

# Utility Commission Report

## February 2020

Reporting period December

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

## Contents

|   |   |
|---|---|
| <b>EXECUTIVE SUMMARY</b> .....  | 1 |
| <b>1. Collection System/Customer Service Log</b> .....  | 1 |
| a. Collections group activities this month: .....   | 1 |
| b. Collection System Service Maps for October – Monthly Collection System Service Map 1 ..... | 1 |
| c. Customer Service Call Outs – See Item 9 .....  | 1 |
| <b>2. Wastewater Treatment Plant – Monthly Overview</b> .....                                 | 1 |
| <b>3. Treatment Facility Performance/Laboratory Activities</b> .....                          | 2 |
| a. See attached 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 |
| <b>4. Monthly Safety Program Overview</b> .....   | 2 |
| <b>5. Biosolids, Chemicals, and Utilities</b> .....   | 3 |
| a. Monthly Biosolids Production .....   | 3 |
| b. Monthly Chemical Consumption .....   | 3 |
| c. Monthly Utilities Consumption .....  | 3 |
| <b>1. Odor Complaints Received/Actions Taken</b> .....  | 3 |
| <b>2. Major Equipment and/or Machinery Outages</b> .....                                      | 3 |
| <b>3. Outside Agency Activities during the Month</b> .....                                    | 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 |
| <b>4. Complaint Log</b> .....   | 4 |

## 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:

- One reportable AQMD exceedance occurred on November 21<sup>st</sup>. 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 21<sup>st</sup>, 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 |
|--------------------------|---|

\* 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

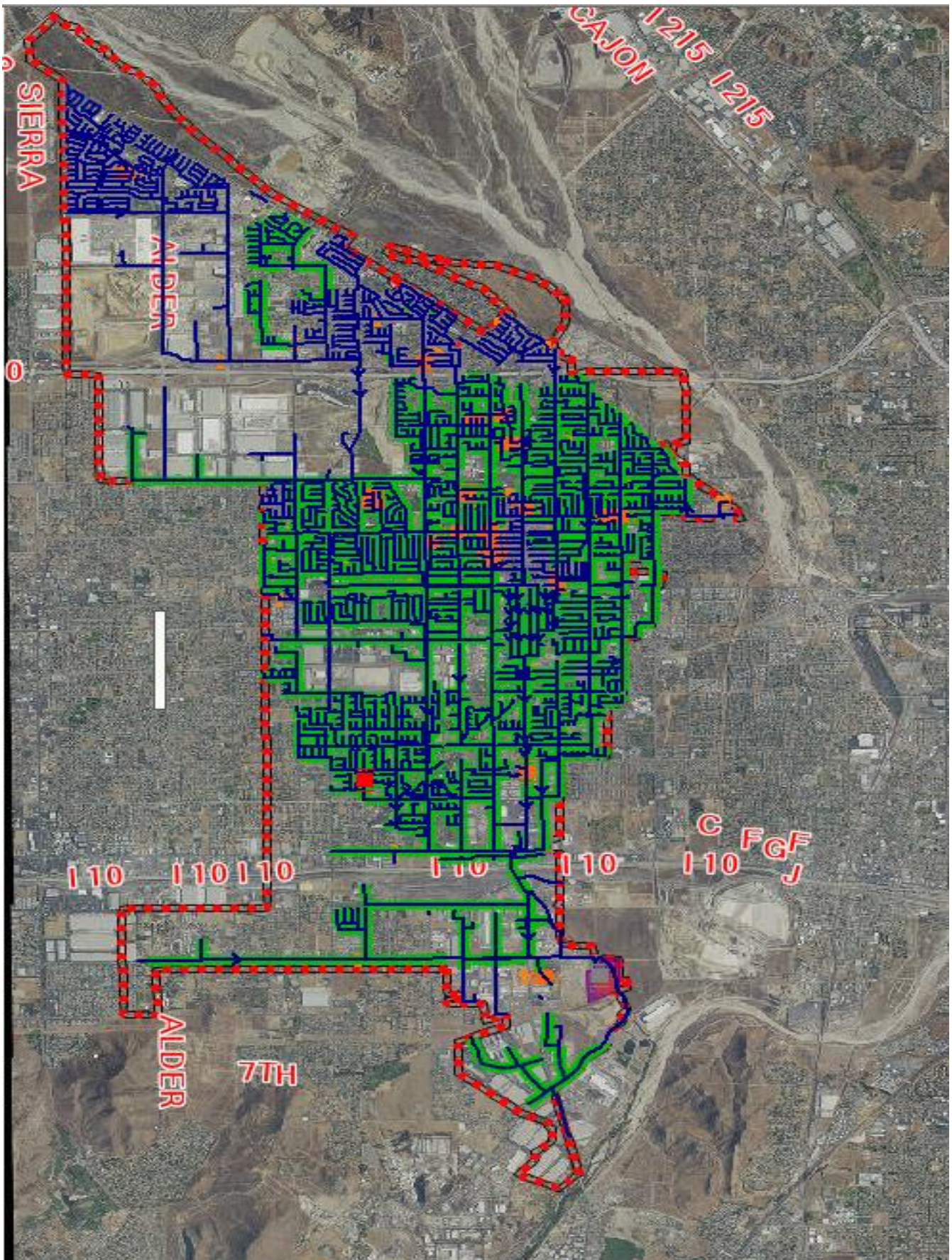
See 8(c) above

## 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<br>P. Herman<br>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<br>daily flow | Effluent<br>Flow | Reclaimed<br>Water | Influent<br>BOD | Influent<br>BOD<br>Load | Effluent<br>BOD | Effluent<br>BOD<br>Load | BOD %<br>Removal | Influent<br>TSS | Influent<br>TSS<br>Load | Effluent<br>TSS | Effluent<br>TSS<br>Load | TSS %<br>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<br>(A.M.)* | 11.7                   | 11.7             |                    |                 |                         | 20mg/L          |                         | >85%             |                 |                         | 20mg/L          |                         | >85%             |
| Permit<br>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

### Contents

|  |           |
|--|-----------|
| <b>I. EXECUTIVE SUMMARY .....</b>  | <b>4</b>  |
| <b>A. Water Production Totals .....</b>  | <b>5</b>  |
| <b>B. Static Water Levels .....</b>  | <b>7</b>  |
| <b>II. REGULATORY .....</b>  | <b>8</b>  |
| <b>A. Regulatory Submittals .....</b>  | <b>8</b>  |
| <b>B. Sample Site Location Results .....</b>   | <b>9</b>  |
| <b>C. Violations .....</b>   | <b>11</b> |
| <b>D. Source Water Total Dissolved Solids (TDS) .....</b>                                  | <b>11</b> |
| <b>III. HEALTH AND SAFETY .....</b>  | <b>11</b> |
| <b>A. Incidents .....</b>  | <b>11</b> |
| <b>B. Training .....</b>   | <b>11</b> |
| <b>C. Lost Time Safety Record .....</b>  | <b>11</b> |
| <b>IV. CHEMICAL USE .....</b>  | <b>11</b> |
| <b>V. ELECTRICAL USE .....</b>   | <b>12</b> |
| <b>VI. WATER QUALITY COMPLAINTS .....</b>  | <b>12</b> |
| <b>VII. OPERATIONS UPDATE .....</b>  | <b>12</b> |
| <b>A. Operational Wells .....</b>  | <b>13</b> |
| <b>B. Valve Activity .....</b>   | <b>13</b> |
| <b>C. Hydrant Flushing .....</b>   | <b>13</b> |
| <b>VIII. ASSET MANAGEMENT .....</b>  | <b>14</b> |
| <b>A. Main Breaks, Service Leaks, Adverse Water Quality and Health/Safety Issues .....</b> | <b>14</b> |
| <b>B. Major Equipment and/or Machinery Outages .....</b>                                   | <b>14</b> |
| <b>IX. RAINFALL TOTALS .....</b>   | <b>15</b> |



# **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 <sup>1</sup> | OPRTP <sup>2</sup> | TOTAL <sup>3</sup> |
| 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              |

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

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

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

**NOVEMBER 2019 DAILY BOOSTER TOTALS IN ACRE FEET**

| <b>DATE</b>  | <b>Booster 1</b> | <b>Booster 2</b> | <b>Booster 3</b> | <b>Booster 4</b> | <b>Booster 5</b> | <b>Booster 6-9</b> | <b>Booster 10</b> | <b>Booster 11</b> |
|--------------|------------------|------------------|------------------|------------------|------------------|--------------------|-------------------|-------------------|
| 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              |
| <b>TOTAL</b> | <b>0.00</b>      | <b>0.00</b>      | <b>108.76</b>    | <b>43.97</b>     | <b>102.74</b>    | <b>22.89</b>       | <b>61.99</b>      | <b>31.85</b>      |
| <b>MIN</b>   | <b>0.00</b>      | <b>0.00</b>      | <b>0.00</b>      | <b>0.00</b>      | <b>0.00</b>      | <b>0.00</b>        | <b>0.00</b>       | <b>0.00</b>       |
| <b>MAX</b>   | <b>0.00</b>      | <b>0.00</b>      | <b>9.83</b>      | <b>9.25</b>      | <b>11.67</b>     | <b>6.54</b>        | <b>10.75</b>      | <b>7.21</b>       |
| <b>AVE</b>   | <b>0.00</b>      | <b>0.00</b>      | <b>3.63</b>      | <b>1.47</b>      | <b>3.42</b>      | <b>0.76</b>        | <b>2.07</b>       | <b>1.06</b>       |

## B. Static Water Levels

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

| 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) <b>In-active well</b>  | <b>425'</b>                       | 415' | 409'           | 420' | 421' | 421'           | 420' | 420' | 423' | 420' | 420'  | 420' | 420' |
| Chino # 2 (550 ft)                        | <b>360'</b>                       | 344' | 346'           | 342' | 340' | 347'           | 344' | 345' | 350' | 346' | 349'  | 350' | 346' |
| City # 1 (260 ft) <b>Dry</b>              | <b>392'</b>                       | 376' | 360'           | 359' | 350' | 350'           | 339' | 340' | 351' | 349' | 342'  | 340' | 340' |
| City # 2 (480 ft)                         | <b>402'</b>                       | 378' | OUT OF SERVICE | 356' | 349' | 361'           | 342' | 354' | 368' | 381' | 368'  | 393' | 331' |
| City # 3 (525 ft) <b>Out of Service</b>   | <b>475'</b>                       | 452' | 451'           | 450' | 448' | 440'           | 448' | 448' | 448' | 448' | 448'  | 448' | 448' |
| City # 4A (420 ft)                        | <b>406'</b>                       | 351' | 354'           | 346' | 349' | 353'           | 330' | 352' | 356' | 358' | 364'  | 356' | 355' |
| City # 5 (385 ft) <b>In-active well</b>   | <b>355'</b>                       | 330' | 331'           | 331' | 331' | 330'           | 329' | 329' | 330' | 331' | 332'  | 334' | 333' |
| Rialto # 1 (650 ft) <b>In-active well</b> | <b>588'</b>                       | 566' | 569'           | 567' | 567' | 569'           | 566' | 567' | 567' | 567' | 569'  | 567' | 569' |
| Rialto # 2 (550 ft) <b>In-active well</b> | <b>490'</b>                       | 490' | 489'           | 486' | 486' | OUT OF SERVICE | 486' | 486' | 486' | 486' | 486'  | 486' | 486' |
| Rialto # 3 (485 ft)                       | <b>460'</b>                       | 459' | 458'           | 459' | 458' | 459'           | 459' | 460' | 460' | 460' | 460'  | 460' | 460' |
| Rialto # 4 (450 ft) <b>In-active well</b> | <b>413'</b>                       | 402' | 401'           | 402' | 403' | 401'           | 402' | 402' | 403' | 403' | 403'  | 404' | 403' |
| Rialto # 5 (560 ft)                       | <b>374'</b>                       | 369' | 370'           | 370' | 371' | 370'           | 370' | 370' | 370' | 371' | 374'  | 370' | 371' |
| Rialto Well # 7 <b>In-active well</b>     | <b>351'</b>                       | 349' | 348'           | 349' | 349' | 349'           | 349' | 350' | 349' | 351' | 351'  | 351' | 351' |
| Miro # 3 (550 ft)                         | <b>480'</b>                       | 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 <sub>4</sub> )   | µg/L             | 4.0                            | 6.0                       |
| Total Dissolved Solids  | mg/L             | --                             | 500                       |
| P= Present<br>A= Absent<br>mg/L = parts per million<br>µg/L = parts per billion |                  |                                |                           |

| Sample Date<br>11/13/2019       | Sample Site Location Results |           |            |             |             |           |               |            |        |
|---------------------------------|------------------------------|-----------|------------|-------------|-------------|-----------|---------------|------------|--------|
| Type of Sampling                | Chino<br>2                   | City<br>2 | City<br>4A | Rialto<br>3 | Rialto<br>5 | Miro<br>3 | BLF<br>Cactus | BLF<br>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 <sub>4</sub> ) | <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<br>(Field) | Total<br>Coliform | E.<br>Coli | Apparent<br>Color  | Odor<br>Threshold | Turbidity  |
| <b>CYCLE 1 -<br/>11/07/19</b>      | <b>mg/l</b>            | <b>P/A</b>        | <b>P/A</b> | <b>Color Units</b> | <b>TON</b>        | <b>NTU</b> |
| 335 W. Rialto                      | 0.70                   | 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       |
| <b>CYCLE 2 -<br/>11/12/19</b>      | <b>mg/l</b>            | <b>P/A</b>        | <b>P/A</b> | <b>Color Units</b> | <b>TON</b>        | <b>NTU</b> |
| 210 N. Park                        | 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<br>(Field) | Total<br>Coliform | E.<br>Coli | Apparent<br>Color  | Odor<br>Threshold | Turbidity  |
| <b>CYCLE 3 - 11/19/19</b>          | <b>mg/l</b>            | <b>P/A</b>        | <b>P/A</b> | <b>Color Units</b> | <b>TON</b>        | <b>NTU</b> |
| 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          |                    |                   |            |
| <b>CYCLE 4 - 11/25/19</b>          | <b>mg/l</b>            | <b>P/A</b>        | <b>P/A</b> | <b>Color Units</b> | <b>TON</b>        | <b>NTU</b> |
| 375 S. Cactus                      | 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<br>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.

| <b>SCE</b>  |              | <b>kWh</b>          |
|-------------|--------------|---------------------|
| <b>Year</b> | <b>Month</b> | <b>Billed Usage</b> |
| 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.

| <b>Hydrant/Dead End Flushing Progress</b> |             |
|---|-------------|
|   | <b>2019</b> |
| 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

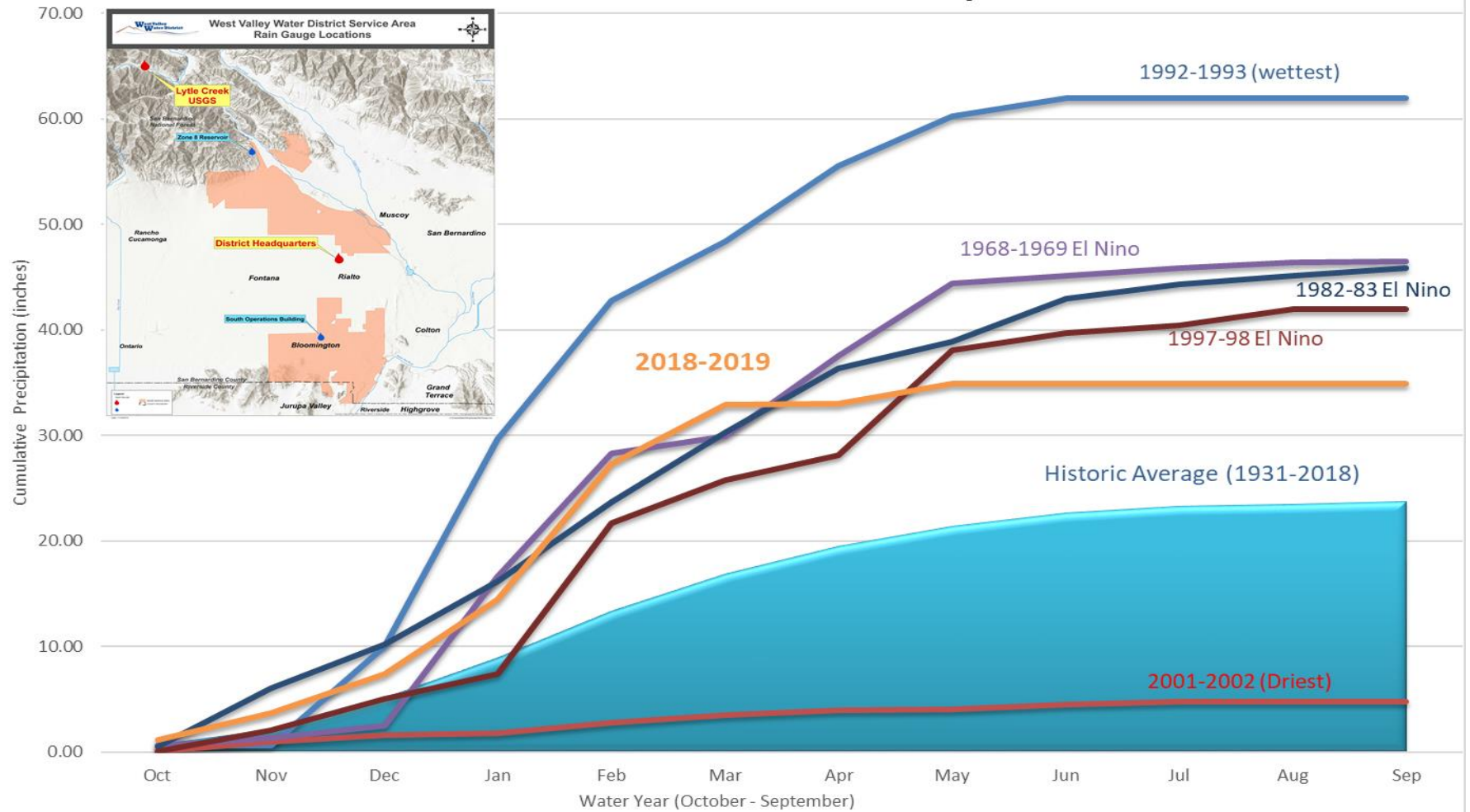
| SEASON   | JUL  | AUG  | SEP                               | OCT  | NOV  | DEC  | JAN   | FEB    | MAR   | APR    | MAY  | JUN  | TOTAL |
|--|------|------|-----------------------------------|------|------|------|-------|--------|-------|--------|------|------|-------|
| 2014-15  | 0.00 | 2.80 | 0.00                              | 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/Avg   | 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**



## Table of Contents

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

## I. CUSTOMER SERVICE SUMMARY

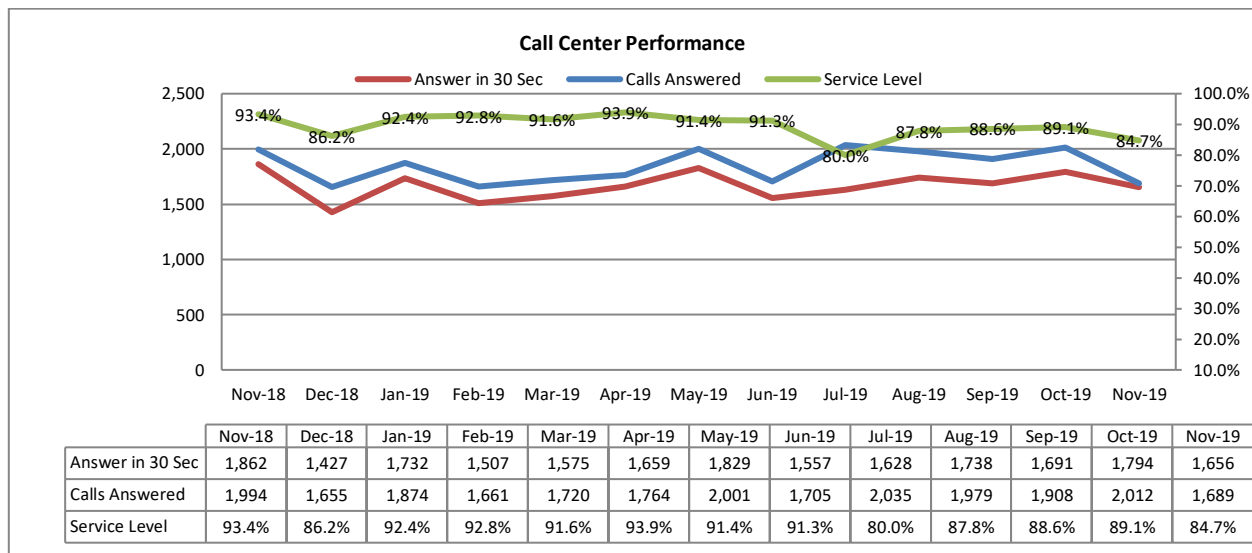
Customer Service answered 1,659 inbound calls with a service level of 84.7% during the month of November. Average wait time was 26 seconds.

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

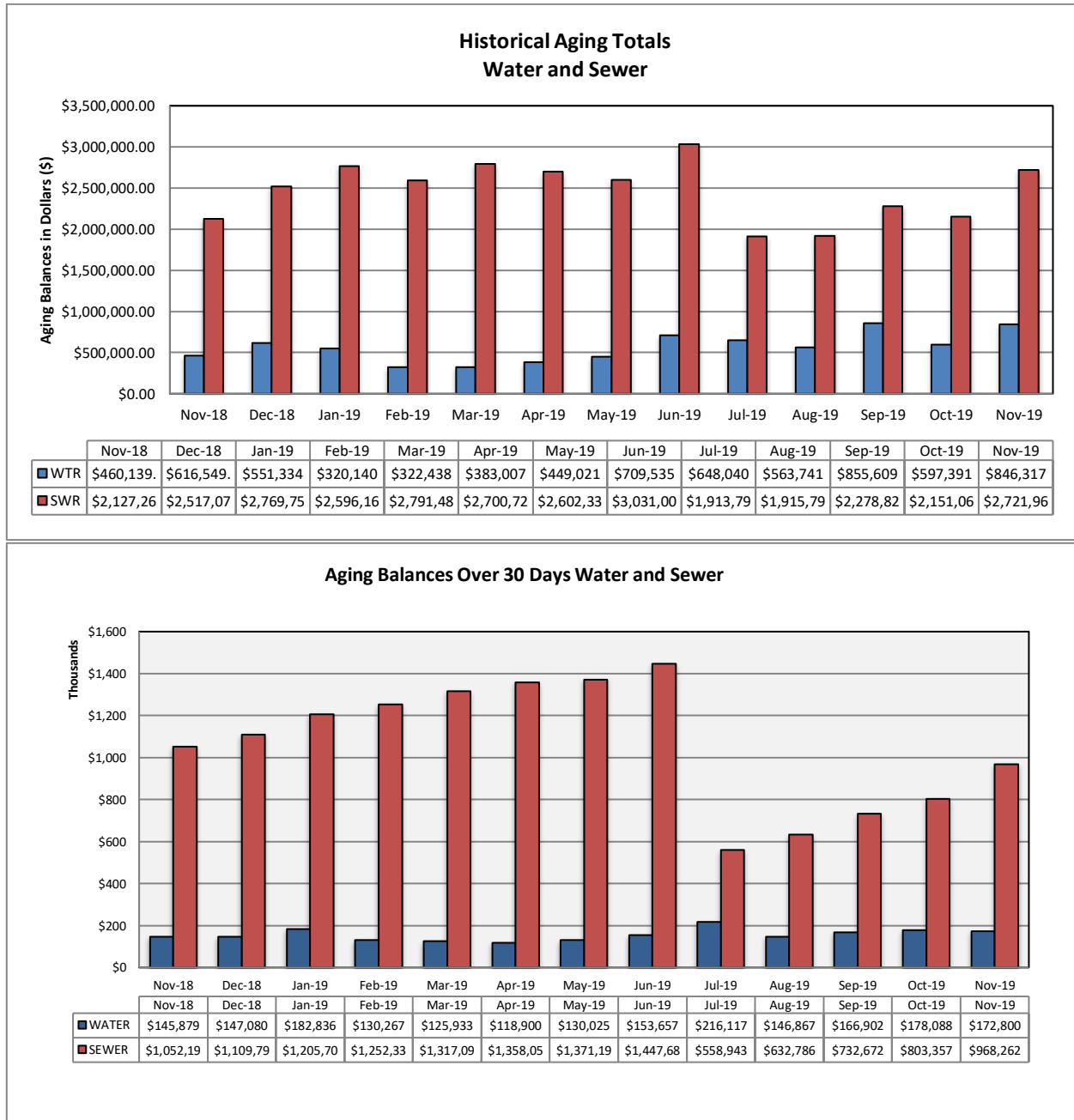
Following the water consumption, revenue has increased, but this is once again due to November's billing period having thirty-five days.





## 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%          |
| <b>Total Revenue per Bank</b> |   |                   | <b>\$ 3,407,890</b> | <b>100.00%</b> |
| Recon to RUA Recap:           |   |                   |                     |                |
| Adj detailed in RUA           |   |                   | (137,739)           |                |
| Prior mo. Correction          |   |                   |                     |                |
|                               |   |                   |                     |                |
| <b>RUA increase in Cash</b>   |   |                   | <b>\$ 3,270,152</b> |                |

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

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

|                              | <b>Jul 2019</b>    | <b>Aug 2019</b>    | <b>Sept 2019</b>    | <b>Oct 2019</b>     | <b>Nov 2019</b>     | <b>Total</b>        | <b>%</b>       |
|------------------------------|--------------------|--------------------|---------------------|---------------------|---------------------|---------------------|----------------|
| 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%          |
| <b>Total Revenue to Bank</b> | <b>\$3,926,725</b> | <b>\$4,254,765</b> | <b>\$ 3,533,240</b> | <b>\$ 4,252,041</b> | <b>\$ 3,407,890</b> | <b>\$19,374,662</b> | <b>100.00%</b> |
| NSF                          | (3,830)            | (22,470)           | (8,730)             | (4,459)             | (2,898)             | \$ (42,388)         |                |
| <b>Net deposits</b>          | <b>\$3,922,895</b> | <b>\$4,232,295</b> | <b>\$ 3,524,510</b> | <b>\$ 4,247,582</b> | <b>\$ 3,404,992</b> | <b>\$19,332,274</b> |                |

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

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

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

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

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

|                                      | Jul 2019            | Aug 2019            | Sept 2019           | Oct 2019            | Nov 2019            | Total                |
|--------------------------------------|---------------------|---------------------|---------------------|---------------------|---------------------|----------------------|
| <b>Non-Rate Revenue</b>              |                     |                     |                     |                     |                     |                      |
| 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)                |
| <b>Total Non-Rate Revenue</b>        | <b>\$ 43,855</b>    | <b>\$ 530,583</b>   | <b>\$ 264,837</b>   | <b>\$ 185,823</b>   | <b>\$ 443,564</b>   | <b>1,468,663</b>     |
| <b>Utility Revenue</b>               |                     |                     |                     |                     |                     | -                    |
| 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               |
| <b>Total Utility Revenue</b>         | <b>\$ 3,626,697</b> | <b>\$ 3,478,919</b> | <b>\$ 3,052,107</b> | <b>\$ 3,797,890</b> | <b>\$ 2,641,579</b> | <b>\$ 16,597,191</b> |
| <b>Total Non-Rate + Utility Rev.</b> | <b>3,670,552</b>    | <b>4,009,502</b>    | <b>3,316,944</b>    | <b>3,983,713</b>    | <b>3,085,143</b>    | <b>18,065,854</b>    |

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

|                      | Increase to Cash per Incode | Adjustments Required to GL Cash | Fund 660- Sewer | Fund 670- Water | Total Cash Per GL | Adjustments To Match RUA to Bank | Cash/CC/Cks Deposit To Bank |
|----------------------|-----------------------------|---------------------------------|-----------------|-----------------|-------------------|----------------------------------|-----------------------------|
| <b>November 2019</b> | 3,270,152                   | 7,399                           | 1,865,098       | 1,397,654       | 3,270,152         | 137,739                          | <b>3,407,890</b>            |
| <b>November 2018</b> | 3,663,440                   | 10,206                          | 2,260,517       | 1,392,717       | 3,663,440         | 524                              | <b>3,663,964</b>            |

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

| Name                                | Total as of<br>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)              |
| <b>Grand Total</b>                  | <b>\$ 243,754</b>         | <b>\$ 125,449</b> | <b>\$ -</b>   | <b>\$ 2,411</b> | <b>\$ 115,894</b> |

**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.