

Utility Commission Report

February 2019

Reporting period December 2018



RIALTO WASTEWATER

MONTHLY OPERATIONS REPORT

Reporting Period:
December 2018

Prepared for: - Rialto Water Services

Prepared by: - Veolia Water West Operating Services



RIALTO WASTEWATER OPERATIONS AND MAINTENANCE REPORT

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Attachments

Table A – Collection System Service Map

Table 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:

- S1 project construction activities continued during the month. Minor disruptions due to unknown underground utilities. No impact to process operations. No permit exceedances resulting from these instances.
- Activity on the BDP research project was relatively slow during the month.
- No sewer overflows or resident call outs occurred in December.
- Repair of Plant 5 primary clarifier coatings and mechanical repairs are on hold pending funding and availability of the additional primary clarifier (part of S1) to come on-line.

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	30,381	55,438	355,713
Sanitary sewer assessed using SL-RAT method, feet*	0	0	79,349
"Hot Spot" Cleaning, feet	6,289	8,113	91,688
CCTV Inspection, miles (25 is annual goal)**	1.07	2.75	27.50
Manhole Inspections	0	0	47
USA Dig Alert Markings, count	69	61	1,190
Residential call outs	0	0	16
Sanitary sewer overflows	0	0	1

* Test program using new sewer acoustic assessment technology (SL-RAT) performed in April, 2018. SL-RAT to be purchased by Veolia

** 2018 CCTV goal achieved. Errors discovered in January and July data entry which estimated CCTV inspection miles total lower than actual. Above 2018 total is the corrected value

b. Collection System Service Maps for December – See Attachment (Table A)

c. Customer Service Call Outs – See Item 9

2. Wastewater Treatment Plant – Monthly Overview

Treatment facility performance remained compliant during December. Breakdowns of aging equipment continue to demand extensive maintenance efforts.

S1 construction activities continued to move quickly in December although expected slowdowns occurred during the holidays. Numerous meetings to resolve construction/operations procedures details were held. No significant impact on plant operations and maintenance was experienced.

Completion of construction as part of the BDP research project again proceeded slowly in December. Cal Trans will continue to use potable water until construction is completed.

Previous MORs have noted a concentrated effort to address necessary pump station repairs. Equipment delivery delays by vendors have this work on hold. Delivery is projected in February. No overflows or service issues have been experienced at the pump stations.

3. Treatment Facility Performance/Laboratory Activities

- a. Monthly Performance Summary – See Attachment (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

No effluent exceedances.

- d. Valve exercising

Valves Exercised	Current Month Statistics	Prior Month Statistics	2018 Year to Date Statistics
Actual/Scheduled	2	3	94
Unscheduled*	0	0	30

* Valves turned that are not required PM

4. Monthly Safety Program Overview

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

* The wastewater facility has not experienced a lost time incident since the 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 - 5,793 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	1,369.63	570.82	11,087.03

b. FOG (Fats, Oils, Greases)

12 Month FOG Delivery Totals	
Month	FOG Gallons
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*
Sep-18	0*
Oct-18	0*
Nov-18	0*
Dec-18	0*
Minimum	0
Maximum	208,770
Total	559,193
Average	46,599

*Note that plant stopped accepting FOG on April 18th

c. Monthly Chemical Consumption

Chemical	Current Month Statistics	Prior Month Statistics
Sodium Hypochlorite, gallons	24,621	24,791
Sodium Bisulfite, gallons	9,350	8,056
Ferrous Chloride, gallons	5596	3,800
Polymer, Gravity Belt Thickener, gallons	431	377
Polymer, Belt Filter Press, gallons	359	268
Alum, gallons	50	52

d. Monthly Utilities Consumption

Utility	Current Month Statistics	Prior Month Statistics
Electricity WWTP, KWH	*	531,820
Electricity Lilac LS, KWH	1,872	2,019
Electricity Sycamore LS, KWH	29	31
Electricity Ayala LS, KWH	6,551**	4,894**
Electricity Agua Mansa LS, KWH	2,637	2,565
Electricity Cactus LS, KWH	1,021	1,206
Electricity Ramrod LS, KWH	1,031	836
Natural Gas WWTP, Therms	7,742	5,645

* Invoice not received at the time of this report

**Pump and pump controller issues resulted in excessive pump operating hours and higher than normal electricity usage. This issue is being resolved.

6. Odor Complaints Received/Actions Taken

No odor complaints were received during the month of December.

7. Major Equipment and/or Machinery Outages

- Load bank tests were performed on the Headworks and Main Office generators
- The motor for Blower #2 was removed and replaced
- A failed pipe in the washbox for Gravity Belt Thickener #1 was replaced
- A failed PLC was replaced for Blower #2
- The motor for the Ferrous Chloride sump pump was replaced
- Drain tubes were replaced on the Gravity Belt Thickeners
- 10 Uninterruptable Power Supply (UPS) units for plant FLU control units were replaced
- The repaired Plant 5 Utility Water Pump 4 was replaced

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 December

- c. Government agency notices of violation received

No notices

- d. Government agency monitoring

Routine monitoring reports were submitted

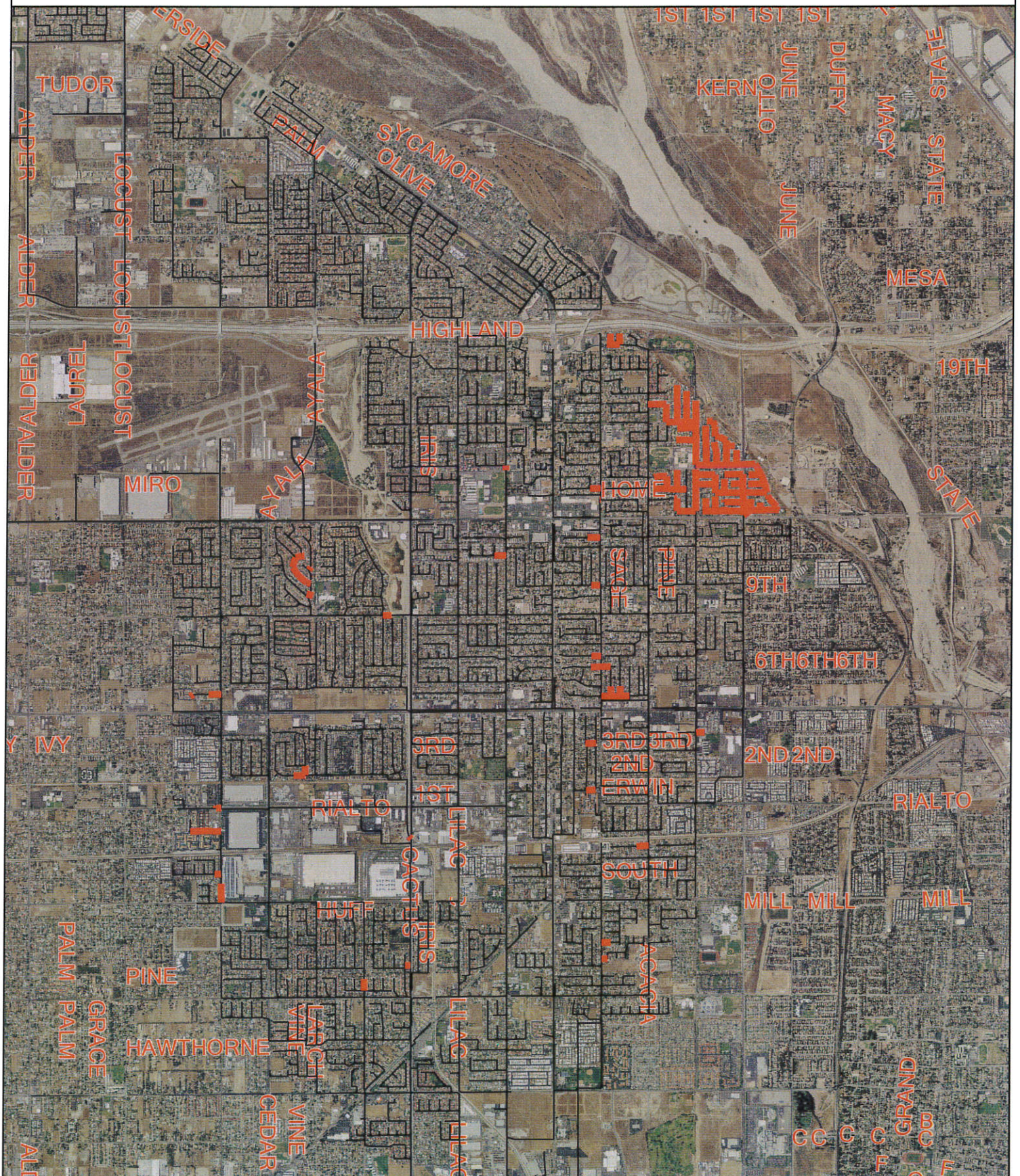
e. Other matters of concern

See 8(c) above

9. Complaint Log

Date	Address	Comments	Personnel	Manhole	To Manhole
		No residential call outs in December			

TABLE A



-- Pipe Cleaning December 2018

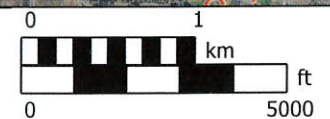


Table B**Influent (Inf.) and Effluent (Eff.) Laboratory Analysis Summary**

	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	%
12/1/2018	6.340	5.020											
12/2/2018	7.760	5.720											
12/3/2018	8.400	6.070		320	22,418	1.3	66	99.6	240	16,813	0.6	30	100
12/4/2018	7.310	5.740											
12/5/2018	7.390	5.240											
12/6/2018	7.880	7.160											
12/7/2018	8.910	8.060							170	12,633	3.3	222	98
12/8/2018	6.860	6.070											
12/9/2018	7.890	6.980											
12/10/2018	8.280	6.990		300	20,717	2.8	163	99.1	130	8,977	0.5	29	100
12/11/2018	7.610	6.910											
12/12/2018	6.910	5.960											
12/13/2018	7.490	6.450											
12/14/2018	7.400	6.220							120	7,406	1.2	62	99
12/15/2018	6.480	5.840											
12/16/2018	7.750	7.050											
12/17/2018	7.680	6.190		330	21,137	2.2	114	99.3	250	16,013	1.4	72	99
12/18/2018	7.410	6.410											
12/19/2018	7.050	6.640											
12/20/2018	7.330	5.910											
12/21/2018	7.130	6.130							180	10,704	0.6	31	100
12/22/2018	7.250	6.270											
12/23/2018	7.960	7.010				1.7	99						
12/24/2018	7.430	6.230		260	16,111				230	14,252	0.5	26	100
12/25/2018	8.500	7.320											
12/26/2018	6.660	6.020											
12/27/2018	7.870	6.020											
12/28/2018	7.710	6.050		360	23,149	3.4	172	99.1	220	14,146	0.7	35	100
12/29/2018	7.000	6.520											
12/30/2018	7.750	6.440											
12/31/2018	7.790	6.430		310	20,140	2.1	113	99.3	240	15,592	0.6	32	100
Minimum	6.34	5.02	0	260	16,111	1.3	66	99.1	120	7,406	0.5	26	98.1
Maximum	8.91	8.06	0	360	23,149	3.4	172	99.6	250	16,813	3.3	222	99.8
Average	7.52	6.36	0	313	20,612	2.3	121	99.3	198	12,948	1.0	60	99.6
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	Effluent Conductivity	Influent COD	Final Effluent COD	Influent TDS	Filter Effluent TDS	EFF FINAL TDS	Influent Inorganic Nitrogen	Effluent Inorganic Nitrogen
	(uS/cm)	umhos	mg/L	mg/L	mg/l	mg/l	mg/L	mg/L	mg/l as N
12/1/2018	1,040	861							
12/2/2018	1,008	882							
12/3/2018	1,063	895							
12/4/2018	1,150	907			500	460	510	53	8.4
12/5/2018	946	896							
12/6/2018	916	908							
12/7/2018	1,129	845							
12/8/2018	1,191	826							
12/9/2018	1,281	842							
12/10/2018	1,349	870							
12/11/2018	1,480	904	560	19					
12/12/2018	1,451	871							
12/13/2018	1,433	890							
12/14/2018	1,387	888							
12/15/2018	1,442	892							
12/16/2018	1,414	896							
12/17/2018	1,356	887							
12/18/2018	1,040	891							
12/19/2018	994	884							
12/20/2018	1,148	884							
12/21/2018	1,173	876							
12/22/2018	1,257	822							
12/23/2018	933	886							
12/24/2018	1,275	898							
12/25/2018	1,320	888							
12/26/2018	1,233	930							
12/27/2018	1,205	923							
12/28/2018	1,185	891							
12/29/2018	1,262	869							
12/30/2018	1,188	887							
12/31/2018	1,265	886							
Minimum	916	822	560	19	500	460	510	53	8.4
Maximum	1,480	930	560	19	500	460	510	53	8.4
Average	1,210	883	560	19	500	460	510	53	8.4
12 Month Average						460			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

* Monthly Average

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
12/1/2018	7.21	7.28	22.6		<1.8	<1.80				168,269	36,100
12/2/2018	7.71	7.32	22.6		<1.8	<1.80				178,492	5,800
12/3/2018	7.98	7.32	22.5	<0.10	<1.8	<1.80				139,193	6,300
12/4/2018	7.98	7.33	21.8		<1.8	<1.80	<2.0	<2.10		176,468	34,800
12/5/2018	7.97	7.31	21.7		2.0	<1.80				144,988	5,300
12/6/2018	8.06	7.23	21.7		<1.8	<1.80				142,942	36,800
12/7/2018	7.94	7.19	20.6		<1.8	<1.80				156,444	47,500
12/8/2018	7.76	7.26	20.7		1.8	<1.80				153,707	14,200
12/9/2018	7.68	7.33	21.2		<1.8	<1.80				154,931	6,200
12/10/2018	7.61	7.32	21.5	<0.10	<1.8	<1.80				160,087	36,900
12/11/2018	7.17	7.31	21.7		<1.8	1.80				150,766	40,700
12/12/2018	7.96	7.34	21.6		<1.8	<1.80				166,777	12,500
12/13/2018	8.01	7.32	21.5		<1.8	<1.80				160,367	4,400
12/14/2018	7.94	7.33	21.2		<1.8	<1.80				174,706	35,600
12/15/2018	7.61	7.33	21.3		<1.8	<1.80				166,491	4,500
12/16/2018	7.78	7.32	21.3		<1.8	<1.80				164,160	13,500
12/17/2018	7.78	7.35	21.7	<0.10	2.0	<1.80				162,061	7,000
12/18/2018	7.63	7.36	22.0		<1.8	<1.80				161,867	36,500
12/19/2018	7.67	7.35	21.8		<1.8	<1.80				157,765	7,000
12/20/2018	7.48	7.35	21.7		2.0	<1.80				174,471	19,600
12/21/2018	7.55	7.33	21.8		<1.8	<1.80				136,464	32,800
12/22/2018	7.52	7.32	21.6		<1.8	<1.80				144,140	2,400
12/23/2018	7.32	7.34	21.5		<1.8	<1.80				145,979	49,500
12/24/2018	7.38	7.30	21.4	<0.10	<1.8	<1.80				146,500	19,600
12/25/2018	7.15	7.31	21.7		<1.8	<1.80				160,476	12,000
12/26/2018	7.15	7.33	20.9		<1.8	<1.80				141,048	4,900
12/27/2018	7.72	7.34	20.9		<1.8	<1.80				140,728	37,700
12/28/2018	7.50	7.40	19.5		2.0	<1.80				167,749	35,500
12/29/2018	7.81	7.38	19.1		<1.8	<1.80				176,053	3,700
12/30/2018	7.50	7.37	19.4		<1.8	<1.80				71,946	39,800
12/31/2018	7.40	7.36	20.1	0.21	1.8	<1.80				211,797	7,000
Minimum	7.15	7.19	19.1	0.1	1.8	1.8	2.0	2.10		71,946	2,400
Maximum	8.06	7.40	22.6	0.2	2.0	1.8	2.0	2.10		211,797	49,500
Average	7.64	7.32	21.3	0.1	1.8	1.8	2.0	2.10		156,704	21,165
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:

December 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 535.38 acre-feet. 320.96 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). 155.57 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 58.85 acre-feet came from the OPRTP.

DECEMBER 2018 DAILY PRODUCTION TOTALS IN ACRE FEET										
						Delivered Via BLF				
							Purchased			
DATE	Chino 2	City 2	Rialto 3	Rialto 5	Miro 3	City 4A	BOOSTER 6-9	Cactus ¹	OPRTP ²	TOTAL ³
12/1/18	5.90	0.00	0.00	0.00	0.09	0.00	0.00	8.15	1.72	15.86
12/2/18	5.76	0.00	0.00	0.00	0.00	0.00	0.00	7.19	2.18	15.13
12/3/18	5.99	0.00	0.00	0.00	3.79	0.00	0.18	6.66	2.16	18.78
12/4/18	7.97	0.00	0.00	0.00	3.27	0.00	0.00	6.77	1.78	19.79
12/5/18	4.25	0.00	0.00	0.00	3.90	0.00	0.00	4.71	1.49	14.35
12/6/18	5.58	0.00	0.00	0.00	4.48	0.00	0.00	4.69	1.80	16.55
12/7/18	5.97	0.00	0.00	0.00	0.80	0.00	0.00	5.01	1.91	13.69
12/8/18	6.01	0.00	0.00	0.00	0.00	0.00	0.00	5.66	0.00	11.67
12/9/18	5.85	0.00	0.00	0.00	3.45	0.00	0.07	6.53	3.89	19.79
12/10/18	6.17	0.00	0.00	0.00	4.63	0.00	0.00	5.55	1.88	18.23
12/11/18	5.90	0.00	0.00	0.00	4.80	0.00	0.00	7.05	1.90	19.65
12/12/18	0.09	0.00	0.00	0.00	4.40	0.00	0.00	6.79	1.71	12.99
12/13/18	0.71	0.00	0.00	0.00	0.00	0.04	0.00	5.83	2.31	8.85
12/14/18	5.30	0.00	0.00	0.00	0.12	0.00	0.00	7.16	1.68	14.26
12/15/18	6.08	0.00	0.00	0.00	4.97	0.00	0.00	7.82	2.10	20.97
12/16/18	6.15	0.00	0.00	0.00	4.43	0.00	0.00	6.39	1.91	18.88
12/17/18	5.95	0.00	0.00	0.00	4.55	0.00	0.00	5.65	1.93	18.08
12/18/18	6.57	0.00	0.00	0.00	4.54	0.00	0.00	8.82	2.05	21.98
12/19/18	6.11	0.00	0.00	0.00	0.00	0.00	0.00	7.01	1.67	14.79
12/20/18	5.74	0.00	0.00	0.00	5.05	1.17	0.00	5.83	1.71	18.33
12/21/18	5.35	0.00	0.00	0.00	0.15	4.19	0.09	11.58	2.10	19.27
12/22/18	6.01	0.00	0.00	0.00	3.02	9.08	0.00	12.20	1.95	23.18
12/23/18	5.90	0.00	0.02	0.00	4.03	9.02	0.00	5.45	1.92	17.32
12/24/18	6.06	0.00	0.00	0.00	3.02	9.26	0.07	9.59	1.88	20.62
12/25/18	0.09	0.00	0.00	0.00	3.06	8.93	0.00	10.49	1.78	15.42
12/26/18	0.00	0.00	0.00	0.00	7.16	9.38	0.00	10.10	1.95	19.21
12/27/18	1.01	0.00	0.00	0.00	3.33	10.08	0.19	11.94	1.92	18.39
12/28/18	5.81	0.00	0.00	0.20	4.69	8.10	0.00	8.10	1.86	20.66
12/29/18	0.00	0.00	0.00	0.00	4.15	9.85	0.00	12.83	1.89	18.87
12/30/18	1.74	0.00	0.00	0.00	4.27	0.00	0.00	7.75	1.91	15.67
12/31/18	2.83	0.00	0.00	0.00	4.64	0.00	0.00	4.77	1.91	14.15
TOTAL	142.85	0.00	0.02	0.20	98.79	79.10	0.60	234.07	58.85	535.38
MIN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.69	0.00	8.85
MAX	7.97	0.00	0.02	0.20	7.16	10.08	0.19	12.83	3.89	23.18
AVE	4.61	0.00	0.00	0.01	3.19	2.55	0.02	7.55	1.90	17.27

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.

DECEMBER 2018 DAILY BOOSTER TOTALS IN ACRE FEET

DATE	Booster 1	Booster 2	Booster 3	Booster 4	Booster 5	Booster 6-9	Booster 10	Booster 11
12/1/18	0.00	0.00	3.06	4.60	4.94	0.00	0.00	0.00
12/2/18	0.00	0.00	3.04	4.84	3.63	0.00	0.00	0.00
12/3/18	0.00	0.00	6.00	0.00	2.66	0.18	0.00	0.00
12/4/18	0.00	0.00	0.00	1.27	2.80	0.00	0.00	0.00
12/5/18	0.00	0.00	10.82	1.36	1.71	0.00	0.00	0.00
12/6/18	0.00	0.00	2.85	4.70	1.64	0.00	0.00	0.00
12/7/18	0.00	0.00	3.30	5.14	1.78	0.00	0.00	0.00
12/8/18	0.00	0.00	0.15	5.47	2.19	0.00	0.00	0.00
12/9/18	0.00	0.00	3.53	4.00	3.63	0.07	0.00	0.00
12/10/18	0.00	0.00	5.26	1.91	1.86	0.00	0.00	0.00
12/11/18	0.00	0.00	5.70	0.47	3.01	0.00	0.00	0.00
12/12/18	0.00	0.00	0.00	5.22	0.00	0.00	0.00	3.72
12/13/18	0.00	0.00	0.00	5.09	2.14	0.00	0.00	0.37
12/14/18	0.00	0.00	1.60	3.29	3.33	0.00	5.16	0.00
12/15/18	0.00	0.00	2.85	4.12	3.83	0.00	0.00	0.00
12/16/18	0.00	0.00	3.55	4.32	3.24	0.00	0.00	0.00
12/17/18	0.00	0.00	4.01	2.10	1.93	0.00	0.00	0.00
12/18/18	0.00	0.00	6.23	0.00	4.57	0.00	0.00	0.00
12/19/18	0.00	0.00	5.29	0.00	2.83	0.00	0.00	0.00
12/20/18	0.00	0.00	5.36	0.00	2.07	0.00	0.00	0.00
12/21/18	0.00	0.00	4.32	0.44	6.72	0.09	0.00	0.00
12/22/18	0.00	0.00	3.54	2.88	7.65	0.00	0.00	0.00
12/23/18	0.00	0.00	5.40	0.98	1.90	0.00	0.00	0.00
12/24/18	0.00	0.00	5.08	0.00	6.13	0.07	0.09	0.00
12/25/18	0.00	0.00	0.00	3.86	3.76	0.00	0.00	3.03
12/26/18	0.00	0.00	2.89	3.15	3.07	0.00	0.00	3.82
12/27/18	0.00	0.00	0.00	5.30	4.94	0.19	0.29	2.11
12/28/18	0.00	0.00	2.59	3.50	3.37	0.00	0.00	0.07
12/29/18	0.00	0.00	2.83	2.52	7.21	0.00	0.00	2.07
12/30/18	0.00	0.00	0.65	3.70	2.83	0.00	0.00	0.22
12/31/18	0.00	0.00	5.97	0.00	0.00	0.00	0.00	1.91
TOTAL	0.00	0.00	105.87	84.23	101.37	0.60	5.54	17.32
MIN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MAX	0.00	0.00	10.82	5.47	7.65	0.19	5.16	3.82
AVE	0.00	0.00	3.42	2.72	3.27	0.02	0.18	0.56

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	Sept.	Oct.	Nov.	Dec.
Chino # 1 (580 ft) In-active well	425'	422'	422'	418'	418'	419'	425'	422'	418'	415'	418'	418'	415'
Chino # 2 (550 ft)	360'	346'	351'	344'	344'	343'	344'	344'	349'	350'	350'	344'	344'
City # 1 (260 ft) Dry	392'	376'	376'	376'	370'	368'	368'	370'	370'	370'	376'	376'	376'
City # 2 (480 ft)	402'	378'	378'	375'	377'	374'	387'	397'	391'	388'	381'	389'	378'
City # 3 (525 ft) Out of Service	475'	452'	450'	449'	448'	448'	449'	451'	453'	454'	453'	453'	452'
City # 4A (420 ft)	406'	341'	346'	339'	342'	350'	350'	406'	355'	360'	353'	355'	351'
City # 5 (385 ft) In-active well	355'	328'	329'	328'	328'	325'	326'	328'	330'	331'	332'	331'	330'
Rialto # 1 (650 ft) In-active well	588'	562'	566'	564'	564'	565'	569'	571'	569'	566'	564'	564'	566'
Rialto # 2 (550 ft) In-active well	490'	488'	489'	488'	488'	488'	489'	489'	489'	490'	486'	490'	490'
Rialto # 3 (485 ft)	459'	456'	454'	458'	457'	457'	443'	443'	443'	456'	459'	457'	459'
Rialto # 4 (450 ft) In-active well	413'	398'	397'	400'	401'	400'	400'	399'	401'	400'	401'	400'	402'
Rialto # 5 (560 ft)	371'	368'	368'	370'	370'	368'	369'	369'	371'	368'	368'	369'	369'
Rialto Well # 7 In-active well	349'	346'	346'	346'	346'	345'	346'	346'	346'	345'	346'	347'	349'
Miro # 3 (550 ft)	467'	454'	456'	454'	453'	454'	458'	460'	467'	465'	461'	456'	457'

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
- Stage 2 DBP Quarterly TTHM and HAA5 Report
- Quarterly Report for Disinfectant Residuals Compliance

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 ₄)	µg/L	4.0	6.0
Total Dissolved Solids	mg/L	--	500
Trihalomethanes	µg/L	0.50	80
Haloacetic Acid	µg/L	2.0	60
P= Present A= Absent			

Sample Date 12/19/2018	Sample Site Location Results								
Type of Sampling	Chino 2	City 2	City 4A	Rialto 3	Rialto 5	Miro 3	BLF Cactus	BLF 6-9	OP RTP
Total Coliform	A	OUT OF SERVICE	A	A	A	A	A	A	A
E. Coli	A		A	A	A	A	A	A	A
Nitrate as N	3.1								
Perchlorate (CLO ₄)				8.8	<4.0	18			
Total Dissolved Solids	220		310	210	230	220	320	310	280

Sample Date 12/17/2018	Sample Site Location Results			
Type of Sampling	749 E Holly	978 N Driftwood	1228 W Merrill	101 E Valley
Trihalomethanes				
Bromodichloromethane	1.7	<0.50	3.2	0.53
Bromoform	1.3	<0.50	2.5	<0.50
Chloroform (Trichloromethane)	.94	<0.50	1.6	0.58
Dibromochloromethane	2.2	0.60	4.4	0.69
Total Trihalomethanes (TTHM)	6.1	0.60	12	1.8
Haloacetic Acid				
Monochloroacetic Acid	<2.0	<2.0	<2.0	<2.0
Dichloroacetic Acid	<1.0	<1.0	<1.0	<1.0
Trichloroacetic Acid	<1.0	<1.0	<1.0	<1.0
Monobromoacetic Acid	<1.0	<1.0	<1.0	<1.0
Dibromoacetic Acid	<1.0	<1.0	<1.0	<1.0
Total Haloacetic Acids (HAA5)	<2.0	<2.0	<2.0	<2.0

B. Sample Site Location Results

Rialto Distribution Sample Results						
December 2018						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
CYCLE 1 - 12/04/18	mg/l	P/A	P/A	Color Units	TON	NTU
335 W. Rialto	0.70	A	A			
1228 W. Merrill	0.90	A	A			
256 N. Fillmore	1.00	A	A			
987 W. Grove	1.10	A	A			
978 N. Driftwood	1.00	A	A			
1451 N. Linden	1.00	A	A			
469 W. Jackson	1.20	A	A			
935 E. Mariposa	0.94	A	A			
1000 N. Joyce	1.10	A	A			
766 N. Chestnut	0.80	A	A			
149 W. Victoria	1.10	A	A			
313 E. McKinley	1.20	A	A			
609 E. South	0.94	A	A			
273 E. Alru	1.10	A	A			
1161 S. Lilac	1.00	A	A			
101 E. Valley	1.20	A	A			
CYCLE 2 - 12/12/18	mg/l	P/A	P/A	Color Units	TON	NTU
210 N. Park	1.50	A	A	<3.0	<1.0	<0.10
101 S. Larch	1.60	A	A	<3.0	<1.0	<0.10
331 N. Wisteria	1.00	A	A	<3.0	<1.0	<0.10
886 W. Grove	1.10	A	A	<3.0	<1.0	<0.10
1168 N. Glenwood	1.10	A	A	<3.0	<1.0	<0.10
1320 N. Fitzgerald	1.00	A	A	<3.0	<1.0	<0.10
860 N. Willow	0.60	A	A	<3.0	<1.0	<0.10
209 E. Cornell	0.80	A	A	<3.0	<1.0	<0.10
643 E. Margarita	0.80	A	A	<3.0	<1.0	<0.10
1132 N. Vista Grande	0.80	A	A	<3.0	<1.0	<0.10
681 E. Erwin	0.80	A	A	<3.0	<1.0	<0.10
402 E. Merrill	0.90	A	A	<3.0	<1.0	<0.10
261 W. Wilson	1.10	A	A	<3.0	<1.0	<0.10
532 S. Iris	1.20	A	A	<3.0	<1.0	<0.10
281 W. Hawthorne	1.20	A	A	<3.0	<1.0	<0.10
379 W. Valley	1.30	A	A	<3.0	<1.0	<0.10

Rialto Distribution Sample Results						
December 2018						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
CYCLE 3 - 12/18/18	mg/l	P/A	P/A	Color Units	TON	NTU
240 N. Willow	1.10	A	A			
775 E. Foothill	1.60	A	A			
878 N. Primrose	1.10	A	A			
369 E. Van Koevering	1.00	A	A			
274 W. Valencia	1.10	A	A			
1578 N. Fillmore	1.10	A	A			
932 N. Idyllwild	0.98	A	A			
644 N. Smoketree	1.10	A	A			
605 W. Rosewood	1.00	A	A			
1189 W. Second	0.99	A	A			
775 W. Rialto	1.00	A	A			
211 E. Wilson	1.10	A	A			
595 E. Huff	1.00	A	A			
1005 S. Riverside	1.10	A	A			
794 S. Verde	1.20	A	A			
1055 W. Bloomington	1.60	A	A			
CYCLE 4 - 12/26/18	mg/l	P/A	P/A	Color Units	TON	NTU
375 S. Cactus	0.90	A	A			
149 S. Linden	1.10	A	A			
234 N. Larch	1.00	A	A			
575 N. Driftwood	0.90	A	A			
1355 W. Shamrock	0.80	A	A			
992 N. Yucca	0.80	A	A			
481 W. Cornell	0.80	A	A			
158. E. Shamrock	0.90	A	A			
749 E. Holly	0.90	A	A			
545 E. Victoria	0.80	A	A			
200 N. Sycamore	1.10	A	A			
407 E. Allen	0.90	A	A			
399 E. Montrose	1.10	A	A			
856 S. Orange	1.00	A	A			
911 S. Cactus	1.00	A	A			
220 W. Valley	1.20	A	A			
P/A + Present or Absent						

C. Violations

No violations were received during this reporting period.

D. Source Water Total Dissolved Solids (TDS)

Veolia has a goal of maintaining an acceptable blended TDS level between all its sources. This goal is achieved by shifting production to or from the lowest TDS wells or purchased low TDS water while adhering to the overall water supply strategy and meeting system demands. The TDS was 269 mg/L for the month of December as compared to 251 mg/L in November. 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 December:

- Bloodborne Pathogens
- Tailgate Safety Meetings

C. Lost Time Safety Record

1,936 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 1145 pounds of calcium hypochlorite was used in December as compared to 1715 pounds used in November.

V. ELECTRICAL USE

Southern California Edison (SCE) usage was 310,498 kWh for December as compared to 339,895 kWh in November.

VI. WATER QUALITY COMPLAINTS

No complaints were received during this reporting period.

VII. OPERATIONS UPDATE

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

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

A. Operational Wells

City Well 2 was removed from service to upgrade the well. The well is scheduled to be returned to service March 2019.

B. Valve Activity

124 valves were exercised for the month of December. The valve turning program has resulted in the following: exercised 2,345 valves out of 3,718, which is approximately 63% completion. We anticipate turning all valves by November 2019. Upon completion, we will be able to establish a baseline assessment of all valves.

C. Hydrant Flushing

For the month of December, four fire hydrant/dead ends were flushed. The Veolia PM and Field Supervisor have completed the flushing program of 83 locations and have begun evaluating the results of those locations and others. It is anticipated that fewer than 83 locations will constitute the 2019 routine flushing program.

C. Sanitary Survey

Sanitary surveys are completed every three (3) 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.

D. Cross-Connection Control Program

Program plan was submitted to City for review and approval. Plan outlines authorities and responsibilities, surveys and notifications, procedures for tests and inspections, and water service terminations. Program adopts and adheres to Title 17, incorporating Section 7583 through 7605 of the California Code of Regulations entitling "Regulations Relating to Cross-Connections" and City of Rialto ordinance 605.

VIII. ASSET MANAGEMENT

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

- Preventive Maintenance— 582
- Corrective Maintenance— 71
- Predictive Maintenance— 0

238 PM's are scheduled for January 2019.

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

Corrective Work Order labor hours were dedicated to four pipe line repairs.

B. Major Equipment and/or Machinery Outages

City Well 2 was removed from service to upgrade the well. The well is scheduled to be returned to service March 2019.

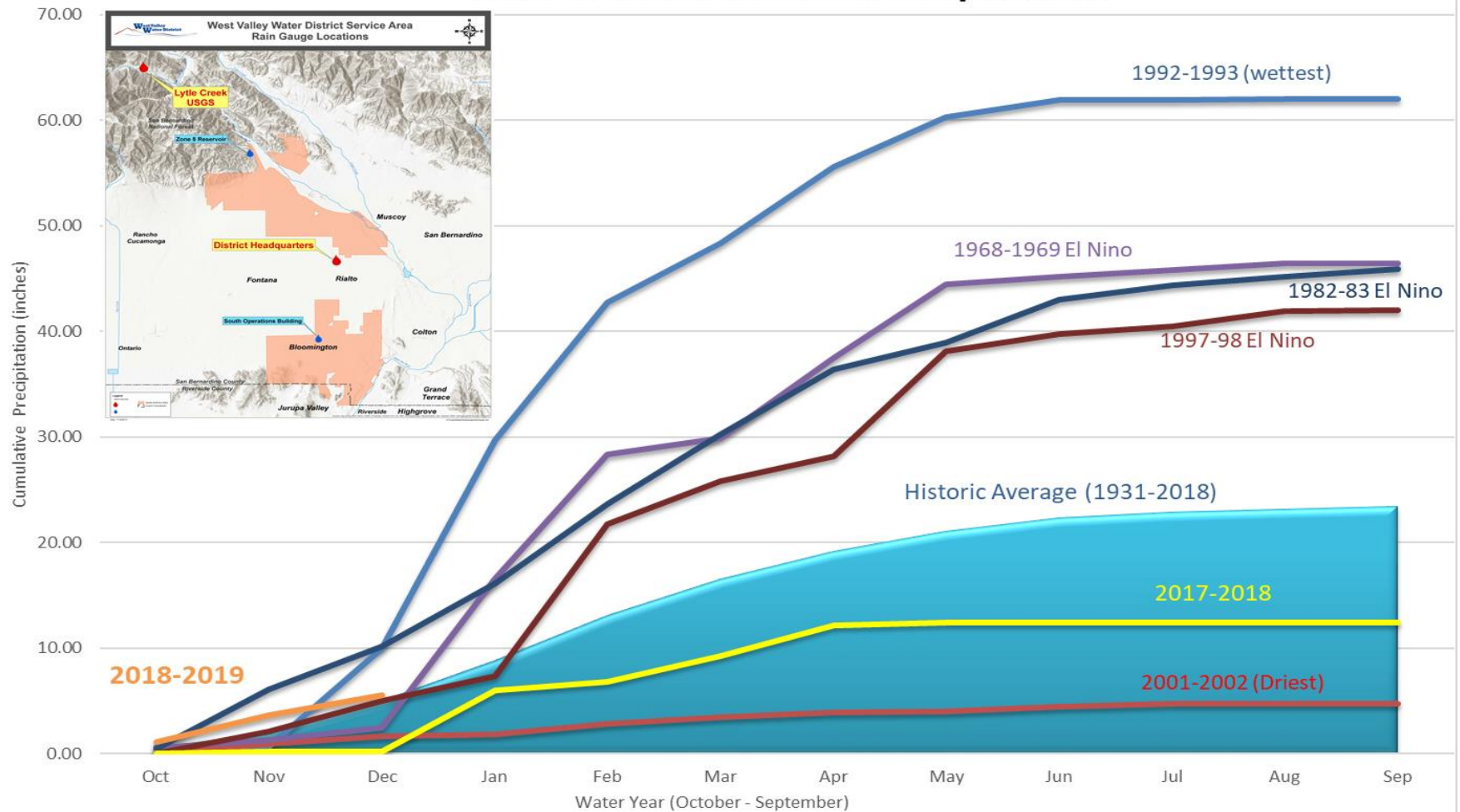
IX. RAINFALL TOTALS

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	0.00	1.06	1.81							2.87
			July 18- June 19				=	2.87 INCHES					
			YEAR TO DATE FOR 2018				=	7.56 INCHES					
			AVG. RAINFALL FOR LAST FIVE YEARS					9.29 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	0.00	0.00	1.06	1.81	7.56

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	2.69	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
Sep 2018	6.03 K	0.00	503	14.5	92.0	59.6	75.2	81	26	49	54.0	3.7 K	70.1
Oct 2018	4.07	0.00	359	11.5 K	80.8 K	55.1	67.4	76	30	51 K	46.4 K	3.8 K	65.9
Nov 2018	2.88	1.06	273	7.4	74.8	47.2	59.9	66	24	43	34.4	3.0	58.8
Dec 2018	2.09 K	1.34	225	7.4	66.5	42.6	53.4	77	30	53	35.7	3.4 K	53.5
Tots/Avg	57.96	9.1	425	11.2	80.6	52.4	66.0	74	28	49	44.3	3.8	64.0

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



RIALTO
CUSTOMER SERVICE & REVENUE
MONTHLY OPERATING REPORT

Reporting Period:

December 2018

Prepared for: Rialto Water Services



Prepared by: Veolia Water West Operating Services



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I. CUSTOMER SERVICE SUMMARY

Customer Service answered 1,655 inbound calls with a service level of 86.2% during the month of December. Average wait time was 24 seconds.

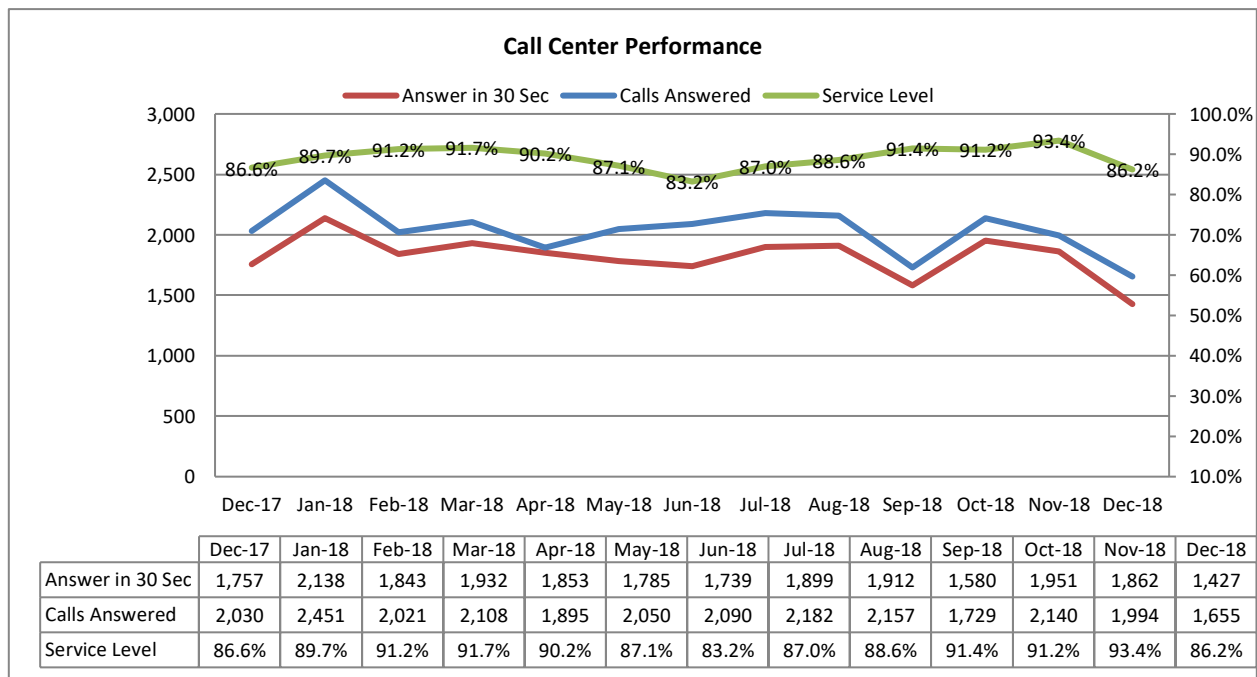
Water consumption has increased by 8.9% when compared against the previous month and decreased by 8.8% when compared against December of the prior year.

With the increase in water consumption, water revenue has increased by 5.2% 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 1.7% when compared against the prior month and increased by 2.8% when compared against the same month in 2017.

II. CALL CENTER PERFORMANCE

During December 2018, a total of 1,655 calls were answered with a respective service level of 86.2% and an average 24 second wait time. No callers waited greater than ten minutes and longest wait time was seven minutes and twenty-four seconds. 11% of the callers experienced wait times greater than one (1) minute. Even with the lower call volume, due to holidays, wait times have increased with representatives out on maternity, sickness and scheduled time off.



III. AUTOMATED SERVICES

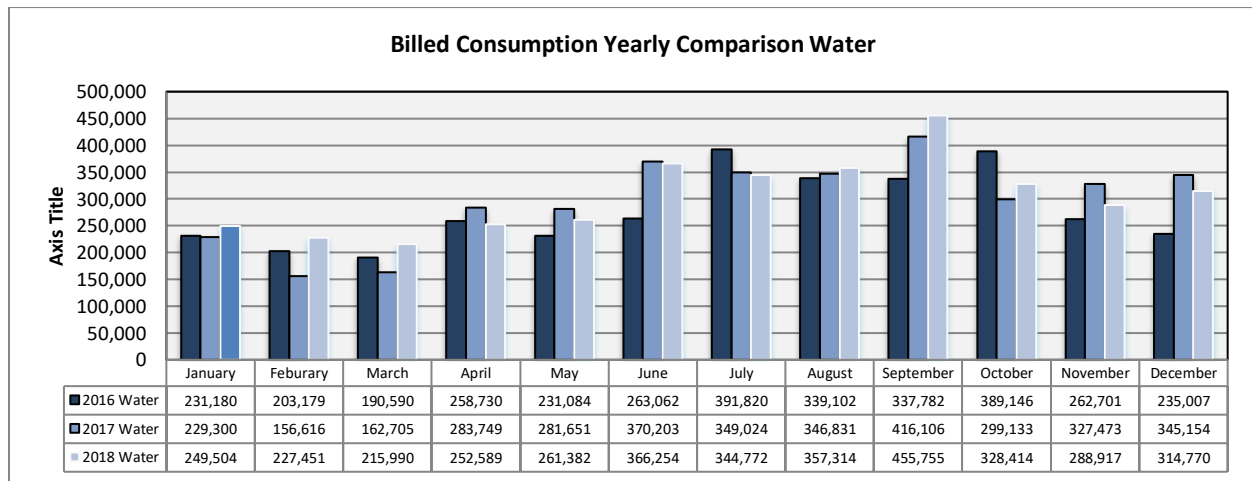
About 35% of the rate payers utilized the online service portal, over the phone payment system or PayNearMe to make their payments. Thirty-two (32) percent of rate payers have created online accounts to view their bills or to make online payments.

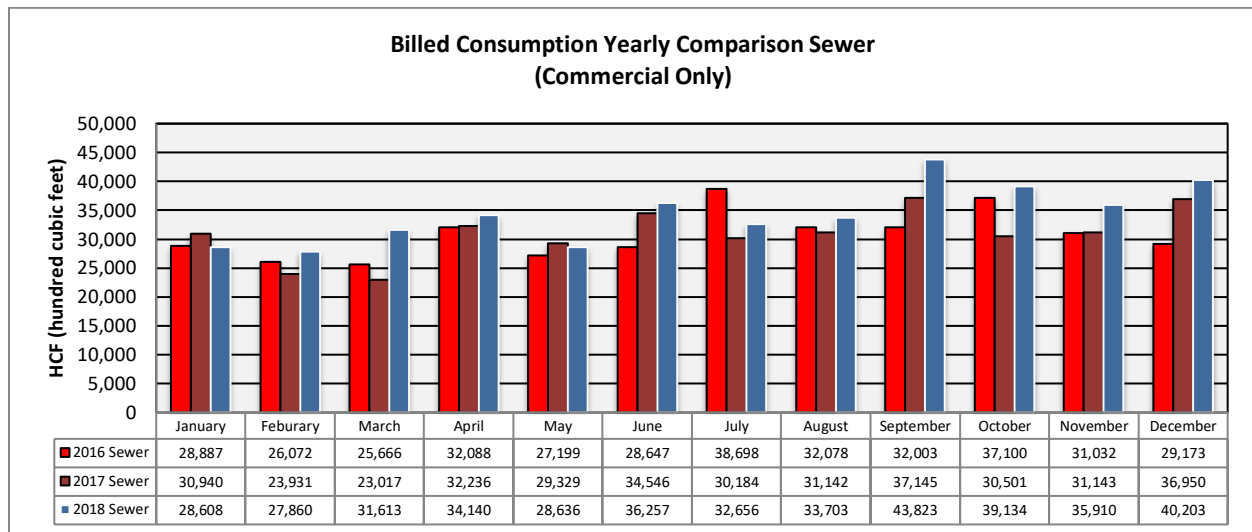
	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
Number of Bills	21,026	20,994	20,979	20,981	21,048	21,018	21,079	21,055	21,064	21,090	21,063	21,073	21,100
Number of Bill Adjustments (during billing)	31	35	21	25	22	20	22	16	15	11	19	18	14
Automated Over the Phone Payments	2,428	2,965	2,686	2,986	2,557	2,719	2,618	2,942	2,824	2,456	2,970	2,753	2,396
Online Payment	4,020	5,187	4,675	5,222	4,813	5,260	4,754	5,935	5,835	4,823	6,113	5,832	4,933
E-bill Participants	2,588	2,660	2,725	2,785	2,847	2,900	2,957	3,038	3,095	3,128	3,163	3,208	3,241
Auto Pay Participants (New Portal)	1,347	1,393	1,446	1,512	1,572	1,627	1,676	1,705	1,736	1,764	1,800	1,835	1,867
PayNearMe	0	0	0	0	26	42	35	53	52	57	53	58	43

IV. BILLING & CONSUMPTION

A. Consumption

Water consumption has increased by 8.9% when compared against the previous month and when compared against December of the prior year, consumption has decreased by 8.8%.





B. Billing

A total of 21,100 bills were mailed or sent out electronically in November. Billing accuracy was 99.9% with fourteen (14) adjustments.

V. REVENUE & AGING

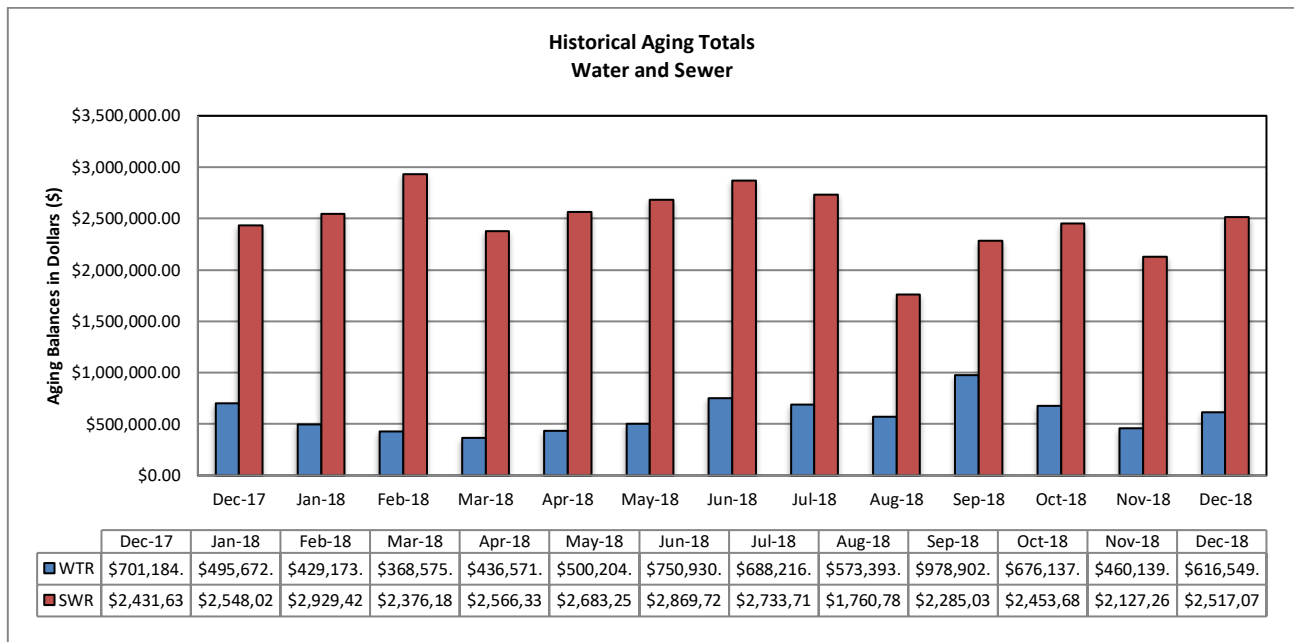
A. Revenue

With the increase in water consumption, water revenue has increased by 5.2% when compared to the prior month. When compared against December of the prior year, revenue has decreased by 6.9%.



B. Aging

The total aging balance has increased by 21% from the previous month, *see table below*. For balances >30-days only, water has increased by 0.8% and wastewater has increased by 5.5%.



C. Bad Debt

35 accounts with a combined total amount of \$8,879.60 were submitted to the collections agency during this reporting month.

VI. SERVICE ORDERS

255 service orders were initiated by the customer service team. Of this total, 101 service orders or 39.6% were due to occupant changes.

VII. OTHER ACTIVITIES

One of the representatives is out on disability. A temporary employee is being trained to handle the in-person payments.

Monthly safety training is on-going.

No work time losses were experienced in December. 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

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 December is \$3,112,000. Non-Rate Revenue is \$156,000; Utility Revenue is at \$2,773,000 and Tax / Ambulance Revenue at \$183,000.

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 December 2018 and December 2017 are \$182,000 and \$183,000 respectively.

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 the County of San Bernardino—County Service Area 70, Zone BL (Bloomington). This housing development project generates extraterritorial sewer service revenue of about \$16,000 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. 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 reimburses RWS for any money collected as determined each fiscal period. There was no remittance in December 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	DECEMBER 2018	%
Carrier Deposits	Cash deposits prepared per day for transport to Union Bank	20	\$ 216,758	6.96%
Remote Deposits	Scanned batches of checks payments made at the customer service counter	20	412,400	13.25%
UB Bill	Batches of customer payments posted to customer accounts at Union Bank (EBOX)	20	268,107	8.61%
IVR	Customer payments by credit cards and ACH / eCheck payments through an Interactive Voice Response system using a touchtone phone.	7,701	1,074,911	34.53%
Lockbox Deposits	Batches of customer payments mailed in to Union Bank's lockbox	20	1,003,408	32.23%
Credit Cards	POS or retail credit payments received at the customer service counter	923	131,885	4.24%
Pay Near Me	Cash payment service that allows customers to pay at a local 7-Eleven, CVS, or Family Dollar stores.	19	5,332	0.17%
Total Revenue per Bank			\$ 3,112,802	100.00%
Recon to RUA Recap:				
Adj detailed in RUA			(524)	
Prior mo. Correction				
RUA increase in Cash			\$ 3,112,278	

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 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Total	%
Carrier Deposits	\$ 269,835	\$ 280,212	\$ 210,328	\$ 292,226	\$ 251,901	\$ 216,758	\$ 1,521,260	7.01%
Remote Deposits	589,623	638,526	533,727	641,569	452,895	412,400	\$ 3,268,740	15.06%
UB Bill	316,065	345,041	261,788	347,441	321,314	268,107	\$ 1,859,756	8.57%
IVR	1,412,262	1,348,534	1,066,716	1,455,376	1,311,392	1,074,911	\$ 7,669,190	35.33%
Lockbox Deposits	1,131,204	1,138,582	760,292	1,253,096	1,167,471	1,003,408	\$ 6,454,053	29.73%
Credit Cards (POS)	154,888	161,490	122,123	170,181	151,709	131,885	\$ 892,276	4.11%
Pay Near Me	7,837	6,600	6,317	6,937	7,283	5,332	\$ 40,306	0.19%
Total Revenue to Bank	\$ 3,881,715	\$ 3,918,985	\$ 2,961,291	\$ 4,166,825	\$ 3,663,964	\$ 3,112,802	\$ 21,705,580	100.00%
NSF	(4,550)	(6,234)	(2,799)	(4,989)	(5,754)	(4,575)	\$ (28,900)	
Net deposits	\$ 3,877,165	\$ 3,912,751	\$ 2,958,492	\$ 4,161,836	\$ 3,658,210	\$ 3,108,226	\$ 21,676,680	

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

	Dec 2018	Dec 2017	Variance
UUT Water	\$ 56,728	\$ 62,697	\$ (5,969)
UUT Sewer	120,819	115,358	5,462
Perchlorate	-	-	-
Ambulance	5,096	5,212	(116)
Total	\$ 182,643	\$ 183,267	\$ (623)

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

	Dec 2018	Dec 2017	Variance
Non-Rate / Extra Territorial Revenue	\$ 156,429	\$ 148,852	\$ 7,577
Utility Revenue	\$ 2,773,028	2,590,389	182,639
Total	\$ 2,929,457	\$ 2,739,241	\$ 190,215

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

	Jul 2018	Aug 2018	Sept 2018	Oct 2018	Nov 2018	Dec 2018	Total
Non-Rate Revenue							
Cell Tower / Sublease	2,375	5,831	4,103	4,103	4,103	2,375	22,887
Interest Income	-	2,027	-	-	4,833	-	6,860
NRR-FOG	-	-	-	-	-	-	-
Extra Terr-Water	500	500	500	500	500	500	3,000
Extra Terr- Sewage	145,329	139,184	256,077	145,941	10,000	145,941	842,471
Turn On/Off Fees	4,629	4,016	3,886	5,691	5,048	4,178	27,448
NSF	475	300	225	400	310	465	2,175
Same Day Service	513	601	573	571	259	520	3,036
New Occupant Charge	2,701	2,804	2,295	2,942	2,230	2,448	15,420
DIF - Wastewater Connection	-	-	-	-	-	-	-
Sewer Bad Debt Collection Fees	-	-	-	-	(399)	-	(399)
Sewer Cash Over/Short	-	-	-	(96)	20	2	(74)
Total Non-Rate Revenue	\$ 156,520	\$ 155,262	\$ 267,659	\$ 160,052	\$ 26,903	\$ 156,429	922,825
Utility Revenue							
Water Penalty	18,435	29,489	19,319	29,186	(35,243)	82,022	143,209
Sewer Penalty	(24,694)	62,227	22,881	81,437	(73,326)	174,188	242,712
Turf Removal Rebate	(5,812)	-	-	-	-	-	(5,812)
Hi Eff Toilet/Washer Rebates	-	-	(50)	(50)	-	(300)	(400)
Irrigation Timer Rebate	-	-	-	-	-	-	-
Senior Disc - Water	(8,066)	(7,470)	(7,714)	(7,595)	(7,401)	(7,322)	(45,567)
Senior Disc - Sewer	(26,389)	(26,289)	(25,622)	(27,313)	(20,414)	(24,486)	(150,513)
Water Meter	-	-	-	-	-	-	-
Damaged /Lost Meter	2,020	22,411	887	1,390	153	2,150	29,012
Water Contract	16	71	27	14	-	-	127
Water Deposits	10,350	8,154	5,884	9,730	16,372	6,287	56,777
Water Deposits Billed	9,555	2,745	1,896	2,422	2,593	2,025	21,236
Water Meter Deposits	-	-	-	-	-	-	-
Sewer Deposits	8,499	8,429	5,951	7,921	7,021	5,550	43,371
Sewer Deposits Billed	4,325	4,033	3,078	3,866	3,793	2,670	21,765
Water	1,294,039	1,358,019	949,578	1,488,898	1,315,471	890,528	7,296,535
Sewer	2,187,636	2,079,417	1,538,060	2,148,535	2,166,549	1,646,059	11,766,257
Unapplied Credits	544	(18,554)	(225)	3,156	12,155	(6,345)	(9,269)
Total Utility Revenue	\$ 3,470,459	\$ 3,522,682	\$ 2,513,950	\$ 3,741,597	\$ 3,387,724	\$ 2,773,028	\$ 19,409,439
Total Non-Rate + Utility Rev.	3,626,979	3,677,944	2,781,609	3,901,649	3,414,627	2,929,457	20,332,264

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
December 2018	3,112,100	14,321	2,060,136	1,037,643	3,112,100	702	3,112,802
December 2017	2,922,508	28,857	1,873,245	1,020,406	2,922,508	300	2,922,808

L. Non-Incode Customer Accounts Receivable Aging

Name	Total as of 12/31/2018	Current	31 to 60 days	61 to 90 days	>90 days
AT&T - Easton	\$ (3,456)	-			(3,456)
CITY OF FONTANA	123,038	123,038			
Colton Unified School District	-	-			
County of San Bernardino-CSA 70 BL	386,148	15,925	15,925	15,925	338,372
Liquid Environmental Solutions	-	-			
Rialto BioEnergy Facilities	-	-			
Sprint-Nextel	3,456	1,728	1,728		
San Bernardino Co Waste System Div.	284,000	284,000			
SB Valley Mun Water District	712				712
Vertical Bridge Holdco, LLC (CIG)	4,639	2,375			2,265
Grand Total	\$ 798,538	\$ 427,067	\$ 17,653	\$ 15,925	\$ 337,893

AT&T remits payment in advance every year. The current credit balance of \$3,000 indicates prepaid lease payments through February 2019.

City of Fontana is current with its payments to RWS.

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 December of 2017. 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 \$16,000 of monthly extraterritorial revenue. The contract rate is currently being considered and discussed between the City and County. The remaining balance due of \$241,000 will be resolved as determined.

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

Liquid Environmental: There have been no F.O.G. services rendered and there is no balance due from 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 \$4,100 for the prior month's cell tower rent.