

# Utility Commission Report

## December 2020

Reporting period October 2020



**RIALTO WASTEWATER**  
**MONTHLY OPERATIONS REPORT**

**Reporting Period:**  
**October 2020**

Prepared for: - Rialto Water Services

Prepared by: - Veolia Water West Operating Services



# RIALTO WASTEWATER OPERATIONS AND MAINTENANCE REPORT

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# RIALTO WASTEWATER

## MONTHLY OPERATIONS REPORT

### EXECUTIVE SUMMARY

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

- With one exception discussed below, treatment facility performance, and digester and solids processing operations met all regulatory requirements during the month.
- In the evening hours of October 28<sup>th</sup>, a discharge hose on one of the sodium hypochlorite pumps feeding disinfection chemical to the in-service tank ruptured, interrupting chemical feed. Before the ruptured line could be repaired, a non-compliance with the permit's "CT Time" minimum requirement occurred. The incident was promptly reported to the Regional Board, Rialto Water Services, and the City. It is unlikely that the Regional Board will take punitive actions.
- On August 7<sup>th</sup>, one of the two new NexTurbo aeration system blowers mechanically failed. As has been noted in previous Monthly Reports, the blower manufacturer elected to ship the blower to their Italy based factory for inspection and repair. Upon inspection, it was determined that a modification to the original design was required. The updated parts were received and installed by the manufacturer's representative. The blower was returned to service on October 7<sup>th</sup>. However, on October 31<sup>st</sup> an alarm indicated a high bearing temperature on the motor powering this blower and the blower was shut down. Currently, the manufacturer is reviewing the cause of this alarm.
- There were two residential call outs and no sewer overflows this month. One of the call outs was related to a backflow through the resident's lateral during a sewer main cleaning on October 27<sup>th</sup>. Minor flooding of the homeowner's master bathroom occurred. Veolia was alerted to the issue, made contact with the homeowner and Veolia's cleaning contractor. Cleanup was completed the same evening of the incident. Veolia also reimbursed the homeowner for the service call they'd made to a plumber.

### 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	31,187	8,182	153,342
Sanitary sewer assessed using SL-RAT method, feet	0	0	39,346
"Hot Spot" Cleaning, feet	0	14,029	79,116
CCTV Inspection, miles (26 is annual goal)	4.32	2.75	24.6
Manhole Inspections	0	0	8
USA Dig Alert Markings, count	63	40	602

Category	Current Month Statistics	Prior Month Statistics	2020 Year to Date Statistics
Residential call outs	2	1	11
Sanitary sewer overflows	0	0	1

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

## 2. Wastewater Treatment Plant – Monthly Overview

Except for the one item discussed below, October's facility performance remained compliant and operationally stable. Adapting to new S1 equipment is proceeding well. Significant events during the month were:

- During the month, the NexTurbo aeration system blower which had failed mechanically on August 15<sup>th</sup> remained out of service. The blower's seriously damaged turbine fan and back plate had been shipped to the NexTurbo's factory in Italy for detailed examination. NexTurbo determined that the fan and back plates should be remanufactured. This was completed, shipped to Rialto, and the blower returned to service on October 7<sup>th</sup>. The updated blower ran well through the end of the month when on the 31<sup>st</sup> a high motor bearing temperature alarm shut the unit down. It is currently suspected that the shutdown was caused by a failing sensor.
- Staff reductions due to COVID health measures resulted in delays in CCTV assessments. As of the end of October, Veolia staff have completed 24.6 miles of inspection. It is anticipated that the Concession Agreement specified CCTV mileage target will be achieved in mid-November.
- Feeding of sodium hypochlorite disinfectant solution to the chlorine contact tanks is accomplished by peristaltic (rollers press against a flexible hose to deliver precise quantities of chemical) pumps which were provided new as part of the S1 upgrade. During the evening of October 28<sup>th</sup>, a hose on the discharge side of the pump ruptured interrupting chemical feed to the contact tanks. Although Veolia staff responded promptly to the incident, the temporary lack of disinfectant resulted in a failure to achieve the permit specified "CT" level of 450 mg-min (CT level is the product of the concentration of disinfectant being fed multiplied by the length of time the wastewater exposure). This incident was promptly reported to the Regional Board, City of Rialto, and Rialto Water Services. No punitive action is anticipated as a result of this incident. Investigation is proceeding to determine the cause of the hose failure. Hoses are programmed to be replaced every six months however this hose failed after only three months which suggests that other factors may be involved. A warranty issue is suspected.
- Two resident calls and no sewer overflows occurred in the month. The first of the call outs occurred on October 8<sup>th</sup> and was determined to be roots in the homeowner's lateral (ie homeowner responsibility). The second incident, occurring on October 27<sup>th</sup> was the result of routine sewer cleaning operations. Although the sewer main had been previously cleaned without incident, in this instance flow was forced back into the homeowner's lateral which spilled into the home's master bathroom. Veolia staff was contacted by the homeowner. Veolia's cleanup contractor performed a thorough cleanup the same evening. Veolia also reimbursed the homeowner for a plumber's invoice paid prior to determining the cause of the spill. Veolia staff have noted in their files that special steps will be taken when future sewer main cleanings are scheduled for this street.

### 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	14	15	124
Unscheduled*	0	0	0

\* Valves turned that are not required PM

### 4. Monthly Safety Program Overview

Category	Monthly Statistic
Safety Training Topics	Electrical Safety
Lost Time Incidents, count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	19
Vehicle Incidents, count	0

\* The wastewater facility experienced a lost time incident on September 2<sup>nd</sup> 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 59 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	505.66	743.71	10,474.27

- b. Monthly Chemical Consumption

Chemical	Current Month Statistics	Prior Month Statistics
Sodium Hypochlorite, gallons	42,059	43,059
Sodium Bisulfite, gallons	12,697	13,572

Ferrous Chloride, gallons	1,553	3,620
Polymer, Gravity Belt Thickener, gallons	446	481
Polymer, Belt Filter Press, gallons	134*	576
Alum, gallons	4	6

\* 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	393,780
Electricity Lilac LS, KWH	496	493
Electricity Sycamore LS, KWH	490	277
Electricity Ayala LS, KWH	7,236	5,216
Electricity Agua Mansa LS, KWH	1,174	1,340
Electricity Cactus LS, KWH	480	493
Electricity Ramrod LS, KWH	412	385
Frisbie Park LS, KWH	3,453	2,978
Natural Gas WWTP, Therms	3,078	1,936

**6. Odor Complaints Received/Actions Taken**

No odor complaints were received this month.

**7. Major Equipment and/or Machinery Outages**

- Pump down of Sycamore Lift Station, removal, cleaning, and inspection of pumps
- Replacement of leaking Sodium Hypochlorite Tank #2 and piping
- Removal of struvite accumulation at Belt Filter Press
- Replacement of failed spray bar on Belt Filter Press
- Replacement of failed Plant 5 flow meter
- Replaced failed sludge drying bed drain valve
- Installed temporary ferrous chlorite feed piping to anaerobic digester to replace leaking underground piping
- Sample ports installed on flare inlet piping to facilitate AQMD source testing
- Replacement of drive belt and adjust chain on front gate
- Replacement of failed Anaerobic Digester flare feed gas flow meter
- Replacement of failed outfall pH meter
- Repair leaking alum pump piping
- Repair of ruptured Chlorine Contact Tank Sodium Hypochlorite pump discharge hose

**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
10/8	618 S. Idyllwild Avenue	Homeowner reported a blocked discharge to the sewer. Sewer line checked and was clear. Discussion with homeowner divulged that plumber had noted that house lateral was clogged with roots. Veolia staff informed homeowner of Rialto regulations that assign lateral issues to homeowner.	P. Herman R. Rodriguez	312-33	312-34
10/27	932 N. Marcella Avenue	Routine sewer main cleaning operation resulted in a backup in the homeowner's lateral. Upon notification, Veolia arranged to clean the spill and reimburse the homeowner for the associated plumber invoice	P. Herman R. Rodriguez	219-44	235-15



-- Pipe Cleaning October 2020



# Rialto Wastewater O&M Report

Report Start Date: 10/1/2020

Report End Date:

11/18/2020

**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 %
10/1/2020	4.940	5.770											
10/2/2020	6.830	6.790											
10/3/2020	6.830	6.660											
10/4/2020	5.900	6.500											
10/5/2020	7.830	7.720		220	14,366	2.5	161	98.9	200	13,060	2.0	129	99
10/6/2020	5.710	6.030											
10/7/2020	8.350	6.860											
10/8/2020	5.870	6.980											
10/9/2020	7.190	6.920		150	8,995	2.5	144	98.3					
10/10/2020	7.080	7.060											
10/11/2020	6.650	7.740											
10/12/2020	5.310	6.200		150	6,643	2.5	129	98.3	62	2,746	2.0	103	97
10/13/2020	6.850	7.020											
10/14/2020	6.680	7.050											
10/15/2020	8.280	8.640											
10/16/2020	7.020	4.800											
10/17/2020	5.810	7.110											
10/18/2020	7.230	7.370											
10/19/2020	6.060	6.650											
10/20/2020	6.540	7.860		280	15,272	5.0	328	98.2	340	18,545	2.0	131	99
10/21/2020	6.400	6.280											
10/22/2020	7.470	6.590											
10/23/2020	6.150	6.680		280	14,361	5.0	279	98.2					
10/24/2020	7.140	7.040											
10/25/2020	6.330	7.120											
10/26/2020	5.400	8.370		280	12,610	4.1	286	98.5	270	12,160	2.0	140	99
10/27/2020	6.530	4.940											
10/28/2020	8.270	8.420											
10/29/2020	6.870	4.280											
10/30/2020	5.940	6.140		270	13,376	5.7	292	97.9					
10/31/2020	6.150	7.430											
Minimum	4.94	4.28		150	6,643	2.5	129	97.9	62	2,746	2.0	103	96.8
Maximum	8.35	8.64		280	15,272	5.7	328	98.9	340	18,545	2.0	140	99.4
Average	6.63	6.81		233	12,232	3.9	231	98.3	218	11,628	2.0	126	98.5
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
10/1/2020	1,115	804							
10/2/2020	1,314	810							
10/3/2020	1,341	831							
10/4/2020	1,306	842							
10/5/2020	1,663	899			500	430	500	39	9.7
10/6/2020	1,402	906							
10/7/2020	1,464	845							
10/8/2020	1,292	843							
10/9/2020	1,542	822							7.8
10/10/2020	1,115	808							
10/11/2020	1,312	804							
10/12/2020	1,225	840							
10/13/2020	1,283	852							
10/14/2020	1,299	838							
10/15/2020	1,344	872							
10/16/2020	1,305	851							
10/17/2020	1,396	824							
10/18/2020	1,405	884							
10/19/2020	1,548	828							
10/20/2020	1,691	876							
10/21/2020	1,495	852							
10/22/2020	1,345	836							
10/23/2020	1,405	859							
10/24/2020	1,331	855							
10/25/2020	1,366	863							
10/26/2020	1,279	856							
10/27/2020	1,458	890							
10/28/2020	1,413	825							
10/29/2020	1,458	874							
10/30/2020	1,383	922	656	32					
10/31/2020	1,352	847							
Minimum	1,115	804	656	32	500	430	500	39	7.8
Maximum	1,691	922	656	32	500	430	500	39	9.7
Average	1,376	850	656	32	500	430	500	39	8.8
12 Month Average	1,250	880	593	27	505	423	506	43	8.71
Eff. Limits (A.M.)*						490 mg/L 12 Mo. Running			10 mg/L 12 Mo. Running
Permit	N/A	N/A	N/A	N/A	N/A	Yes	N/A	N/A	yes

\* Monthly Average

# Rialto Wastewater O&M Report

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

	Influent pH	Effluent pH	Effluent Temp	Effluent Ammonia	Effluent Total Coliform	Effluent Coliform 7 Day Median	Effluent Cyanide, Free Available	Eff Di(2-ethylhexyl) phthalate (DEHP)	FOG Daily Volume Gallons	Digester Gas	Natural Gas Daily Use
Date	SU	SU	Deg C	mg/L	MPN/100mL	MPN/100ML	ug/L	ug/l	Gals	cu ft/day	cf/day
10/1/2020	7.48	7.29	29.7		<1.8	<1.80				138,352	16,500
10/2/2020	7.59	7.22	28.5		<1.8	<1.80				134,509	4,400
10/3/2020	7.89	7.15	28.3		<1.8	<1.80				128,084	2,100
10/4/2020	7.80	7.07	27.9		<1.8	<1.80				140,985	2,300
10/5/2020	7.74	7.21	28.6	<0.10	<1.8	<1.80		<5.00		122,713	12,700
10/6/2020	7.82	7.26	28.4		<1.8	<1.80	<2.0			117,464	2,000
10/7/2020	7.86	7.26	28.4		<1.8	<1.80				123,206	1,900
10/8/2020	7.94	7.36	28.4		<1.8	<1.80				147,025	4,300
10/9/2020	7.37	7.41	28.3		<1.8	<1.80				134,713	18,000
10/10/2020	7.62	7.41	31.8		<1.8	<1.80				138,742	17,000
10/11/2020	7.35	7.37	28.0		<1.8	<1.80				178,768	11,900
10/12/2020	7.41	7.34	28.1	<0.10	<1.8	<1.80				81,564	11,900
10/13/2020	7.25	7.41	28.0		<1.8	<1.80				136,764	1,800
10/14/2020	7.00	7.42	28.0		<1.8	<1.80				134,602	1,000
10/15/2020	7.66	7.44	28.1		<1.8	<1.80				146,445	15,600
10/16/2020	7.86	7.52	27.6		<1.8	<1.80				168,767	15,600
10/17/2020	7.80	7.52	29.6		<1.8	<1.80				162,099	1,900
10/18/2020	7.47	7.47	27.5		<1.8	<1.80				99,444	1,100
10/19/2020	7.86	7.46	27.3		<1.8	<1.80				115,708	1,100
10/20/2020	7.80	7.31	30.4	<0.10	<1.8	<1.80				121,232	700
10/21/2020	8.00	7.30	29.0		<1.8	<1.80				163,581	19,500
10/22/2020	7.82	7.32	30.7		<1.8	<1.80				136,127	16,000
10/23/2020	6.79	7.22	28.8		<1.8	<1.80				138,990	17,900
10/24/2020	6.31	7.26	28.6		1.8	<1.80				132,725	700
10/25/2020	6.78	7.25	27.2		<1.8	<1.80				153,870	13,800
10/26/2020	6.56	7.31	28.8	0.20	<1.8	<1.80				71,714	17,000
10/27/2020	6.99	7.38	24.6		<1.8	1.80				119,747	900
10/28/2020	6.76	7.28	25.6		<1.8	<1.80				163,223	1,300
10/29/2020	8.78	7.23	25.7		<1.8	<1.80				140,524	15,600
10/30/2020	8.71	7.19	26.3		<1.8	<1.80				110,062	16,200
10/31/2020	7.75	7.17	26.1		<1.8	<1.80				150,682	17,000
Minimum	6.31	7.07	24.6	0.1	1.8	1.8	2.0	5.00		71,714	700
Maximum	8.78	7.52	31.8	0.2	1.8	1.8	2.0	5.00		178,768	19,500
Average	7.54	7.32	28.1	0.1	1.8	1.8	2.0	5.00		133,949	9,023
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:**

**October 2020**



**Prepared for: Rialto Water Services**

**Prepared by: Veolia Water West Operating Services**

**RIALTO WATER**  
**OPERATIONS AND MAINTENANCE REPORT**

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# **RIALTO WATER**

## **MONTHLY OPERATIONS REPORT**

- **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 860.22 acre-feet. 598.55 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). 122.58 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 139.09 acre-feet came from the OPRTP.

OCTOBER 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 <sup>1</sup>	OPRTP <sup>2</sup>	TOTAL <sup>3</sup>
10/1/20	6.52	4.81	0.00	0.00	2.65	9.13	9.14	3.65	4.83	31.60
10/2/20	4.43	1.53	0.00	0.00	7.31	7.87	9.48	3.76	5.15	31.66
10/3/20	5.53	0.27	0.00	0.00	6.12	10.44	10.70	3.44	4.46	30.52
10/4/20	5.30	0.24	0.00	0.00	8.07	6.48	10.88	4.18	4.73	33.40
10/5/20	5.74	0.00	0.00	0.00	7.25	8.57	7.23	3.42	4.73	28.37
10/6/20	5.30	0.14	0.96	0.00	6.79	9.27	9.99	0.00	4.96	28.14
10/7/20	5.69	0.00	5.74	0.00	0.00	8.44	8.61	6.93	5.13	32.10
10/8/20	5.53	0.00	8.61	0.00	0.00	9.67	13.08	2.73	4.21	34.16
10/9/20	0.64	0.62	7.14	0.00	0.00	8.33	9.64	2.43	4.50	24.97
10/10/20	0.00	1.21	7.02	0.00	0.00	8.29	9.55	2.66	4.55	24.99
10/11/20	3.54	0.02	8.65	0.00	0.00	7.23	10.56	2.66	4.82	30.25
10/12/20	5.53	0.09	5.44	0.00	0.00	8.55	8.10	2.94	4.37	26.47
10/13/20	5.83	0.18	7.83	0.00	0.00	8.79	8.08	3.21	5.17	30.30
10/14/20	0.00	1.20	0.00	0.00	0.00	8.43	8.93	3.05	4.83	18.01
10/15/20	11.13	5.12	7.35	0.00	0.00	8.78	5.62	4.03	5.38	38.63
10/16/20	6.63	0.33	4.91	0.00	0.00	9.34	9.73	4.00	3.85	29.45
10/17/20	4.91	0.06	0.87	0.00	0.00	7.78	8.03	3.86	4.43	22.16
10/18/20	4.43	4.74	2.00	0.00	0.00	7.77	10.08	3.65	5.11	30.01
10/19/20	5.72	0.38	0.00	0.00	6.80	8.64	7.30	3.19	4.52	27.91
10/20/20	5.37	0.27	0.00	0.00	8.37	8.10	8.84	3.08	5.05	30.98
10/21/20	5.81	0.36	0.00	0.00	6.06	9.18	9.78	2.36	3.96	28.33
10/22/20	0.39	0.00	0.00	0.00	8.00	8.44	12.14	2.87	5.03	28.43
10/23/20	0.00	0.00	0.00	0.00	7.75	10.05	10.42	2.34	4.85	25.36
10/24/20	0.00	0.00	0.00	0.00	7.18	8.43	9.41	2.43	4.50	23.52
10/25/20	3.60	2.92	0.00	0.00	8.11	0.00	2.09	2.27	4.71	23.70
10/26/20	5.42	0.73	0.00	0.00	8.22	0.00	0.00	2.72	5.31	22.40
10/27/20	5.00	4.80	0.00	0.00	7.04	0.00	1.49	0.60	3.78	22.71
10/28/20	6.06	5.51	0.00	0.00	6.47	9.27	8.75	2.36	1.37	30.52
10/29/20	4.84	0.00	0.00	0.00	8.70	8.68	9.21	2.48	0.00	25.23
10/30/20	6.17	0.00	0.00	0.00	6.91	0.99	2.73	2.41	5.77	23.99
10/31/20	4.23	4.47	0.00	0.00	0.00	0.00	3.26	4.96	5.03	21.95
TOTAL	139.29	40.00	66.52	0.00	127.80	224.94	252.85	94.67	139.09	860.22
MIN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	18.01
MAX	11.13	5.51	8.65	0.00	8.70	10.44	13.08	6.93	5.77	38.63
AVE	4.49	1.29	2.15	0.00	4.12	7.26	8.16	3.05	4.49	27.75

<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.



**OCTOBER 2020 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>
10/1/20	0.00	0.00	4.33	0.25	0.00	9.14	11.05	0.00
10/2/20	0.00	0.00	1.88	0.00	0.00	9.48	9.84	0.00
10/3/20	0.00	0.00	0.00	0.00	0.00	10.70	11.50	0.00
10/4/20	0.00	0.00	2.46	0.01	0.00	10.88	7.70	0.00
10/5/20	0.00	0.00	7.55	0.00	0.00	7.23	2.22	0.00
10/6/20	0.00	0.00	3.49	0.00	0.00	9.99	0.00	0.00
10/7/20	0.00	0.00	5.31	0.00	0.00	8.61	4.44	0.00
10/8/20	0.00	0.00	2.66	0.00	0.00	13.08	9.51	0.00
10/9/20	0.00	0.00	6.10	0.00	0.00	9.64	0.56	0.00
10/10/20	0.00	0.00	5.12	0.00	0.00	9.55	0.00	0.00
10/11/20	0.00	0.00	4.97	0.38	0.00	10.56	0.41	0.00
10/12/20	0.00	0.00	2.40	0.36	0.00	8.10	10.00	0.00
10/13/20	0.00	0.00	0.00	0.00	0.00	8.08	8.29	0.00
10/14/20	0.00	0.00	0.18	1.05	0.00	8.93	9.73	0.00
10/15/20	0.00	0.00	5.45	0.51	0.00	5.62	6.94	0.00
10/16/20	0.00	0.00	0.31	0.00	2.18	9.73	10.57	0.00
10/17/20	0.00	0.00	5.86	0.00	0.00	8.03	6.66	0.00
10/18/20	0.00	0.00	4.40	2.29	0.00	10.08	5.78	0.00
10/19/20	0.00	0.00	0.84	0.00	0.00	7.30	7.82	0.00
10/20/20	0.00	0.00	0.00	0.00	0.00	8.84	10.27	0.00
10/21/20	0.00	0.00	0.00	0.00	0.00	9.78	11.12	0.00
10/22/20	0.00	0.00	4.79	0.00	0.00	12.14	4.33	0.00
10/23/20	0.00	0.00	5.14	0.00	0.00	10.42	0.00	0.15
10/24/20	0.00	0.00	5.33	0.00	0.00	9.41	0.00	0.00
10/25/20	0.00	0.00	3.57	2.50	0.00	2.09	0.00	0.00
10/26/20	0.00	0.00	1.01	4.48	0.56	0.00	0.00	0.00
10/27/20	0.00	0.00	3.64	1.92	0.00	1.49	0.00	0.00
10/28/20	0.00	0.00	8.09	5.09	0.00	8.75	0.00	0.00
10/29/20	0.00	0.00	5.19	3.87	0.00	9.21	0.00	0.00
10/30/20	0.00	0.00	2.16	3.30	0.00	2.73	0.00	0.00
10/31/20	0.00	0.00	5.16	3.30	1.99	3.26	0.00	0.00
<b>TOTAL</b>	<b>0.00</b>	<b>0.00</b>	<b>107.39</b>	<b>29.31</b>	<b>4.73</b>	<b>252.85</b>	<b>148.74</b>	<b>0.15</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>8.09</b>	<b>5.09</b>	<b>2.18</b>	<b>13.08</b>	<b>11.50</b>	<b>0.15</b>
<b>AVE</b>	<b>0.00</b>	<b>0.00</b>	<b>3.46</b>	<b>0.95</b>	<b>0.15</b>	<b>8.16</b>	<b>4.80</b>	<b>0.00</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														
<b>Wells Depth to Pump</b>	<b>Historical Maximum Depth to Water</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept.</b>	<b>Oct.</b>
Chino # 1 (580 ft) <b>In-active well</b>	<b>427'</b>	420'	420'	420'	421'	421'	421'	420'	427'	426'	423'	423'	425'	422'
Chino # 2 (550 ft)	<b>366'</b>	350'	346'	348'	347'	349'	354'	344'	344'	348'	350'	366'	360'	364'
City # 1 (260 ft) <b>Dry</b>	<b>392'</b>	340'	340'	343'	286'	290'	300'	244'	245'	243'	242'	243'	243'	243'
City # 2 (480 ft)	<b>402'</b>	393'	331'	316'	339'	319'	292'	284'	290'	285'	272'	269'	264'	261'
City # 3 (525 ft) <b>Out of Service</b>	<b>475'</b>	448'	448'	448'	448'	448'	448'	448'	448'	448'	448'	448'	448'	448'
City # 4A (420 ft)	<b>406'</b>	356'	355'	356'	355'	356'	355'	355'	356'	370'	375'	380'	381'	384'
City # 5 (385 ft) <b>In-active well</b>	<b>355'</b>	334'	333'	334'	330'	333'	331'	331'	331'	330'	332'	330'	331'	331'
Rialto # 1 (650 ft) <b>In-active well</b>	<b>588'</b>	567'	569'	569'	567'	567'	569'	567'	566'	569'	576'	576'	577'	576'
Rialto # 2 (550 ft) <b>In-active well</b>	<b>490'</b>	486'	486'	486'	486'	486'	486'	486'	486'	486'	485'	485'	485'	485'
Rialto # 3 (485 ft)	<b>465'</b>	460'	460'	460'	457'	460'	458'	460'	465'	461'	465'	465'	464'	465'
Rialto # 4 (450 ft) <b>In-active well</b>	<b>413'</b>	404'	403'	403'	401'	400'	403'	402'	402'	403'	403'	405'	404'	404'
Rialto # 5 (560 ft)	<b>374'</b>	370'	371'	370'	358'	359'	373'	372'	372'	371'	372'	373'	373'	374'
Rialto Well # 7 <b>In-active well</b>	<b>354'</b>	351'	351'	351'	348'	350'	349'	350'	349'	349'	351'	353'	353'	354'
Miro # 3 (550 ft)	<b>487'</b>	474'	474'	475'	474'	476'	476'	475'	473'	474'	482'	484'	487'	486'

- 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 <sub>4</sub> )	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								
10/15/2020									
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	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			11*	<4.0	15*			
Total Dissolved Solids	210	180	290	210	220	130	310	320	230

\*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).

- **Sample Site Location Results**

<b>Rialto Distribution Sample Results</b>						
<b>October 2020</b>						
Sample Location	Free Cl <sub>2</sub> Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
<b>CYCLE 1 - 10/07/20</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	0.88	A	A			
1228 W. Merrill	0.77	A	A			
256 N. Fillmore	0.89	A	A			
987 W. Grove	0.90	A	A			
978 N. Driftwood	0.98	A	A			
1451 N. Linden	0.90	A	A			
469 W. Jackson	0.89	A	A			
935 E. Mariposa	0.92	A	A			
1000 N. Joyce	0.97	A	A			
766 N. Chestnut	0.90	A	A			
149 W. Victoria	0.92	A	A			
313 E. McKinley	0.94	A	A			
609 E. South	0.91	A	A			
273 E. Alru	0.89	A	A			
1161 S. Lilac	0.92	A	A			
101 E. Valley	0.90	A	A			
<b>CYCLE 2 - 10/14/20</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	0.90	A	A			
101 S. Larch	0.80	A	A			
320 N. Wisteria	0.80	A	A			
861 W. Grove	0.90	A	A			
1168 N. Glenwood	0.90	A	A			
1320 N. Fitzgerald	0.90	A	A			
860 N. Willow	0.90	A	A			
209 E. Cornell	1.30	A	A			
643 E. Margarita	1.20	A	A			
1170 N. Terrace Rd.	1.10	A	A			
681 E. Erwin	1.40	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	1.20	A	A			
379 W. Valley	1.30	A	A			

Rialto Distribution Sample Results						
October 2020						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
<b>CYCLE 3 - 10/21/20</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	0.89	A	A			
775 E. Foothill	0.92	A	A			
878 N. Primrose	0.90	A	A			
369 E. Van Koevering	0.98	A	A			
274 W. Valencia	0.97	A	A			
1566 N. Fillmore	0.98	A	A			
932 N. Idyllwild	1.00	A	A			
644 N. Smoketree	0.90	A	A			
605 W. Rosewood	0.90	A	A			
1189 W. Second	0.90	A	A			
775 W. Rialto	0.90	A	A			
211 E. Wilson	0.80	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	0.90	A	A			
<b>CYCLE 4 - 10/28/20</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	1.08	A	A	<3.0	<1.0	0.15
101 S. Linden	0.80	A	A	<3.0	<1.0	0.12
234 N. Larch	0.80	A	A	<3.0	<1.0	0.12
575 N. Driftwood	0.90	A	A	<3.0	<1.0	0.14
1355 W. Shamrock	0.80	A	A	<3.0	<1.0	0.12
992 N. Yucca	0.80	A	A	<3.0	<1.0	1.10
481 W. Cornell	1.00	A	A	<3.0	<1.0	0.16
158. E. Shamrock	0.98	A	A	<3.0	<1.0	0.27
749 E. Holly	0.92	A	A	<3.0	<1.0	0.15
545 E. Victoria	1.10	A	A	<3.0	<1.0	0.14
200 N. Sycamore	1.00	A	A	<3.0	<1.0	0.11
407 E. Allen	1.20	A	A	<3.0	<1.0	0.20
399 E. Montrose	1.20	A	A	<3.0	<1.0	0.14
856 S. Orange	1.00	A	A	<3.0	<1.0	0.13
911 S. Cactus	0.90	A	A	<3.0	<1.0	0.21
220 W. Valley	1.00	A	A	<3.0	<1.0	0.17
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 244 mg/L for the month of October as compared to 239 mg/L in September. 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 October:

- Electrical Safety: Training for Unqualified Employees
    - Tailgate Safety Meetings

- **Lost Time Safety Record**

2,606 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 868 pounds of calcium hypochlorite was used in October as compared to 1136 pounds used in September; a total of 1493 gallons of sodium hypochlorite was used in October as compared to 1776 gallons used in September.

- **ELECTRICAL USE**

Southern California Edison (SCE) has not provided all data for October 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	October	506,773
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	590,748

- **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. Due to COVID-19 impacts (i.e. limited onsite staff, adherence to social distancing policies, limiting activities that require more than 1 person, etc.), 95 valves were exercised for the month of October.

- **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 October eight 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.

<b>Hydrant/Dead End Flushing Progress</b>	
	<b>2020</b>
January	0
February	0
March	26
April	5
May	4
June	0
July	0
August	0
September	2
October	8
<b>Total</b>	<b>45</b>
<b>Progress % (71)</b>	



#### **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 October:

- Preventive Maintenance –203
- Corrective Maintenance –28
- Predictive Maintenance –0

563- PM's are scheduled for November 2020.

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

Corrective Work Order labor hours were dedicated to 14 pipe line and 3 hydrant repairs.

#### **• Major Equipment and/or Machinery Outages**

There are no outages to report.

- **RAINFALL TOTALS**

[illegible]

## 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 2020	2.37	0.09	261	7.4	67.9	41.3	53.6	77	32	54	36.2	3.1 K	51.3
Feb 2020	3.51	1.43	341	6.4 K	71.0	42.7 K	56.2	71	22	42 K	31.2 K	4.1 K	52.5
Mar 2020	3.41	4.70 K	354	9.5 K	65.6	46.0 K	55.3	88	43	64 K	42.6 K	4.1 K	57.6
Apr 2020	4.44 K	4.87	427	11.6 K	73.5 K	52.0	61.8 K	85	43	64 K	48.2 K	3.9	62.4
May 2020	7.24 K	0.33	616	13.0	85.2 K	55.8	69.9 K	81	30	53 K	51.2 K	4.4 K	68.3
Jun 2020	6.86 K	0.00	593	13.5 K	87.3 K	58.8	71.9 K	79	30	56 L	54.1 L	4.8 K	67.1
Jul 2020	8.44 K	0.00	652	13.5	96.0 K	61.4	78.3 K	74	19	42 K	52.3 K	4.2	69.1 K
Aug 2020	7.57 K	0.00	561	15.8 K	98.3 K	66.6 K	81.5 K	71	22	43 K	56.3 K	3.9 K	74.9
Sep 2020	5.97 K	0.00	455	12.0 K	96.0 K	62.4 K	78.5 K	66	18	37 K	48.5 K	3.2 K	73.7
Oct 2020	4.58 K	0.00	369	10.1	87.4	57.8	71.5 K	65	23	40 K	42.6 K	3.4 K	68.4
Tots/Avgs	54.39	11.4	463	11.3	82.8	54.5	67.9	76	28	50	46.3	3.9	64.5

**RIALTO**  
**CUSTOMER SERVICE & REVENUE**  
**MONTHLY OPERATING REPORT**

**Reporting Period:**

**October 2020**

**Prepared for: Rialto Water Services**

**Prepared by: Veolia Water West Operating Services**



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## I. CUSTOMER SERVICE SUMMARY

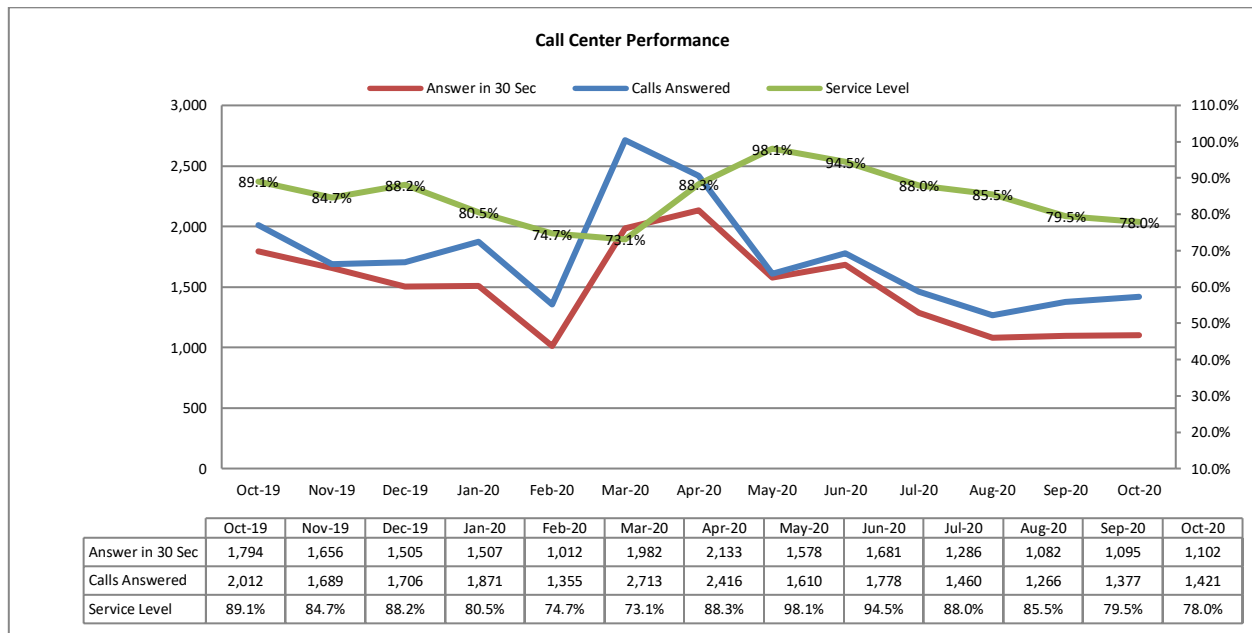
Customer Service answered 1,421 inbound calls with a service level of 78% during the month of October. Average wait time was 51 seconds.

Water consumption has increased 19.8% when compared to same month in 2019, but similar when compared against 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 decreased 0.4% when compared against the prior month and increased 2.1% when compared against the same month in 2019.

## II. CALL CENTER PERFORMANCE

During this reporting month, a total of 1,421 calls were answered with a respective service level of 78% and an average wait time of 51 seconds with twenty-nine (29) callers experiencing wait time greater than ten minutes.



## AUTOMATED SERVICES

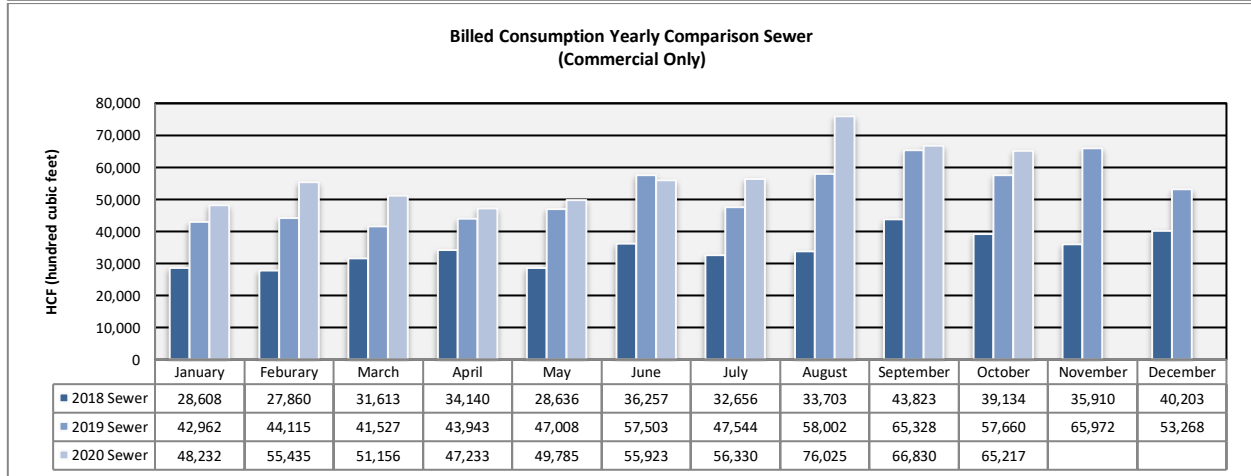
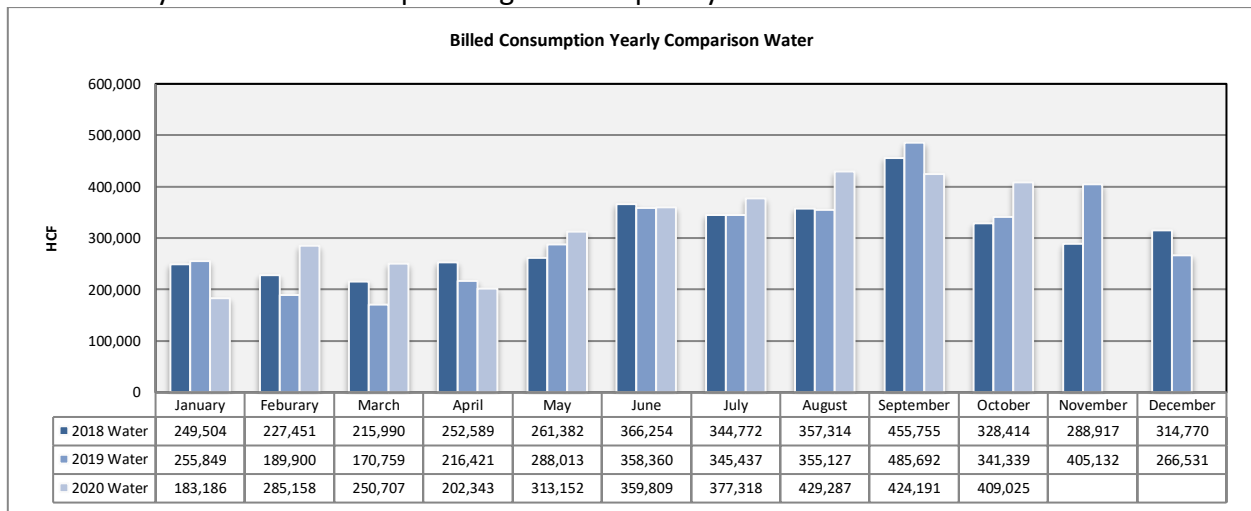
About 8,723 or 41% of the rate payers have created log-ins to access their accounts online. Of these customers, with online access, 46.4% have chosen the e-bill option. Remote cash payment usage has decreased greatly once the service center has reopened.

	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20
Number of Bills	21,150	21,192	21,156	21,155	20,499	21,175	21,180	21,182	21,168	21,215	21,211	21,217	21,212
Number of Bill Adjustments (during billing)	26	21	30	60	26	36	52	23	20	33	22	30	23
Automated Over the Phone Payments	2,894	2,422	2,842	2,853	2,260	2,758	3,661	3,118	3,430	3,247	2,733	2,978	3,003
Online Payment	6,409	5,526	6,971	6,619	5,538	7,240	7,343	6,395	7,668	7,301	6,089	7,185	7,365
E-bill Participants	3,617	3,642	3,680	3,720	3,756	3,799	3,866	3,919	3,946	3,980	4,004	4,037	4,049
Auto Pay Participants (New Portal)	2,205	2,237	2,276	2,317	2,346	2,377	2,418	2,466	2,502	2,535	2,584	2,610	2,620
PayNearMe	72	76	88	91	35	318	694	576	677	511	418	394	397

## III. CONSUMPTION & BILLING

### A. Consumption

Water consumption has decreased 3.5% when compared against the previous month and increased by 19.8% when compared against the prior year.



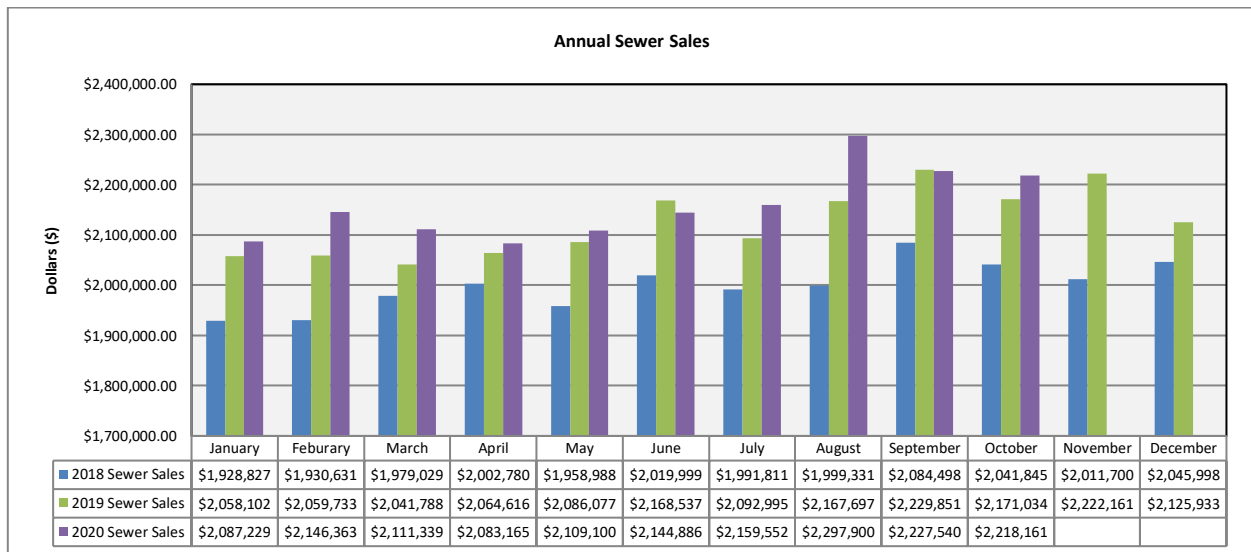
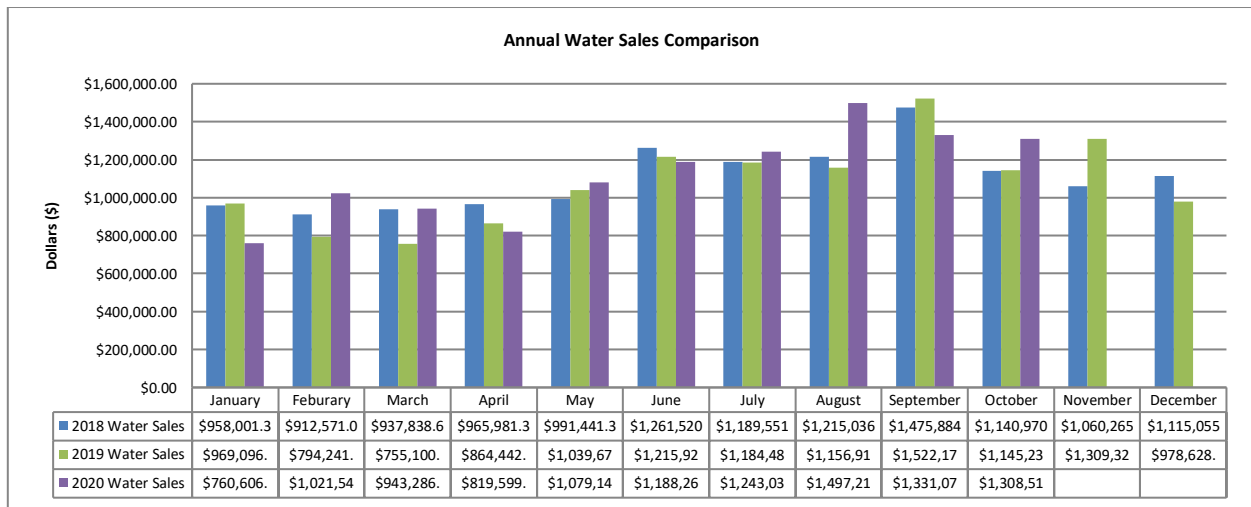
## B. Billing

A total of 21,212 bills were mailed or sent out electronically in October. Billing accuracy was 99.89% with twenty-three (23) adjustments.

## IV. REVENUE & AGING

### A. Revenue

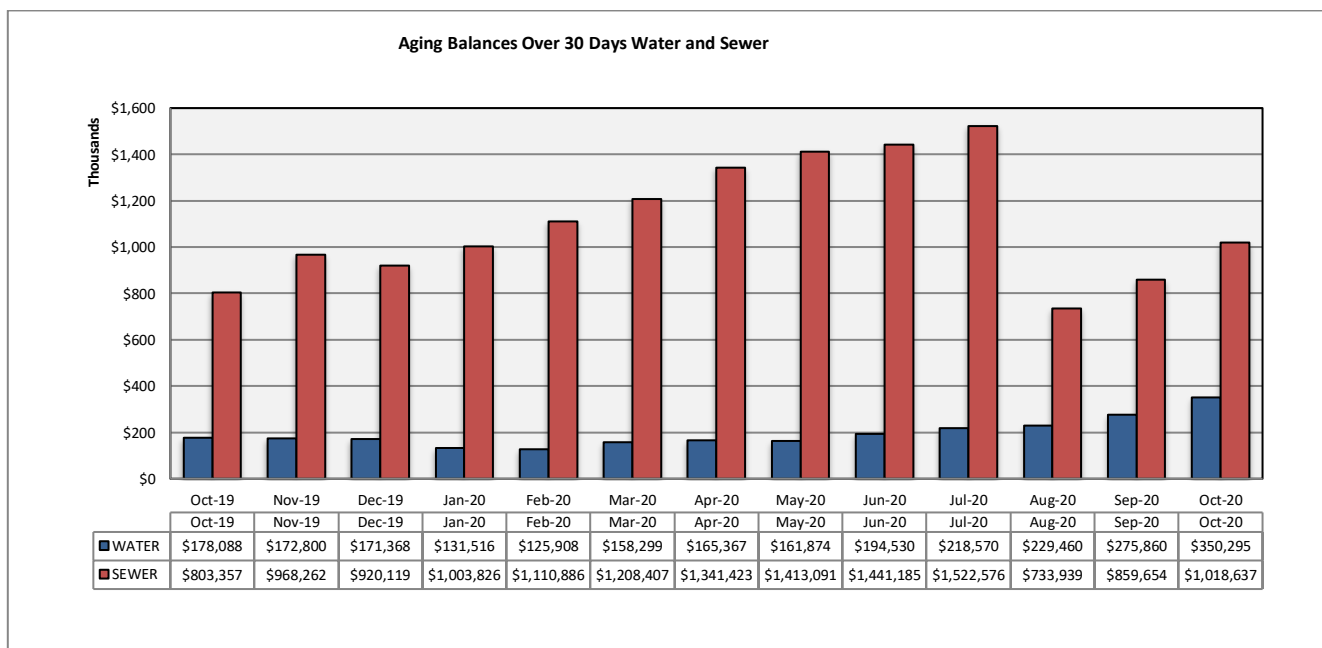
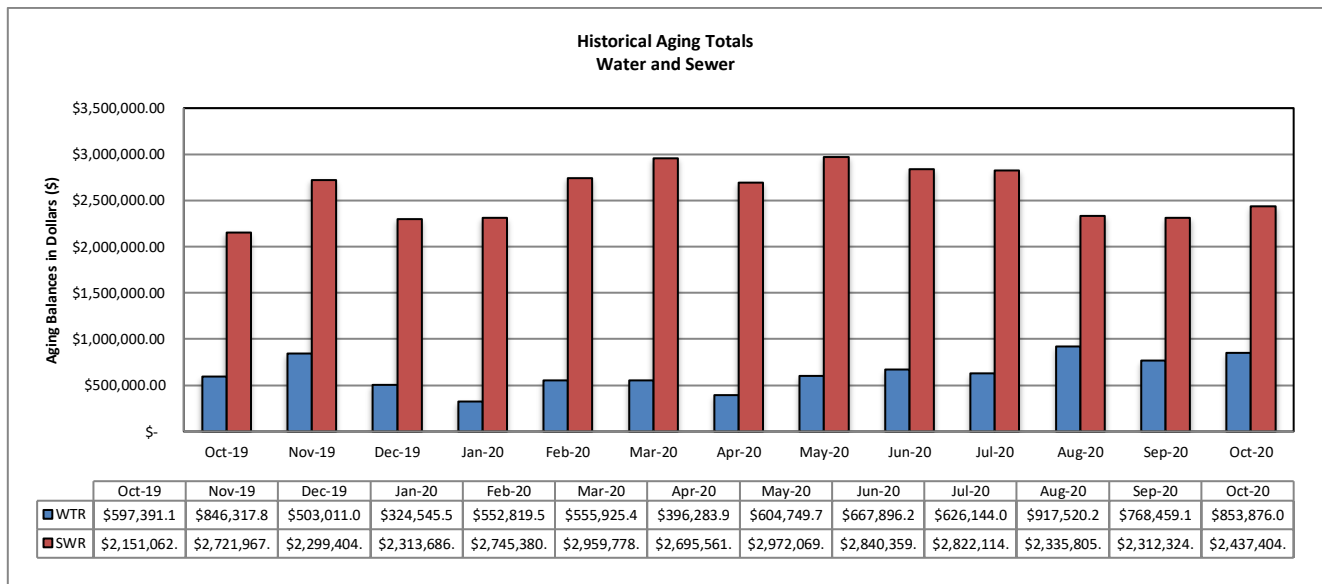
Water revenue has decreased by 1.7% when compared to the prior month. When compared against October of the prior year, revenue has increased 14.2%.



## B. Aging

The total aging balance has increased 6.8% from the previous month, *see first table below*. For balances >30-days only, water has increased 26.9% and wastewater has increased 18.4%.

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**

30 accounts with a combined total amount of \$7,184.81 were submitted to the collections agency during this reporting month.

**V. SERVICE ORDERS**

131 service orders were initiated by the customer service team. Of this total, 68 service orders or 52% were due to occupant changes.

**VI. OTHER ACTIVITIES**

The Customer Service Payment Office reopened on June 29, 2020 with necessary safeguards against Covid-19. Since the opening, walk in traffic has steadily increased.

No work time losses were experienced in October. 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 customers who are 60-days or more delinquent are not paying their bills. This will continue as water disconnection has been halted during the Covid-19 situation.

**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 October 2020 is \$3,793,000. Non-Rate Revenue is \$289,000; Utility Revenue is at \$3,265,000 and Tax / Ambulance Revenue at \$239,000.

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 October 2020 and October 2019 are \$234,000 and \$260,000 respectively. Ambulance Revenue is also collected on behalf of the City of Rialto totaling \$5,000 in October 2020 and \$6,000 in October 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 October 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**

<b>Payment Method</b>	<b>Description</b>	<b>Transaction Count</b>	<b>OCT 2020</b>	<b>%</b>
Carrier Deposits	Cash deposits prepared per day for transport to Union Bank	22	\$ 94,102	2.48%
Remote Deposits	Scanned batches of checks payments made at the customer service counter	22	507,871	13.40%
UB Bill	Batches of customer payments posted to customer accounts at Union Bank (EBOX)	21	349,386	9.22%
IVR	Customer payments by credit cards and ACH / eCheck payments through an Interactive Voice Response system using a touchtone phone.	10,521	1,569,035	41.40%
Lockbox Deposits	Batches of customer payments mailed in to Union Bank's lockbox	21	1,222,241	32.25%
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.	391	47,528	1.25%
<b>Total Revenue per Bank</b>			<b>\$ 3,790,163</b>	<b>100.00%</b>
Recon to RUA Recap:				
Adj detailed in RUA			3,035	
Prior mo. Correction				
<b>RUA increase in Cash</b>			<b>\$ 3,793,198</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 2020</b>	<b>Aug 2020</b>	<b>Sept 2020</b>	<b>Oct 2020</b>	<b>Total</b>	<b>%</b>
Carrier Deposits	\$ 57,617	\$ 67,420	\$ 90,484	\$ 94,102	\$ 309,622	2.03%
Remote Check Deposits	360,810	605,458	575,178	507,871	2,049,317	13.44%
UB Bill (EBOX)	372,195	301,154	361,570	349,386	1,384,305	9.08%
IVR	1,571,452	1,338,721	1,731,064	1,569,035	6,210,273	40.72%
Lockbox Deposits	1,318,111	1,103,897	1,446,141	1,222,241	5,090,390	33.37%
Credit Cards (POS)	-	-	-	-	-	0.00%
Pay Near Me	58,307	50,845	51,720	47,528	208,400	1.37%
<b>Total Revenue to Bank</b>	<b>\$ 3,738,492</b>	<b>\$ 3,467,495</b>	<b>\$ 4,256,156</b>	<b>\$ 3,790,163</b>	<b>\$ 15,252,306</b>	<b>100.00%</b>
NSF	(6,766)	(20,643)	(70,774)		(98,183)	
<b>Net deposits</b>	<b>\$ 3,731,727</b>	<b>\$ 3,446,852</b>	<b>\$ 4,185,382</b>	<b>\$ 3,790,163</b>	<b>\$ 15,154,123</b>	

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

	<b>Oct 2020</b>	<b>Oct 2019</b>	<b>Variance</b>
UUT Water	\$ 80,323	\$ 93,106	\$ (12,782)
UUT Sewer	153,619	167,054	(13,435)
Perchlorate	-	-	-
Ambulance	5,584	6,311	(727)
<b>Total</b>	<b>\$ 239,527</b>	<b>\$ 266,470</b>	<b>\$ (26,943)</b>

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

	<b>Oct 2020</b>	<b>Oct 2019</b>	<b>Variance</b>
Non-Rate / Extra Territorial Revenue	\$ 289,046	\$ 185,823	\$ 103,224
Utility Revenue	\$ 3,264,625	\$ 3,797,890	\$ (533,265)
<b>Total</b>	<b>\$ 3,553,671</b>	<b>\$ 3,983,713</b>	<b>\$ (430,041)</b>

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

	Jul 2020	Aug 2020	Sept 2020	Oct 2020	Total
<b>Non-Rate Revenue</b>					
Cell Tower / Sublease	35,912	14,676	24,176	17,904	92,667
Interest Income	1,126	-	-	-	1,126
NRR-FOG	-	-	-	-	-
Extra Terr-Water	-	100,293	63,872	-	164,165
Extra Terr- Sewage	12,251	149,335	130,488	266,587	558,661
Turn On/Off Fees	5	5	3	257	270
NSF	225	137	188	90	640
Same Day Service	(909)	(16)	329	2,631	2,035
New Occupant Charge	1,796	1,825	1,964	1,472	7,057
DIF - Wastewater Connection	-	-	-	-	-
Sewer Bad Debt Collection Fees	-	-	-	-	-
Sewer Cash Over/Short	-	1	20	106	127
<b>Total Non-Rate Revenue</b>	<b>\$ 50,406</b>	<b>\$ 266,256</b>	<b>\$ 221,040</b>	<b>\$ 289,046</b>	<b>826,748</b>
<b>Utility Revenue</b>					-
Water Penalty	(71)	142	45	147	264
Sewer Penalty	4,019	(130)	223	251	4,363
Turf Removal Rebate	(944)	(951)	-	-	(1,895)
Hi Eff Toilet/Washer Rebates	-	-	-	-	-
Senior Disc - Water	(7,622)	(7,631)	(10,524)	(7,640)	(33,418)
Senior Disc - Sewer	(25,775)	(25,798)	(22,976)	(25,829)	(100,379)
Damaged /Lost Meter	923	-	832	832	2,588
Water Contract	-	-	-	-	-
Water Deposits	8,568	3,074	3,413	318	15,372
Water Deposits Billed	24,960	7,547	4,917	6,109	43,532
Water Meter Deposits	5,254	1,769	6,581	-	13,604
Sewer Deposits	2,192	1,853	2,259	309	6,613
Sewer Deposits Billed	9,088	11,223	7,251	5,552	33,113
Water	1,276,346	1,114,103	1,470,592	1,193,421	5,054,463
Sewer	2,131,906	1,877,387	2,249,076	2,099,836	8,358,204
Unapplied Credits	13,039	(319)	55,886	(8,682)	59,925
<b>Total Utility Revenue</b>	<b>\$3,441,883</b>	<b>\$2,982,268</b>	<b>\$3,767,573</b>	<b>\$ 3,264,625</b>	<b>\$ 13,456,349</b>
<b>Total Non-Rate + Utility Rev.</b>	<b>3,492,289</b>	<b>3,248,524</b>	<b>3,988,613</b>	<b>3,553,671</b>	<b>14,283,097</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>Oct 2020</b>	3,793,198	13,627	2,502,239	1,277,333	3,793,198	(3,035)	<b>3,790,163</b>
<b>Oct 2019</b>	4,250,183	8,229	2,652,629	1,589,325	4,250,183	1,858	<b>4,252,041</b>

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

Name	Total as of 10/31/2020	Current	31-60 days	61-90 days	>90 days
AT&T - Easton	\$ (6,912)				(6,912)
CITY OF FONTANA	-	-			
Colton Unified School District	-	-			
County of San Bernardino-CSA 70 BL	12,251	12,251			
MR Tudor	500	500			
Rialto BioEnergy Facilities	14,000	12,000		2,000	
Sprint-Nextel	3,456				3,456
San Bernardino Co Waste System Div	-	-			
SB Valley Mun Water District	951	951			
Vertical Bridge Holdco, LLC (CIG)	2,448	2,448			
<b>Grand Total</b>	<b>\$ 26,694</b>	<b>\$ 28,150</b>	<b>\$ -</b>	<b>\$ 2,000</b>	<b>\$ (3,456)</b>

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

**City of Fontana** is 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 County subsequently paid its balance due in November.

**Rialto Bioenergy Facilities:** The customer has been contacted for the balance due.

**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 all open Invoices. Sprint is being contacted as well.