

Utility Commission Report

January 2021

Reporting period November 2020





RIALTO WASTEWATER
MONTHLY OPERATIONS REPORT

Reporting Period:
November 2020

Prepared for: - Rialto Water Services

Prepared by: - Veolia Water West Operating Services



RIALTO WASTEWATER OPERATIONS AND MAINTENANCE REPORT

Contents

EXECUTIVE SUMMARY	1
1. Collection System/Customer Service Log	1
a. Collections group activities this month:	1
b. November Collection System Service Map	2
c. Customer Service Call Outs – See Item 9	2
2. Wastewater Treatment Plant – Monthly Overview	2
3. Treatment Facility Performance/Laboratory Activities	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
4. Monthly Safety Program Overview	3
5. Biosolids, Chemicals, and Utilities	3
a. Monthly Biosolids Production	3
b. Monthly Chemical Consumption	3
c. Monthly Utilities Consumption	3
1. Odor Complaints Received/Actions Taken	4
2. Major Equipment and/or Machinery Outages	4
3. Outside Agency Activities during the Month	4
a. Government agency or property insurance inspections	4
b. Government agency environmental, health, or safety tests/monitoring	4
c. Government agency notices of violation received	4
d. Government agency monitoring	4
e. Other matters of concern	4
4. Complaint Log	5

Tables

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

RIALTO WASTEWATER

MONTHLY OPERATIONS REPORT

EXECUTIVE SUMMARY

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

- With one exception discussed below, treatment facility performance, and digester and solids processing operations met all regulatory requirements during the month.
- On November 2nd, a Veolia/RWS staff member while performing routine duties noted an active sewage spill in the street. Upon investigation, the spill was determined to be originating from an apartment complex lateral on private property at 1150 N Willow. Veolia staff cleaned as much of the spill on public streets as possible. The responding Veolia team checked the condition of the sewer main and determined that the spill was from a private lateral on private property and thus the responsibility of the property owner. The issue was referred to the City and will not be carried in the overflow statistics of this report. Further, Lynn Merrill was contacted to work with the apartment complex to resolve the issue causing the spill. The Regional Board and the Office of Emergency Services were also notified of this incident.
- On November 26th, the treatment facility suffered three brief exceedances of a permit guideline minimum value for CT time (the multiple of the sodium hypochlorite dosage and the wastewater's residence time in the chlorine contact tanks). The incidents were reported to the Regional Board. No further punitive action is anticipated. Causes for these exceedances are under investigation.
- During the month there were no sewer overflows for facilities within Veolia's responsibility and no resident complaints.

1. Collection System/Customer Service Log

a. Collections group activities this month:

Category	Current Month Statistics	Prior Month Statistics	2020 Year to Date Statistics
Sanitary sewer cleaned conventional method, feet	11,356	31,187	164,698
Sanitary sewer assessed using SL-RAT method, feet	5,040	0	44,386
"Hot Spot" Cleaning, feet	5,040	0	84,156
CCTV Inspection, miles (26 is annual goal)	1.54	4.32	26.2*
Manhole Inspections	0	0	8
USA Dig Alert Markings, count	98	63	700
Residential call outs	0	2	11
Sanitary sewer overflows	0	0	1

* Annual goal of 26 CCTV miles has been achieved

- 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

Significant events during the month were:

- Treatment facility operations remained stable and compliant during the month with one exception. On November 26th, the facility experienced three brief exceedances of a permit guideline minimum value for CT time (the multiple of the sodium hypochlorite dosage and the wastewater's residence time in the chlorine contact tanks). The incidents were reported to the Regional Board. No further punitive action is anticipated. Causes for these exceedances are under investigation. It is currently believed that a contributing factor to these exceedances is the substantial increase in wastewater influent flows (as much as 50% higher) on weekends and holidays) which upset the second process sufficiently to trigger effluent ammonia nitrogen "spikes" which exceed the response capabilities of the chlorine contact tank disinfectant feed system. Research is underway to determine if the treatment processes can be modified and/or the disinfectant feed system response time reduced to eliminate the CT exceedances.
- During the month there were no sewer overflows for facilities within Veolia's responsibility and no resident complaints.
- The previously reported issues with the NexTurbo blower appear to have been resolved. Adjustments were made by the equipment manufacturer to the control system. Upgrades of the second blower's turbine fan to be equivalent to the first blower are being scheduled.
- The Concession Agreement target CCTV sewer assessment of 26 miles annually was achieved in November despite the staff COVID stay-at-home orders earlier this year.

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 was completed in a timely fashion.

- c. Effluent Specification Exceedance Discussion

See Section 2 above.

- d. Valve exercising

Valves Exercised	Current Month Statistics	Prior Month Statistics	2020 Year to Date Statistics
Actual/Scheduled	13	14	137
Unscheduled*	0	0	0

* Valves turned that are not required PM

4. Monthly Safety Program Overview

Category	Monthly Statistic
Safety Training Topics	Hot Work and Welding Safety
Lost Time Incidents, count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	20
Vehicle Incidents, count	0

* The wastewater facility experienced a lost time incident on September 2nd breaking a 17 ½ year record of no lost time incidents. Restarting the no lost time count, by month's end, the facility count is 89 days.

5. Biosolids, Chemicals, and Utilities

a. Monthly Biosolids Production

Biosolids	Current Month Statistics	Prior Month Statistics	2020 Year to Date Statistics
Quantity Produced, wet tons	208.39*	505.66	10,683.66

* Estimated quantity pending verified review of Synagro invoice

b. Monthly Chemical Consumption

Chemical	Current Month Statistics	Prior Month Statistics
Sodium Hypochlorite, gallons	*	42,059
Sodium Bisulfite, gallons	*	12,697
Ferrous Chloride, gallons	1,943	1,553
Polymer, Gravity Belt Thickener, gallons	397	446
Polymer, Belt Filter Press, gallons	312**	134**
Alum, gallons	*	4

* Monthly quantities under review at time of report production

** Reduced usage due to diversion of sludge flow to provide solids to Anaergia

c. Monthly Utilities Consumption

Utility	Current Month Statistics	Prior Month Statistics
Electricity WWTP, KWH	*	411,796
Electricity Lilac LS, KWH	448	496
Electricity Sycamore LS, KWH	974	490
Electricity Ayala LS, KWH	2,642	7,236
Electricity Agua Mansa LS, KWH	557	1,174
Electricity Cactus LS, KWH	*	480
Electricity Ramrod LS, KWH	181	412

Frisbie Park LS, KWH	1,210	3,453
Natural Gas WWTP, Therms	*	3,078

* Invoices not received at time of report preparation

6. Odor Complaints Received/Actions Taken

No odor complaints were received this month.

7. Major Equipment and/or Machinery Outages

- A failed display on a mixed liquor flow meter was replaced
- The CCTV camera van camera was repaired
- A reclaimed water line was installed to the Digester 2 supernatant box
- A Secondary Scum Pump was removed for repair
- Failed Uninterrupted Power Supply (UPS) units were replaced
- Replacement of a failed electrical disconnect for a Gravity Filter Compressor
- Installation of wiring and conduit for the belt filter press polymer mixer
- Annual Zink Flare preventative maintenance was performed
- A failed heater in the Sodium Bisulfite shed was replaced
- The wet well at the Agua Mansa Lift Station was cleaned
- A channel mixer was repaired

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 this month

- c. Government agency notices of violation received

No notices were received.

- d. Government agency monitoring

Routine monitoring reports were submitted

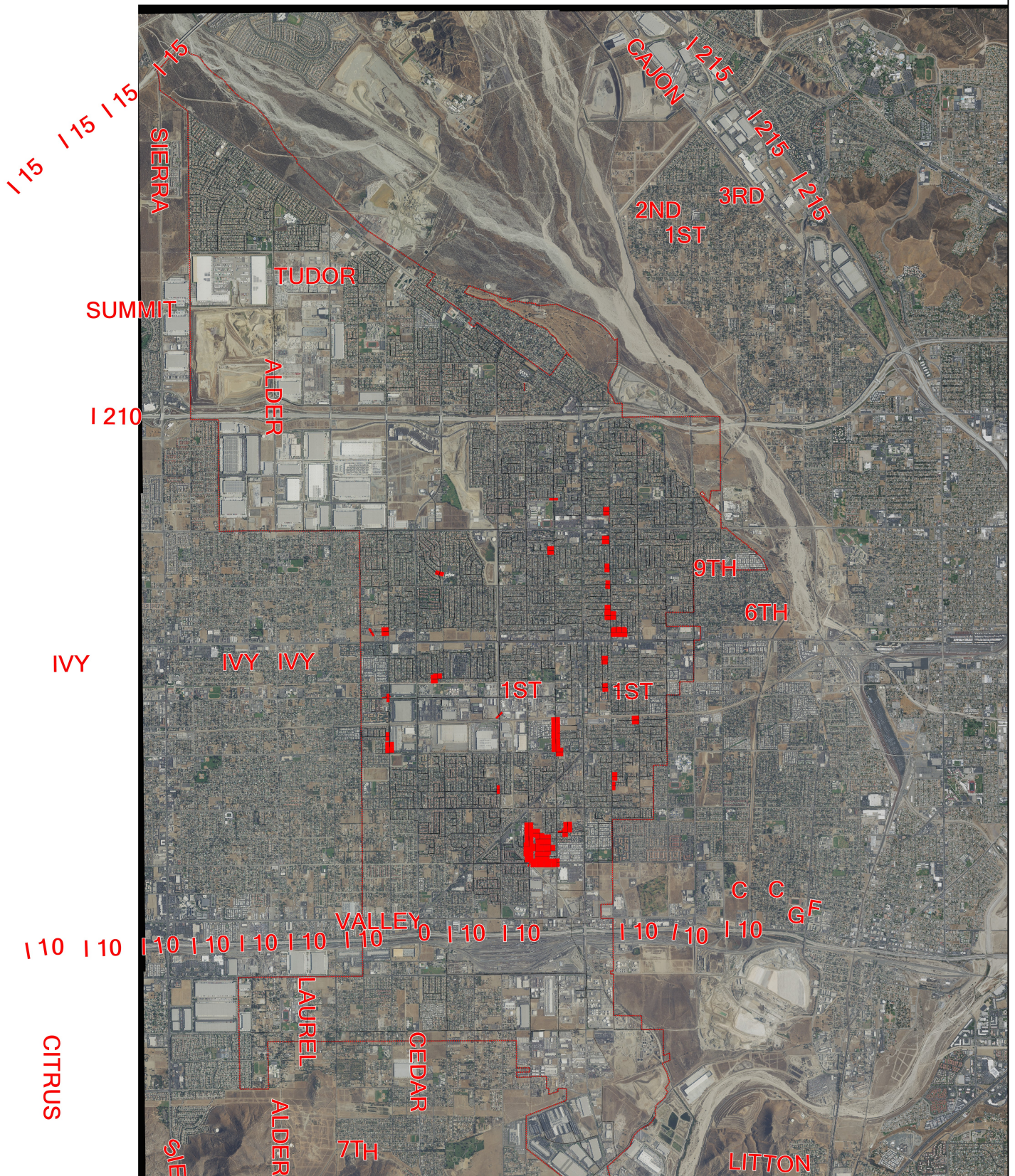
- e. Other matters of concern

See 8(c) above

9. Complaint Log

Date	Address	Comments	Personnel	Manhole	To Manhole
		None			

Monthly Collection System Service Map



-- Pipe Cleaning November 2020



Rialto Wastewater O&M Report

Report Start Date: 11/1/2020

Report End Date:

12/21/2020

Table B

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

Date	Influent daily flow MGD	Effluent Flow MGD	Reclaimed Water Gals	Influent BOD mg/l	Influent BOD Load lbs/day	Effluent BOD mg/L	Effluent BOD Load lbs/day	BOD % Removal %	Influent TSS mg/L	Influent TSS Load lbs/day	Effluent TSS mg/L	Effluent TSS Load lbs/day	TSS % Removal %
11/1/2020	6.490	7.700											
11/2/2020	5.840	7.470		300	14,612	2.5	156	99.2	410	19,969	2.0	125	100
11/3/2020	6.810	5.790											
11/4/2020	6.650	6.980											
11/5/2020	7.180	7.720											
11/6/2020	6.260	6.080		230	12,008	5.0	254	97.8					
11/7/2020	6.540	6.520											
11/8/2020	6.860	7.590											
11/9/2020	7.220	6.150		260	15,656	5.0	256	98.1	250	15,054	2.0	103	99
11/10/2020	7.770	7.830											
11/11/2020	5.000	6.990											
11/12/2020	6.460	6.560											
11/13/2020	6.460	6.190		220	11,853	2.5	129	98.9					
11/14/2020	6.320	7.270											
11/15/2020	7.110	5.910											
11/16/2020	6.270	7.710		290	15,165	5.0	322	98.3	310	16,210	2.0	129	99
11/17/2020	6.550	6.190											
11/18/2020	8.160	6.910											
11/19/2020	5.980	6.640											
11/20/2020	6.770	6.980		170	9,599	5.0	291	97.1					
11/21/2020	6.930	6.590											
11/22/2020	6.750	8.420											
11/23/2020	5.870	6.080		270	13,218	5.0	254	98.1	250	12,239	3.0	152	99
11/24/2020	7.210	6.710											
11/25/2020	4.570	6.590		310	11,815	2.5	137	99.2					
11/26/2020	6.600	6.590											
11/27/2020	6.850	7.020											
11/28/2020	6.180	7.090											
11/29/2020	6.800	6.500											
11/30/2020	6.660	7.380		320	17,774	5.0	308	98.4	240	13,331	4.0	246	98
Minimum	4.57	5.79		170	9,599	2.5	129	97.1	240	12,239	2.0	103	98.3
Maximum	8.16	8.42		320	17,774	5.0	322	99.2	410	19,969	4.0	246	99.5
Average	6.57	6.87		263	13,522	4.2	234	98.3	292	15,361	2.6	151	99.0
Eff Limits (A.M.)*	11.7	11.7				20mg/L		>85%			20mg/L		>85%
Permit Compliant	Yes	Yes	N/A	N/A	N/A	Yes	N/A	Yes	N/A	N/A	Yes	N/A	Yes

* Monthly Average

Rialto Wastewater O&M Report

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

	Influent Conductivity (uS/cm)	Effluent Conductivity umhos	VE Inf COD mg/L	Final Effluent COD mg/l	Influent TDS mg/l	Filter Effluent TDS mg/l	EFF FINAL TDS mg/L	Influent Inorganic Nitroaen mg/L	Effluent Inorganic Nitroaen mg/l as N
11/1/2020	1,389	800							
11/2/2020	1,599	882			450	380	470	41	8.0
11/3/2020	1,506	869							
11/4/2020	1,456	898							
11/5/2020	1,544	849							
11/6/2020	1,356	867							
11/7/2020	1,202	843							
11/8/2020	1,281	865							
11/9/2020	1,418	969							
11/10/2020	1,329	969							
11/11/2020	1,325	912							
11/12/2020	1,304	809							
11/13/2020	1,388	834							
11/14/2020	1,412	854							
11/15/2020	1,213	861							
11/16/2020	1,468	944							
11/17/2020	1,364	901							
11/18/2020	1,416	910							
11/19/2020	1,522	939							
11/20/2020	1,414	912	552	35					
11/21/2020	1,541	862							
11/22/2020	1,411	885							
11/23/2020	1,806	980							
11/24/2020	1,428	964							
11/25/2020	1,406	880							
11/26/2020	1,458	866							
11/27/2020	1,562	906							
11/28/2020	1,532	886							
11/29/2020	1,441	867							
11/30/2020	1,454	906							
Minimum	1,202	800	552	35	450	380	470	41	8.0
Maximum	1,806	980	552	35	450	380	470	41	8.0
Average	1,432	890	552	35	450	380	470	41	8.0
12 Month Average	1,269	883	589	28	505	421	506	43	8.66
Eff. Limits (A.M.)*						490 mg/L 12 Mo. Running			10 mg/L 12 Mo. Running
Permit	N/A	N/A	N/A	N/A	N/A	Yes	N/A	N/A	yes

* Monthly Average

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

	Influent pH	Effluent pH	Effluent Temp	Effluent Ammonia	Effluent Total Coliform	Effluent Coliform 7 Day Median	Effluent Cyanide, Free Available	Eff Di(2-ethylhexyl) phthalate (DEHP)	FOG Daily Volume Gallons	Digester Gas	Natural Gas Daily Use
Date	SU	SU	Deg C	mg/L	MPN/100ML	MPN/100ML	ug/L	ug/l	Gals	cu ft/day	cf/day
11/1/2020	7.41	7.19	27.3		<1.8	<1.80				152,588	19,000
11/2/2020	7.42	7.13	26.4	0.10	<1.8	<1.80		<5.00		91,175	14,800
11/3/2020	7.87	7.13	26.4		<1.8	<1.80				108,533	1,200
11/4/2020	7.80	7.09	26.4		<1.8	<1.80				107,979	14,200
11/5/2020	7.70	7.10	26.3		<1.8	<1.80				132,556	8,600
11/6/2020	7.69	7.17	26.2		<1.8	<1.80				132,361	200
11/7/2020	7.59	7.26	25.4		<1.8	<1.80				114,640	14,400
11/8/2020	7.44	7.20	25.0		<1.8	<1.80				217,312	17,600
11/9/2020	7.22	7.19	24.4	0.30	<1.8	<1.80				111,683	18,300
11/10/2020	8.02	7.19	24.6		<1.8	<1.80	2.0			119,642	18,100
11/11/2020	7.91	7.23	24.9		<1.8	<1.80				132,466	18,100
11/12/2020	9.13	7.25	24.7		<1.8	<1.80				152,035	16,300
11/13/2020	9.27	7.22	24.6		<1.8	<1.80				147,462	11,300
11/14/2020	7.48	7.17	24.5		<1.8	<1.80				116,438	18,100
11/15/2020	5.74	7.14	24.6		<1.8	<1.80				137,399	18,600
11/16/2020	7.44	7.13	24.5	0.10	<1.8	<1.80				157,125	18,600
11/17/2020	7.26	7.12	24.6		<1.8	<1.80				132,922	17,300
11/18/2020	7.56	7.12	24.7		<1.8	<1.80				116,264	17,700
11/19/2020	7.43	7.09	24.5		2.0	<1.80				130,798	17,900
11/20/2020	7.64	7.07	24.6		<1.8	<1.80				151,056	13,400
11/21/2020	6.93	7.04	24.4		2.0	<1.80				130,231	100
11/22/2020	6.31	7.04	24.6		<1.8	<1.80				172,384	3,300
11/23/2020	7.43	7.05	24.5	0.10	<1.8	<1.80				75,153	16,800
11/24/2020	7.42	7.00	24.1		<1.8	<1.80				126,301	20,500
11/25/2020	9.12	6.96	24.6		<1.8	<1.80				139,578	14,000
11/26/2020	9.08	6.98	24.9		<1.8	<1.80				139,251	17,200
11/27/2020	8.12	7.13	22.4		<1.8	<1.80				160,200	21,200
11/28/2020	9.15	7.04	22.3		<1.8	<1.80				114,553	16,500
11/29/2020	8.89	6.99	23.3		<1.8	<1.80				146,715	19,300
11/30/2020	8.95	7.04	23.8	<0.10	<1.8	<1.80				133,941	18,100
Minimum	5.74	6.96	22.3	0.1	1.8	1.8	2.0	5.00		75,153	100
Maximum	9.27	7.26	27.3	0.3	2.0	1.8	2.0	5.00		217,312	21,200
Average	7.81	7.12	24.8	0.1	1.8	1.8	2.0	5.00		133,358	14,690
Eff Limits (A.M.)*		6.5-8.5		4.5 mg/L		<2.2	4.2 ug/L	5.90 ug/L			
Permit Compliant	N/A	Yes	N/A	Yes	N/A	Yes	Yes	Yes	N/A	N/A	N/A

* Monthly Average

RIALTO WATER

MONTHLY OPERATIONS REPORT

Reporting Period:

November 2020



Prepared for: Rialto Water Services

Prepared by: Veolia Water West Operating Services

RIALTO WATER
OPERATIONS AND MAINTENANCE REPORT

Contents

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

RIALTO WATER

MONTHLY OPERATIONS REPORT

- **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. Due to COVID-19 impacts, various operational activities have been minimized for the health and safety of employees.

- **Water Production Totals**

Total water delivered into the Rialto system this month was 684.71 acre-feet. 376.54 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). 150.15 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 158.02 acre-feet came from the OPRTP.

NOVEMBER 2020 DAILY PRODUCTION TOTALS IN ACRE FEET										
						Delivered Via BLF				
							Purchased			
DATE	Chino 2	City 2	Rialto 3	Rialto 5	Miro 3	City 4A	BOOSTER 6-9	Cactus ¹	OPRTP ²	TOTAL ³
11/1/20	5.76	1.48	0.00	0.00	16.64	0.00	2.20	5.01	5.74	36.83
11/2/20	6.40	0.77	0.00	0.00	5.68	0.00	0.00	6.49	5.18	24.52
11/3/20	4.68	6.34	0.00	0.00	3.39	0.00	0.00	5.53	5.05	24.99
11/4/20	5.30	3.24	0.00	0.00	0.00	8.06	9.48	8.22	4.81	31.05
11/5/20	5.35	0.19	0.00	0.00	0.00	8.72	8.98	2.48	4.02	21.02
11/6/20	6.79	0.07	0.00	0.00	0.00	8.59	12.49	3.59	5.41	28.35
11/7/20	4.29	0.21	0.00	0.00	6.51	0.00	5.33	1.26	4.84	22.44
11/8/20	5.21	1.41	0.00	0.00	0.11	0.00	0.00	8.51	4.89	20.13
11/9/20	6.22	1.79	0.00	0.00	0.00	0.00	0.00	6.09	5.97	20.07
11/10/20	0.00	2.29	0.00	0.00	6.86	0.00	0.00	4.29	5.60	19.04
11/11/20	0.00	4.56	0.00	0.00	7.84	0.00	0.00	1.56	0.00	13.96
11/12/20	0.00	5.65	0.00	0.00	7.29	0.00	0.07	2.16	9.35	24.52
11/13/20	0.00	1.15	0.00	0.00	5.86	0.56	0.00	3.24	5.49	15.74
11/14/20	0.00	3.46	0.00	0.00	7.64	0.00	0.00	3.24	5.60	19.94
11/15/20	0.00	5.88	0.00	0.00	9.26	0.00	0.00	4.89	6.04	26.07
11/16/20	0.00	1.56	6.06	0.00	0.00	0.00	0.00	5.62	4.47	17.71
11/17/20	0.00	4.20	7.32	0.00	0.00	0.00	0.00	5.67	5.29	22.48
11/18/20	0.00	4.02	8.42	0.00	0.00	0.00	0.00	7.42	5.89	25.75
11/19/20	0.00	0.00	4.55	0.00	0.00	8.43	11.27	0.00	4.53	20.35
11/20/20	0.00	0.02	0.00	0.00	0.00	7.82	7.14	11.30	5.64	24.10
11/21/20	0.14	0.00	7.30	0.00	0.00	8.68	9.30	2.96	5.55	25.25
11/22/20	0.00	0.00	6.47	0.00	0.00	8.31	5.99	5.44	4.99	22.89
11/23/20	0.00	0.00	6.38	0.00	0.00	8.30	5.49	5.58	6.15	23.60
11/24/20	0.00	0.00	6.36	0.00	0.00	6.26	0.00	4.25	4.55	15.16
11/25/20	0.00	0.16	7.30	0.00	0.00	10.59	9.57	8.22	5.65	30.90
11/26/20	0.06	0.00	6.63	0.00	0.00	8.19	5.23	4.80	5.20	21.92
11/27/20	0.00	2.70	2.95	0.00	0.00	0.00	3.79	2.46	5.69	17.59
11/28/20	0.00	1.64	0.00	0.00	0.00	9.73	9.82	3.14	5.01	19.61
11/29/20	0.00	1.24	0.00	0.00	0.00	7.67	10.54	8.07	5.70	25.55
11/30/20	0.00	0.00	0.00	0.00	6.92	8.66	7.08	3.46	5.72	23.18
TOTAL	50.20	54.03	69.74	0.00	84.00	118.57	123.77	144.95	158.02	684.71
MIN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	13.96
MAX	6.79	6.34	8.42	0.00	16.64	10.59	12.49	11.30	9.35	36.83
AVE	1.67	1.80	2.32	0.00	2.80	3.95	4.13	4.83	5.27	22.82

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

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

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

NOVEMBER 2020 DAILY BOOSTER TOTALS IN ACRE FEET

DATE	Booster 1	Booster 2	Booster 3	Booster 4	Booster 5	Booster 6-9	Booster 10	Booster 11
11/1/20	0.00	0.00	0.00	3.89	2.42	2.20	0.00	0.00
11/2/20	0.00	0.00	2.23	2.90	3.26	0.00	0.00	0.00
11/3/20	0.00	0.00	4.86	2.69	2.89	0.00	0.00	0.00
11/4/20	0.00	0.00	7.06	4.36	6.13	9.48	0.00	0.00
11/5/20	0.00	0.00	6.70	4.75	0.00	8.98	0.00	0.00
11/6/20	0.00	0.00	6.64	6.07	1.41	12.49	0.00	0.00
11/7/20	0.00	0.00	5.67	0.26	0.00	5.33	0.00	0.00
11/8/20	0.00	0.00	4.08	0.51	7.94	0.00	0.00	0.00
11/9/20	0.00	0.00	1.38	4.60	5.08	0.00	0.00	0.00
11/10/20	0.00	0.00	2.09	3.69	0.00	0.00	0.00	3.53
11/11/20	0.00	0.00	0.00	2.55	0.00	0.00	0.00	1.09
11/12/20	0.00	0.00	0.00	0.00	0.00	0.07	11.45	0.98
11/13/20	0.00	0.00	0.43	0.00	0.00	0.00	1.64	2.15
11/14/20	0.00	0.00	5.15	0.00	0.00	0.00	0.00	2.20
11/15/20	0.00	0.00	4.61	0.00	0.00	0.00	0.00	2.63
11/16/20	0.00	0.00	2.73	2.06	0.00	0.00	0.00	3.63
11/17/20	0.00	0.00	5.88	0.00	0.00	0.00	0.00	3.71
11/18/20	0.00	0.00	1.20	2.97	1.96	0.00	0.00	7.19
11/19/20	0.00	0.00	6.82	0.00	0.00	11.27	0.00	0.00
11/20/20	0.00	0.00	6.32	0.00	2.17	7.14	0.00	0.00
11/21/20	0.00	0.00	6.06	2.08	0.00	9.30	0.00	3.71
11/22/20	0.00	0.00	4.45	1.92	0.00	5.99	0.00	3.47
11/23/20	0.00	0.00	3.96	1.47	0.00	5.49	0.00	4.74
11/24/20	0.00	0.00	0.00	4.33	0.00	0.00	0.00	3.20
11/25/20	0.00	0.00	0.49	5.09	2.78	9.57	0.00	3.12
11/26/20	0.00	0.00	2.75	2.84	0.00	5.23	0.00	3.24
11/27/20	0.00	0.00	3.35	5.95	0.00	3.79	0.00	0.99
11/28/20	0.00	0.00	4.97	3.28	0.00	9.82	0.00	2.16
11/29/20	0.00	0.00	2.11	0.98	3.87	10.54	8.26	0.79
11/30/20	0.00	0.00	6.93	0.00	0.00	7.08	0.00	1.88
TOTAL	0.00	0.00	108.92	69.24	39.91	123.77	21.35	54.41
MIN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MAX	0.00	0.00	7.06	6.07	7.94	12.49	11.45	7.19
AVE	0.00	0.00	3.63	2.31	1.33	4.13	0.71	1.81

- **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	Nov.	Dec.	Jan	Feb	March	April	May	June	July	Aug	Sept.	Oct.	Nov.
Chino # 1 (580 ft) In-active well	427'	420'	420'	421'	421'	421'	420'	427'	426'	423'	423'	425'	422'	423'
Chino # 2 (550 ft)	366'	346'	348'	347'	349'	354'	344'	344'	348'	350'	366'	360'	364'	349'
City # 1 (260 ft) Dry	392'	340'	343'	286'	290'	300'	244'	245'	243'	242'	243'	243'	243'	242'
City # 2 (480 ft)	402'	331'	316'	339'	319'	292'	284'	290'	285'	272'	269'	264'	261'	256'
City # 3 (525 ft) Out of Service	475'	448'	448'	448'	448'	448'	448'	448'	448'	448'	448'	448'	448'	448'
City # 4A (420 ft)	406'	355'	356'	355'	356'	355'	355'	356'	370'	375'	380'	381'	384'	371'
City # 5 (385 ft) In-active well	355'	333'	334'	330'	333'	331'	331'	331'	330'	332'	330'	331'	331'	331'
Rialto # 1 (650 ft) In-active well	588'	569'	569'	567'	567'	569'	567'	566'	569'	576'	576'	577'	576'	571'
Rialto # 2 (550 ft) In-active well	490'	486'	486'	486'	486'	486'	486'	486'	486'	485'	485'	485'	485'	485'
Rialto # 3 (485 ft)	465'	460'	460'	457'	460'	458'	460'	465'	461'	465'	465'	464'	465'	464'
Rialto # 4 (450 ft) In-active well	413'	403'	403'	401'	400'	403'	402'	402'	403'	403'	405'	404'	404'	404'
Rialto # 5 (560 ft)	374'	371'	370'	358'	359'	373'	372'	372'	371'	372'	373'	373'	374'	373'
Rialto Well # 7 In-active well	354'	351'	351'	348'	350'	349'	350'	349'	349'	351'	353'	353'	354'	353'
Miro # 3 (550 ft)	487'	474'	475'	474'	476'	476'	475'	473'	474'	482'	484'	487'	486'	483'

- REGULATORY**

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

- 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
Perchlorate (ClO ₄)	µg/L	4.0	6.0
Total Dissolved Solids	mg/L	--	500
P= Present A= Absent mg/L = parts per million µg/L = parts per billion			

Sample Date	Sample Site Location Results								
11/11/2020									
Type of Sampling	Chino 2	City 2	City 4A	Rialto 3	Rialto 5	Miro 3	BLF Cactus	BLF 6-9	OP RTP
Total Coliform	A	A	A	A	P**	A	A	A	A
E. Coli	A	A	A	A	A	A	A	A	A
Nitrate as N	2.6		1.3	2.2					
Perchlorate (ClO ₄)	<4.0			5.3*	<4.0	12*			
Total Dissolved Solids	210	190	300	200	210	210	310	300	220

*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).

**Rialto 5 was resampled on November 13, 2020 and was absent for total coliform.

- **Sample Site Location Results**

Rialto Distribution Sample Results						
November 2020						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
CYCLE 1 - 11/04/20	mg/l	P/A	P/A	Color Units	TON	NTU
335 W. Rialto	1.20	A	A	<3.0	<1.0	0.27
1228 W. Merrill	1.10	A	A	<3.0	<1.0	0.14
256 N. Fillmore	1.10	A	A	<3.0	<1.0	0.16
987 W. Grove	1.20	A	A	<3.0	<1.0	0.13
978 N. Driftwood	1.20	A	A	<3.0	<1.0	0.16
1451 N. Linden	1.20	A	A	<3.0	<1.0	0.15
469 W. Jackson	1.20	A	A	<3.0	<1.0	0.20
935 E. Mariposa	1.20	A	A	<3.0	<1.0	<0.10
1000 N. Joyce	1.00	A	A	<3.0	<1.0	0.15
766 N. Chestnut	0.95	A	A	<3.0	<1.0	0.12
149 W. Victoria	1.00	A	A	<3.0	<1.0	0.12
313 E. McKinley	0.98	A	A	<3.0	<1.0	0.13
609 E. South	0.95	A	A	<3.0	<1.0	0.25
273 E. Alru	0.89	A	A	<3.0	<1.0	0.10
1161 S. Lilac	0.70	A	A	<3.0	<1.0	0.12
101 E. Valley	0.91	A	A	<3.0	<1.0	0.14
CYCLE 2 - 11/10/20	mg/l	P/A	P/A	Color Units	TON	NTU
210 N. Park	0.94	A	A			
101 S. Larch	0.92	A	A			
320 N. Wisteria	0.90	A	A			
861 W. Grove	0.89	A	A			
1168 N. Glenwood	0.94	A	A			
1320 N. Fitzgerald	0.98	A	A			
860 N. Willow	0.96	A	A			
209 E. Cornell	1.00	A	A			
643 E. Margarita	0.98	A	A			
1170 N. Terrace Rd.	0.96	A	A			
681 E. Erwin	0.99	A	A			
402 E. Merrill	0.95	A	A			
261 W. Wilson	0.90	A	A			
532 S. Iris	0.89	A	A			
281 W. Hawthorne	0.95	A	A			
379 W. Valley	0.92	A	A			

Rialto Distribution Sample Results						
November 2020						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
CYCLE 3 - 11/18/20	mg/l	P/A	P/A	Color Units	TON	NTU
236 N. Willow	1.00	A	A			
775 E. Foothill	0.90	A	A			
878 N. Primrose	0.90	A	A			
369 E. Van Koeving	0.90	A	A			
274 W. Valencia	0.80	A	A			
1566 N. Fillmore	1.00	A	A			
932 N. Idyllwild	1.00	A	A			
644 N. Smoketree	0.80	A	A			
605 W. Rosewood	1.37	A	A			
1189 W. Second	1.00	A	A			
775 W. Rialto	1.00	A	A			
211 E. Wilson	1.10	A	A			
595 E. Huff	1.00	A	A			
1005 S. Riverside	1.00	A	A			
794 S. Verde	1.20	A	A			
1055 W. Bloomington	1.00	A	A			
CYCLE 4 - 11/23/20	mg/l	P/A	P/A	Color Units	TON	NTU
375 S. Cactus	0.91	A	A			
101 S. Linden	0.90	A	A			
234 N. Larch	0.89	A	A			
575 N. Driftwood	0.94	A	A			
1355 W. Shamrock	0.95	A	A			
992 N. Yucca	0.80	A	A			
481 W. Cornell	0.81	A	A			
158. E. Shamrock	0.87	A	A			
749 E. Holly	0.96	A	A			
545 E. Victoria	0.91	A	A			
200 N. Sycamore	0.90	A	A			
407 E. Allen	0.87	A	A			
399 E. Montrose	0.90	A	A			
856 S. Orange	0.79	A	A			
911 S. Cactus	0.80	A	A			
220 W. Valley	0.88	A	A			
P/A + Present or Absent						

- **Violations**

No violations were received during this reporting period.

- **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 248 mg/L for the month of November as compared to 244 mg/L in October. The TDS levels are below the secondary maximum contaminant level requirements.

- **HEALTH AND SAFETY**

- **Incidents**

There were no reportable safety incidents for the reporting period.

- **Training**

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

- Hearing Protection – PPE Employee Essentials
 - Tailgate Safety Meetings

- **Lost Time Safety Record**

2,636 days since the last reportable lost time safety incident.

- **CHEMICAL USE**

Pelletized calcium hypochlorite and sodium hypochlorite are the only chemicals added to the water system. A total of 661 pounds of calcium hypochlorite was used in November as compared to 868 pounds used in October; a total of 770 gallons of sodium hypochlorite was used in October as compared to 1493 gallons used in October.

- **ELECTRICAL USE**

Southern California Edison (SCE) has not provided all data for November 2020. Therefore, we are unable to report the electrical use for this month. We will provide the data as it is received, thus will include yearly usage received to date.

SCE		kWh
Year	Month	Billed Usage
2019	November	297,212
2019	December	225,172
2020	January	312,872
2020	February	360,600
2020	March	267,178
2020	April	461,148
2020	May	551,771
2020	June	622,558
2020	July	593,325
2020	August	598,526
2020	September	595,500
2020	October	436,694

- **WATER QUALITY COMPLAINTS**

No complaints were received during this reporting period.

- **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.

- **Operational Wells**

There are no outages to report.

- **Valve Activity**

On the basis of information collected in 2019, Veolia now has a baseline assessment of all valves and has initiated a new cycle of valve exercising. There are approximately 3800 valves that need to be exercised over a three year period, which equal to roughly 105 per month. In the month of November, 29 valves were exercised. Valve turning is a 2 person activity and due to COVID-19 impacts (i.e. limited onsite staff, adherence to social distancing policies, limiting activities that require more than 1 person, backfilling for other duties, etc.) we have been limited in what we can complete in a given month.

- **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. In November eleven hydrant flushing's were performed. Veolia is pending confirmation from DDW regarding the reduction of hydrants that require this exercise. If confirmed, there will be approximately 63 hydrants that will be required to be flushed.

Hydrant/Dead End Flushing Progress	
	2020
January	0
February	0
March	26
April	5
May	4
June	0
July	0
August	0
September	2
October	8

November	11
Total	56
Progress % (89)	

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.

• ASSET MANAGEMENT

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

- Preventive Maintenance –106
- Corrective Maintenance –195
- Predictive Maintenance –0

101- PM's are scheduled for December 2020.

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

Corrective Work Order labor hours were dedicated to nine pipe line and two hydrant repairs.

• Major Equipment and/or Machinery Outages

There are no outages to report.

- RAINFALL TOTALS**

SEASON	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
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	1.52	0.23	0.33	1.18	3.42	0.00	0.00	7.32
2020-21	0.00	0.00	0.00	0.00	0.85								0.85

RIALTO
CUSTOMER SERVICE & REVENUE
MONTHLY OPERATING REPORT

Reporting Period:

November 2020

Prepared for: Rialto Water Services



Prepared by: Veolia Water West Operating Services



Table of Contents

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

I. CUSTOMER SERVICE SUMMARY

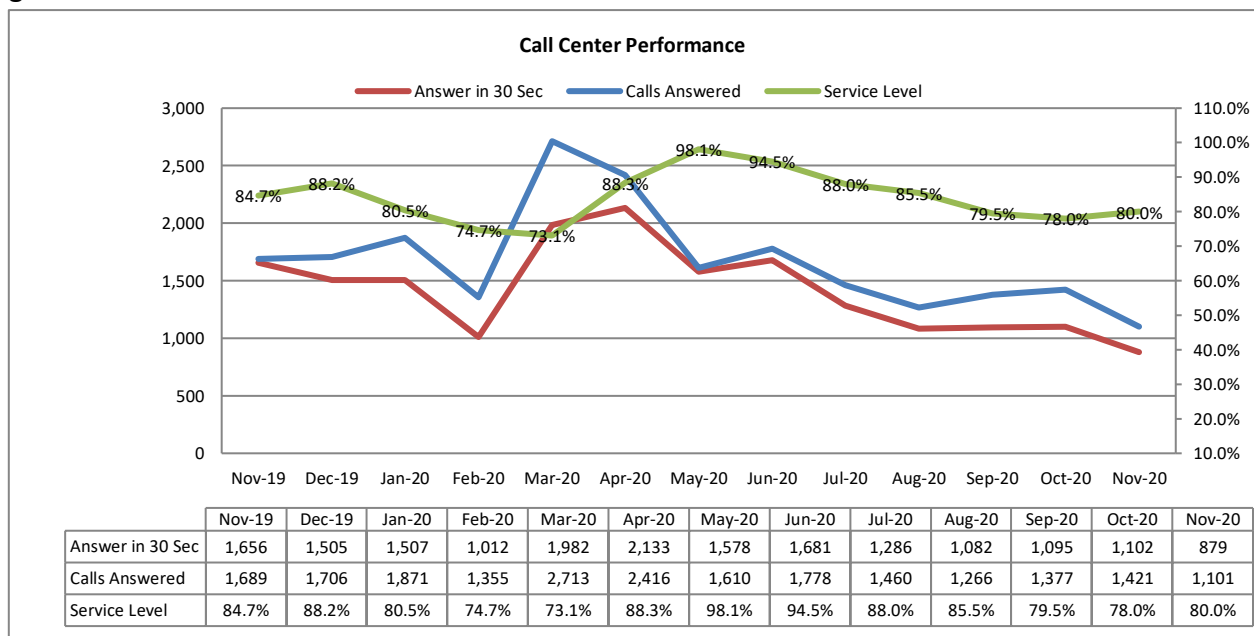
Customer Service answered 1,101 inbound calls with a service level of 80% during the month of November. Average wait time was 43 seconds.

Water consumption increased 4.9% when compared to same month in 2019 and increased 3.9% when compared to the prior month. Please note that the percentage of increase or decrease in water consumption will not align with the revenue due to the fact that constant minimum base charges makes up a larger portion of the revenues.

Sewer revenue has increased 1.9% when compared against the prior month and increased 1.7% when compared against the same month in 2019.

II. CALL CENTER PERFORMANCE

During this reporting month, a total of 1,101 calls were answered with a respective service level of 80% and an average wait time of 43 seconds with fifteen (15) callers experiencing wait time greater than ten minutes.



AUTOMATED SERVICES

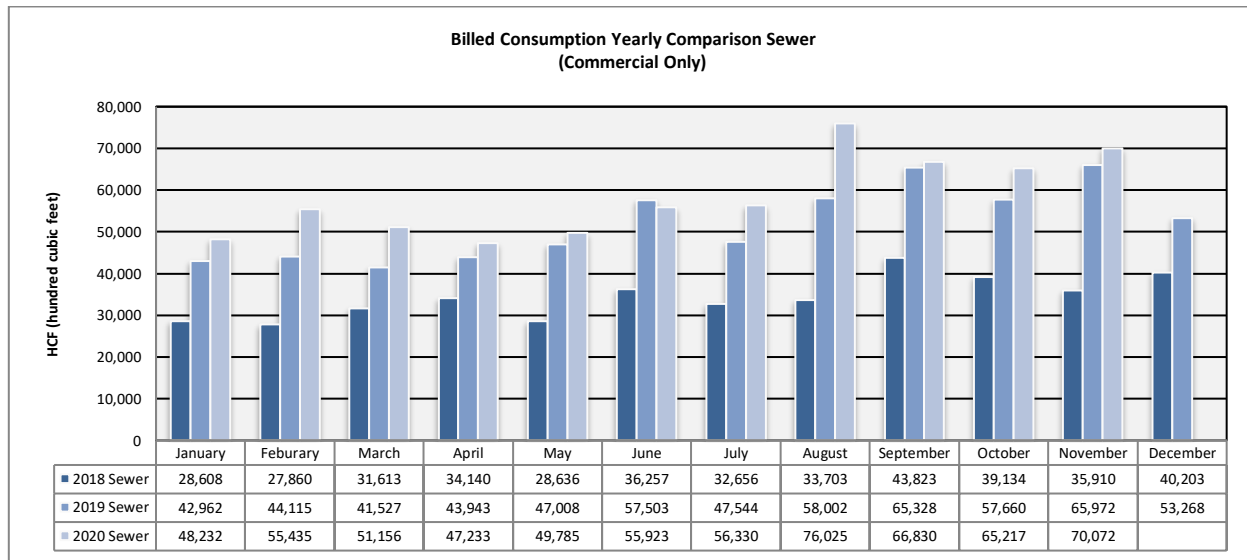
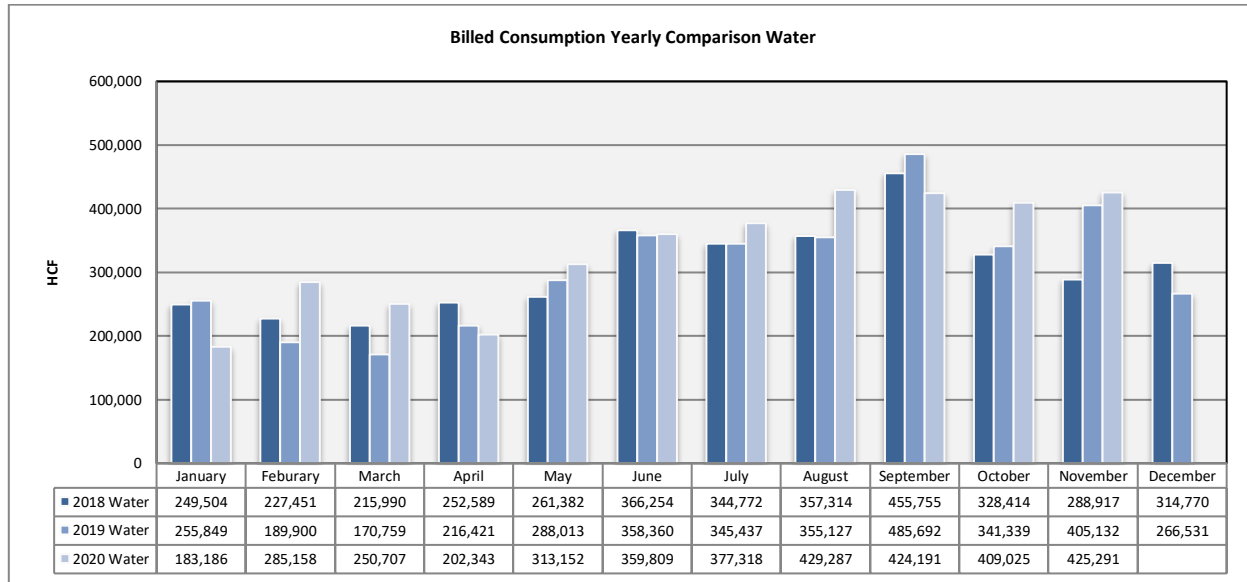
About 8,743 or 41% of the rate payers have created log-ins to access their accounts online. Of these customers, with online access, 46.4% have chosen the e-bill option. Remote cash payment usage has decreased once the service center has reopened.

	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20
Number of Bills	21,192	21,156	21,155	20,499	21,175	21,180	21,182	21,168	21,215	21,211	21,217	21,212	21,273
Number of Bill Adjustments (during billing)	21	30	60	26	36	52	23	20	33	22	30	23	27
Automated Over the Phone Payments	2,422	2,842	2,853	2,260	2,758	3,661	3,118	3,430	3,247	2,733	2,978	3,003	2,531
Online Payment	5,526	6,971	6,619	5,538	7,240	7,343	6,395	7,668	7,301	6,089	7,185	7,365	6,061
E-bill Participants	3,642	3,680	3,720	3,756	3,799	3,866	3,919	3,946	3,980	4,004	4,037	4,049	4,061
Auto Pay Participants (New Portal)	2,237	2,276	2,317	2,346	2,377	2,418	2,466	2,502	2,535	2,584	2,610	2,620	2,646
PayNearMe	76	88	91	35	318	694	576	677	511	418	394	397	354

III. CONSUMPTION & BILLING

A. Consumption

Water consumption has increased by 3.9% when compared against the previous month and increased by 4.9% when compared against the prior year.



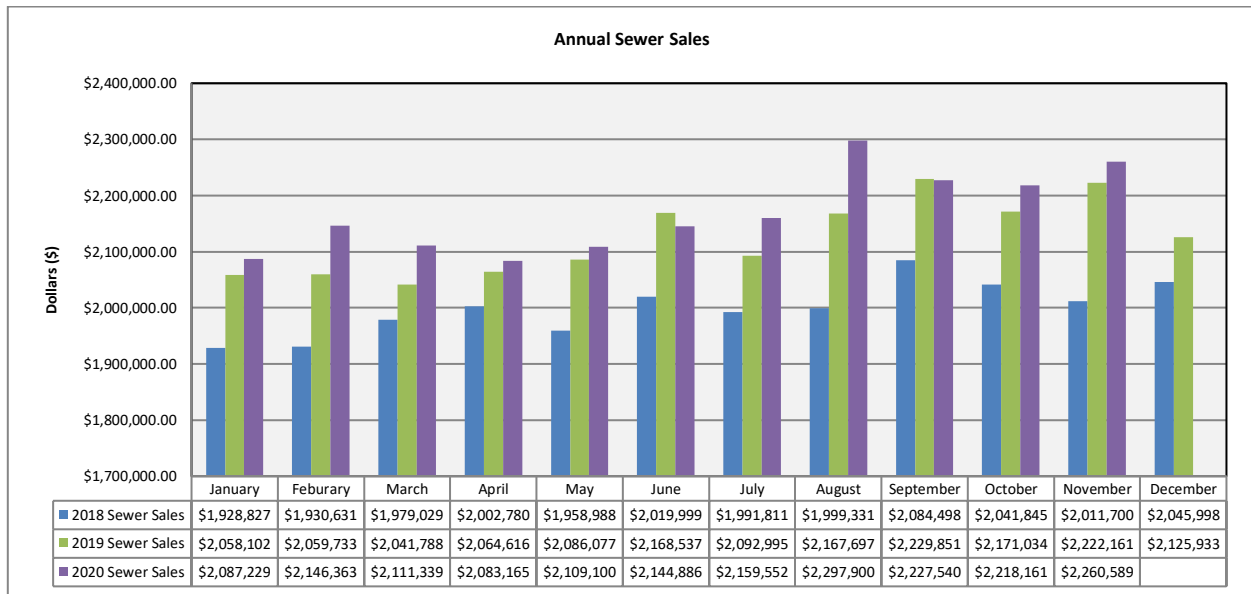
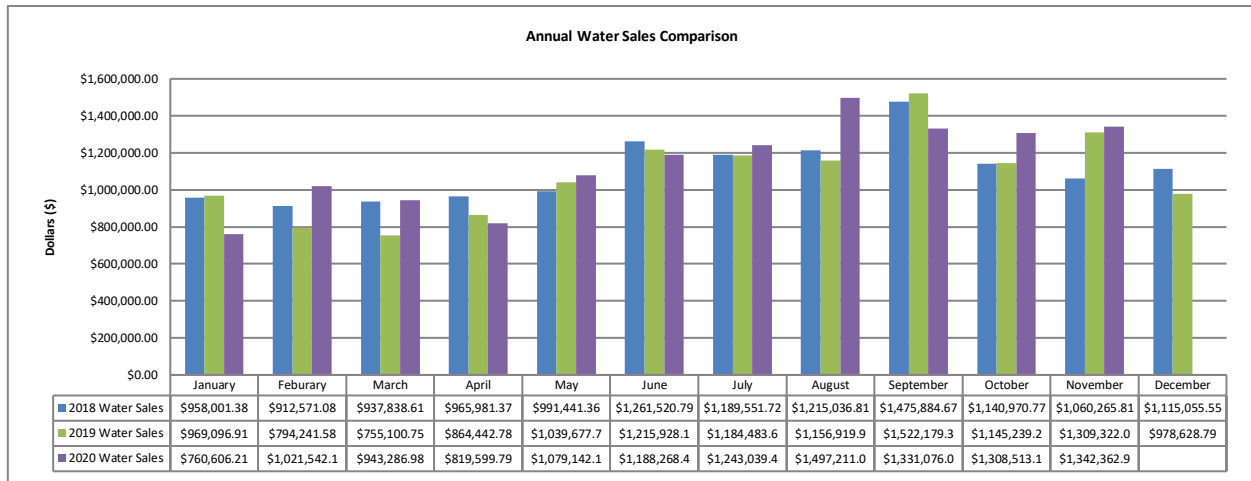
B. Billing

A total of 21,273 bills were mailed or sent out electronically in November. Billing accuracy was 99.87% with twenty-seven (27) adjustments.

IV. REVENUE & AGING

A. Revenue

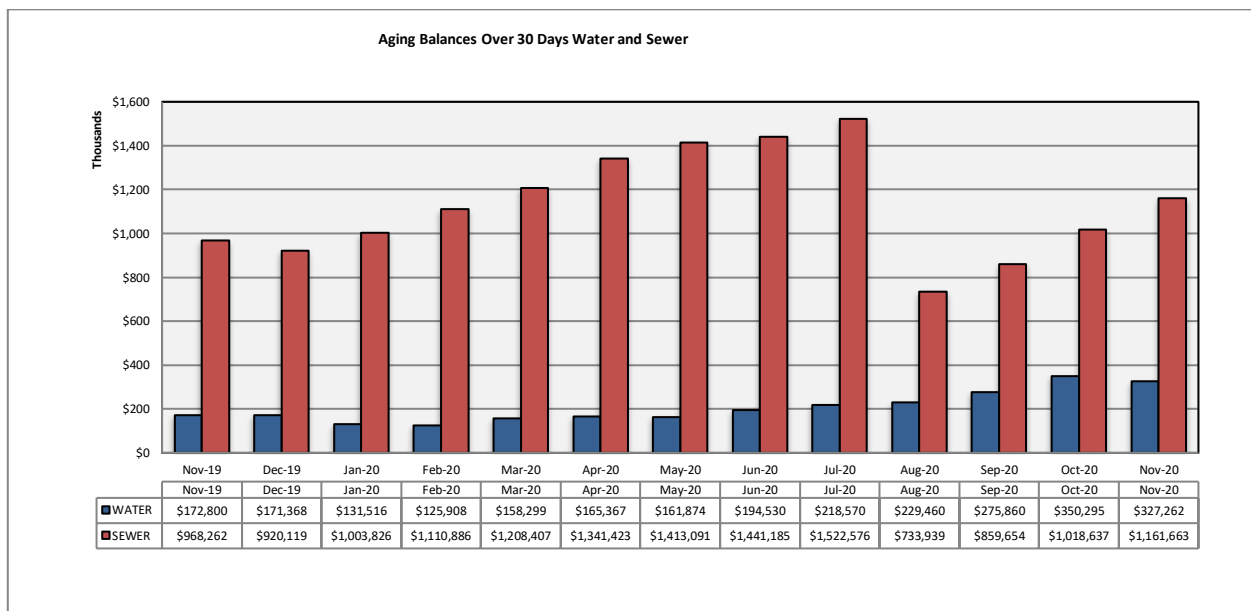
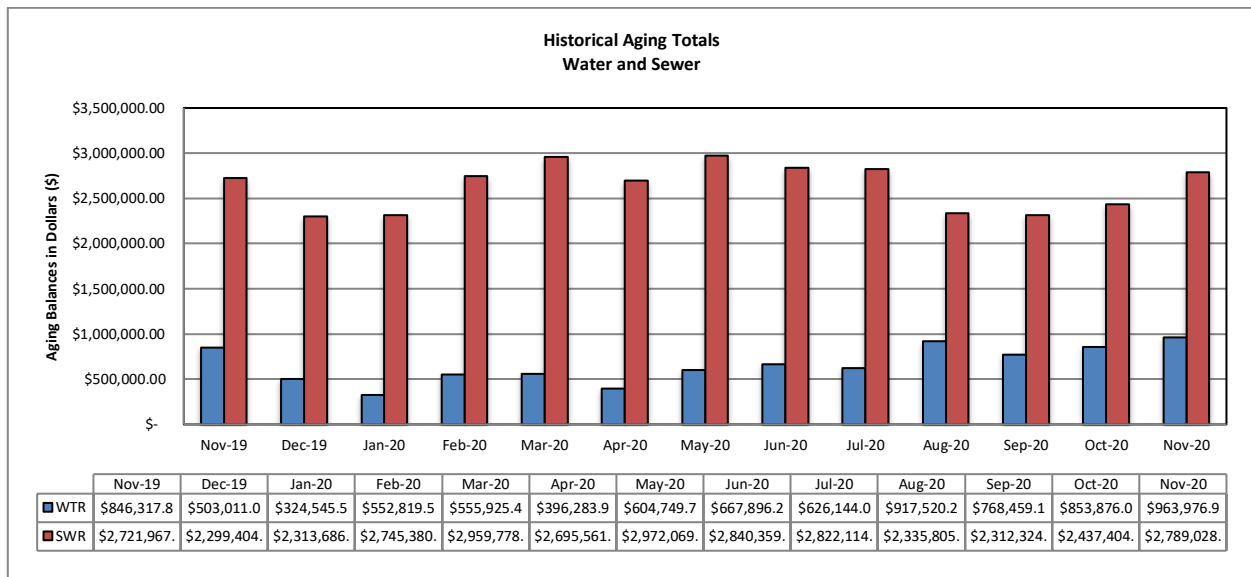
Water revenue has increased by 2.6% when compared to the prior month. When compared against November of the prior year, revenue has increased 2.5%.



B. Aging

The total aging balance has increased 14% from the previous month, *see first table below*. For balances >30-days only, water has decreased 6.5% and wastewater has increased 14%.

Overall increases in aging balances are attributed to waiving of late penalties and disconnection for non-payment during the Covid-19 pandemic.



C. Bad Debt

22 accounts with a combined total amount of \$5,004.97 were submitted to the collections agency during this reporting month.

V. SERVICE ORDERS

135 service orders were initiated by the customer service team. Of this total, 60 service orders or 44% were due to occupant changes.

VI. OTHER ACTIVITIES

To protect both rate payers and CS team members, walk counter was once again closed on November 30th, following the City's guidance. The Covid-19 situation is continuously being monitored and reopening the walk in counter will be based on several factors which all adhere to City, County and State guidelines.

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.

Following the regulations, water disconnection has been discontinued and late penalties are being waived. Overall more customers are paying their bills on time, but aging balances are rising and are of increasing concern.

VII. 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 2020 is \$3,302,000. Non-Rate Revenue is \$32,000; Utility Revenue is at \$3,055,000 and Tax / Ambulance Revenue at \$215,000.

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 2020 and November 2019 are \$211,000 and \$180,000 respectively. Ambulance Revenue is also collected on behalf of the City of Rialto totaling \$4,000 in November 2020 and \$4,000 in November 2019.

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.

An extraterritorial agreement to provide sewer service 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 \$12,000 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 2020.

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	NOV 2020	%
Carrier Deposits	Cash deposits prepared per day for transport to Union Bank	18	\$ 76,020	2.27%
Remote Deposits	Scanned batches of checks payments made at the customer service counter	18	410,052	12.24%
UB Bill	Batches of customer payments posted to customer accounts at Union Bank (EBOX)	20	292,962	8.74%
IVR	Customer payments by credit cards and ACH / eCheck payments through an Interactive Voice Response system using a touchtone phone.	9,193	1,324,008	39.52%
Lockbox Deposits	Batches of customer payments mailed in to Union Bank's lockbox	20	1,207,429	36.04%
Credit Cards	POS or retail credit payments received at the customer service counter	-	-	0.00%
Pay Near Me	Cash payment service that allows customers to pay at a local 7-Eleven, CVS, or Family Dollar stores.	326	39,908	1.19%
Total Revenue per Bank			\$ 3,350,378	100.00%
Recon to RUA Recap:				
Adj detailed in RUA			(47,979)	
Prior mo. Correction				
RUA increase in Cash			\$ 3,302,400	

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

G. Payment Collection Method – Fiscal Year to Date

	Jul 2020	Aug 2020	Sept 2020	Oct 2020	Nov 2020	Total	%
Carrier Deposits	\$ 57,617	\$ 67,420	\$ 90,484	\$ 94,102	\$ 76,020	\$ 385,642	2.07%
Remote Check Deposits	360,810	605,458	575,178	507,871	410,052	2,459,369	13.22%
UB Bill (EBOX)	372,195	301,154	361,570	349,386	292,962	1,677,267	9.02%
IVR	1,571,452	1,338,721	1,731,064	1,569,035	1,324,008	7,534,280	40.50%
Lockbox Deposits	1,318,111	1,103,897	1,446,141	1,222,241	1,207,429	6,297,819	33.85%
Credit Cards (POS)	-	-	-	-	-	-	0.00%
Pay Near Me	58,307	50,845	51,720	47,528	39,908	248,308	1.33%
Total Revenue to Bank	\$ 3,738,492	\$ 3,467,495	\$ 4,256,156	\$ 3,790,163	\$ 3,350,378	\$ 18,602,684	100.00%
NSF	(6,766)	(20,643)	(70,774)	(8,716)	(6,643)	(113,541)	
Net deposits	\$ 3,731,727	\$ 3,446,852	\$ 4,185,382	\$ 3,781,447	\$ 3,343,736	\$ 18,489,143	

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

	Nov 2020	Nov 2019	Variance
UUT Water	\$ 70,907	\$ 61,679	\$ 9,228
UUT Sewer	139,890	118,920	20,969
Perchlorate	-	-	-
Ambulance	4,292	4,409	(118)
Total	\$ 215,088	\$ 185,008	\$ 30,079

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

	Nov 2020	Nov 2019	Variance
Non-Rate / Extra Territorial Revenue	\$ 32,482	\$ 443,564	\$ (411,083)
Utility Revenue	\$ 3,054,830	\$ 2,641,579	\$ 413,252
Total	\$ 3,087,312	\$ 3,085,143	\$ 2,169

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

	Jul 2020	Aug 2020	Sept 2020	Oct 2020	Nov 2020	Total
Non-Rate Revenue						
Cell Tower / Sublease	35,912	14,676	24,176	17,904	17,948	110,615
Interest Income	1,126	-	-	-	-	1,126
NRR-FOG	-	-	-	-	-	-
Extra Terr-Water	-	100,293	63,872	-	951	165,116
Extra Terr- Sewage	12,251	149,335	130,488	266,587	12,251	570,913
Turn On/Off Fees	5	5	3	257	2	272
NSF	225	137	188	90	175	815
Same Day Service	(909)	(16)	329	2,631	73	2,108
New Occupant Charge	1,796	1,825	1,964	1,472	1,207	8,264
DIF - Wastewater Connection	-	-	-	-	-	-
Sewer Bad Debt Collection Fees	-	-	-	-	-	-
Sewer Cash Over/Short	-	1	20	106	(126)	1
Total Non-Rate Revenue	\$ 50,406	\$ 266,256	\$ 221,040	\$ 289,046	\$ 32,482	859,230
Utility Revenue						
Water Penalty	(71)	142	45	147	96	359
Sewer Penalty	4,019	(130)	223	251	408	4,770
Turf Removal Rebate	(944)	(951)	-	-	(1,337)	(3,232)
Hi Eff Toilet/Washer Rebates	-	-	-	-	-	-
Senior Disc - Water	(7,622)	(7,631)	(10,524)	(7,640)	(7,505)	(40,923)
Senior Disc - Sewer	(25,775)	(25,798)	(22,976)	(25,829)	(25,402)	(125,781)
Damaged /Lost Meter	923	-	832	832	1,717	4,305
Water Contract	-	-	-	-	-	-
Water Deposits	8,568	3,074	3,413	318	3,640	19,012
Water Deposits Billed	24,960	7,547	4,917	6,109	6,994	50,526
Water Meter Deposits	5,254	1,769	6,581	-	-	13,604
Sewer Deposits	2,192	1,853	2,259	309	1,481	8,094
Sewer Deposits Billed	9,088	11,223	7,251	5,552	5,186	38,299
Water	1,276,346	1,114,103	1,470,592	1,193,421	1,189,552	6,244,014
Sewer	2,131,906	1,877,387	2,249,076	2,099,836	1,896,075	10,254,278
Unapplied Credits	13,039	(319)	55,886	(8,682)	(16,072)	43,853
Total Utility Revenue	\$ 3,441,883	\$ 2,982,268	\$ 3,767,573	\$ 3,264,625	\$ 3,054,830	\$ 16,511,179
Total Non-Rate + Utility Rev.	3,492,289	3,248,524	3,988,613	3,553,671	3,087,312	17,370,409

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
Nov 2020	3,302,400	12,809	2,022,537	1,267,054	3,302,400	47,979	3,350,378
Nov 2019	3,270,152	7,399	1,865,098	1,397,654	3,270,152	137,739	3,407,890

L. Non-Incode Customer Accounts Receivable Aging

Name	Total as of 11/30/2020	Current	31-60 days	61-90 days	>90 days
AT&T - Easton	\$ (5,184)				(5,184)
CITY OF FONTANA	123,847	123,847			
Colton Unified School District	6,642	6,642			
County of San Bernardino-CSA 70 BL	12,251	12,251			
MR Tudor	(500)	(500)			
Rialto BioEnergy Facilities	-	-			
Sprint-Nextel	5,184				5,184
San Bernardino Co Waste System Div	284,000	284,000			
SB Valley Mun Water District	-	-			
Vertical Bridge Holdco, LLC (CIG)	2,448	2,448			
Grand Total	\$ 428,688	\$ 428,688	\$ -	\$ -	\$ -

AT&T makes annual payment. The credit balance indicates remainder of annual lease payment.

City of Fontana current with its obligations.

Colton Unified School District is current with its obligations.

County of San Bernardino—CSA 70 BL (Bloomington): 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 amount due reflects current billing in November.

Rialto Bioenergy Facilities: is current with its obligations.

Liquid Environmental: There have not been 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 open Invoices. Sprint is being contacted as well.

San Bernardino County Waste System Division is currently billed for the Annual Standby Water Rights for Fiscal Year 2020-2021 per agreement.