

Utility Commission Report

January 2020

Reporting period November

2019



RIALTO WASTEWATER
MONTHLY OPERATIONS REPORT

Reporting Period:
November 2019

Prepared for: - Rialto Water Services

Prepared by: - Veolia Water West Operating Services



RIALTO WASTEWATER OPERATIONS AND MAINTENANCE REPORT

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RIALTO WASTEWATER

MONTHLY OPERATIONS REPORT

EXECUTIVE SUMMARY

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

- One reportable AQMD exceedance occurred on November 21st. A thermocouple on the Zink flare unit failed (this is a routine occurrence due to the conditions experienced within the flare unit). No digester gas was released during the incident. However, failure of gas treatment equipment is a reportable condition. The equipment failure was promptly noted and logged with AQMD. No violation notice is anticipated.
- Anaerobic digester operation remained in a stable operating range during the month.
- One residential call out occurred this month.
- Repair of Plant 5 primary clarifier coatings and mechanical repairs remain 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	2019 Year to Date Statistics
Sanitary sewer cleaned conventional method, feet	23,656	21,374	229,031
Sanitary sewer assessed using SL-RAT method, feet*	848	4,015	25,308
"Hot Spot" Cleaning, feet	9,457	5,150	90,338
CCTV Inspection, miles (26 is annual goal)**	2.70	3.19	27.95
Manhole Inspections	5	72	119
USA Dig Alert Markings, count	70	84	867
Residential call outs	1	0	16
Sanitary sewer overflows	0	0	5

* SL-RAT acoustic monitoring was unavailable for much of 2019. No target for this monitoring

** End of month target completion – 23.8 miles

b. Collection System Service Maps for November – Monthly Collection System Service Map

c. Customer Service Call Outs – See Item 9

2. Wastewater Treatment Plant – Monthly Overview

On November 21st, a Zink flare unit thermocouple (one of the devices that measure flare operating temperature) failed in normal use. Thermocouples of this type fail without warning from normal heating from flare operation. Spares are kept in stock. When the thermocouple failed, it was routinely replaced. As this equipment falls within the scope of the AQMD permit, appropriate notices and reports were filed in a timely manner. No fines or compliance notices are anticipated.

Anaerobic digester operation remained in the stable range during the month. However, plant operational shutdowns, flow diversions, etc. have a clear impact on digester loading which in turn impacts performance stability. Careful monitoring of digester operation for possible upset conditions is ongoing.

S1 construction activities continued to move quickly in November. Preparation for shutdowns/bypasses is ongoing with numerous shutdowns and bypasses planned in the near and long term.

Construction work as part of the BDP research project was minimal for the month. Contamination of the Cal Trans reclaimed water supply was noted, in part, due to poor construction quality work which separates the BDP work area from the channel which supplies Cal Trans with reclaimed water. A temporary repair is being planned by Veolia to address this issue.

One resident call out was experienced in November.

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	3	5	75
Unscheduled*	0	0	0

* Valves turned that are not required PM

4. Monthly Safety Program Overview

Category	Monthly Statistic
Safety Training Topics	Cold Stress and Winter Safety
Lost Time Incidents, count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	15

Vehicle Incidents, count	0
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* 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 – 6,096 days.

5. Biosolids, Chemicals, and Utilities

a. Monthly Biosolids Production

Biosolids	Current Month Statistics	Prior Month Statistics	2019 Year to Date Statistics
Quantity Produced, wet tons	775.38	679.86	9,890.15

b. Monthly Chemical Consumption

Chemical	Current Month Statistics	Prior Month Statistics
Sodium Hypochlorite, gallons	29,545	27,168
Sodium Bisulfite, gallons	10,704	11,413
Ferrous Chloride, gallons	3,738	3,914
Polymer, Gravity Belt Thickener, gallons	290	403
Polymer, Belt Filter Press, gallons	430	479
Alum, gallons	68	39

c. Monthly Utilities Consumption

Utility	Current Month Statistics	Prior Month Statistics
Electricity WWTP, KWH	527,956	488,456
Electricity Lilac LS, KWH	560	601
Electricity Sycamore LS, KWH	949	926
Electricity Ayala LS, KWH	5,700	5,677
Electricity Agua Mansa LS, KWH	2,314	2,211
Electricity Cactus LS, KWH	1,149	1,130
Electricity Ramrod LS, KWH	*	606
Natural Gas WWTP, Therms	5,530	4,991

* Monthly invoice had not been received at time of report preparation

6. Odor Complaints Received/Actions Taken

No odor complaints were received during the month of November.

7. Major Equipment and/or Machinery Outages

- Programmable Logic Controller control screen repaired on Gravity Filters
- A failed uninterruptable power supply was replaced for a SCADA control computer

- Door handles replaced on Administration Building doors
- A leaking Belt Filter Press hydraulic pump was replaced
- The overhead lighting for Belt Filter Press #1 was repaired
- The Dynasand analyzer #3 feed pump was replaced
- The Plant 5 Bar Screen was rebuilt
- The Hand/Off/Automatic switch for Gravity Filter #7 was replaced
- The operating timer for Plant 5 Primary Sludge Pump was replaced
- Failed thermocouples were replaced on the Zink flare
- Drive belts on Plant 4 Primary Sludge Pump were replaced
- A failed belt was replaced on Gravity Belt Thickener #2
- A failed hour meter was replaced on Grit Pump #2 was replaced

8. Outside Agency Activities during the Month

- a. Government agency or property insurance inspections

None during the month

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

Permit testing was completed for the month of October

- c. Government agency notices of violation received

None during the month

- d. Government agency monitoring

Routine monitoring reports were submitted

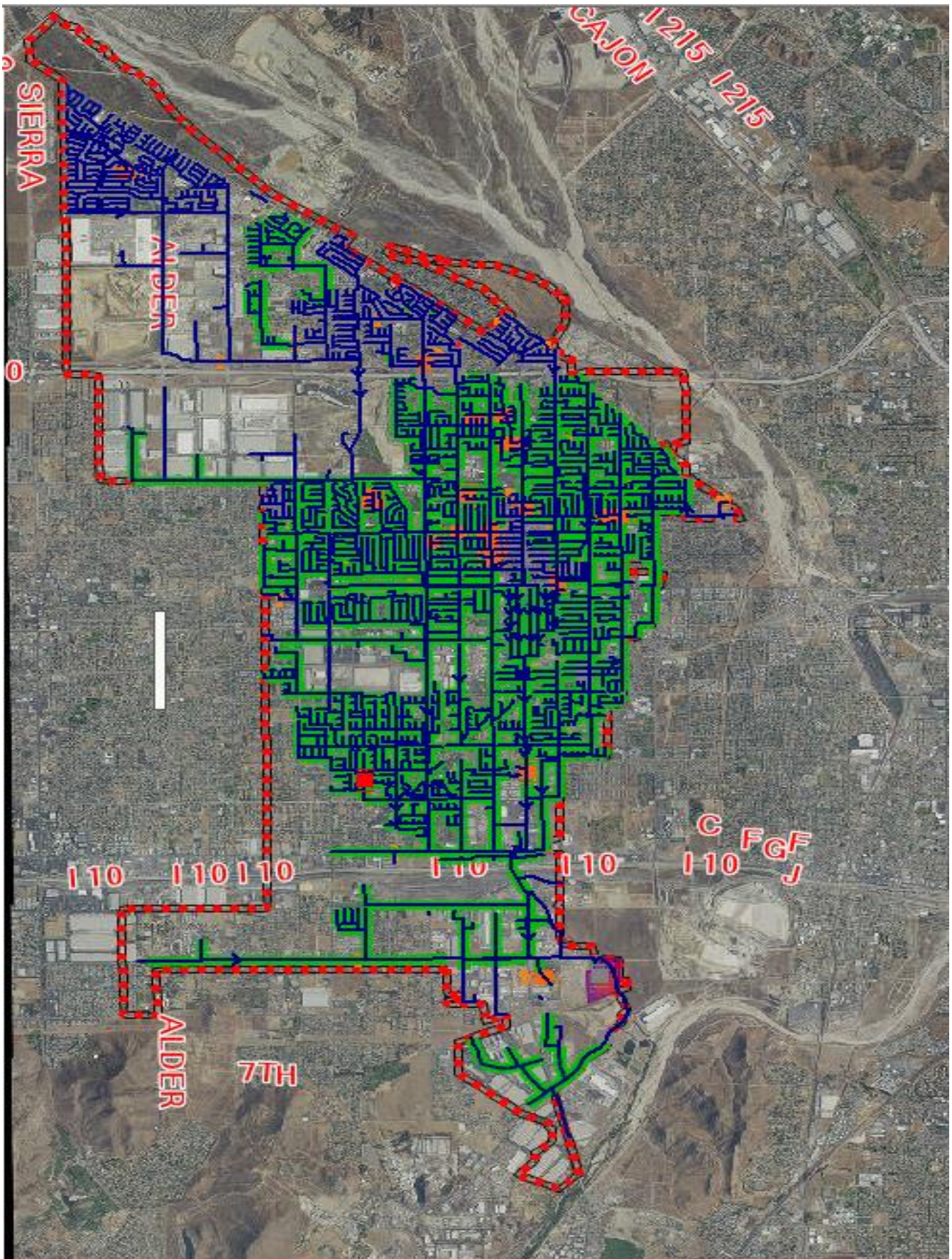
- e. Other matters of concern

See 8(c) above

9. Complaint Log

Date	Address	Comments	Personnel	Manhole	To Manhole
11/5	1455 N Riverside Avenue	Resident indicated that toilets in home were backing up. CCTV inspection of the street main indicated clear conditions. However the camera noted roots in the homeowner's lateral sewer (homeowner responsibility). Homeowner was informed.	C. Napoles P. Herman B. VanOrden	202-54	202-55

Monthly Collection System Service Map



Pipe Cleaning November 2019

Rialto Wastewater O&M Report

Report Start Date: 11/1/2019

Report End Date: 11/30/2019

Report Date: 12/20/2019

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	%
11/1/2019	7.300	6.550											
11/2/2019	7.300	6.110											
11/3/2019	8.740	6.680											
11/4/2019	9.310	7.040		250	19,411	2.5	147	99.0	130	10,094	2.0	117	98
11/5/2019	8.050	6.460											
11/6/2019	7.200	6.550											
11/7/2019	7.000	5.640											
11/8/2019	9.000	6.340		180	13,511	5.0	264	97.2					
11/9/2019	7.000	6.000											
11/10/2019	7.990	6.150											
11/11/2019	8.210	6.440		210	14,379	2.5	134	98.8	96	6,573	2.0	107	98
11/12/2019	8.130	6.480											
11/13/2019	7.570	6.540											
11/14/2019	7.230	4.980											
11/15/2019	7.590	6.560		210	13,293	5.0	274	97.6					
11/16/2019	7.850	6.170											
11/17/2019	7.850	6.470											
11/18/2019	8.670	6.340		280	20,246	2.9	153	99.0	220	15,908			
11/19/2019	7.620	6.220											
11/20/2019	6.720	5.760											
11/21/2019	7.370	5.840											
11/22/2019	7.750	5.740		190	12,281	10.0	479	94.7					
11/23/2019	7.350	6.000											
11/24/2019	7.820	6.240											
11/25/2019	8.060	6.250				2.0	104		210	14,116			
11/26/2019	7.530	6.240											
11/27/2019	7.880	6.360											
11/28/2019	9.220	6.530											
11/29/2019	9.010	8.770											
11/30/2019	7.380	5.390											
Minimum	6.72	4.98		180	12,281	2.0	104	94.7	96	6,573	2.0	107	97.9
Maximum	9.31	8.77		280	20,246	10.0	479	99.0	220	15,908	2.0	117	98.5
Average	7.86	6.29		220	15,520	4.3	222	97.7	164	11,673	2.0	112	98.0
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
11/1/2019	1,069	735							
11/2/2019	1,187	710							
11/3/2019	1,092	729							
11/4/2019	1,251	800							
11/5/2019	1,329	757							
11/6/2019	1,200	771							
11/7/2019	1,223	740			440	410	450	39	10.0
11/8/2019	1,208	774							
11/9/2019	1,184	743							
11/10/2019	1,111	767							
11/11/2019	1,104	782							
11/12/2019	1,058	866							
11/13/2019	1,107	779							
11/14/2019	1,095	793							
11/15/2019	1,036	780							
11/16/2019	1,042	746							
11/17/2019	1,027	753							
11/18/2019	1,076	779							
11/19/2019	1,103	780							
11/20/2019	1,205	760							
11/21/2019	1,180	772	663	35					
11/22/2019	965	771							
11/23/2019	1,038	761							
11/24/2019	980	790							
11/25/2019	1,116	829							7.1
11/26/2019	989	806							
11/27/2019	976	752							
11/28/2019	1,352	835							
11/29/2019	1,320	874							
11/30/2019	1,263	901							
Minimum	965	710	663	35	440	410	450	39	7.1
Maximum	1,352	901	663	35	440	410	450	39	10.0
Average	1,130	781	663	35	440	410	450	39	8.6
12 Month Average						433			7.9
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

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)	Digester Gas	Natural Gas Daily Use
Date	SU	SU	Deg C	mg/L	MPN/100mL	MPN/100ML	ug/L	ug/l	cu ft/day	cf/day
11/1/2019	7.72	7.12	20.9		<1.8	<1.80			93,851	23,600
11/2/2019	7.42	7.10	21.7		<1.8	<1.80			91,698	33,800
11/3/2019	7.37	7.03	22.8		<1.8	<1.80			120,019	30,500
11/4/2019	7.73	7.00	22.6	<0.10	<1.8	<1.80	2.0		103,272	11,300
11/5/2019	7.74	7.05	22.8		<1.8	<1.80			107,701	21,000
11/6/2019	7.67	7.11	23.1		2.0	<1.80			107,369	15,200
11/7/2019	7.63	7.20	23.3		<1.8	<1.80		<3.00	119,331	12,100
11/8/2019	7.57	7.18	23.3		<1.8	<1.80			112,067	22,700
11/9/2019	7.42	7.19	23.3		<1.8	<1.80			93,411	20,000
11/10/2019	7.60	7.19	23.2		2.0	<1.80			90,748	4,000
11/11/2019	7.58	7.20	23.2	<0.10	<1.8	<1.80			98,450	13,800
11/12/2019	7.64	7.13	23.1		<1.8	<1.80			103,959	18,800
11/13/2019	7.81	7.19	20.6		<1.8	<1.80			82,308	3,200
11/14/2019	7.68	7.13	23.1		<1.8	<1.80			73,016	6,000
11/15/2019	7.64	7.23	23.1		<1.8	<1.80			101,703	23,500
11/16/2019	7.37	7.20	23.0		<1.8	<1.80			86,897	28,800
11/17/2019	7.45	7.21	22.3		<1.8	<1.80			79,638	29,300
11/18/2019	7.31	7.20	22.5	0.12	2.0	<1.80			88,147	4,200
11/19/2019	7.34	7.24	22.9		2.0	<1.80			118,925	7,000
11/20/2019	7.67	7.23	22.7		<1.8	<1.80			127,313	32,800
11/21/2019	7.74	7.21	22.4		<1.8	<1.80			107,219	5,600
11/22/2019	7.48	7.21	22.5		<1.8	<1.80			123,618	23,700
11/23/2019	7.45	7.27	22.3		<1.8	<1.80			104,467	20,700
11/24/2019	7.50	7.17	21.5		2.0	<1.80			107,035	4,600
11/25/2019	7.60	7.15	21.5	0.13	<1.8	<1.80			111,766	8,000
11/26/2019	7.50	7.21	20.4		<1.8	<1.80			90,080	22,100
11/27/2019	7.25	7.17	21.0		<1.8	<1.80			71,187	22,200
11/28/2019	7.50	7.09	21.1		<1.8	<1.80			104,485	25,200
11/29/2019	7.76	7.04	22.3						99,774	28,700
11/30/2019	7.74	7.08	20.3		2.0	<1.80			93,904	20,500
Minimum	7.25	7.00	20.3	0.1	1.8	1.8	2.0	3.00	71,187	3,200
Maximum	7.81	7.27	23.3	0.1	2.0	1.8	2.0	3.00	127,313	33,800
Average	7.56	7.16	22.3	0.1	1.8	1.8	2.0	3.00	100,445	18,097
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

* Monthly Average



RIALTO WATER

MONTHLY OPERATIONS REPORT

Reporting Period:

November 2019

Prepared for: Rialto Water Services

Prepared by: Veolia Water West Operating Services



RIALTO WATER

OPERATIONS AND MAINTENANCE REPORT

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RIALTO WATER

MONTHLY OPERATIONS REPORT

I. EXECUTIVE SUMMARY

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

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

A. Water Production Totals

Total water delivered into the Rialto system this month was 652.34 acre-feet. 399.05 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). 129.06 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 124.23 acre-feet came from the OP RTP.

NOVEMBER 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
11/1/19	0.00	4.66	0.00	0.00	8.80	9.58	6.54	2.04	2.55	24.59
11/2/19	2.02	3.95	0.00	0.00	5.05	8.61	6.40	2.04	1.78	21.24
11/3/19	0.00	6.35	0.00	0.00	6.25	10.22	0.00	3.60	2.24	18.44
11/4/19	0.00	5.63	0.00	0.00	4.58	8.27	0.00	17.96	2.36	30.53
11/5/19	3.93	5.86	0.00	0.00	0.00	9.08	0.73	11.68	1.82	24.02
11/6/19	5.44	6.34	0.00	0.00	5.89	7.78	0.00	7.49	4.38	29.54
11/7/19	1.97	6.69	0.00	0.00	4.85	9.93	0.00	6.59	4.43	24.53
11/8/19	0.00	2.26	0.00	0.00	0.99	8.02	1.91	9.78	4.94	19.88
11/9/19	2.57	6.71	0.00	0.00	3.99	9.24	0.18	9.49	5.01	27.95
11/10/19	1.19	6.41	0.00	0.00	0.09	0.00	1.93	7.70	4.39	21.71
11/11/19	0.00	6.35	0.00	0.00	0.00	0.00	0.00	9.30	4.61	20.26
11/12/19	5.07	6.93	0.00	0.00	0.00	0.00	0.00	8.86	4.57	25.43
11/13/19	2.32	6.14	0.00	0.00	3.74	0.00	0.00	6.41	5.94	24.55
11/14/19	5.74	6.66	0.00	0.00	0.45	0.79	0.23	7.62	0.00	20.70
11/15/19	2.18	6.68	0.00	0.00	3.06	0.00	0.00	8.77	9.36	30.05
11/16/19	0.00	6.44	0.00	0.00	0.00	0.00	0.00	6.07	4.36	16.87
11/17/19	5.00	7.38	0.00	0.00	0.00	0.01	0.00	6.05	5.03	23.46
11/18/19	6.34	5.64	0.00	0.00	0.00	0.00	0.00	7.87	4.09	23.94
11/19/19	5.19	7.75	0.00	0.00	0.00	0.00	0.00	5.30	5.74	23.98
11/20/19	2.39	0.00	0.00	0.00	4.00	0.00	0.00	5.45	0.00	11.84
11/21/19	2.16	11.20	0.00	0.00	4.39	0.00	0.00	6.92	10.12	34.79
11/22/19	0.00	1.30	0.00	0.00	6.67	0.00	0.00	2.56	3.84	14.37
11/23/19	0.00	5.07	0.00	0.00	6.31	0.00	0.57	0.48	4.82	17.25
11/24/19	0.00	4.21	0.00	0.00	6.55	0.00	0.92	0.76	5.02	17.46
11/25/19	2.16	3.44	0.00	0.00	7.77	0.00	0.00	3.82	4.12	21.31
11/26/19	0.14	4.43	0.00	0.00	6.12	0.00	0.00	4.84	5.80	21.33
11/27/19	0.51	0.00	0.00	0.00	5.30	0.00	0.00	4.22	3.93	13.96
11/28/19	0.00	0.00	0.00	0.00	6.15	0.00	3.48	3.03	4.54	17.20
11/29/19	0.00	0.00	0.00	0.00	6.21	0.00	0.00	5.19	2.58	13.98
11/30/19	2.79	0.00	0.00	0.00	6.72	0.00	0.00	5.81	1.86	17.18
TOTAL	59.11	144.48	0.00	0.00	113.93	81.53	22.89	187.70	124.23	652.34
MIN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.48	0.00	11.84
MAX	6.34	11.20	0.00	0.00	8.80	10.22	6.54	17.96	10.12	34.79
AVE	1.97	4.82	0.00	0.00	3.80	2.72	0.76	6.26	4.14	21.74

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.

NOVEMBER 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
11/1/19	0.00	0.00	0.00	0.00	0.00	6.54	0.00	0.00
11/2/19	0.00	0.00	0.00	0.00	0.00	6.40	0.00	0.00
11/3/19	0.00	0.00	6.98	0.00	0.00	0.00	0.00	0.00
11/4/19	0.00	0.00	0.00	0.00	11.67	0.00	10.75	3.70
11/5/19	0.00	0.00	9.83	8.85	7.84	0.73	8.12	1.13
11/6/19	0.00	0.00	0.00	0.00	5.21	0.00	8.80	0.00
11/7/19	0.00	0.00	4.26	0.00	2.92	0.00	0.51	1.33
11/8/19	0.00	0.00	1.81	3.73	4.20	1.91	0.00	3.33
11/9/19	0.00	0.00	6.41	0.00	5.22	0.18	2.87	1.66
11/10/19	0.00	0.00	6.53	0.00	5.20	1.93	0.00	0.00
11/11/19	0.00	0.00	6.27	0.00	3.96	0.00	0.00	3.34
11/12/19	0.00	0.00	6.48	0.17	6.06	0.00	0.00	0.00
11/13/19	0.00	0.00	5.60	0.00	2.19	0.00	2.82	2.37
11/14/19	0.00	0.00	3.42	0.00	5.23	0.23	8.08	0.00
11/15/19	0.00	0.00	4.37	0.00	7.18	0.00	0.50	0.00
11/16/19	0.00	0.00	6.51	0.00	4.12	0.00	0.00	0.00
11/17/19	0.00	0.00	6.90	0.00	3.92	0.00	0.00	0.00
11/18/19	0.00	0.00	6.90	2.98	4.90	0.00	0.00	0.00
11/19/19	0.00	0.00	0.00	1.61	3.11	0.00	0.00	0.00
11/20/19	0.00	0.00	9.16	1.11	2.42	0.00	6.62	1.77
11/21/19	0.00	0.00	0.00	0.00	4.99	0.00	9.86	0.14
11/22/19	0.00	0.00	0.80	0.00	1.43	0.00	0.00	0.00
11/23/19	0.00	0.00	4.90	0.26	0.00	0.57	3.06	0.00
11/24/19	0.00	0.00	0.00	5.47	0.00	0.92	0.00	0.00
11/25/19	0.00	0.00	5.61	0.98	2.54	0.00	0.00	0.00
11/26/19	0.00	0.00	4.93	0.00	1.44	0.00	0.00	1.84
11/27/19	0.00	0.00	1.09	4.24	0.00	0.00	0.00	3.27
11/28/19	0.00	0.00	0.00	0.00	0.00	3.48	0.00	0.00
11/29/19	0.00	0.00	0.00	9.25	1.87	0.00	0.00	7.21
11/30/19	0.00	0.00	0.00	5.32	5.12	0.00	0.00	0.76
TOTAL	0.00	0.00	108.76	43.97	102.74	22.89	61.99	31.85
MIN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MAX	0.00	0.00	9.83	9.25	11.67	6.54	10.75	7.21
AVE	0.00	0.00	3.63	1.47	3.42	0.76	2.07	1.06

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	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept.	Oct.	Nov.
Chino # 1 (580 ft) In-active well	425'	415'	409'	420'	421'	421'	420'	420'	423'	420'	420'	420'	420'
Chino # 2 (550 ft)	360'	344'	346'	342'	340'	347'	344'	345'	350'	346'	349'	350'	346'
City # 1 (260 ft) Dry	392'	376'	360'	359'	350'	350'	339'	340'	351'	349'	342'	340'	340'
City # 2 (480 ft)	402'	378'	OUT OF SERVICE	356'	349'	361'	342'	354'	368'	381'	368'	393'	331'
City # 3 (525 ft) Out of Service	475'	452'	451'	450'	448'	440'	448'	448'	448'	448'	448'	448'	448'
City # 4A (420 ft)	406'	351'	354'	346'	349'	353'	330'	352'	356'	358'	364'	356'	355'
City # 5 (385 ft) In-active well	355'	330'	331'	331'	331'	330'	329'	329'	330'	331'	332'	334'	333'
Rialto # 1 (650 ft) In-active well	588'	566'	569'	567'	567'	569'	566'	567'	567'	567'	569'	567'	569'
Rialto # 2 (550 ft) In-active well	490'	490'	489'	486'	486'	OUT OF SERVICE	486'	486'	486'	486'	486'	486'	486'
Rialto # 3 (485 ft)	460'	459'	458'	459'	458'	459'	459'	460'	460'	460'	460'	460'	460'
Rialto # 4 (450 ft) In-active well	413'	402'	401'	402'	403'	401'	402'	402'	403'	403'	403'	404'	403'
Rialto # 5 (560 ft)	374'	369'	370'	370'	371'	370'	370'	370'	370'	371'	374'	370'	371'
Rialto Well # 7 In-active well	351'	349'	348'	349'	349'	349'	349'	350'	349'	351'	351'	351'	351'
Miro # 3 (550 ft)	480'	457'	456'	472'	470'	471'	471'	476'	478'	480'	472'	474'	474'

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 mg/L = parts per million µg/L = parts per billion			

Sample Date 11/13/2019	Sample Site Location Results								
Type of Sampling	Chino 2	City 2	City 4A	Rialto 3	Rialto 5	Miro 3	BLF Cactus	BLF 6-9	OP RTP
Total Coliform	A	A	A	A	A	A	A	A	A
E. Coli	A	A	A	A	A	A	A	A	A
Nitrate as N	3.1								
Perchlorate (CLO ₄)	<4.0			<4.0	<4.0	19			
Total Dissolved Solids	220	200	300	230	220	220	320	320	240

*Sample is from the well head so it is before disinfection & treatment. Treatment is performed before it goes into the distribution system. Water going into the distribution system is <4.0 (non-detect).

B. Sample Site Location Results

Rialto Distribution Sample Results						
November 2019						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
CYCLE 1 - 11/07/19	mg/l	P/A	P/A	Color Units	TON	NTU
335 W. Rialto	0.70	A	A	<3.0	<1.0	0.15
1228 W. Merrill	1.20	A	A	<3.0	<1.0	0.17
256 N. Fillmore	0.90	A	A	<3.0	<1.0	0.17
987 W. Grove	1.00	A	A	<3.0	<1.0	0.14
978 N. Driftwood	1.10	A	A	<3.0	<1.0	0.18
1451 N. Linden	0.70	A	A	<3.0	<1.0	0.17
469 W. Jackson	0.80	A	A	<3.0	<1.0	0.15
935 E. Mariposa	0.90	A	A	<3.0	<1.0	0.16
1000 N. Joyce	1.00	A	A	<3.0	<1.0	0.17
766 N. Chestnut	0.90	A	A	<3.0	<1.0	0.14
149 W. Victoria	0.80	A	A	<3.0	<1.0	0.19
313 E. McKinley	0.90	A	A	<3.0	<1.0	0.21
609 E. South	1.00	A	A	<3.0	<1.0	0.24
273 E. Alru	1.00	A	A	<3.0	<1.0	0.24
1161 S. Lilac	1.00	A	A	<3.0	<1.0	0.22
101 E. Valley	1.00	A	A	<3.0	<1.0	0.26
CYCLE 2 - 11/12/19	mg/l	P/A	P/A	Color Units	TON	NTU
210 N. Park	1.20	A	A			
101 S. Larch	1.00	A	A			
320 N. Wisteria	1.20	A	A			
861 W. Grove	1.10	A	A			
1168 N. Glenwood	1.10	A	A			
1320 N. Fitzgerald	1.00	A	A			
860 N. Willow	1.00	A	A			
209 E. Cornell	1.10	A	A			
643 E. Margarita	1.10	A	A			
1170 N. Terrace Rd.	1.20	A	A			
681 E. Erwin	1.10	A	A			
402 E. Merrill	1.10	A	A			
261 W. Wilson	1.10	A	A			
532 S. Iris	1.20	A	A			
281 W. Hawthorne	1.10	A	A			
379 W. Valley	1.10	A	A			

Rialto Distribution Sample Results						
November 2019						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
CYCLE 3 - 11/19/19	mg/l	P/A	P/A	Color Units	TON	NTU
236 N. Willow	1.11	A	A			
775 E. Foothill	1.09	A	A			
878 N. Primrose	1.07	A	A			
369 E. Van Koeving	1.10	A	A			
274 W. Valencia	1.11	A	A			
1566 N. Fillmore	1.00	A	A			
932 N. Idyllwild	1.10	A	A			
644 N. Smoketree	1.10	A	A			
605 W. Rosewood	1.02	A	A			
1189 W. Second	1.09	A	A			
775 W. Rialto	1.10	A	A			
211 E. Wilson	0.89	A	A			
595 E. Huff	1.00	A	A			
1005 S. Riverside	0.97	A	A			
794 S. Verde	1.21	A	A			
1055 W. Bloomington	1.16	A	A			
CYCLE 4 - 11/25/19	mg/l	P/A	P/A	Color Units	TON	NTU
375 S. Cactus	1.01	A	A			
101 S. Linden	0.76	A	A			
234 N. Larch	0.94	A	A			
575 N. Driftwood	0.97	A	A			
1355 W. Shamrock	0.82	A	A			
992 N. Yucca	0.84	A	A			
481 W. Cornell	0.91	A	A			
158. E. Shamrock	0.94	A	A			
749 E. Holly	0.97	A	A			
545 E. Victoria	0.94	A	A			
200 N. Sycamore	0.98	A	A			
407 E. Allen	0.89	A	A			
399 E. Montrose	1.00	A	A			
856 S. Orange	0.81	A	A			
911 S. Cactus	0.89	A	A			
220 W. Valley	0.90	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 249 mg/L for the month of November as compared to 219 mg/L in October. 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 November:

- Cold Stress and Winter Safety
- Tailgate Safety Meetings

C. Lost Time Safety Record

2,270 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 692 pounds of calcium hypochlorite was used in November as compared to 1066 pounds used in October.

V. ELECTRICAL USE

Southern California Edison (SCE) has not provided all data for November 2019. Therefore, we are unable to report the electrical use for this month. We will provide the data as it is received, thus will include yearly usage received to date.

SCE		kWh
Year	Month	Billed Usage
2019	January	257,554
2019	February	248,383
2019	March	313,729
2019	April	377,837
2019	May	393,304
2019	June	478,153
2019	July	618,940
2019	August	636,146
2019	September	606,780
2019	October	505,831

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

There are no outages to report.

B. Valve Activity

159 valves were exercised for the month of November. The valve turning program status is as follows: exercised 3,599 valves out of 3,718, which is approximately 99% completion. We anticipate turning all valves by the end of December 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 has completed all of the required flushing for 2019.

Hydrant/Dead End Flushing Progress	
	2019
January	2
February	10
March	0
April	7
May	4
June	0
July	3
August	31
September	2
October	24
November	0
Total	83
Progress %	100

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 November:

- Preventive Maintenance – 162
- Corrective Maintenance – 43
- Predictive Maintenance – 0

294 PM's are scheduled for December 2019.

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

Corrective Work Order labor hours were dedicated to eight pipe line and five fire hydrant repairs.

B. Major Equipment and/or Machinery Outages

There are no outages to report.

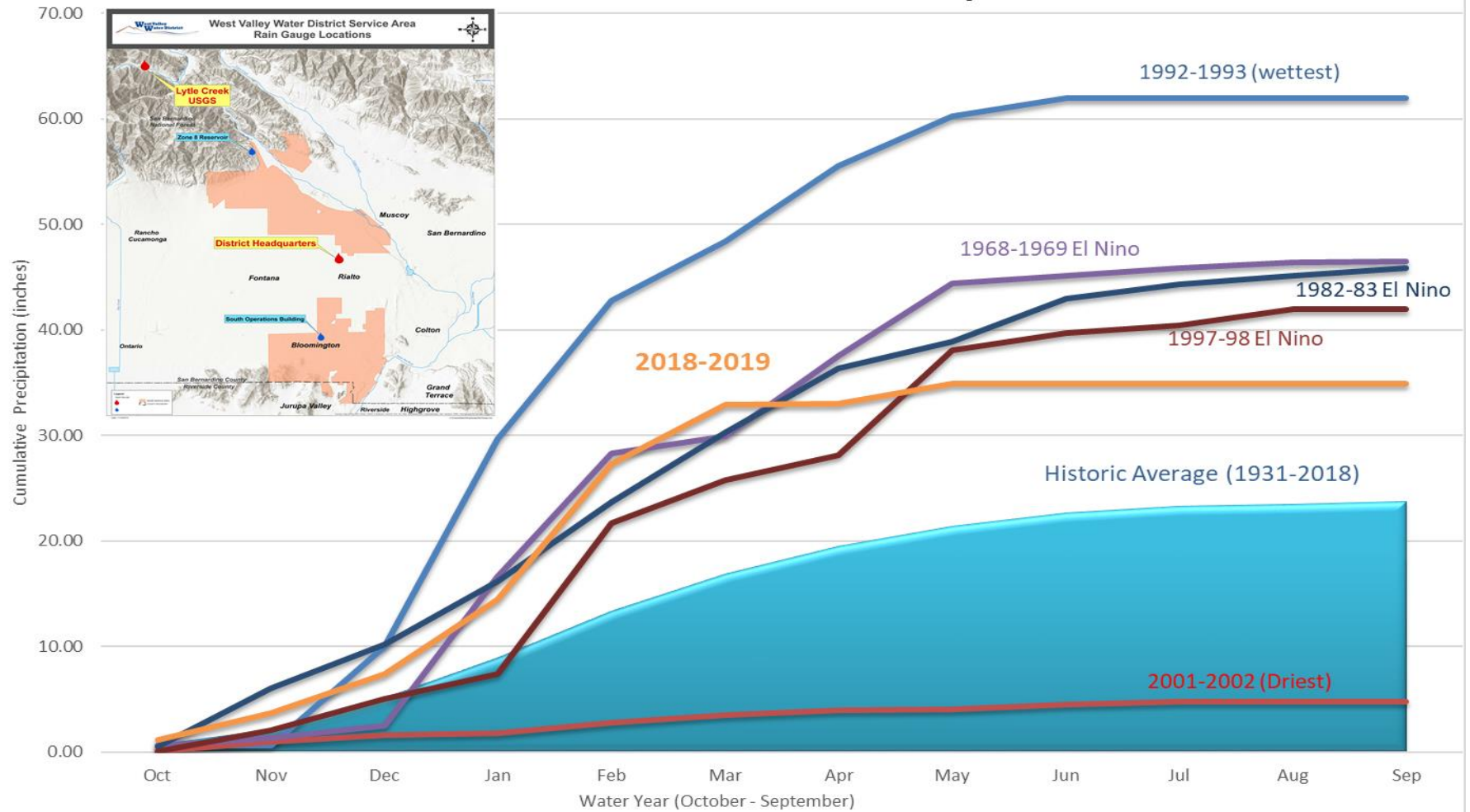
IX. RAINFALL TOTALS

SEASON	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
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	1.31	0.00	16.63
2019-20	0.00	0.00	0.00	0.00	0.64								0.64
July 19- June 20						=	0.64	INCHES					
YEAR TO DATE FOR 2019						=	14.40	INCHES					
AVG. RAINFALL FOR LAST FIVE YEARS							12.04	INCHES					
AVG. RAINFALL FOR SAN BERNARDINO COUNTY FOR THE LAST 100 YEA									16.25	INCHES			
2019	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Totals	3.96	6.70	1.79	0.00	1.31	0.00	0.00	0.00	0.00	0.00	0.64		14.40

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
May 2019	4.46	2.22	441	12.5	71.7 K	51.9 K	60.9	91	47	69	50.2	4.2 K	65.1
Jun 2019	6.49 K	0.81	591	15.3	85.5 K	59.8 K	71.0 K	88 K	37 K	62 L	55.9 L	4.7 K	71.2
Jul 2019	8.02 K	0.49	628	15.6	94.5	63.2 K	78.4 K	79	26	48 K	56.5 K	4.3 K	74.5
Aug 2019	7.77 K	0.18	589	14.4	97.0	63.2	79.4	75	18	42	54.1	3.9	75.1
Sep 2019	5.65 K	0.15	455	13.9	89.6	62.3 K	75.2	73	28	48	52.7	4.1 K	73.3
Oct 2019	4.87	0.01	413	7.4 K	84.4	51.4 K	67.1	63	13	33 K	35.1 K	3.6	65.0
Nov 2019	2.94 K	2.46	274	7.0	76.4 K	46.8 K	60.3 K	68	23	42 K	34.3 K	3.3	57.8
Tots/Avgs	53.44	18.4	431	11.1	78.9	52.6	65.0	79	31	53	45.4	3.9	63.9

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



RIALTO
CUSTOMER SERVICE & REVENUE
MONTHLY OPERATING REPORT

Reporting Period:

November 2019

Prepared for: Rialto Water Services

Prepared by: Veolia Water West Operating Services



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I. CUSTOMER SERVICE SUMMARY

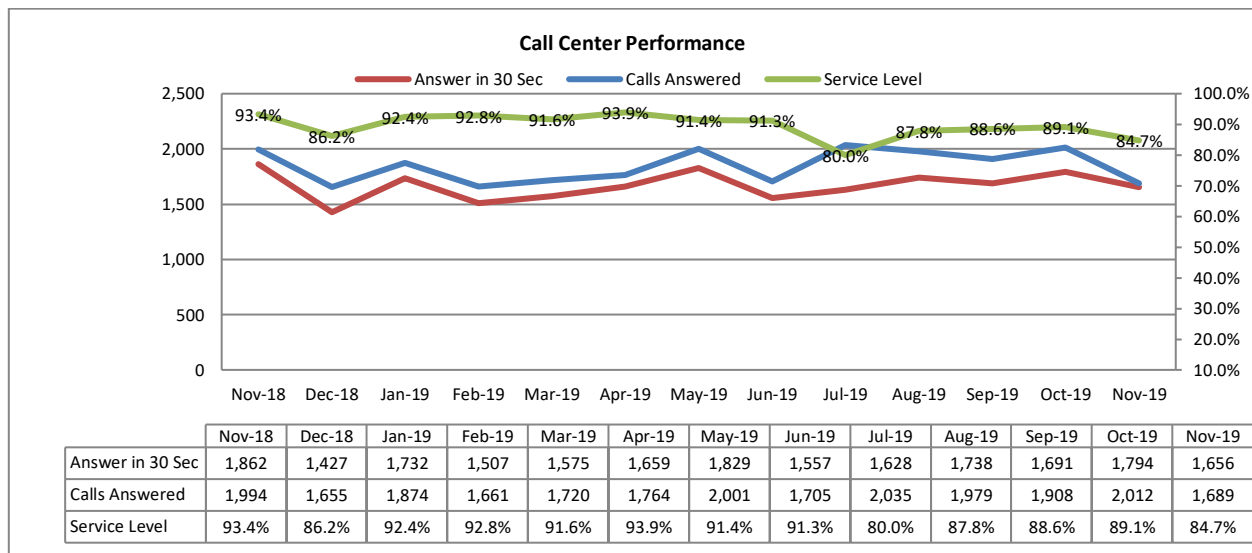
Customer Service answered 1,659 inbound calls with a service level of 84.7% during the month of November. Average wait time was 26 seconds.

Water consumption has increased compared to prior month, but this is due to billing period having thirty-five days. 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 2.3%, when compared against the prior month and increased by 9.9%, when compared against the same month in 2018.

II. CALL CENTER PERFORMANCE

During this reporting month, a total of 1,659 calls were answered with a respective service level of 84.7% and an average wait time of 26 seconds. 13% of the callers experienced wait times greater than one (1) minute and no callers experienced wait time greater than 10 minutes. Call volume was 7.6% lower than average of the first six months in 2019.



III. AUTOMATED SERVICES

About 7,719 or 36% of the rate payers have created log-ins to access their accounts online. Of these customers, with online access, 47% have chosen the e-bill option.

	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19
Number of Bills	21,073	21,100	21,092	21,081	21,111	21,144	21,155	21,211	21,173	21,164	21,214	21,150	21,192
Number of Bill Adjustments (during billing)	18	14	44	50	21	19	25	16	21	22	23	26	21
Automated Over the Phone Payments	2,753	2,396	2,571	2,570	2,795	2,832	2,864	2,433	2,921	2,864	2,379	2,894	2,422
Online Payment	5,832	4,933	5,195	5,670	6,270	6,400	6,119	5,266	6,645	6,571	5,436	6,409	5,526
E-bill Participants	3,208	3,241	3,281	3,304	3,352	3,394	3,436	3,464	3,504	3,542	3,576	3,617	3,642
Auto Pay Participants (New Portal)	1,835	1,867	1,884	1,916	1,952	1,991	2,033	2,053	2,079	2,130	2,158	2,205	2,237
PayNearMe	58	43	52	66	68	62	54	64	74	70	70	72	76

IV. BILLING & CONSUMPTION

A. Consumption

Water consumption has increased by 17% when compared against the previous month, and this is attributed to billing period containing thirty-five days.



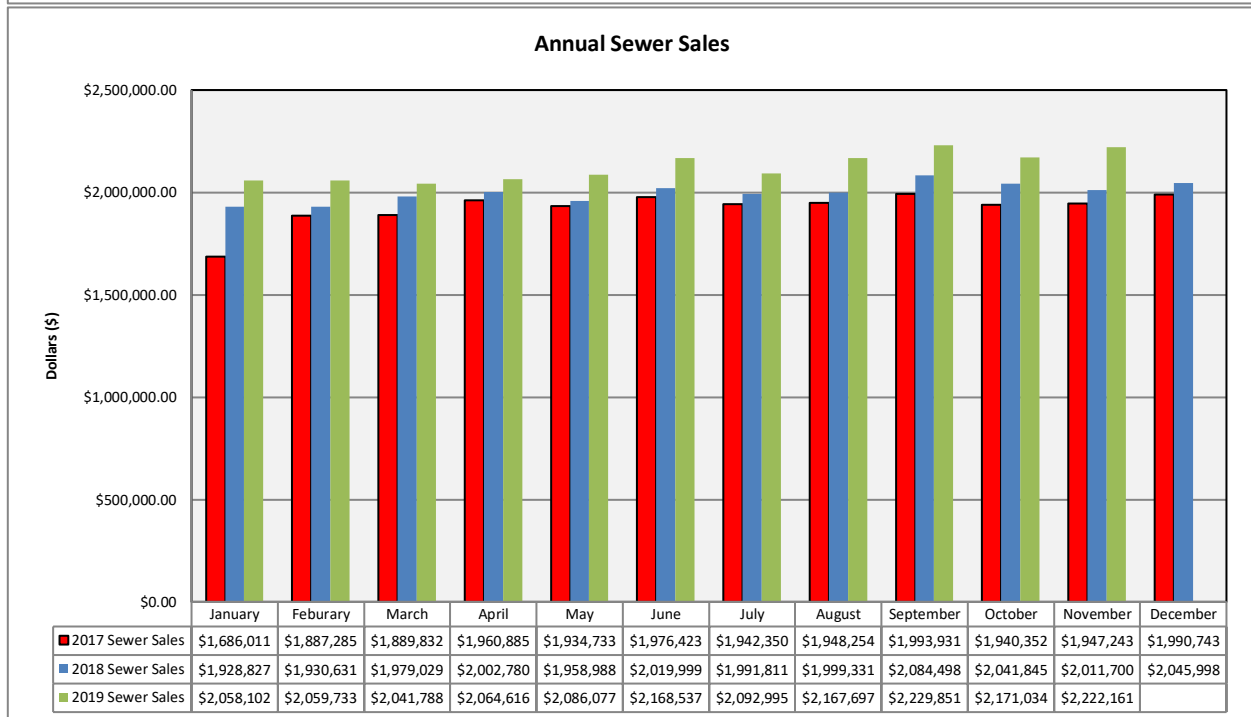
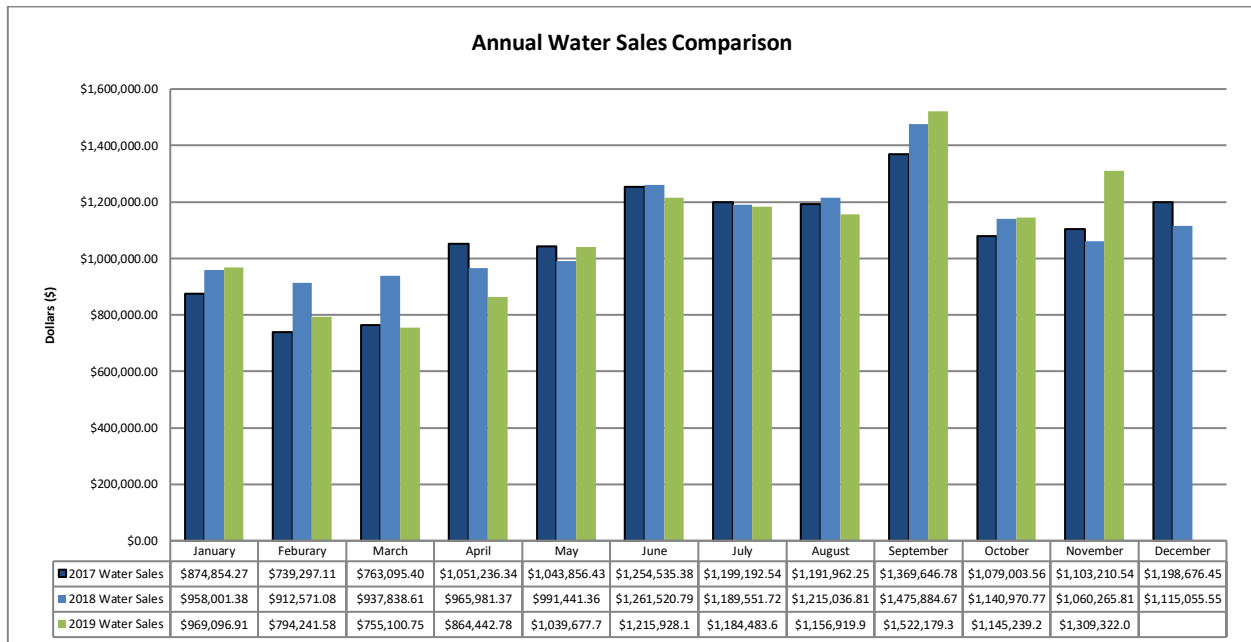
B. Billing

A total of 21,192 bills were mailed or sent out electronically in November. Billing accuracy was 99.9% with twenty-one (21) adjustments.

V. REVENUE & AGING

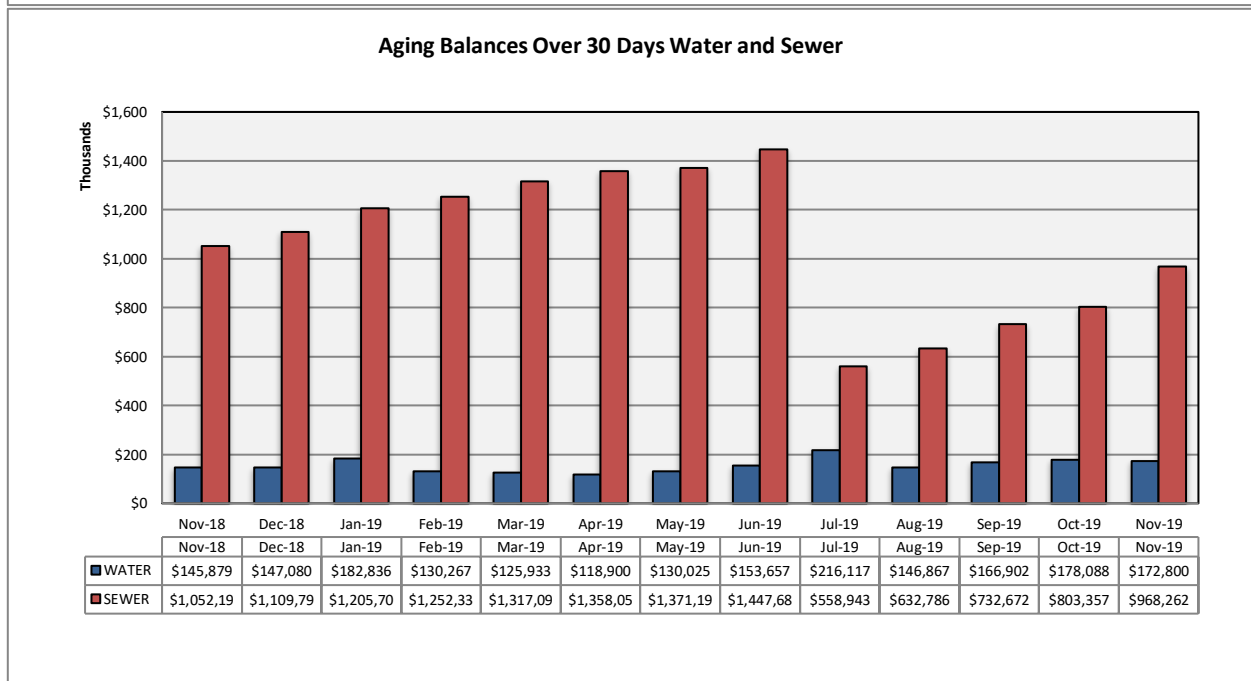
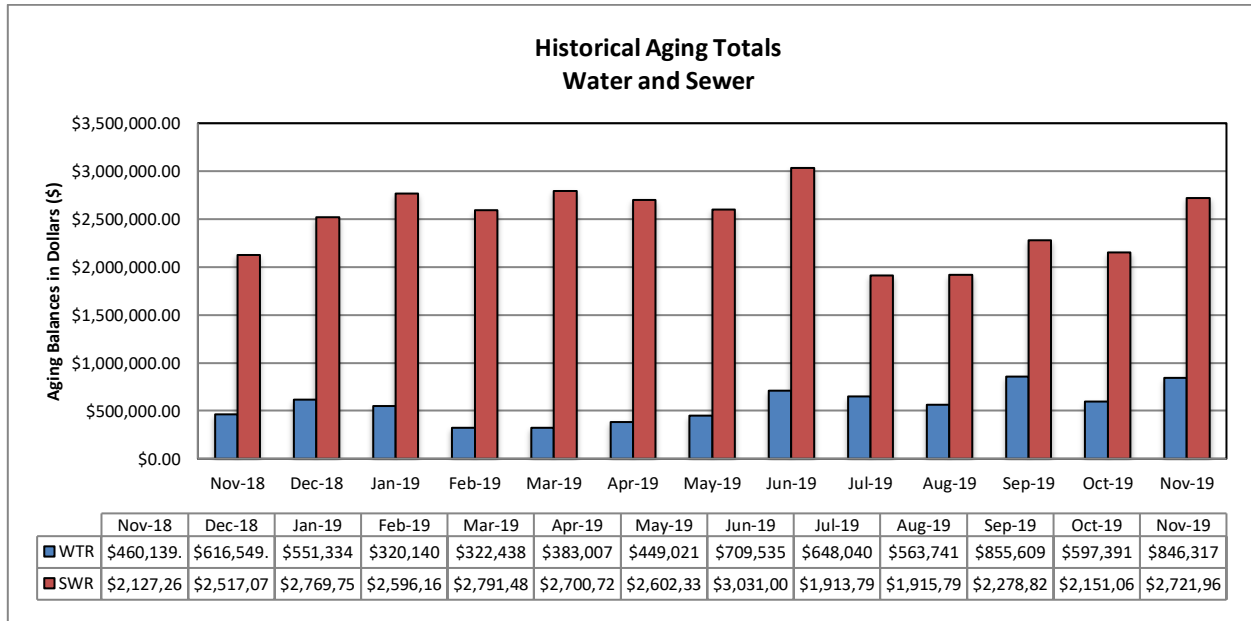
A. Revenue

Following the water consumption, revenue has increased, but this is once again due to November's billing period having thirty-five days.



B. Aging

The total aging balance has increased 42% from the previous month, *see first table below*. For balances >30-days only, water has decreased 3% and wastewater has increased 18.6%.



C. Bad Debt

54 accounts with a combined total amount of \$12,997.72 were submitted to the collections agency during this reporting month.

VI. SERVICE ORDERS

227 service orders were initiated by the customer service team. Of this total, 92 service orders or 40% were due to occupant changes.

VII. OTHER ACTIVITIES

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

Future service level is expected to decline, due to on-going new billing system project and one of the customer service agents resigning.

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 November is \$3,270,000. Non-Rate Revenue is \$443,000; Utility Revenue is \$2,642,000 and Tax / Ambulance Revenue is \$185,000.

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 November 2019 and November 2018 are \$181,000 and \$243,000 respectively. Ambulance Revenue is also collected on behalf of the City of Rialto totaling \$4,000 in November 2019 and \$6,000 in November 2018.

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 \$2,400 a month of cell tower generated Revenue.

RWS and the City secured an agreement with Rialto Bioenergy Facilities whereby they provide a subleased City property rental income of \$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 November 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	NOVEMBER 2019	%
Carrier Deposits	Cash deposits prepared per day for transport to Union Bank	19	\$ 181,789	5.33%
Remote Deposits	Scanned batches of checks payments made at the customer service counter	19	673,507	19.76%
UB Bill	Batches of customer payments posted to customer accounts at Union Bank (EBOX)	20	297,144	8.72%
IVR	Customer payments by credit cards and ACH / eCheck payments through an Interactive Voice Response system using a touchtone phone.	7,584	1,113,686	32.68%
Lockbox Deposits	Batches of customer payments mailed in to Union Bank's lockbox	19	1,002,563	29.42%
Credit Cards	POS or retail credit payments received at the customer service counter	825	131,396	3.86%
Pay Near Me	Cash payment service that allows customers to pay at a local 7-Eleven, CVS, or Family Dollar stores.	67	7,807	0.23%
Total Revenue per Bank			\$ 3,407,890	100.00%
Recon to RUA Recap:				
Adj detailed in RUA			(137,739)	
Prior mo. Correction				
RUA increase in Cash			\$ 3,270,152	

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 2019	Aug 2019	Sept 2019	Oct 2019	Nov 2019	Total	%
Carrier Deposits	\$ 257,547	\$ 246,528	\$ 220,669	\$ 264,198	\$ 181,789	\$ 1,170,731	6.04%
Remote Check Deposits	458,216	885,186	578,005	567,312	673,507	\$ 3,162,226	16.32%
UB Bill (EBOX)	333,452	331,498	282,462	350,400	297,144	\$ 1,594,955	8.23%
IVR	1,478,412	1,359,367	1,232,062	1,498,238	1,113,686	\$ 6,681,764	34.49%
Lockbox Deposits	1,295,596	1,285,827	1,068,824	1,380,163	1,002,563	\$ 6,032,973	31.14%
Credit Cards (POS)	94,231	138,742	140,626	182,755	131,396	\$ 687,749	3.55%
Pay Near Me	9,271	7,618	10,593	8,975	7,807	\$ 44,264	0.23%
Total Revenue to Bank	\$3,926,725	\$4,254,765	\$ 3,533,240	\$ 4,252,041	\$ 3,407,890	\$19,374,662	100.00%
NSF	(3,830)	(22,470)	(8,730)	(4,459)	(2,898)	\$ (42,388)	
Net deposits	\$3,922,895	\$4,232,295	\$ 3,524,510	\$ 4,247,582	\$ 3,404,992	\$19,332,274	

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

	Nov 2019	Nov 2018	Variance
UUT Water	\$ 61,679	\$ 85,471	\$ (23,792)
UUT Sewer	118,920	157,448	(38,527)
Perchlorate	-	-	-
Ambulance	4,409	5,894	(1,485)
Total	\$ 185,008	\$ 248,813	\$ (63,804)

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

	Nov 2019	Nov 2018	Variance
Non-Rate / Extra Territorial Revenue	\$ 443,564	\$ 26,903	\$ 416,662
Utility Revenue	\$ 2,641,579	\$ 3,387,724	\$ (746,146)
Total	\$3,085,143	\$3,414,627	\$ (329,484)

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

	Jul 2019	Aug 2019	Sept 2019	Oct 2019	Nov 2019	Total
Non-Rate Revenue						
Cell Tower / Sublease	6,549	-	4,139	20,500	12,916	44,104
Interest Income	-	1,613	-	-	-	1,613
NRR-FOG	-	-	-	-	-	-
Extra Terr-Water	-	2,652	111,818	-	284,000	398,470
Extra Terr- Sewage	28,703	518,605	141,885	154,136	141,885	985,213
Turn On/Off Fees	5,172	4,577	3,747	7,028	2,246	22,770
NSF	300	450	475	225	339	1,789
Same Day Service	474	398	435	660	338	2,305
New Occupant Charge	2,762	2,384	2,339	3,263	1,861	12,610
DIF - Wastewater Connection	-	-	-	-	-	-
Sewer Bad Debt Collection Fees	-	-	-	-	-	-
Sewer Cash Over/Short	(105)	(96)	-	10	(20)	(211)
Total Non-Rate Revenue	\$ 43,855	\$ 530,583	\$ 264,837	\$ 185,823	\$ 443,564	1,468,663
Utility Revenue						-
Water Penalty	22,239	24,861	24,280	29,323	22,972	123,675
Sewer Penalty	34,964	41,072	37,727	41,375	32,195	187,333
Turf Removal Rebate	-	-	(1,700)	-	(524)	(2,224)
Hi Eff Toilet/Washer Rebates	-	-	-	(100)	(100)	(200)
Senior Disc - Water	(7,501)	(7,534)	(7,559)	(7,588)	(7,626)	(37,808)
Senior Disc - Sewer	(25,083)	(25,322)	(25,508)	(25,605)	(25,695)	(127,213)
Damaged /Lost Meter	-	(424)	-	702	3,847	4,125
Water Contract	-	-	-	-	-	-
Water Deposits	7,424	9,603	10,176	16,520	13,472	57,195
Water Deposits Billed	3,190	3,933	10,036	10,660	1,476	29,295
Water Meter Deposits	-	-	2,679	8,641	7,777	19,097
Sewer Deposits	6,283	8,405	6,848	9,626	8,352	39,514
Sewer Deposits Billed	5,733	3,447	10,160	12,868	3,198	35,407
Water	1,299,038	1,247,988	1,158,306	1,409,204	931,291	6,045,827
Sewer	2,229,332	2,162,638	1,840,678	2,279,962	1,613,374	10,125,983
Unapplied Credits	51,077	10,252	(14,017)	12,303	37,569	97,184
Total Utility Revenue	\$ 3,626,697	\$ 3,478,919	\$ 3,052,107	\$ 3,797,890	\$ 2,641,579	\$ 16,597,191
Total Non-Rate + Utility Rev.	3,670,552	4,009,502	3,316,944	3,983,713	3,085,143	18,065,854

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
November 2019	3,270,152	7,399	1,865,098	1,397,654	3,270,152	137,739	3,407,890
November 2018	3,663,440	10,206	2,260,517	1,392,717	3,663,440	524	3,663,964

L. Non-Incode Customer Accounts Receivable Aging

Name	Total as of 11/30/2019	Current	31 to 60 days	61 to 90 days	>90 days
AT&T - Easton	\$ (5,184)				(5,184)
CITY OF FONTANA	123,038	123,038			
Colton Unified School District	-	-			
County of San Bernardino-CSA 70 BL	120,457				120,457
Rialto BioEnergy Facilities	-				
Sprint-Nextel	-				
San Bernardino Co Waste System Div.	-				
SB Valley Mun Water District	712				712
Vertical Bridge Holdco, LLC (CIG)	4,730	2,411		2,411	(91)
Grand Total	\$ 243,754	\$ 125,449	\$ -	\$ 2,411	\$ 115,894

AT&T remits payment in advance every year. The current credit balance of \$5,100 indicates prepaid lease payments through March 2020.

City of Fontana subsequently paid its current balance in December.

Colton Unified School District is current with its obligations.

County of San Bernardino—CSA 70 BL (Bloomington): The past due balance amount of \$120,000 represents back-billing of residential and commercial sewer connections in 2016 and prior months through May 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 current with its monthly payments. The remaining outstanding balance of \$120,000 is deemed collectible.

Rialto Bioenergy Facilities: The customer is current with its lease obligations. The credit balance is the rent payment received at the end of the month for November.

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 is billed quarterly for rebate submitted within that period.

Vertical Bridge Holdco, LLC and Sprint: Vertical Bridge has been contacted for all open Invoices. Sprint is being contacted as well.

San Bernardino County Waste System Division: In November, the customer has paid \$224,000 for the Annual Standby Water Rights and \$60,000 for Annual Staff Labor Costs and Treatment Plant Operation Costs.