family Dollar stores.	20	6,600	0.17%
<b>Total Revenue per Bank</b>			<b>\$ 3,918,985</b>	<b>100.00%</b>
Recon to RUA Recap:				
Adj detailed in RUA			(715)	
Prior mo. Correction				
<b>RUA increase in Cash</b>			<b>\$ 3,918,270</b>	

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

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

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

	<b>Jul 2018</b>	<b>Aug 2018</b>	<b>Total</b>	<b>%</b>
Carrier Deposits	\$ 269,835	\$ 280,212	\$ 550,047	7.05%
Remote Deposits	589,623	638,526	\$ 1,228,149	15.74%
UB Bill	316,065	345,041	\$ 661,106	8.47%
IVR	1,412,262	1,348,534	\$ 2,760,796	35.39%
Lockbox Deposits	1,131,204	1,138,582	\$ 2,269,786	29.10%
Credit Cards (POS)	154,888	161,490	\$ 316,378	4.06%
Pay Near Me	7,837	6,600	\$ 14,437	0.19%
<b>Total Revenue to Bank</b>	<b>\$ 3,881,715</b>	<b>\$ 3,918,985</b>	<b>\$ 7,800,700</b>	<b>100.00%</b>
NSF	(4,550)	(6,234)	\$ (10,784)	
<b>Net deposits</b>	<b>\$ 3,877,165</b>	<b>\$ 3,912,751</b>	<b>\$ 7,789,916</b>	

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

	<b>Aug 2018</b>	<b>Aug 2017</b>	<b>Variance</b>
UUT Water	\$ 85,641	\$ 84,301	\$ 1,340
UUT Sewer	148,609	140,890	7,719
Perchlorate	24	-	24
Ambulance	6,052	5,827	225
<b>Total</b>	<b>\$ 240,326</b>	<b>\$ 231,017</b>	<b>\$ 9,309</b>

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

	<b>Aug 2018</b>	<b>Aug 2017</b>	<b>Variance</b>
Non-Rate / Extra Territorial Revenue	\$ 155,262	\$ 80,083	\$ 75,179
Utility Revenue	\$ 3,522,682	3,318,975	203,707
<b>Total</b>	<b>\$ 3,677,944</b>	<b>\$ 3,399,058</b>	<b>\$ 278,886</b>

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

	Jul 2018	Aug 2018	Total
<b>Non-Rate Revenue</b>			
Cell Tower / Sublease	2,375	5,831	8,205
Interest Income	-	2,027	2,027
NRR-FOG	-	-	-
Extra Terr-Water	500	500	1,000
Extra Terr- Sewage	145,329	139,184	284,512
Turn On/Off Fees	4,629	4,016	8,645
NSF	475	300	775
Same Day Service	513	601	1,113
New Occupant Charge	2,701	2,804	5,505
DIF - Wastewater Connection	-	-	-
Sewer Cash Over/Short	-	-	-
<b>Total Non-Rate Revenue</b>	<b>\$ 156,520</b>	<b>\$ 155,262</b>	<b>311,783</b>
<b>Utility Revenue</b>			
Water Penalty	18,435	29,489	47,925
Sewer Penalty	(24,694)	62,227	37,533
Turf Removal Rebate	(5,812)	-	(5,812)
Hi Eff Toilet/Washer Rebates	-	-	-
Irrigation Timer Rebate	-	-	-
Senior Disc - Water	(8,066)	(7,470)	(15,536)
Senior Disc - Sewer	(26,389)	(26,289)	(52,678)
Water Meter	-	-	-
Damaged /Lost Meter	2,020	22,411	24,431
Water Contract	16	71	87
Water Deposits	10,350	8,154	18,504
Water Deposits Billed	9,555	2,745	12,299
Water Meter Deposits	-	-	-
Sewer Deposits	8,499	8,429	16,928
Sewer Deposits Billed	4,325	4,033	8,357
Water	1,294,039	1,358,019	2,652,059
Sewer	2,187,636	2,079,417	4,267,053
Unapplied Credits	544	(18,554)	(18,010)
<b>Total Utility Revenue</b>	<b>\$ 3,470,459</b>	<b>\$ 3,522,682</b>	<b>\$ 6,993,140</b>
<b>Total Non-Rate + Utility Rev.</b>	<b>3,626,979</b>	<b>3,677,944</b>	<b>7,304,923</b>

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

	Increase to Cash per Incode	Adjustments Required to GL Cash	Fund 660-Sewer	Fund 670-Water	Total Cash Per GL	Adjustments To Match RUA to Bank	Cash/CC/Cks Deposit To Bank
<b>August 2018</b>	3,918,270	10,816	2,419,323	1,488,131	3,918,270	715	<b>3,918,985</b>
<b>August 2017</b>	3,630,072	1,415	2,164,719	1,463,938	3,630,072	13	<b>3,630,085</b>

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

Name	Total as of 8/31/2018	Current	31 to 60 days	61 to 90 days	>90 days
AT&T - Easton	\$ (10,368)				(10,368)
CITY OF FONTANA	123,038	123,038			
Colton Unified School District	-	-			
County of San Bernardino-CSA 70 BL	322,446	15,925	14,794	14,794	276,933
Liquid Environmental Solutions	-				
Rialto BioEnergy Facilities	-				
Sprint-Nextel	1,728	1,728			
San Bernardino Co Waste System Div.	-				
SB Valley Mun Water District	712				712
Vertical Bridge Holdco, LLC (CIG)	4,749	2,375	2,375		
<b>Grand Total</b>	<b>\$ 442,306</b>	<b>\$ 143,067</b>	<b>\$ 17,168</b>	<b>\$ 14,794</b>	<b>\$ 267,277</b>

**AT&T** remits payment in advance every year. The current credit balance of \$10,000 indicates prepaid lease payments through February 2019.

**City of Fontana** shows a current unpaid balance of \$123,000 July services. Subsequently, RWS received a payment of \$123,000 in September.

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

**County of San Bernardino—CSA 70 BL (Bloomington):** The past due balance amount of \$145,000 represents back-billing of residential and commercial sewer connections in 2016 and prior months through August of 2017. A monthly billing for a total of 183 residential and commercial sewer connections is sent out as the billing system between the County of San Bernardino and RWS is implemented. These connections generate approximately \$15,000 of monthly extraterritorial revenue. The contract rate is currently being considered and discussed between the City and County. The remaining balance due of \$177,000 will be resolved as determined.

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

**Liquid Environmental:** There has been no F.O.G. services rendered and there is no billing in places for the vendor.

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

**Vertical Bridge Holdco, LLC and Sprint:** Subsequently, RWS received a payment of \$2,320 for the prior month's cell tower rent.