

Utility Commission Report

June 2019

Reporting period April 2019



RIALTO WASTEWATER

MONTHLY OPERATIONS REPORT

Reporting Period:
April 2019

Prepared for: - Rialto Water Services

Prepared by: - Veolia Water West Operating Services



RIALTO WASTEWATER OPERATIONS AND MAINTENANCE REPORT

Contents

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

Tables

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

RIALTO WASTEWATER

MONTHLY OPERATIONS REPORT

EXECUTIVE SUMMARY

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

- S1 project construction activities continued during the month. As construction work advances towards activation of new plant equipment, planning for significant process shutdowns is underway. This effort involves teamwork among all team members.
- In early April, four Operations staff members submitted their resignations. All were approached by the same nearby sewer district. Although these resignations were unexpected and disappointing, a number of excellent replacement candidates have been identified. Interviews have commenced with projected start dates for successful candidates set in June.
- Activity on the BDP research project moved slowly in April.
- Four residential call outs occurred in April.
- Operation of all lift stations was normal for the month of April other than the Ayala station for which a second replacement pump remains on order. Delivery is expected in late May.

1. Collection System/Customer Service Log

a. Collections group activities this month:

Category	Current Month Statistics	Prior Month Statistics	2019 Year to Date Statistics
Sanitary sewer cleaned conventional method, feet	42,062	0	60,103
Sanitary sewer assessed using SL-RAT method, feet	0	0	0
"Hot Spot" Cleaning, feet	7,981	8,140	30,207
CCTV Inspection, miles (25 is annual goal)*	0.27	0.36	3.7
Manhole Inspections	0	4	8
USA Dig Alert Markings, count	101	39	353
Residential call outs	4	2	12
Sanitary sewer overflows	0	2	3

* The CCTV equipment was out of service for approximately one month this year.

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

2. Wastewater Treatment Plant – Monthly Overview

Treatment facility performance remained compliant during April. Breakdowns of aging equipment continue to demand extensive maintenance efforts; majority of the breakdowns are in Plants 2 through 4.

S1 construction activities continued to move quickly in April. Numerous meetings to resolve construction/operations procedures details were held. Planning for significant plant unit process shutdowns is well under way. These are a critical aspect of the transition to the new S1 facilities. Discussions are also planned with regulatory agency representatives in those cases where a potential for permit exceedances might occur.

Completion of construction as part of the BDP research project recommenced in April. Work is progressing at a relatively slow rate.

As reported in prior monthly operating reports, improvements to lift station pumps and control equipment have been recently completed with all stations operating within industry standards. Veolia is however waiting for delivery of a replacement pump for the Ayala lift station. At this time, delivery is expected in late May.

3. Treatment Facility Performance/Laboratory Activities

- a. See attached Monthly Performance Summary
- b. Summary of Notices and Laboratory Tests/Reports filed with government agencies

Monthly submittal of State/Federal discharge monitoring report

- c. Effluent Specification Exceedance Discussion

No effluent exceedances.

- d. Valve exercising

Valves Exercised	Current Month Statistics	Prior Month Statistics	2019 Year to Date Statistics
Actual/Scheduled	17	9	47
Unscheduled*	0	0	0

* Valves turned that are not required PM

4. Monthly Safety Program Overview

Category	Monthly Statistic
Safety Training Topics	Confined Spaces
Lost Time Incidents, count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	0
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 - 5,913 days.

5. Biosolids, FOG, Chemicals, and Utilities

a. Monthly Biosolids Production

Biosolids	Current Month Statistics	Prior Month Statistics	2019 Year to Date Statistics
Quantity Produced, wet tons	793.81	741.65	3,414.41

b. FOG (Fats, Oils, Greases)

Due to operational performance issues, acceptance of FOG was ceased approximately one year ago on April 18, 2018. This report section, which has in the past presented a tabulation of monthly FOG quantities received in the past year will be eliminated in future reports as there is no data to report.

c. Monthly Chemical Consumption

Chemical	Current Month Statistics	Prior Month Statistics
Sodium Hypochlorite, gallons	26,319	24,112
Sodium Bisulfite, gallons	9,882	9,350
Ferrous Chloride, gallons	4,897	3,335
Polymer, Gravity Belt Thickener, gallons	295	250
Polymer, Belt Filter Press, gallons	419	504
Alum, gallons	38	61

d. Monthly Utilities Consumption

Utility	Current Month Statistics	Prior Month Statistics
Electricity WWTP, KWH	*	435,800
Electricity Lilac LS, KWH	525	117
Electricity Sycamore LS, KWH	672	27
Electricity Ayala LS, KWH	74	53
Electricity Agua Mansa LS, KWH	2238	2,182
Electricity Cactus LS, KWH	759	132
Electricity Ramrod LS, KWH	632	625
Natural Gas WWTP, Therms	5708	7,820

* As of the date of report preparation, an invoice for electricity consumption at the wastewater treatment plant had not been received from SCE

6. Odor Complaints Received/Actions Taken

No odor complaints were received during the month of April.

7. Major Equipment and/or Machinery Outages

- A platform was installed in the belt press sump to provide staff safe footing during belt press cleaning
- A check valve at the Sycamore Lift Station was removed, cleaned, and reinstalled
- A new check valve was installed to replace a failed valve on Gravity Belt #2
- A leak in air main feeding Plant 3's aeration tank was repaired
- An old sodium bisulfite tank was replaced with a new tank
- Annual aeration blower maintenance was performed
- Gravity Filter #3's influent and effluent valves were serviced
- A rusted leg on the Gravity Belt structure was repaired
- A failed water pressure transmitter was replaced with a new unit on Anaerobic Digester #2

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 April

- c. Government agency notices of violation received

No notices

- d. Government agency monitoring

Routine monitoring reports were submitted

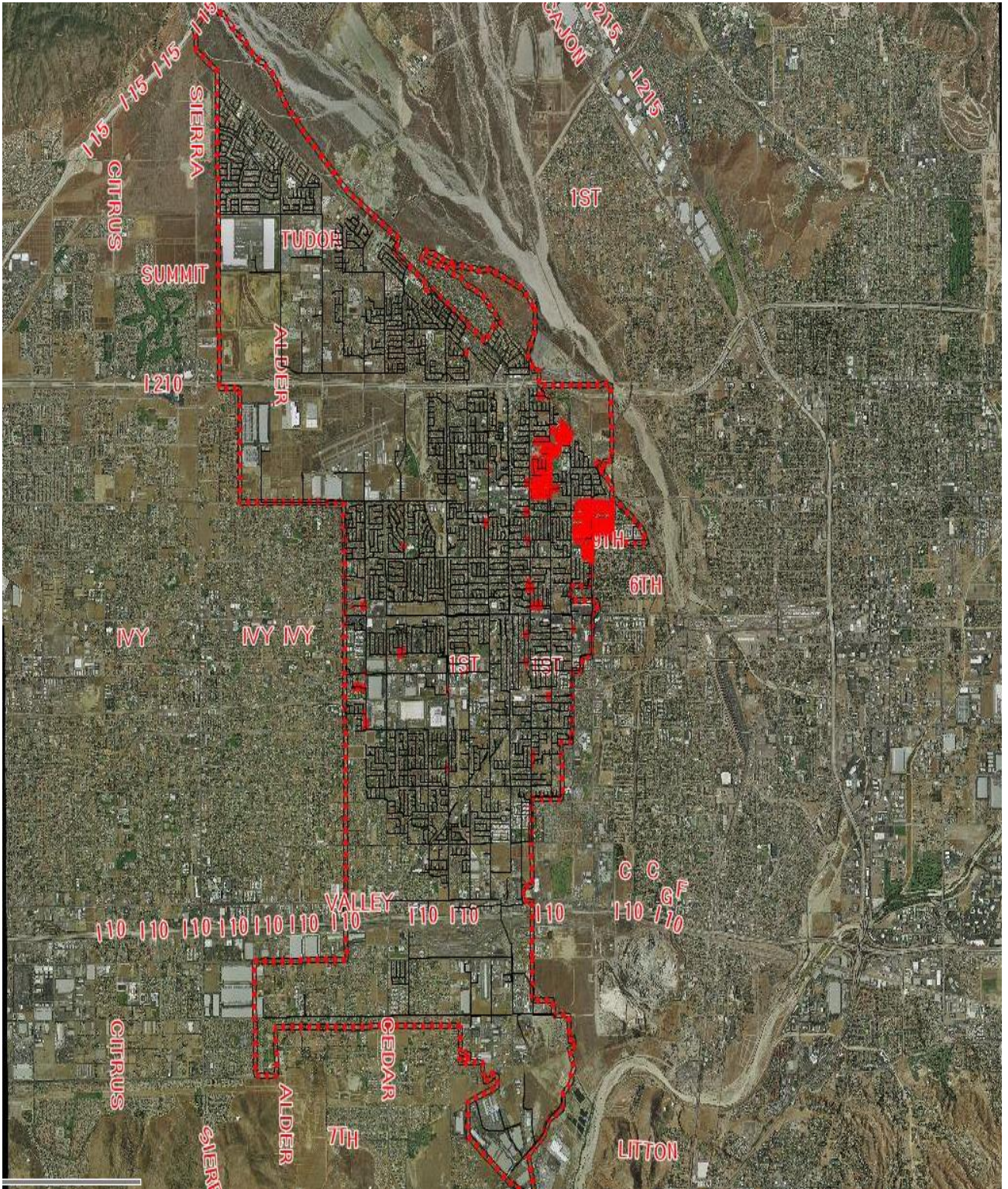
- e. Other matters of concern

See 8(c) above

9. Complaint Log

Date	Address	Comments	Personnel	Manhole	To Manhole
4/15/19	118 E Rosewood	A call was received from the Water Department indicating that a lateral was overflowing into the street. Collection crew was informed by the homeowner that a plumber had already been contacted. Collections crew washed down the street and vacuumed all standing water and debris. While the cleaning operation was underway, the homeowner's plumber arrived and cleared the blockage	Rodriguez, Napoles	250-38	250-39
4/17/19	Willow Avenue	A water line was accidentally broken while work was being performed on irrigation lines. Large volumes of water were discharged which resulted in an accumulation of water and debris in the street. Collections crew washed down the street and removed all debris	Rodriguez, Napoles	N/A	N/A
4/29/19	723 S Larch	Resident called complaining of backup in home's toilets and drains. Resident noted that issue was intermittent and speculated that the cause was root intrusion into the home lateral from a tree previously removed by the City. Collections crew checked line segments in/near home and found no blockages. Resident stated that they would call a plumber to snake the lateral	Rodriguez, Herman, Napoles	312-4 312-5	312-5 312-6
4/30/19	670 S Magnolia	Homeowner reported a sewer smell under their home and claimed that the City Water Department had performed work on homes in the area which resulted in the odors experienced. Water Department indicated that any work performed would be in the street and not in/near the homeowner's property. Homeowner was advised that most likely cause of odors was a broken pipe under the homeowner's home. Advice was given for owner to contact a plumber to investigate	Rodriguez	314-53	314-54

Rialto Monthly Collections Service Map



Pipe Cleaned – April 2019

Rialto Wastewater O&M Report

April 2019

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	%
4/1/2019	7.590	6.840		210	13,293	0.5	29	100	280	17,724	1.0	57	100
4/2/2019	7.030	6.040											
4/3/2019	6.730	6.530											
4/4/2019	7.290	5.990											
4/5/2019	6.850	6.390											
4/6/2019	6.550	5.600											
4/7/2019	7.190	6.460											
4/8/2019	7.610	6.660		310	19,675	2.1	117	99.3	230	14,598	1.1	61	100
4/9/2019	7.300	6.960											
4/10/2019	6.900	6.550											
4/11/2019	8.010	6.990											
4/12/2019	6.720	5.610											
4/13/2019	6.710	6.120											
4/14/2019	7.550	6.710											
4/15/2019	7.310	7.450		240	14,632	0.8	50	99.7	230	14,022	1.2	75	99
4/16/2019	8.020	6.650											
4/17/2019	6.890	6.190											
4/18/2019	7.640	7.050											
4/19/2019	6.230	6.750											
4/20/2019	6.760	6.290											
4/21/2019	6.800	6.460											
4/22/2019	6.810	7.380		160	9,087	2.0	123	98.8	240	13,631	0.6	37	100
4/23/2019	7.330	6.950											
4/24/2019	7.070	6.340											
4/25/2019	6.880	6.590											
4/26/2019	6.980	7.150											
4/27/2019	6.910	6.450											
4/28/2019	6.150	6.430											
4/29/2019	6.930	6.760		350	20,229	2.8	158	99.2	210	12,137	1.6	90	99
4/30/2019	6.600	6.440											
Minimum	6.15	5.60		160	9,087	0.5	29	98.8	210	12,137	0.6	37	99.2
Maximum	8.02	7.45		350	20,229	2.8	158	99.8	280	17,724	1.6	90	99.8
Average	7.04	6.56		254	15,383	1.6	95	99.4	238	14,422	1.1	64	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
4/1/2019	1,159	918	500	<10.0	520			46	
4/2/2019	1,127	959							
4/3/2019	1,075	921							
4/4/2019	1,114	912				480	520		7.5
4/5/2019	1,093	918							
4/6/2019	1,046	907							
4/7/2019	1,091	1,096							
4/8/2019	1,163	900							
4/9/2019	1,066	915							
4/10/2019	1,145	885							
4/11/2019	1,042	872							
4/12/2019	1,059	873							
4/13/2019	1,123	866							
4/14/2019	1,023	860							
4/15/2019	1,024	850							
4/16/2019	1,024	885							
4/17/2019	980	890							
4/18/2019	1,006	850							
4/19/2019	1,139	850							
4/20/2019	1,107	865							
4/21/2019	1,123	897							
4/22/2019	1,146	880							
4/23/2019	1,070	885							
4/24/2019	1,098	886							
4/25/2019	1,082	875							
4/26/2019	1,083	877							
4/27/2019	1,185	883							
4/28/2019	1,168	860							
4/29/2019	1,078	880							
4/30/2019	1,060	860							
Minimum	980	850	500	<10.0	520	480	520	46	7.5
Maximum	1,185	1,096	500	<10.0	520	480	520	46	7.5
Average	1,090	893	500	<10.0	520	480	520	46	7.5
12 Month Average						480			7.5
Eff. Limits (A.M.)*						490 mg/L 12 Mo. Running			10 mg/L 12 Mo. Running
Permit	N/A	N/A	N/A	N/A	N/A	Yes	N/A	N/A	yes

* Monthly Average

Rialto Wastewater O&M Report

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

	Influent pH	Effluent pH	Effluent Temp	Effluent Ammonia	Effluent Total Coliform	Effluent Coliform 7 Day Median	Effluent Cyanide, Free Available	Eff Di(2-ethylhexyl) phthalate (DEHP)	FOG Daily Volume Gallons	Digester Gas	Natural Gas Daily Use
Date	SU	SU	Deg C	mg/L	MPN/100mL	MPN/100ML	ug/L	ug/l	Gals	cu ft/day	cf/day
4/1/2019	7.14	7.36	22.7	<0.10	<1.8	<1.80				121,529	21,800
4/2/2019	7.34	7.40	22.9		<1.8	<1.80	<2.0			129,513	21,700
4/3/2019	7.27	7.42	23.0		<1.8	<1.80				125,900	22,200
4/4/2019	7.92	7.44	23.0		<1.8	<1.80		<2.10		129,752	13,700
4/5/2019	7.54	7.44	23.0		<1.8	<1.80				103,370	700
4/6/2019	7.50	7.43	22.9		<1.8	<1.80				117,414	18,200
4/7/2019	7.40	7.42	23.0		<1.8	<1.80				118,544	35,400
4/8/2019	7.49	7.38	23.5	<0.10	<1.8	<1.80				109,540	25,700
4/9/2019	7.53	7.37	23.9		2.0	<1.80				120,261	4,700
4/10/2019	7.49	7.42	23.1		<1.8	<1.80				107,670	31,600
4/11/2019	7.44	7.42	22.9		<1.8	<1.80				112,668	6,000
4/12/2019	7.58	7.42	23.0		<1.8	<1.80				107,763	14,600
4/13/2019	7.40	7.41	23.0		2.0	<1.80				105,735	17,300
4/14/2019	7.62	7.38	23.0		<1.8	<1.80				109,590	21,900
4/15/2019	7.52	7.38	23.4	<0.10	<1.8	<1.80				121,045	30,500
4/16/2019	7.41	7.37	23.5		<1.8	<1.80				98,212	7,300
4/17/2019	7.59	7.38	23.2		<1.8	<1.80				108,186	4,500
4/18/2019	7.75	7.39	23.5		<1.8	<1.80				124,379	26,300
4/19/2019	7.64	7.34	24.0		<1.8	<1.80				122,636	17,700
4/20/2019	7.50	7.39	24.2		<1.8	<1.80				116,094	22,300
4/21/2019	7.50	7.36	24.1		<1.8	<1.80				120,302	23,100
4/22/2019	7.86	7.35	23.8	<0.10	<1.8	<1.80				102,896	24,700
4/23/2019	7.58	7.35	24.1		<1.8	<1.80				105,733	25,500
4/24/2019	7.81	7.39	24.4		<1.8	<1.80				136,368	6,500
4/25/2019	7.68	7.36	24.9		2.0	<1.80				97,942	700
4/26/2019	7.67	7.36	25.0		<1.8	<1.80				116,173	19,800
4/27/2019	7.46	7.36	25.0		2.0	<1.80				99,914	26,800
4/28/2019	7.50	7.37	25.4		<1.8	<1.80				74,801	35,100
4/29/2019	7.56	7.38	24.9	<0.10	<1.8	<1.80				82,051	32,200
4/30/2019	7.49	7.39	21.6		<1.8	<1.80				92,696	23,300
Minimum	7.14	7.34	21.6	0.1	1.8	1.8	2.0	2.10		74,801	700
Maximum	7.92	7.44	25.4	0.1	2.0	1.8	2.0	2.10		136,368	35,400
Average	7.54	7.39	23.6	0.1	1.8	1.8	2.0	2.10		111,289	19,393
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:

April 2019

Prepared for: Rialto Water Services

Prepared by: Veolia Water West Operating Services



RIALTO WATER

OPERATIONS AND MAINTENANCE REPORT

Contents

I. EXECUTIVE SUMMARY	4
A. Water Production Totals	5
B. Static Water Levels	7
II. REGULATORY	8
A. Regulatory Submittals	8
B. Sample Site Location Results	9
C. Violations	11
D. Source Water Total Dissolved Solids (TDS)	11
III. HEALTH AND SAFETY	11
A. Incidents	11
B. Training	11
C. Lost Time Safety Record	11
IV. CHEMICAL USE	11
V. ELECTRICAL USE	12
VI. WATER QUALITY COMPLAINTS	12
VII. OPERATIONS UPDATE	12
A. Operational Wells	12
B. Valve Activity	12
C. Hydrant Flushing	13
VIII. ASSET MANAGEMENT	13
A. Main Breaks, Service Leaks, Adverse Water Quality and Health/Safety Issues	13
B. Major Equipment and/or Machinery Outages	13
IX. RAINFALL TOTALS	14

RIALTO WATER

MONTHLY OPERATIONS REPORT

I. EXECUTIVE SUMMARY

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

- The water distribution network achieved compliance with all permit requirements.
- No sample anomalies that require secondary sampling.
- No significant issues with water availability. The purchasing of water remained consistent and daily equalization tanks levels remained at anticipated volume for customer availability.
- The Preventative Maintenance Program, as well as Valve Exercising, continues to identify areas of focus for our Routine Repair and Replacement.

A. Water Production Totals

Total water delivered into the Rialto system this month was 710.94 acre-feet. 385.05 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). 214.08 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 111.81 acre-feet came from the OP RTP.

APRIL 2019 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
4/1/19	0.00	0.00	6.29	0.00	0.00	0.00	0.21	7.83	5.02	19.35
4/2/19	0.00	0.00	5.81	0.00	0.00	8.93	7.85	6.15	2.28	22.09
4/3/19	0.00	0.00	5.67	0.00	0.00	8.09	10.65	7.30	2.93	26.55
4/4/19	0.16	0.00	0.25	0.00	0.00	8.68	11.80	6.96	2.40	21.57
4/5/19	5.72	0.00	0.00	0.00	0.00	9.26	8.59	6.18	2.17	22.66
4/6/19	3.72	0.00	0.00	0.00	0.00	2.15	1.26	7.23	2.74	14.95
4/7/19	5.14	0.00	0.00	0.00	0.00	0.00	3.99	4.13	2.83	16.09
4/8/19	4.45	0.00	0.00	0.00	3.24	0.00	2.96	6.98	2.09	19.72
4/9/19	6.47	0.00	0.00	0.00	2.70	10.24	1.24	14.07	4.64	29.12
4/10/19	6.31	0.00	0.00	0.00	3.50	1.65	0.00	10.16	3.60	23.57
4/11/19	5.03	0.00	0.00	0.00	3.16	0.00	0.00	12.19	4.09	24.47
4/12/19	5.88	0.00	0.00	0.00	2.74	9.08	2.09	12.91	3.99	27.61
4/13/19	7.71	0.00	0.00	0.00	3.14	1.77	0.00	7.87	3.92	22.64
4/14/19	4.11	0.00	0.00	0.00	2.43	0.00	0.00	6.00	3.95	16.49
4/15/19	5.99	0.00	0.00	0.00	4.16	0.00	0.00	7.19	4.75	22.09
4/16/19	7.09	0.00	0.00	0.00	2.90	10.93	0.00	17.16	3.59	30.74
4/17/19	5.16	0.00	0.00	0.00	3.10	0.00	0.00	3.06	4.41	15.73
4/18/19	6.40	0.00	0.00	0.00	2.72	0.00	0.00	9.84	3.66	22.62
4/19/19	6.59	0.00	0.00	0.00	3.21	10.38	0.00	15.52	3.94	29.26
4/20/19	6.06	9.63	0.00	0.00	3.27	7.28	0.00	17.42	4.58	40.96
4/21/19	4.09	9.63	0.00	0.00	2.67	8.42	0.00	13.80	3.59	33.78
4/22/19	5.76	6.02	0.00	0.00	1.91	0.00	0.00	7.63	4.59	25.91
4/23/19	5.51	6.02	2.98	0.00	0.25	2.22	0.00	7.95	3.51	26.22
4/24/19	6.61	6.02	0.00	0.00	2.73	0.00	0.00	8.89	3.78	28.03
4/25/19	0.00	6.02	0.00	0.00	1.42	0.00	0.00	5.65	4.18	17.27
4/26/19	0.07	6.02	0.00	0.00	3.22	9.65	0.00	17.87	4.25	31.43
4/27/19	0.00	6.02	0.00	0.00	3.29	3.09	0.00	9.68	4.43	23.42
4/28/19	0.02	6.02	0.00	0.00	2.80	0.00	0.00	5.54	4.17	18.55
4/29/19	0.00	6.02	0.00	0.00	2.83	0.00	0.00	5.11	3.91	17.87
4/30/19	0.59	6.04	0.00	0.00	2.74	0.00	0.00	6.99	3.82	20.18
TOTAL	114.64	73.46	21.00	0.00	64.13	111.82	50.64	275.26	111.81	710.94
MIN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.06	2.09	14.95
MAX	7.71	9.63	6.29	0.00	4.16	10.93	11.80	17.87	5.02	40.96
AVE	3.82	2.45	0.70	0.00	2.14	3.73	1.69	9.18	3.73	23.70

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.

APRIL 2019 DAILY BOOSTER TOTALS IN ACRE FEET

DATE	Booster 1	Booster 2	Booster 3	Booster 4	Booster 5	Booster 6-9	Booster 10	Booster 11
4/1/19	0.00	0.00	0.00	5.30	0.00	0.21	0.00	0.00
4/2/19	0.00	0.00	4.65	1.14	0.00	7.85	1.27	4.10
4/3/19	0.00	0.00	5.08	3.99	2.07	10.65	3.11	0.00
4/4/19	0.00	0.00	5.03	5.74	1.95	11.80	0.00	0.00
4/5/19	0.00	0.00	5.96	3.33	2.12	8.59	2.59	0.00
4/6/19	0.00	0.00	5.83	0.23	2.57	1.26	2.52	0.00
4/7/19	0.00	0.00	7.86	0.00	0.00	3.99	0.00	0.00
4/8/19	0.00	0.00	7.07	0.00	0.90	2.96	0.00	0.87
4/9/19	0.00	0.00	4.23	0.61	9.52	1.24	0.00	0.00
4/10/19	0.00	0.00	0.00	0.00	5.24	0.00	0.00	0.00
4/11/19	0.00	0.00	5.53	4.88	6.61	0.00	0.00	0.00
4/12/19	0.00	0.00	3.20	0.00	8.43	2.09	0.00	0.00
4/13/19	0.00	0.00	4.99	0.00	2.80	0.00	0.00	0.00
4/14/19	0.00	0.00	2.66	2.84	1.34	0.00	0.00	0.00
4/15/19	0.00	0.00	4.36	0.04	2.48	0.00	0.00	0.00
4/16/19	0.00	0.00	1.12	5.07	11.88	0.00	0.00	0.00
4/17/19	0.00	0.00	5.43	0.00	3.06	0.00	0.00	0.00
4/18/19	0.00	0.00	5.30	1.08	0.75	0.00	0.00	0.00
4/19/19	0.00	0.00	0.00	0.00	9.85	0.00	0.00	0.00
4/20/19	0.00	0.00	4.08	0.66	12.16	0.00	0.00	0.00
4/21/19	0.00	0.00	2.08	0.38	9.11	0.00	0.00	0.00
4/22/19	0.00	0.00	4.97	0.00	3.18	0.00	0.00	0.00
4/23/19	0.00	0.00	2.84	0.93	2.76	0.00	5.16	0.00
4/24/19	0.00	0.00	0.00	4.02	2.63	0.00	1.81	0.00
4/25/19	0.00	0.00	12.46	0.00	1.17	0.00	0.00	0.00
4/26/19	0.00	0.00	6.19	0.00	12.13	0.00	0.00	0.00
4/27/19	0.00	0.00	6.27	0.00	3.92	0.00	0.00	0.00
4/28/19	0.00	0.00	8.08	0.00	1.36	0.00	0.00	0.00
4/29/19	0.00	0.00	4.58	0.00	0.38	0.00	0.00	0.00
4/30/19	0.00	0.00	5.06	3.33	1.48	0.00	0.00	0.52
TOTAL	0.00	0.00	134.91	43.57	121.85	50.64	16.46	5.49
MIN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MAX	0.00	0.00	12.46	5.74	12.16	11.80	5.16	4.10
AVE	0.00	0.00	4.50	1.45	4.06	1.69	0.55	0.18

B. Static Water Levels

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

Depth to Water													
Wells Depth to Pump	Historical Maximum Depth to Water	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	April
Chino # 1 (580 ft) In-active well	425'	419'	425'	422'	418'	415'	418'	418'	415'	409'	420'	421'	421'
Chino # 2 (550 ft)	360'	343'	344'	344'	349'	350'	350'	344'	344'	346'	342'	340'	347'
City # 1 (260 ft) Dry	392'	368'	368'	370'	370'	370'	376'	376'	376'	360'	359'	350'	350'
City # 2 (480 ft)	402'	374'	387'	397'	391'	388'	381'	389'	378'	OUT OF SERVICE	356'	349'	361'
City # 3 (525 ft) Out of Service	475'	448'	449'	451'	453'	454'	453'	453'	452'	451'	450'	448'	440'
City # 4A (420 ft)	406'	350'	350'	406'	355'	360'	353'	355'	351'	354'	346'	349'	353'
City # 5 (385 ft) In-active well	355'	325'	326'	328'	330'	331'	332'	331'	330'	331'	331'	331'	330'
Rialto # 1 (650 ft) In-active well	588'	565'	569'	571'	569'	566'	564'	564'	566'	569'	567'	567'	569'
Rialto # 2 (550 ft) In-active well	490'	488'	489'	489'	489'	490'	486'	490'	490'	489'	486'	486'	OUT OF SERVICE
Rialto # 3 (485 ft)	459'	457'	443'	443'	443'	456'	459'	457'	459'	458'	459'	458'	459'
Rialto # 4 (450 ft) In-active well	413'	400'	400'	399'	401'	400'	401'	400'	402'	401'	402'	403'	401'
Rialto # 5 (560 ft)	371'	368'	369'	369'	371'	368'	368'	369'	369'	370'	370'	371'	370'
Rialto Well # 7 In-active well	349'	345'	346'	346'	346'	345'	346'	347'	349'	348'	349'	349'	349'
Miro # 3 (550 ft)	472'	454'	458'	460'	467'	465'	461'	456'	457'	456'	472'	470'	471'

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 ₄)	µg/L	4.0	6.0
Total Dissolved Solids	mg/L	--	500
P= Present A= Absent			

Sample Date 04/18/2019	Sample Site Location Results								
Type of Sampling	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	OUT OF SERVICE	A
E. Coli	A	A	A	A	A	A	A		A
Nitrate as N	3.0	1.1			2.2				
Perchlorate (CLO ₄)	<4.0			4.0	<4.0	18**			
Total Dissolved Solids	210		290	230	240	220	340		200

*Sampled for Regulated VOC. All sample results are ND or below the MCL.

**Sample is from the well head so it is before disinfection & treatment. Treatment is performed before it goes into the distribution system and we ensure it is non-detect after treatment (before it goes out).

B. Sample Site Location Results

Rialto Distribution Sample Results						
April 2019						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
CYCLE 1 - 04/03/19	mg/l	P/A	P/A	Color Units	TON	NTU
335 W. Rialto	0.80	A	A			
1228 W. Merrill	0.80	A	A			
256 N. Fillmore	0.90	A	A			
987 W. Grove	0.80	A	A			
978 N. Driftwood	1.10	A	A			
1451 N. Linden	1.10	A	A			
469 W. Jackson	1.30	A	A			
935 E. Mariposa	1.50	A	A			
1000 N. Joyce	1.20	A	A			
766 N. Chestnut	1.20	A	A			
149 W. Victoria	1.20	A	A			
313 E. McKinley	1.20	A	A			
609 E. South	1.10	A	A			
273 E. Alru	1.20	A	A			
1161 S. Lilac	1.20	A	A			
101 E. Valley	1.20	A	A			
CYCLE 2 - 04/09/19	mg/l	P/A	P/A	Color Units	TON	NTU
210 N. Park	1.50	A	A	<3.0	<1.0	0.15
101 S. Larch	1.50	A	A	<3.0	<1.0	0.49
331 N. Wisteria	1.10	A	A	<3.0	<1.0	0.20
886 W. Grove	1.10	A	A	<3.0	<1.0	0.18
1168 N. Glenwood	1.60	A	A	<3.0	<1.0	0.17
1320 N. Fitzgerald	1.60	A	A	<3.0	<1.0	0.16
860 N. Willow	1.50	A	A	<3.0	<1.0	0.17
209 E. Cornell	1.40	A	A	<3.0	<1.0	0.15
643 E. Margarita	1.60	A	A	<3.0	<1.0	0.14
1132 N. Vista Grande	1.50	A	A	<3.0	<1.0	0.21
681 E. Erwin	1.40	A	A	<3.0	<1.0	0.21
402 E. Merrill	1.40	A	A	<3.0	<1.0	0.11
261 W. Wilson	1.40	A	A	<3.0	<1.0	0.16
532 S. Iris	1.30	A	A	<3.0	<1.0	0.21
281 W. Hawthorne	1.40	A	A	<3.0	<1.0	0.27
379 W. Valley	1.30	A	A	<3.0	<1.0	0.18

Rialto Distribution Sample Results						
April 2019						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
CYCLE 3 - 04/17/19	mg/l	P/A	P/A	Color Units	TON	NTU
240 N. Willow	1.20	A	A			
775 E. Foothill	1.70	A	A			
878 N. Primrose	1.70	A	A			
369 E. Van Koevering	1.30	A	A			
274 W. Valencia	1.20	A	A			
1578 N. Fillmore	1.20	A	A			
932 N. Idyllwild	1.40	A	A			
644 N. Smoketree	1.30	A	A			
605 W. Rosewood	1.30	A	A			
1189 W. Second	1.20	A	A			
775 W. Rialto	1.30	A	A			
211 E. Wilson	1.30	A	A			
595 E. Huff	1.10	A	A			
1005 S. Riverside	1.10	A	A			
794 S. Verde	1.20	A	A			
1055 W. Bloomington	1.50	A	A			
CYCLE 4 - 04/24/19	mg/l	P/A	P/A	Color Units	TON	NTU
375 S. Cactus	1.50	A	A			
149 S. Linden	1.60	A	A			
234 N. Larch	1.40	A	A			
575 N. Driftwood	1.40	A	A			
1355 W. Shamrock	1.50	A	A			
992 N. Yucca	1.00	A	A			
481 W. Cornell	1.00	A	A			
158. E. Shamrock	0.90	A	A			
749 E. Holly	0.80	A	A			
545 E. Victoria	0.80	A	A			
200 N. Sycamore	1.10	A	A			
407 E. Allen	1.00	A	A			
399 E. Montrose	1.20	A	A			
856 S. Orange	1.10	A	A			
911 S. Cactus	1.30	A	A			
220 W. Valley	1.10	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 260 mg/L for the month of April as compared to 265 mg/L in March. 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 April:

- Confined Space
- Tailgate Safety Meetings

C. Lost Time Safety Record

2,056 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 1617 pounds of calcium hypochlorite was used in April as compared to 814 pounds used in March.

V. ELECTRICAL USE

Southern California Edison (SCE) has not provided all data for April 2019. Thus, we are unable to report the electrical use for this month.

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 put back in service April 2019 but the remaining portion of the project is ongoing.

B. Valve Activity

11 valves were exercised for the month of April. The valve turning program has resulted in the following: exercised 2,803 valves out of 3,718, which is approximately 75% 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

Veolia reviewed the original hydrant flushing list that identified 83 hydrants that were to be flushed annually; the review was completed in 2018. Veolia will continue to flush the previously identified 83 hydrants on a quarterly basis starting in 2019. For the month of April, seven fire hydrant/dead ends were flushed. Total hydrants flushed in the second quarter was seven. In order to meet the goal of flushing 21 hydrants per quarter, Veolia will flush an additional 8 hydrants in the second quarter.

D. Sanitary Survey

Sanitary surveys are completed every three (3) to five (5) years, which the last survey was completed by Department of Drinking Water (DDW) in 2015. In anticipation of the next survey (pending on DDW to schedule), Veolia has reviewed all the regulatory conditions required and is prepared for the next sanitary survey.

VIII. ASSET MANAGEMENT

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

- Preventive Maintenance– 269
- Corrective Maintenance– 19
- Predictive Maintenance– 0

233 PM's are scheduled for May 2019.

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

Corrective Work Order labor hours were dedicated to one pipe line repair.

B. Major Equipment and/or Machinery Outages

City Well 2 was put back in service April 2019 but the remaining portion of the project is ongoing.

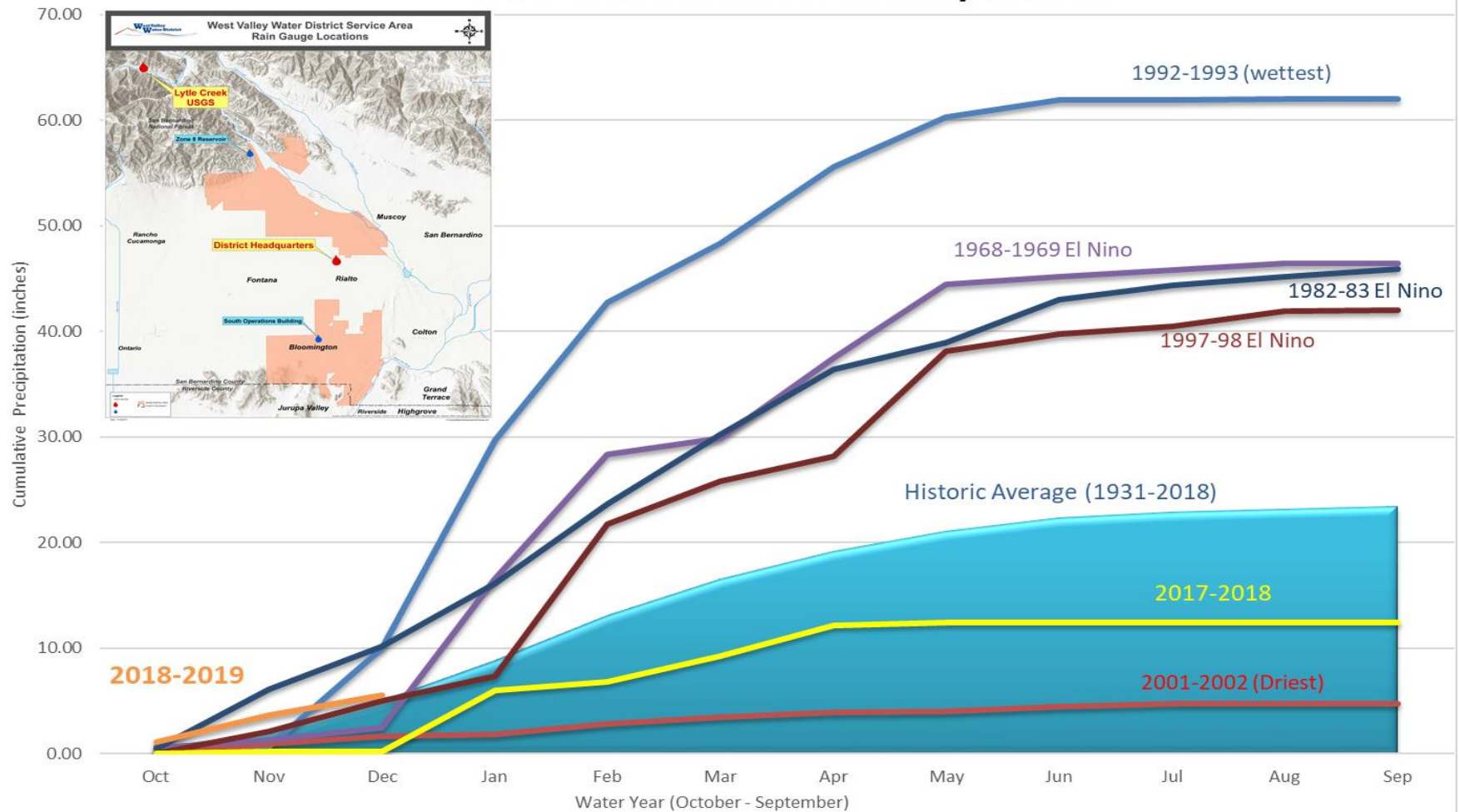
IX. RAINFALL TOTALS

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	3.96	6.70	1.79	0.00			15.32
			July 18- June 19				=	15.32 INCHES					
			YEAR TO DATE FOR 2019				=	12.45 INCHES					
			AVG. RAINFALL FOR LAST FIVE YEARS					11.78 INCHES					
2019	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Totals	3.96	6.70	1.79	0.00									12.45

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 2019	2.02 K	3.96	225	8.1 K	65.9	42.4	53.1	79	37	58 K	36.9 K	3.2 K	51.3
Feb 2019	1.93	6.11	261	7.9 K	58.2	39.0 K	48.5 K	89	44	66 K	37.2 K	3.7	50.5 K
Mar 2019	3.83	1.74	382	9.4 K	67.9	46.5	57.0	83	40	60 K	42.0 K	3.9 K	56.6
Apr 2019	5.46 K	0.28	483	10.3	77.3	51.9	63.6	80	30	52	44.7	4.5 K	62.5
Tots/Avgs	13.24	12.1	338	8.9	67.3	45.0	55.6	83	38	59	40.2	3.8	55.2

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



RIALTO
CUSTOMER SERVICE & REVENUE
MONTHLY OPERATING REPORT

Reporting Period:

April 2019

Prepared for: Rialto Water Services



Prepared by: Veolia Water West Operating Services



Table of Contents

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

I. CUSTOMER SERVICE SUMMARY

Customer Service answered 1,764 inbound calls with a service level of 93.9% during the month of April. Average wait time was 12 seconds.

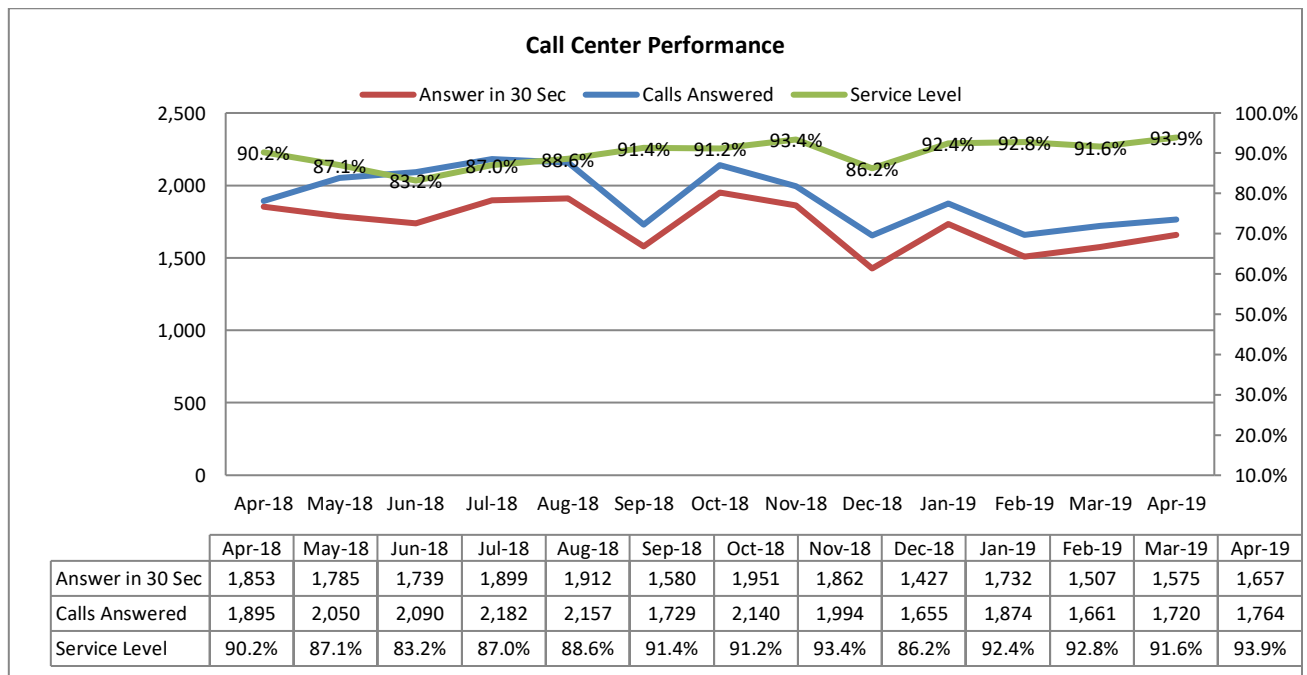
Water consumption has increased by 26.7% when compared against the previous month and decreased by 14.3% when compared against April of the prior year.

With the increase in water consumption, water revenue has increased by 14.5% 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%, when compared against the prior month and increased by 3%, when compared against the same month in 2018.

II. CALL CENTER PERFORMANCE

During this reporting month, a total of 1,764 calls were answered with a respective service level of 93.9% and an average 12 second wait time. 6.3% of the callers experienced wait times greater than one (1) minute and no caller experienced wait time greater than 10 minutes.



III. AUTOMATED SERVICES

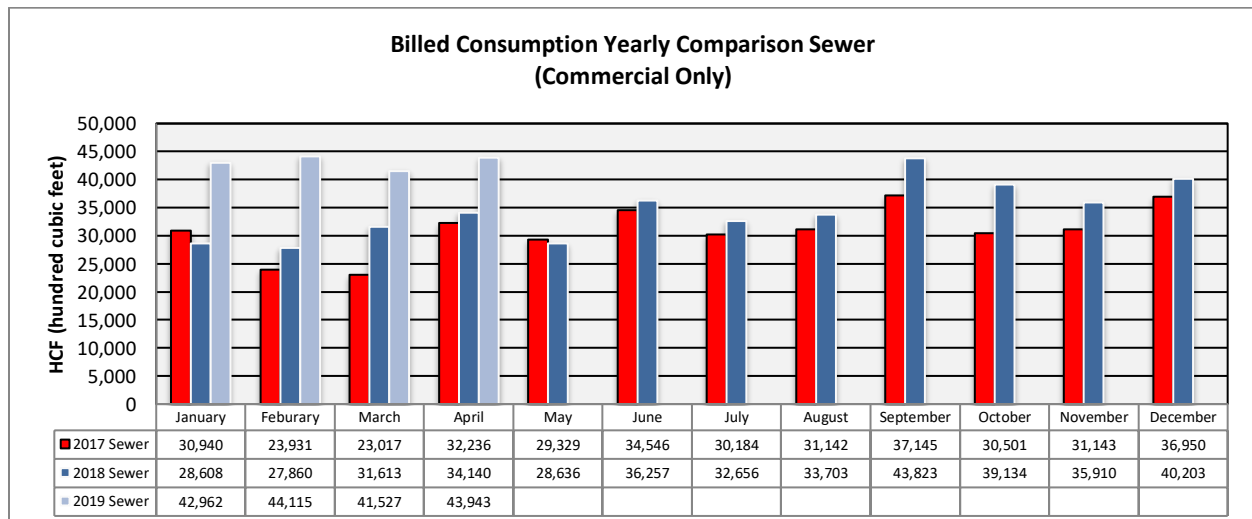
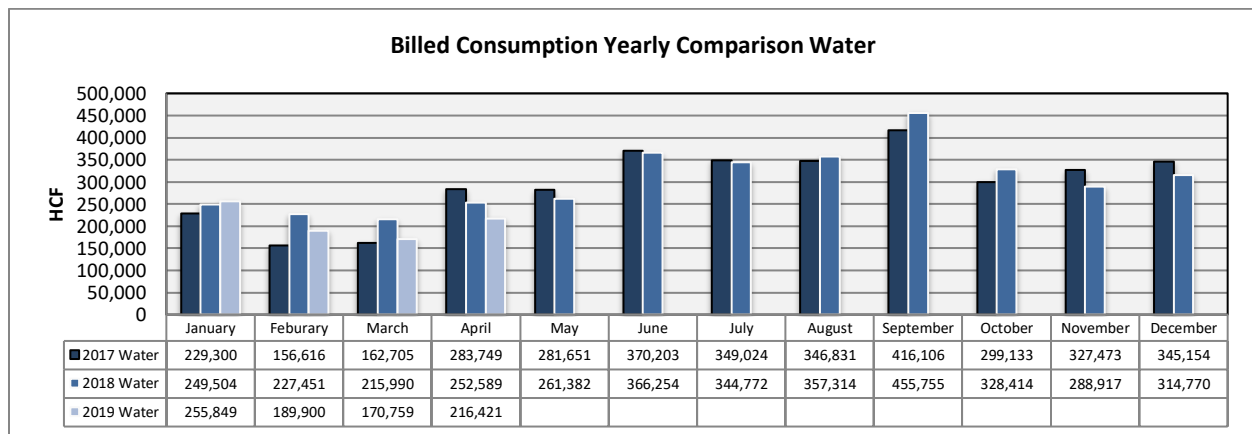
About 34% of the rate payers have created log-ins to access their accounts online. Of these customers with online access, who automatically receive monthly e-mail notifications of new bills, 46% have chosen the paperless option. (16% when compared against all accounts)

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-18
Number of Bills	21,048	21,018	21,079	21,055	21,064	21,090	21,063	21,073	21,100	21,092	21,081	21,111	21,144
Number of Bill Adjustments (during billing)	22	20	22	16	15	11	19	18	14	44	50	21	19
Automated Over the Phone Payments	2,557	2,719	2,618	2,942	2,824	2,456	2,970	2,753	2,396	2,571	2,570	2,795	2,832
Online Payment	4,813	5,260	4,754	5,935	5,835	4,823	6,113	5,832	4,933	5,195	5,670	6,270	6,400
E-bill Participants	2,847	2,900	2,957	3,038	3,095	3,128	3,163	3,208	3,241	3,281	3,304	3,352	3,394
Auto Pay Participants (New Portal)	1,572	1,627	1,676	1,705	1,736	1,764	1,800	1,835	1,867	1,884	1,916	1,952	1,991
PayNearMe	26	42	35	53	52	57	53	58	43	52	66	68	62

IV. BILLING & CONSUMPTION

A. Consumption

Water consumption has increased by 26.7% when compared against the previous month and when compared against April of the prior year, consumption has decreased by 14.3%.



B. Billing

A total of 21,144 bills were mailed or sent out electronically in April. Billing accuracy was 99.9% with nineteen (19) adjustments.

V. REVENUE & AGING

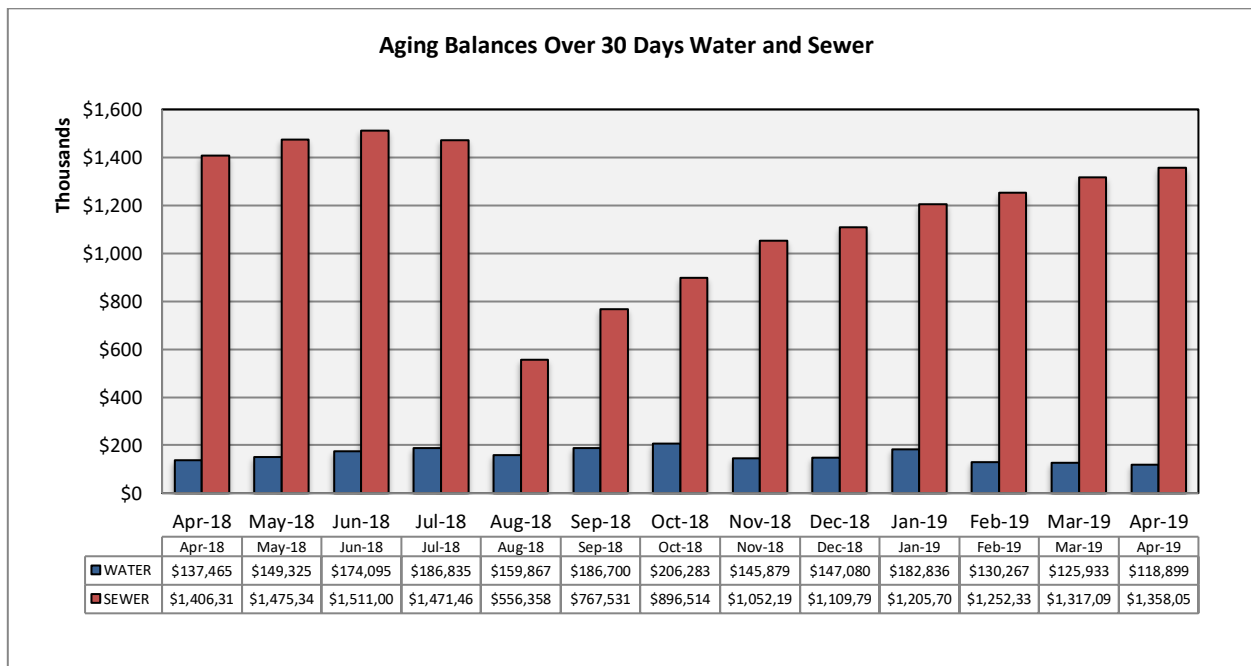
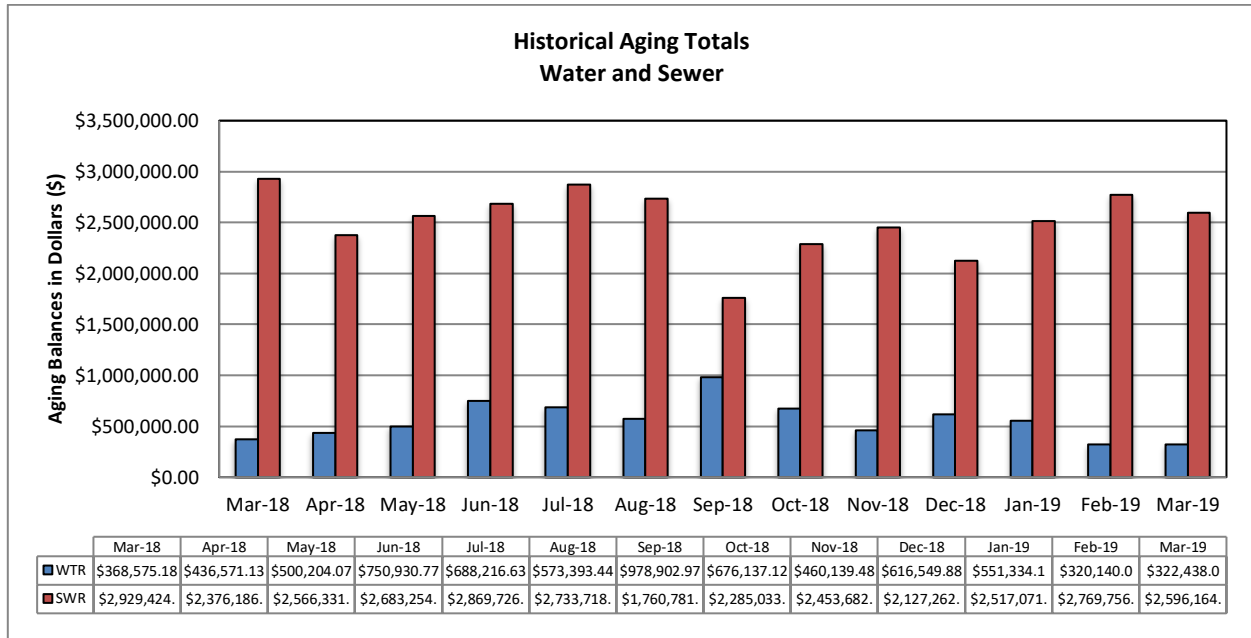
A. Revenue

With the increase in water consumption, water revenue has increased by 14.5% when compared to the prior month. When compared against April of the prior year, revenue has decreased by 10.5%.



B. Aging

The total aging balance has decreased by 1% from the previous month, *see first table below*. For balances >30-days only, water has decreased by 5.6% and wastewater has increased by 3.1%.



C. Bad Debt

23 accounts with a combined total amount of \$6,039.33 were submitted to the collections agency during this reporting month.

VI. SERVICE ORDERS

237 service orders were initiated by the customer service team. Of this total, 128 service orders or 54% were due to occupant changes. Both March and April is showing slightly higher number of service orders due to increase of occupant changes.

VII. OTHER ACTIVITIES

CS team member, who was out on maternity, has returned.

Veolia Corporate has facilitated a safety audit of our customer service center in April. Some opportunity for improvements was noted during the audit, which have been validated or implemented.

No work time losses were experienced in April. 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 April is \$3,459,000. Non-Rate Revenue is \$203,000; Utility Revenue is at \$3,034,000 and Tax / Ambulance Revenue at \$222,000.

RWS collects Utility User Taxes and Ambulance Fees on behalf of the City of Rialto. The Utility User Tax (UUT) rates are based on the total billed amount, therefore the collection fluctuates as billed amounts change. The total UUT charges collected in April 2019 and April 2018 are \$216,000 and \$193,000 respectively.

B. Non Rate Revenue - Extraterritorial Customers

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

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

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 \$12,000 per month.

C. Non-Rate Revenue – Other

Other revenue is generated by leasing space for cell towers to AT&T and Sprint at a currently contracted rate of \$1,700 each per month. Vertical Bridge also provides \$2,300 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 receives monies from the various developments, which is then distributed to RWS. There was no remittance in April of 2019.

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	APRIL 2019	%
Carrier Deposits	Cash deposits prepared per day for transport to Union Bank	22	\$ 240,296	6.94%
Remote Deposits	Scanned batches of checks payments made at the customer service counter	22	487,114	14.07%
UB Bill	Batches of customer payments posted to customer accounts at Union Bank (EBOX)	22	300,400	8.68%
IVR	Customer payments by credit cards and ACH / eCheck payments through an Interactive Voice Response system using a touchtone phone.	9,934	1,297,450	37.49%
Lockbox Deposits	Batches of customer payments mailed in to Union Bank's lockbox	22	1,019,732	29.46%
Credit Cards	POS or retail credit payments received at the customer service counter	864	109,308	3.16%
Pay Near Me	Cash payment service that allows customers to pay at a local 7-Eleven, CVS, or Family Dollar stores.	17	6,620	0.19%
Total Revenue per Bank			\$ 3,460,922	100.00%
Recon to RUA Recap:				
Adj detailed in RUA			(1,386)	
Prior mo. Correction				
RUA increase in Cash			\$ 3,459,535	

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	Jan 2019	Feb 2019	Mar 2019	Apr 2019	Total	%
Carrier Deposits	\$ 269,835	\$ 280,212	\$ 210,328	\$ 292,226	\$ 251,901	\$ 216,758	\$ 780,787	\$ 224,355	\$ 225,375	\$ 240,296	\$ 2,992,073	8.32%
Remote Deposits	589,623	638,526	533,727	641,569	452,895	412,400	763,743	448,898	432,586	487,114	\$ 5,401,082	15.02%
UB Bill (EBOX)	316,065	345,041	261,788	347,441	321,314	268,107	290,843	283,530	337,277	300,400	\$ 3,071,806	8.54%
IVR	1,412,262	1,348,534	1,066,716	1,455,376	1,311,392	1,074,911	1,207,497	1,159,440	1,210,232	1,297,450	\$ 12,543,808	34.87%
Lockbox Deposits	1,131,204	1,138,582	760,292	1,253,096	1,167,471	1,003,408	968,833	1,076,520	943,567	1,019,732	\$ 10,462,705	29.09%
Credit Cards (POS)	154,888	161,490	122,123	170,181	151,709	131,885	127,055	140,653	159,386	109,308	\$ 1,428,677	3.97%
Pay Near Me	7,837	6,600	6,317	6,937	7,283	5,332	6,503	7,458	8,002	6,620	\$ 68,889	0.19%
Total Revenue to Bank	\$ 3,881,715	\$ 3,918,985	\$ 2,961,291	\$ 4,166,825	\$ 3,663,964	\$ 3,112,802	\$ 4,145,260	\$ 3,340,853	\$ 3,316,425	\$ 3,460,922	\$ 35,969,041	100.00%
NSF	(4,550)	(6,234)	(2,799)	(4,989)	(5,754)	(4,575)	(6,636)	(14,835)	(3,305)	(4,352)	\$ (58,028)	
Net deposits	\$ 3,877,165	\$ 3,912,751	\$ 2,958,492	\$ 4,161,836	\$ 3,658,210	\$ 3,108,226	\$ 4,138,624	\$ 3,326,018	\$ 3,313,120	\$ 3,456,570	\$ 35,911,012	

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

	Apr 2019	Apr 2018	Variance
UUT Water	\$ 58,359	\$ 59,266	\$ (907)
UUT Sewer	157,542	133,612	23,929
Perchlorate	(284)	53	(337)
Ambulance	6,761	4,843	1,917
Total	\$ 222,377	\$ 197,775	\$ 24,603

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

	Apr 2019	Apr 2018	Variance
Non-Rate / Extra Territorial Revenue	\$ 203,404	\$ 476,636	\$ (273,232)
Utility Revenue	\$ 3,033,754	\$ 2,757,019	276,735
Total	\$ 3,237,158	\$ 3,233,655	\$ 3,503

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

	Jul 2018	Aug 2018	Sept 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	Total
Non-Rate Revenue											
Cell Tower / Sublease	2,375	5,831	4,103	4,103	4,103	2,375	5,831	24,839	2,375	4,103	60,034
Interest Income	-	2,027	-	-	4,833	-	1,614	-	-	-	8,475
NRR-FOG	-	-	-	-	-	-	-	-	-	-	-
Extra Terr-Water	500	500	500	500	500	500	284,500	7,167	500	500	295,667
Extra Terr- Sewage	145,329	139,184	256,077	145,941	10,000	145,941	139,490	139,490	139,490	192,584	1,453,523
Turn On/Off Fees	4,629	4,016	3,886	5,691	5,048	4,178	3,258	3,885	3,457	3,943	41,991
NSF	475	300	225	400	310	465	375	375	250	250	3,425
Same Day Service	513	601	573	571	259	520	308	497	370	258	4,470
New Occupant Charge	2,701	2,804	2,295	2,942	2,230	2,448	2,523	2,314	1,673	1,796	23,727
DIF - Wastewater Connection	-	-	-	-	-	-	-	-	-	-	-
Sewer Bad Debt Collection Fees	-	-	-	-	(399)	-	-	-	-	-	(399)
Sewer Cash Over/Short	-	-	-	(96)	20	2	100	(20)	-	(30)	(24)
Total Non-Rate Revenue	\$ 156,520	\$ 155,262	\$ 267,659	\$ 160,052	\$ 26,903	\$ 156,429	\$ 437,999	\$ 178,546	\$ 148,114	\$ 203,404	1,890,888
Utility Revenue											
Water Penalty	18,435	29,489	19,319	29,186	(35,243)	82,022	24,586	15,322	17,657	15,369	216,143
Sewer Penalty	(24,694)	62,227	22,881	81,437	(73,326)	174,188	245,442	28,609	61,338	42,518	620,619
Turf Removal Rebate	(5,812)	-	-	-	-	-	-	(2,573)	-	(1,989)	(10,374)
Hi Eff Toilet/Washer Rebates	-	-	(50)	(50)	-	(300)	(50)	(50)	-	(200)	(700)
Senior Disc - Water	(8,066)	(7,470)	(7,714)	(7,595)	(7,401)	(7,322)	(5,699)	(7,395)	(7,440)	(7,469)	(73,569)
Senior Disc - Sewer	(26,389)	(26,289)	(25,622)	(27,313)	(20,414)	(24,486)	(21,239)	(24,909)	(24,921)	(24,993)	(246,575)
Damaged /Lost Meter	2,020	22,411	887	1,390	153	2,150	260	819	4,443	1,253	35,786
Water Contract	16	71	27	14	-	-	-	-	-	-	127
Water Deposits	10,350	8,154	5,884	9,730	16,372	6,287	11,065	10,913	6,769	13,370	98,894
Water Deposits Billed	9,555	2,745	1,896	2,422	2,593	2,025	1,704	1,746	2,009	1,155	27,850
Water Meter Deposits	-	-	-	-	-	-	2,455	1,687	626	908	5,676
Sewer Deposits	8,499	8,429	5,951	7,921	7,021	5,550	9,478	4,735	6,426	7,643	71,653
Sewer Deposits Billed	4,325	4,033	3,078	3,866	3,793	2,670	4,779	4,854	2,831	3,854	38,083
Water	1,294,039	1,358,019	949,578	1,488,898	1,315,471	890,528	1,016,813	934,895	837,163	833,087	10,918,493
Sewer	2,187,636	2,079,417	1,538,060	2,148,535	2,166,549	1,646,059	2,155,385	1,972,965	2,020,541	2,142,982	20,058,130
Unapplied Credits	544	(18,554)	(225)	3,156	12,155	(6,345)	12,035	5,981	29,793	6,267	44,807
Total Utility Revenue	\$ 3,470,459	\$ 3,522,682	\$ 2,513,950	\$ 3,741,597	\$ 3,387,724	\$ 2,773,028	\$ 3,457,015	\$ 2,947,600	\$ 2,957,235	\$ 3,033,754	\$ 31,805,043
Total Non-Rate + Utility Rev.	3,626,979	3,677,944	2,781,609	3,901,649	3,414,627	2,929,457	3,895,013	3,126,146	3,105,349	3,237,158	33,695,931

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
Apr 2019	3,459,535	9,226	2,515,937	934,372	3,459,535	1,386	3,460,922
Apr 2018	3,431,430	14,588	2,167,789	1,249,053	3,431,430	(407)	3,431,023

L. Non-Incode Customer Accounts Receivable Aging

Name	Total as of 4/30/2019	Current	31 to 60 days	61 to 90 days	>90 days
AT&T - Easton	\$ (17,280)				(17,280)
CITY OF FONTANA	246,077	123,038	123,038		
Colton Unified School District	-	-			
County of San Bernardino-CSA 70 BL	178,765	12,251	12,251	12,251	142,011
Rialto BioEnergy Facilities	-	-			
Sprint-Nextel	5,184		1,728	1,728	1,728
San Bernardino Co Waste System Div.	-	-			
SB Valley Mun Water District	712				712
Vertical Bridge Holdco, LLC (CIG)	4,530	2,375			2,155
Grand Total	\$ 417,988	\$ 137,664	\$ 137,018	\$ 13,979	\$ 129,326

AT&T remits payment in advance every year. The current credit balance of \$19,008 indicates prepaid lease payments through March 2020.

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 \$111,000 represents back-billing of residential and commercial sewer connections in 2016 and prior months through April 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 \$12,000 of monthly extraterritorial revenue. The County is now being billed for all of its obligations. RWS received a total payment of \$176,000 in April. The remaining outstanding balance of \$179,000 is deemed collectible.

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 reimbursed all outstanding rebate submitted by RWS.

Vertical Bridge Holdco, LLC and Sprint: Subsequently, RWS received a payment of \$2,374 from Vertical Bridge and \$1,728 from Sprint for the prior month's cell tower rent. The customer will be contacted for the remaining outstanding balance in its account.

San Bernardino County Waste System Division is current with its obligations.