

# Utility Commission Report

## July 2021

Reporting period May 2021





**RIALTO WASTEWATER**

**MONTHLY OPERATIONS REPORT**

**Reporting Period:**  
**May 2021**

Prepared for: - Rialto Water Services

Prepared by: - Veolia Water West Operating Services



# RIALTO WASTEWATER OPERATIONS AND MAINTENANCE REPORT

## Contents

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

## Tables

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

# RIALTO WASTEWATER MONTHLY OPERATIONS REPORT

## EXECUTIVE SUMMARY

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

- On May 1<sup>st</sup> the treatment plant experienced an upset within the secondary clarifiers resulting in an exceedance of the 24hr avg of <2.0 NTU on May 1<sup>st</sup>. All other permit parameters remained compliant during the month. Effluent quality was met or, in a number of cases, was significantly better than permit limits.

The issue was brought under control quickly. A report was filed with the Regional Board. No further action by the Board is anticipated.

- There was one residential call out for this reporting period and no sewer overflows. The resident reported a loose manhole lid, which a Veolia technician responded and determined that the manhole will need to be rehabilitated.

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### 1. Collection System/Customer Service Log

a. Collections group activities this month:

| Category   | Current Month Statistics | Prior Month Statistics | 2021 Year to Date Statistics |
|--|--------------------------|------------------------|------------------------------|
| Sanitary sewer cleaned conventional method, feet, which includes "Hot spot" cleaning | 8,375.82                 | 31,708.82              | 78,020.10                    |
| Sanitary sewer assessed using SL-RAT method, feet                                    | 0                        | 0                      | 3,924                        |
| CCTV Inspection, miles (26 is annual goal)   | 2.99                     | 2.76                   | 7.69                         |
| Manhole Inspections  | 0                        | 0                      | 0                            |
| USA Dig Alert Markings, count  | 43                       | 30                     | 150                          |
| Residential call outs  | 1                        | 2                      | 5                            |
| Sanitary sewer overflows   | 0                        | 0                      | 0                            |

b. Collection System Service Maps for May – 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:

- "Wet end" treatment plant performance continued compliant during the month, except for the non-compliant effluent turbidity reading described below.
- On May 1<sup>st</sup>, an upset in secondary clarifier performance resulted in non-compliant plant effluent turbidity readings. The cause of the upset is a result of having excess Bio-mass within the system

to achieve nitrification. The additional ammonia loading the facility is a result of the extra dewatering process. The incident was promptly reported to the Regional Board. It is unlikely that they will take further action.

- One residential complaint and no sewer overflows occurred during the month. The one residential complaint was identified as a loose manhole cover. After further inspection it was deemed that this manhole will need to be addressed in the near future.

### 3. Treatment Facility Performance/Laboratory Activities

- See attached Monthly Performance Summary
- 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.

- Effluent Specification Exceedance Discussion

See Section 2 above.

- Valve exercising

| Valves Exercised | Current Month Statistics | Prior Month Statistics | 2021 Year to Date Statistics |
|------------------|--------------------------|------------------------|------------------------------|
| Actual/Scheduled | 6                        | 4                      | 51                           |
| Unscheduled*     | 0                        | 0                      | 0                            |

\* Valves turned that are not required PM

### 4. Monthly Safety Program Overview

| Category                    | Monthly Statistic             |
|-----------------------------|-------------------------------|
| Safety Training Topics      | Safety showers and eye washes |
| Lost Time Incidents, count* | 0                             |
| Recordable Incidents, count | 0                             |
| Near Miss Incidents, count  | 4                             |
| Vehicle Incidents, count    | 0                             |

\* A lost time incident has not occurred in the past 209 days.

### 5. Biosolids, Chemicals, and Utilities

- Monthly Biosolids Production

| Biosolids                   | Current Month Statistics | Prior Month Statistics | 2021 Year to Date Statistics |
|-----------------------------|--------------------------|------------------------|------------------------------|
| Quantity Produced, wet tons | 778.59*                  | 1240.12*               | 4,295.76                     |

\* Transported quantity remain under review

b. Monthly Chemical Consumption

| Chemical                                 | Current Month Statistics | Prior Month Statistics |
|--|--------------------------|------------------------|
| Sodium Hypochlorite, gallons             | 35,098                   | 26,744                 |
| Sodium Bisulfite, gallons                | 12,328                   | 11,007                 |
| Ferrous Chloride, gallons                | 3,035                    | 2,760                  |
| Polymer, Gravity Belt Thickener, gallons | 756                      | 401                    |
| Polymer, Belt Filter Press, gallons      | 481                      | 481                    |
| Alum, gallons                            | 76                       | 76                     |

c. Monthly Utilities Consumption

| Utility                        | Current Month Statistics | Prior Month Statistics |
|--------------------------------|--------------------------|------------------------|
| Electricity WWTP, KWH          | 483,148                  | 392,156                |
| Electricity Lilac LS, KWH      | 456                      | 550                    |
| Electricity Sycamore LS, KWH   | 26                       | 652                    |
| Electricity Ayala LS, KWH      | 5,661                    | 6,612                  |
| Electricity Cactus LS, KWH     | 1,260                    | 1,414                  |
| Electricity Ramrod LS, KWH     | 396                      | 442                    |
| Frisbie Park LS, KWH           | 684                      | 810                    |
| Electricity Agua Mansa LS, KWH | 2,815                    | 2,931                  |
| Natural Gas WWTP, Therms       | 5,312                    | 6,010                  |

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

No odor complaints were received this month.

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

- Aspen Rentals demobilized Belt Press

**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

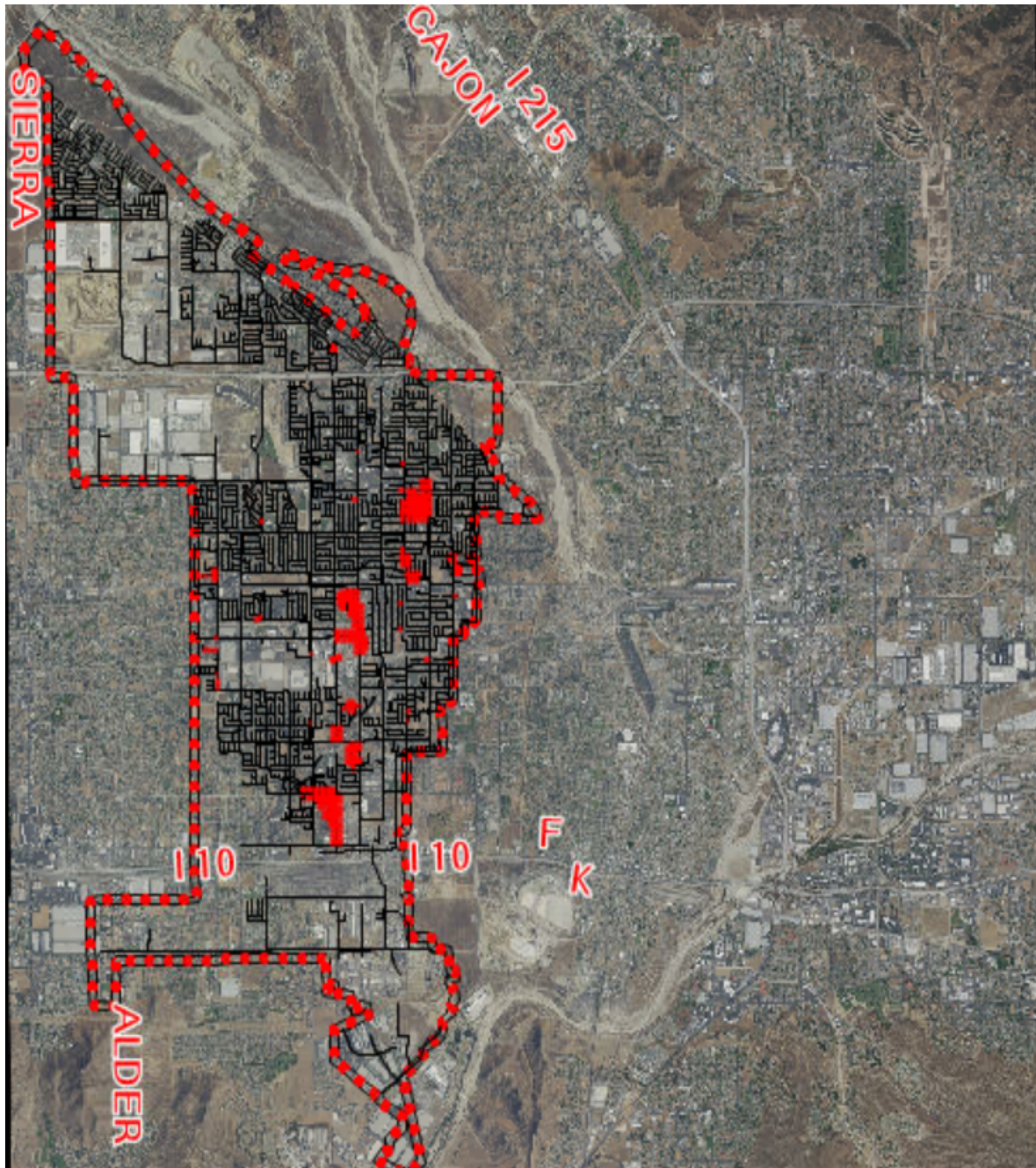
See 8(c) above

**9. Complaint Log**

| Date | Address | Comments   | Personnel       | Manhole | To<br>Manhole |
|------|---------|--|-----------------|---------|---------------|
| 5/28 |         | Resident reported a loose manhole lid. A Veolia technician responded it was determined that this manhole will need to be rehabbed at a later date. | R.<br>Rodriguez |         |               |



## Monthly Collection System Service Map



-- Pipe Cleaning - May 2021 --



### Table B

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

[illegible]

|           |         |         |       |       |         |      |          |       |       |        |       |     |       |
|-----------|---------|---------|-------|-------|---------|------|----------|-------|-------|--------|-------|-----|-------|
| 5/24/2021 | 6.340   | 7.600   | 360   | 360   | 19,035  | 5.0  | 316.92   | 98.6  | 220   | 11,633 | 2.00  | 127 | 99.1  |
| 5/25/2021 | 6.400   | 6.240   |       |       |         |      |          |       |       |        |       |     |       |
| 5/26/2021 | 6.270   | 7.240   |       |       |         |      |          |       |       |        |       |     |       |
| 5/27/2021 | 6.380   | 6.040   |       |       |         |      |          |       |       |        |       |     |       |
| 5/28/2021 | 6.420   | 7.660   | 330   | 330   | 17,669  | 5.0  | 319.42   | 98.5  |       |        |       |     |       |
| 5/29/2021 | 6.310   | 6.370   |       |       |         |      |          |       |       |        |       |     |       |
| 5/30/2021 | 6.340   | 6.070   |       |       |         |      |          |       |       |        |       |     |       |
| 5/31/2021 | 6.020   | 6.720   |       |       |         |      |          |       |       |        |       |     |       |
| Minimum   | 4.710   | 6.040   | 260   | 260   | 13,683  | 2.5  | 132.61   | 98.1  | 52    | 2,836  | 2.00  | 106 | 96.2  |
| Maximum   | 7.850   | 7.660   | 360   | 360   | 19,035  | 5.0  | 319.42   | 99.2  | 270   | 14,209 | 4.00  | 216 | 99.2  |
| Total     | 194.810 | 207.910 | 2,500 | 2,500 | 132,855 | 37.5 | 2,198.01 | 787.9 | 1,022 | 54,903 | 12.00 | 673 | 492.1 |
| Average   | 6.284   | 6.707   | 313   | 313   | 16,607  | 4.7  | 274.75   | 98.5  | 204   | 10,981 | 2.40  | 134 | 98.4  |

| Date      | Rialto WRFInfluent    | Rialto WRFEffluent    |              | Rialto WRFIEff     |              | Rialto WRFIEffluent |               | Rialto WRFInfluent          | Rialto WRFIEffluent         |
|-----------|-----------------------|-----------------------|--------------|--------------------|--------------|---------------------|---------------|-----------------------------|-----------------------------|
|           | Influent Conductivity | Effluent Conductivity | Influent COD | Final Effluent COD | Influent TDS | Filter Effluent TDS | EFF FINAL TDS | Influent Inorganic Nitrogen | Effluent Inorganic Nitrogen |
|           | (uS/cm)               | umhos                 | mg/l         | mg/l               | mg/l         | mg/l                | mg/L          | mg/L                        | mg/l as N                   |
| 5/1/2021  | 1,135                 | 940                   |              |                    |              |                     |               |                             |                             |
| 5/2/2021  | 1,260                 | 876                   |              |                    |              |                     |               |                             |                             |
| 5/3/2021  | 1,301                 | 886                   |              |                    |              |                     |               |                             |                             |
| 5/4/2021  | 1,329                 | 879                   | 700          | 23.0               | 480          | 450                 | 500           | 44.00                       | 6.80                        |
| 5/5/2021  | 1,382                 | 888                   |              |                    |              |                     |               |                             |                             |
| 5/6/2021  | 1,118                 | 865                   |              |                    |              |                     |               |                             |                             |
| 5/7/2021  | 1,444                 | 888                   |              |                    |              |                     |               |                             |                             |
| 5/8/2021  | 1,307                 | 899                   |              |                    |              |                     |               |                             |                             |
| 5/9/2021  | 1,209                 | 903                   |              |                    |              |                     |               |                             |                             |
| 5/10/2021 | 1,293                 | 900                   |              |                    |              |                     |               |                             |                             |

|           |       |       |     |      |     |     |     |       |      |
|-----------|-------|-------|-----|------|-----|-----|-----|-------|------|
| 5/11/2021 | 1,365 | 1,004 |     |      |     |     |     |       |      |
| 5/12/2021 | 1,250 | 866   |     |      |     |     |     |       |      |
| 5/13/2021 | 1,224 | 910   |     |      |     |     |     |       |      |
| 5/14/2021 | 1,371 | 881   |     |      |     |     |     |       |      |
| 5/15/2021 | 1,336 | 898   |     |      |     |     |     |       |      |
| 5/16/2021 | 1,313 | 888   |     |      |     |     |     |       |      |
| 5/17/2021 | 1,354 | 855   |     |      |     |     |     |       |      |
| 5/18/2021 | 1,278 | 914   |     |      |     |     |     |       |      |
| 5/19/2021 | 1,260 | 903   |     |      |     |     |     |       |      |
| 5/20/2021 | 1,056 | 871   |     |      |     |     |     |       |      |
| 5/21/2021 | 1,341 | 888   |     |      |     |     |     |       |      |
| 5/22/2021 | 1,494 | 888   |     |      |     |     |     |       |      |
| 5/23/2021 | 1,273 | 865   |     |      |     |     |     |       |      |
| 5/24/2021 | 1,333 | 886   |     |      |     |     |     |       |      |
| 5/25/2021 | 1,243 | 916   |     |      |     |     |     |       |      |
| 5/26/2021 | 1,195 | 918   |     |      |     |     |     |       |      |
| 5/27/2021 | 1,240 | 897   |     |      |     |     |     |       |      |
| 5/28/2021 | 1,308 | 882   |     |      |     |     |     |       |      |
| 5/29/2021 | 1,360 | 872   |     |      |     |     |     |       |      |
| 5/30/2021 | 1,275 | 872   |     |      |     |     |     |       |      |
| 5/31/2021 | 1,402 | 855   |     |      |     |     |     |       |      |
|           |       |       |     |      |     |     |     |       |      |
| Minimum   | 1,056 | 855   | 700 | 23.0 | 480 | 450 | 500 | 44.00 | 6.80 |
| Maximum   | 1,494 | 1,004 | 700 | 23.0 | 480 | 450 | 500 | 44.00 | 6.80 |
| Average   | 1,292 | 892   | 700 | 23.0 | 480 | 450 | 500 | 44.00 | 6.80 |

|           | Rialto WRF\Influent |                     | Rialto WRF\Effluent |                  | Rialto WRF\Eff          |                                | Rialto WRF\Effluent              |                                       | Rialto WRF\Cost of Goods Sold | Tranfer Data T\Soilds T |
|-----------|---------------------|---------------------|---------------------|------------------|-------------------------|--------------------------------|----------------------------------|---------------------------------------|-------------------------------|-------------------------|
|           | Influent pH         | 24 hr avg. effl. pH | Effluent Temp       | Effluent Ammonia | Effluent Total Coliform | Effluent Coliform 7 Day Median | Effluent Cyanide, Free Available | Eff Di(2-ethylhexyl) phthalate (DEHP) | Natural Gas Daily Use         | FIT- 8321 ADG #2 Flow   |
| Date      | SU                  | SU                  | Deg C               | mg/L             | MPN/100mL               | MPN/100ML                      | ug/L                             | ug/l                                  | cf/day                        | cu ft/day               |
| 5/1/2021  | 6.36                | 6.94                | 24.8                |                  | <1.8                    | <1.80                          |                                  |                                       | 21,200                        | 147,567                 |
| 5/2/2021  | 7.35                | 7.02                | 24.2                |                  | <1.8                    | <1.80                          |                                  |                                       | 18,600                        | 137,020                 |
| 5/3/2021  | 7.81                | 7.04                | 24.5                | 0.10             | <1.8                    | <1.80                          |                                  |                                       | 33,900                        | 137,033                 |
| 5/4/2021  | 7.67                | 6.99                | 24.7                |                  | <1.8                    | <1.80                          |                                  | <5.00                                 | 19,200                        | 150,094                 |
| 5/5/2021  | 7.87                | 6.97                | 25.0                |                  | <1.8                    | <1.80                          |                                  |                                       | 20,000                        | 141,790                 |
| 5/6/2021  | 6.91                | 6.92                | 25.6                |                  | <1.8                    | <1.80                          |                                  |                                       | 18,100                        | 129,652                 |
| 5/7/2021  | 7.56                | 6.93                | 25.4                |                  | <1.8                    | <1.80                          |                                  |                                       | 20,000                        | 128,907                 |
| 5/8/2021  | 7.88                | 6.84                | 25.4                |                  | <1.8                    | <1.80                          |                                  |                                       | 18,800                        | 143,417                 |
| 5/9/2021  | 7.72                | 6.88                | 25.0                |                  | <1.8                    | <1.80                          |                                  |                                       | 19,000                        | 154,264                 |
| 5/10/2021 | 7.75                | 6.90                | 25.3                | 0.10             | 2.0                     | <1.80                          |                                  |                                       | 28,600                        | 121,843                 |
| 5/11/2021 | 7.82                | 6.86                | 25.1                |                  | <1.8                    | <1.80                          | 2.0                              |                                       | 16,500                        | 161,370                 |
| 5/12/2021 | 7.78                | 6.88                | 25.0                |                  | <1.8                    | <1.80                          |                                  |                                       | 18,300                        | 159,431                 |
| 5/13/2021 | 7.77                | 6.93                | 25.0                |                  | 2.0                     | <1.80                          |                                  |                                       | 18,800                        | 138,614                 |
| 5/14/2021 | 7.74                | 6.86                | 25.7                |                  | <1.8                    | <1.80                          |                                  |                                       | 19,600                        | 154,937                 |
| 5/15/2021 | 7.79                | 6.87                | 25.4                |                  | <1.8                    | <1.80                          |                                  |                                       | 18,800                        | 141,461                 |
| 5/16/2021 | 7.95                | 6.93                | 25.1                |                  | <1.8                    | <1.80                          |                                  |                                       | 18,700                        | 141,502                 |
| 5/17/2021 | 7.14                | 6.94                | 25.3                | <0.10            | <1.8                    | <1.80                          |                                  |                                       | 19,600                        | 133,529                 |
| 5/18/2021 | 7.67                | 6.82                | 25.5                |                  | 1.8                     | <1.80                          |                                  |                                       | 19,400                        | 159,139                 |
| 5/19/2021 | 7.64                | 7.13                | 25.6                |                  | 4.5                     | <1.80                          |                                  |                                       | 17,900                        | 162,348                 |
| 5/20/2021 | 7.09                | 7.26                | 26.1                |                  | <1.8                    | <1.80                          |                                  |                                       | 19,300                        | 129,973                 |
| 5/21/2021 | 7.48                | 7.33                | 25.3                |                  | 2.0                     | <1.80                          |                                  |                                       | 20,200                        | 143,662                 |
| 5/22/2021 | 7.45                | 7.36                | 24.6                |                  | 26.0                    | <1.80                          |                                  |                                       | 19,700                        | 138,158                 |
| 5/23/2021 | 6.93                | 7.35                | 24.9                |                  | <1.8                    | <1.80                          |                                  |                                       | 19,300                        | 153,192                 |
| 5/24/2021 | 7.30                | 7.24                | 25.2                | 0.10             | <1.8                    | <1.80                          |                                  |                                       | 18,500                        | 146,069                 |
| 5/25/2021 | 7.68                | 7.17                | 25.5                |                  | <1.8                    | <1.80                          |                                  |                                       | 19,600                        | 130,579                 |
| 5/26/2021 | 7.33                | 7.17                | 26.0                |                  | <1.8                    | <1.80                          |                                  |                                       | 17,900                        | 142,259                 |

|           |      |      |      |       |      |       |     |       |        |         |
|-----------|------|------|------|-------|------|-------|-----|-------|--------|---------|
| 5/27/2021 | 7.55 | 7.17 | 25.8 |       | <1.8 | <1.80 |     |       | 5,000  | 132,791 |
| 5/28/2021 | 7.56 | 7.21 | 25.8 |       | <1.8 | <1.80 |     |       | 1,900  | 137,943 |
| 5/29/2021 | 7.87 | 7.24 | 26.0 |       | 2.0  | <1.80 |     |       | 1,400  | 156,939 |
| 5/30/2021 | 7.83 | 7.21 | 24.9 |       | 1.8  | <1.80 |     |       | 18,200 | 130,792 |
| 5/31/2021 | 7.73 | 7.17 | 25.0 |       | <1.8 | <1.80 |     |       | 19,000 | 152,593 |
|           |      |      |      |       |      |       |     |       |        |         |
| Minimum   | 6.36 | 6.82 | 24.2 | <0.10 | <1.8 | <1.80 | 2.0 | <5.00 | 1,400  | 121,843 |
| Maximum   | 7.95 | 7.36 | 26.1 | 0.10  | 26.0 | <1.80 | 2.0 | <5.00 | 33,900 | 162,348 |
| Average   | 7.55 | 7.05 | 25.2 | <0.10 | <2.7 | <1.80 | 2.0 | <5.00 | 18,226 | 143,189 |

**RIALTO WATER**  
**MONTHLY OPERATIONS REPORT**

**Reporting Period:**

**May 2021**

**Prepared for: Rialto Water Services**

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

# **RIALTO WATER**

## **OPERATIONS AND MAINTENANCE REPORT**

### **Contents**

- I. Error! Bookmark not defined.4**
  - A. Error! Bookmark not defined.5**
  - B. Error! Bookmark not defined.7**
- II. Error! Bookmark not defined.8**
  - A. Error! Bookmark not defined.8**
  - B. Error! Bookmark not defined.9**
  - C. Error! Bookmark not defined.11**
  - D. Error! Bookmark not defined.11**
- III. Error! Bookmark not defined.11**
  - A. Error! Bookmark not defined.11**
  - B. Error! Bookmark not defined.11**
  - C. Error! Bookmark not defined.11**
- IV. Error! Bookmark not defined.11**
- V. Error! Bookmark not defined.12**
- VI. Error! Bookmark not defined.12**
- VII. Error! Bookmark not defined.12**
  - A. Error! Bookmark not defined.12**
  - B. Error! Bookmark not defined.12**
  - C. Error! Bookmark not defined.13**
- VIII. Error! Bookmark not defined.13**
  - A. Error! Bookmark not defined.13**
  - B. Error! Bookmark not defined.13**
- IX. Error! Bookmark not defined.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 818.46 acre-feet. 609.06 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). 115.11 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 94.29 acre-feet came from the OPRTP.

| MAY 2021 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> |
| 5/1/21  | 5.30    | 7.95   | 6.38     | 0.00     | 0.00   | 8.14              | 6.52        | 6.13                | 3.93               | 36.21              |
| 5/2/21  | 5.62    | 6.67   | 0.00     | 0.00     | 0.00   | 7.50              | 6.91        | 4.61                | 4.32               | 28.13              |
| 5/3/21  | 5.37    | 1.84   | 0.00     | 0.00     | 0.00   | 8.81              | 0.00        | 4.98                | 4.26               | 16.45              |
| 5/4/21  | 5.21    | 4.37   | 5.83     | 0.00     | 0.00   | 8.42              | 14.37       | 4.45                | 4.48               | 38.71              |
| 5/5/21  | 5.83    | 2.38   | 0.00     | 0.00     | 0.00   | 9.52              | 7.94        | 6.06                | 4.20               | 26.41              |
| 5/6/21  | 4.45    | 1.07   | 13.11    | 0.00     | 0.00   | 8.14              | 3.58        | 7.93                | 3.07               | 33.21              |
| 5/7/21  | 0.00    | 0.00   | 0.00     | 0.00     | 0.00   | 0.00              | 0.00        | 0.00                | 0.00               | 0.00               |
| 5/8/21  | 5.22    | 7.75   | 12.40    | 0.00     | 0.36   | 3.39              | 5.44        | 6.83                | 8.76               | 46.76              |
| 5/9/21  | 0.00    | 4.62   | 5.28     | 0.00     | 0.00   | 10.35             | 6.43        | 1.95                | 2.80               | 21.08              |
| 5/10/21                                       | 0.00    | 3.20   | 6.24     | 0.00     | 0.00   | 6.75              | 10.08       | 2.71                | 2.90               | 25.13              |
| 5/11/21                                       | 0.00    | 3.89   | 5.21     | 0.00     | 0.00   | 11.78             | 12.51       | 4.15                | 3.31               | 29.07              |
| 5/12/21                                       | 0.00    | 4.00   | 7.32     | 0.00     | 0.00   | 5.41              | 8.72        | 3.12                | 3.44               | 26.60              |
| 5/13/21                                       | 0.00    | 7.12   | 4.91     | 0.00     | 0.00   | 8.35              | 0.00        | 2.96                | 1.98               | 16.97              |
| 5/14/21                                       | 0.00    | 2.42   | 6.50     | 0.00     | 1.43   | 10.15             | 17.93       | 2.62                | 3.04               | 33.94              |
| 5/15/21                                       | 0.00    | 4.51   | 6.01     | 0.00     | 0.99   | 9.71              | 9.30        | 2.41                | 3.00               | 26.22              |
| 5/16/21                                       | 0.00    | 1.03   | 6.36     | 0.00     | 0.00   | 8.25              | 6.01        | 3.70                | 3.11               | 20.21              |
| 5/17/21                                       | 0.00    | 2.37   | 7.19     | 0.00     | 0.00   | 6.62              | 10.63       | 3.61                | 2.72               | 26.52              |
| 5/18/21                                       | 0.00    | 2.30   | 5.00     | 0.00     | 0.00   | 8.71              | 9.71        | 2.69                | 2.92               | 22.62              |
| 5/19/21                                       | 0.00    | 5.95   | 0.00     | 0.00     | 7.03   | 10.29             | 11.18       | 2.94                | 3.05               | 30.15              |
| 5/20/21                                       | 0.00    | 4.04   | 5.65     | 0.00     | 4.81   | 7.48              | 6.43        | 2.32                | 3.29               | 26.54              |
| 5/21/21                                       | 0.00    | 0.00   | 4.48     | 0.00     | 4.68   | 9.78              | 10.63       | 2.32                | 2.55               | 24.66              |
| 5/22/21                                       | 0.00    | 0.00   | 4.43     | 0.00     | 4.67   | 8.80              | 10.35       | 2.20                | 2.86               | 24.51              |
| 5/23/21                                       | 0.00    | 0.00   | 5.46     | 0.00     | 5.74   | 7.47              | 10.79       | 3.65                | 3.26               | 28.90              |
| 5/24/21                                       | 0.00    | 3.89   | 4.73     | 0.00     | 4.77   | 8.75              | 8.63        | 2.96                | 2.19               | 27.17              |
| 5/25/21                                       | 0.00    | 4.48   | 4.80     | 0.00     | 4.43   | 8.55              | 8.95        | 3.67                | 2.14               | 28.47              |
| 5/26/21                                       | 0.00    | 3.29   | 4.04     | 0.00     | 4.80   | 9.44              | 7.44        | 3.65                | 1.65               | 24.87              |
| 5/27/21                                       | 0.00    | 4.18   | 5.33     | 0.00     | 0.60   | 8.40              | 9.55        | 2.48                | 2.16               | 24.30              |
| 5/28/21                                       | 0.00    | 7.33   | 5.58     | 0.00     | 4.19   | 6.14              | 6.98        | 3.21                | 2.25               | 29.54              |
| 5/29/21                                       | 0.00    | 6.51   | 4.22     | 0.00     | 4.48   | 0.00              | 0.00        | 2.69                | 1.99               | 19.89              |
| 5/30/21                                       | 0.00    | 5.34   | 5.53     | 0.00     | 5.77   | 0.00              | 2.09        | 3.95                | 2.46               | 25.14              |
| 5/31/21                                       | 0.00    | 5.24   | 4.89     | 0.00     | 5.13   | 8.46              | 9.61        | 3.01                | 2.20               | 30.08              |
| TOTAL   | 37.00   | 117.74 | 156.88   | 0.00     | 63.88  | 233.56            | 238.71      | 109.96              | 94.29              | 818.46             |
| MIN   | 0.00    | 0.00   | 0.00     | 0.00     | 0.00   | 0.00              | 0.00        | 0.00                | 0.00               | 0.00               |
| MAX   | 5.83    | 7.95   | 13.11    | 0.00     | 7.03   | 11.78             | 17.93       | 7.93                | 8.76               | 46.76              |
| AVE   | 1.19    | 3.80   | 5.06     | 0.00     | 2.06   | 7.53              | 7.70        | 3.55                | 3.04               | 26.40              |

<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.

**MAY 2021 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> |
|--------------|------------------|------------------|------------------|------------------|------------------|--------------------|-------------------|-------------------|
| 5/1/21       | 0.00             | 0.00             | 5.95             | 2.44             | 0.00             | 6.52               | 6.44              | 0.00              |
| 5/2/21       | 0.00             | 0.00             | 5.50             | 0.21             | 0.00             | 6.91               | 9.20              | 0.00              |
| 5/3/21       | 0.00             | 0.00             | 4.50             | 4.02             | 0.00             | 0.00               | 0.00              | 0.00              |
| 5/4/21       | 0.00             | 0.00             | 0.00             | 3.07             | 0.00             | 14.37              | 2.05              | 0.00              |
| 5/5/21       | 0.00             | 0.00             | 12.54            | 4.78             | 0.00             | 7.94               | 0.00              | 0.13              |
| 5/6/21       | 0.00             | 0.00             | 1.62             | 1.40             | 3.38             | 3.58               | 4.13              | 0.00              |
| 5/7/21       | 0.00             | 0.00             | 0.00             | 0.00             | 0.00             | 0.00               | 0.00              | 0.00              |
| 5/8/21       | 0.00             | 0.00             | 5.47             | 5.88             | 1.00             | 5.44               | 0.00              | 0.00              |
| 5/9/21       | 0.00             | 0.00             | 7.87             | 0.10             | 0.00             | 6.43               | 2.39              | 0.00              |
| 5/10/21      | 0.00             | 0.00             | 6.27             | 1.02             | 0.00             | 10.08              | 2.74              | 0.00              |
| 5/11/21      | 0.00             | 0.00             | 5.24             | 1.85             | 1.08             | 12.51              | 1.85              | 0.00              |
| 5/12/21      | 0.00             | 0.00             | 7.84             | 0.00             | 0.38             | 8.72               | 1.85              | 0.00              |
| 5/13/21      | 0.00             | 0.00             | 6.47             | 0.41             | 0.00             | 0.00               | 6.42              | 0.00              |
| 5/14/21      | 0.00             | 0.00             | 5.04             | 0.85             | 0.00             | 17.93              | 0.00              | 0.00              |
| 5/15/21      | 0.00             | 0.00             | 3.58             | 2.52             | 0.00             | 9.30               | 4.92              | 0.00              |
| 5/16/21      | 0.00             | 0.00             | 4.94             | 1.25             | 0.92             | 6.01               | 0.00              | 0.00              |
| 5/17/21      | 0.00             | 0.00             | 5.98             | 0.38             | 1.07             | 10.63              | 0.00              | 0.00              |
| 5/18/21      | 0.00             | 0.00             | 0.00             | 0.33             | 0.00             | 9.71               | 0.00              | 0.00              |
| 5/19/21      | 0.00             | 0.00             | 15.17            | 3.23             | 0.00             | 11.18              | 0.00              | 0.00              |
| 5/20/21      | 0.00             | 0.00             | 4.39             | 2.57             | 0.00             | 6.43               | 0.00              | 0.00              |
| 5/21/21      | 0.00             | 0.00             | 0.00             | 4.63             | 0.00             | 10.63              | 0.00              | 0.00              |
| 5/22/21      | 0.00             | 0.00             | 6.74             | 0.84             | 0.00             | 10.35              | 0.00              | 0.00              |
| 5/23/21      | 0.00             | 0.00             | 0.00             | 5.45             | 0.00             | 10.79              | 0.00              | 0.00              |
| 5/24/21      | 0.00             | 0.00             | 5.32             | 0.38             | 0.00             | 8.63               | 0.00              | 0.00              |
| 5/25/21      | 0.00             | 0.00             | 7.76             | 0.15             | 0.00             | 8.95               | 0.00              | 0.00              |
| 5/26/21      | 0.00             | 0.00             | 7.17             | 1.64             | 0.00             | 7.44               | 0.00              | 0.00              |
| 5/27/21      | 0.00             | 0.00             | 6.47             | 0.00             | 0.00             | 9.55               | 0.00              | 0.00              |
| 5/28/21      | 0.00             | 0.00             | 5.92             | 0.85             | 0.00             | 6.98               | 6.16              | 0.00              |
| 5/29/21      | 0.00             | 0.00             | 0.00             | 4.07             | 0.00             | 0.00               | 0.00              | 0.00              |
| 5/30/21      | 0.00             | 0.00             | 0.00             | 6.51             | 0.00             | 2.09               | 0.00              | 0.00              |
| 5/31/21      | 0.00             | 0.00             | 5.54             | 4.60             | 0.00             | 9.61               | 0.00              | 0.00              |
| <b>TOTAL</b> | <b>0.00</b>      | <b>0.00</b>      | <b>153.29</b>    | <b>65.43</b>     | <b>7.83</b>      | <b>238.71</b>      | <b>48.15</b>      | <b>0.13</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>15.17</b>     | <b>6.51</b>      | <b>3.38</b>      | <b>17.93</b>       | <b>9.20</b>       | <b>0.13</b>       |
| <b>AVE</b>   | <b>0.00</b>      | <b>0.00</b>      | <b>4.94</b>      | <b>2.11</b>      | <b>0.25</b>      | <b>7.70</b>        | <b>1.55</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>June</b> | <b>July</b> | <b>Aug</b> | <b>Sept</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> |
| Chino # 1 (580 ft)<br><b>In-active well</b>  | <b>427'</b>                              | 426'        | 423'        | 423'       | 425'        | 422'       | 423'       | 423'       | 422'       | 423'       | 423'         | 426'         | 426'       |
| Chino # 2 (550 ft)                           | <b>366'</b>                              | 348'        | 350'        | 366'       | 360'        | 364'       | 349'       | 350'       | 347'       | 346'       | 345'         | 346'         | 347'       |
| City # 1 (260 ft)<br><b>Dry</b>              | <b>392'</b>                              | 243'        | 242'        | 243'       | 243'        | 243'       | 242'       | 243'       | 243'       | 230'       | 245'         | 245'         | 243'       |
| City # 2 (480 ft)                            | <b>402'</b>                              | 285'        | 272'        | 269'       | 264'        | 261'       | 256'       | 254'       | 253'       | 249'       | 249'         | 247'         | 245'       |
| City # 3 (525 ft)<br><b>Out of Service</b>   | <b>475'</b>                              | 448'        | 448'        | 448'       | 448'        | 448'       | 448'       | 448'       | 448'       | 448'       | 448'         | 459'         | 459'       |
| City # 4A (420 ft)                           | <b>406'</b>                              | 370'        | 375'        | 380'       | 381'        | 384'       | 371'       | 378'       | 374'       | 365'       | 366'         | 374'         | 380'       |
| City # 5 (385 ft)<br><b>In-active well</b>   | <b>355'</b>                              | 330'        | 332'        | 330'       | 331'        | 331'       | 331'       | 331'       | 331'       | 340'       | 331'         | 330'         | 330'       |
| Rialto # 1 (650 ft)<br><b>In-active well</b> | <b>588'</b>                              | 569'        | 576'        | 576'       | 577'        | 576'       | 571'       | 574'       | 571'       | 569'       | 571'         | 576'         | 576'       |
| Rialto # 2 (550 ft)<br><b>In-active well</b> | <b>492'</b>                              | 486'        | 485'        | 485'       | 485'        | 485'       | 485'       | 485'       | 489'       | 489'       | 489'         | 492'         | 492'       |
| Rialto # 3 (509 ft)                          | <b>467'</b>                              | 461'        | 465'        | 465'       | 464'        | 465'       | 464'       | 465'       | 465'       | 464'       | 466'         | 464'         | 467'       |
| Rialto # 4 (450 ft)<br><b>In-active well</b> | <b>413'</b>                              | 403'        | 403'        | 405'       | 404'        | 404'       | 404'       | 404'       | 404'       | 404'       | 405'         | 408'         | 404'       |
| Rialto # 5 (560 ft)                          | <b>374'</b>                              | 371'        | 372'        | 373'       | 373'        | 374'       | 373'       | 370'       | 373'       | 374'       | 373'         | 372'         | 373'       |
| Rialto Well # 7 <b>In-active well</b>        | <b>354'</b>                              | 349'        | 351'        | 353'       | 353'        | 354'       | 353'       | 354'       | 354'       | 354'       | 353'         | 353'         | 354'       |
| Miro # 3 (563 ft)                            | <b>487'</b>                              | 474'        | 482'        | 484'       | 487'        | 486'       | 483'       | 483'       | 480'       | 480'       | 481'         | 463'         | 463'       |

- 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<br>A= Absent<br>mg/L = parts per million<br>µg/L = parts per billion |                  |                                |                           |

| Sample Date<br>05/26/2021       | Sample Site Location Results |        |         |          |          |        |            |         |        |
|---------------------------------|------------------------------|--------|---------|----------|----------|--------|------------|---------|--------|
| Type of Sampling                | Chino 2                      | City 2 | City 4A | Rialto 3 | Rialto 5 | Miro 3 | BLF Cactus | BLF 6-9 | OP RTP |
| Total Coliform                  | A                            | A      | A       | A        | A        | A      | A          | A       | A      |
| E. Coli                         | A                            | A      | A       | A        | A        | A      | A          | A       | A      |
| Nitrate as N                    | 2.5                          |        |         |          |          |        |            |         |        |
| Perchlorate (CLO <sub>4</sub> ) | <4.0                         |        |         | 11*      | <4.0     | 21*    |            |         |        |
| Total Dissolved Solids          | 220                          | 200    | 290     | 220      | 220      | 210    | 320        | 320     | 270    |

\*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>May 2021</b>                           |                     |                |            |                    |                |            |
| Sample Location                           | Free Cl Res (Field) | Total Coliform | E. Coli    | Apparent Color     | Odor Threshold | Turbidity  |
| <b>CYCLE 1 - 5/03/21</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                             | 1.04                | A              | A          |                    |                |            |
| 1228 W. Merrill                           | 0.98                | A              | A          |                    |                |            |
| 256 N. Fillmore                           | 0.90                | A              | A          |                    |                |            |
| 987 W. Grove                              | 0.89                | A              | A          |                    |                |            |
| 978 N. Driftwood                          | 0.90                | A              | A          |                    |                |            |
| 1451 N. Linden                            | 0.99                | A              | A          |                    |                |            |
| 469 W. Jackson                            | 0.94                | A              | A          |                    |                |            |
| 935 E. Mariposa                           | 0.97                | A              | A          |                    |                |            |
| 1000 N. Joyce                             | 0.88                | A              | A          |                    |                |            |
| 766 N. Chestnut                           | 0.91                | A              | A          |                    |                |            |
| 149 W. Victoria                           | 0.85                | A              | A          |                    |                |            |
| 313 E. McKinley                           | 0.98                | A              | A          |                    |                |            |
| 609 E. South                              | 0.91                | A              | A          |                    |                |            |
| 273 E. Alru                               | 1.03                | A              | A          |                    |                |            |
| 1161 S. Lilac                             | 0.90                | A              | A          |                    |                |            |
| 101 E. Valley                             | 1.00                | A              | A          |                    |                |            |
| <b>CYCLE 2 - 5/12/21</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                              | 0.90                | A              | A          |                    |                |            |
| 320 N. Wisteria                           | 0.80                | A              | A          |                    |                |            |
| 861 W. Grove                              | 0.80                | A              | A          |                    |                |            |
| 1168 N. Glenwood                          | 1.10                | A              | A          |                    |                |            |
| 1320 N. Fitzgerald                        | 0.90                | A              | A          |                    |                |            |
| 860 N. Willow                             | 1.20                | A              | A          |                    |                |            |
| 209 E. Cornell                            | 1.20                | A              | A          |                    |                |            |
| 643 E. Margarita                          | 1.60                | A              | A          |                    |                |            |
| 1170 N. Terrace Rd.                       | 1.20                | A              | A          |                    |                |            |
| 681 E. Erwin                              | 1.20                | A              | A          |                    |                |            |
| 402 E. Merrill                            | 1.20                | A              | A          |                    |                |            |
| 261 W. Wilson                             | 1.10                | A              | A          |                    |                |            |
| 532 S. Iris                               | 1.30                | A              | A          |                    |                |            |
| 281 W. Hawthorne                          | 1.20                | A              | A          |                    |                |            |
| 379 W. Valley                             | 1.20                | A              | A          |                    |                |            |

## Rialto Distribution Sample Results

May 2021

| Sample Location            | Free Cl Res<br>(Field) | Total<br>Coliform | E.<br>Coli | Apparent<br>Color  | Odor<br>Threshold | Turbidity  |
|----------------------------|------------------------|-------------------|------------|--------------------|-------------------|------------|
| <b>CYCLE 3 - 5/18/21</b>   | <b>mg/l</b>            | <b>P/A</b>        | <b>P/A</b> | <b>Color Units</b> | <b>TON</b>        | <b>NTU</b> |
| 236 N. Willow              | 1.00                   | A                 | A          | <3.0               | <1.0              | <0.10      |
| 775 E. Foothill            | 1.00                   | A                 | A          | <3.0               | <1.0              | 0.15       |
| 878 N. Primrose            | 1.00                   | A                 | A          | <3.0               | <1.0              | <0.10      |
| 369 E. Van Koevering       | 1.00                   | A                 | A          | <3.0               | <1.0              | <0.10      |
| 274 W. Valencia            | 1.00                   | A                 | A          | <3.0               | <1.0              | <0.10      |
| 1566 N. Fillmore           | 1.10                   | A                 | A          | <3.0               | <1.0              | <0.10      |
| 932 N. Idyllwild           | 1.10                   | A                 | A          | <3.0               | <1.0              | 0.11       |
| 644 N. Smoketree           | 1.10                   | A                 | A          | <3.0               | <1.0              | <0.10      |
| 605 W. Rosewood            | 1.10                   | A                 | A          | <3.0               | <1.0              | <0.10      |
| 1189 W. Second             | 1.10                   | A                 | A          | <3.0               | <1.0              | <0.10      |
| 775 W. Rialto              | 1.10                   | A                 | A          | <3.0               | <1.0              | <0.10      |
| 211 E. Wilson              | 1.10                   | A                 | A          | <3.0               | <1.0              | <0.10      |
| 595 E. Huff                | 1.30                   | A                 | A          | <3.0               | <1.0              | <0.10      |
| 1005 S. Riverside          | 1.20                   | A                 | A          | <3.0               | <1.0              | <0.10      |
| 794 S. Verde               | 1.30                   | A                 | A          | <3.0               | <1.0              | <0.10      |
| 1055 W. Bloomington        | 1.20                   | A                 | A          | <3.0               | <1.0              | <0.10      |
| <b>CYCLE 4 - 5/26/21</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              | 0.85                   | A                 | A          |                    |                   |            |
| 101 S. Linden              | 0.80                   | A                 | A          |                    |                   |            |
| 234 N. Larch               | 0.80                   | A                 | A          |                    |                   |            |
| 575 N. Driftwood           | 0.79                   | A                 | A          |                    |                   |            |
| 1355 W. Shamrock           | 0.70                   | A                 | A          |                    |                   |            |
| 992 N. Yucca               | 1.20                   | A                 | A          |                    |                   |            |
| 481 W. Cornell             | 0.80                   | A                 | A          |                    |                   |            |
| 158. E. Shamrock           | 1.30                   | A                 | A          |                    |                   |            |
| 749 E. Holly               | 1.30                   | A                 | A          |                    |                   |            |
| 545 E. Victoria            | 1.10                   | A                 | A          |                    |                   |            |
| 200 N. Sycamore            | 1.10                   | A                 | A          |                    |                   |            |
| 407 E. Allen               | 0.90                   | A                 | A          |                    |                   |            |
| 399 E. Montrose            | 0.90                   | A                 | A          |                    |                   |            |
| 856 S. Orange              | 1.00                   | A                 | A          |                    |                   |            |
| 911 S. Cactus              | 1.00                   | A                 | A          |                    |                   |            |
| 220 W. Valley              | 1.10                   | A                 | A          |                    |                   |            |
| P/A + Present or<br>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 256 mg/L for the month of May as compared to 256 mg/L in April. 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 May:

- Safety Showers and Eyewashes
    - Hazardous Substances: Incidental Spill Response
    - Tailgate Safety Meetings

- **Lost Time Safety Record**

2,818 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 765 pounds of calcium hypochlorite was used in May as compared to 357 pounds used in April; a total of 1,657 gallons of sodium hypochlorite was used in May as compared to 1,474 gallons used in April. Rialto Well 3 is the last



calcium hypochlorite system to be converted to sodium hypochlorite with an expected completion date of August 2021.

- **ELECTRICAL USE**

Southern California Edison (SCE) has not provided all data for April and May 2021. 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 |
| 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   | 437,491      |
| 2020 | November  | 323,520      |
| 2020 | December  | 292,698      |
| 2021 | January   | 250,384      |
| 2021 | February  | 312,107      |
| 2021 | March     | 373,341      |

- **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 (OP RTP), 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**

Miro 3 is out of service due to electrical motor maintenance.

- **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.), 38 valves were exercised for the month of May.

- **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 May zero 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>2021</b> |
| January                                   | 0           |
| February                                  | 0           |
| March                                     | 39          |
| April                                     | 19          |
| May                                       | 0           |
| <b>Total</b>                              | <b>58</b>   |
| <b>Progress % (79)</b>                    |             |

#### **D. Sanitary Survey**

Sanitary surveys are completed every three (3) to five (5) years; the last survey was completed by the 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 May:

- Preventive Maintenance –78
- Corrective Maintenance –9
- Predictive Maintenance –0

184 - PM's are scheduled for June 2021.

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

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

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

Miro 3 is out of service due to electrical motor maintenance.

- RAINFALL TOTALS**

| SEASON  | JUL  | AUG  | SEP  | OCT  | NOV  | DEC  | JAN  | FEB    | MAR    | APR   | MAY  | JUN    | TOTAL |
|---|------|------|------|------|------|------|------|--------|--------|-------|------|--------|-------|
| 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 | 1.02 | 2.55 | 0.05   | 1.13   | 0.00  | 0.00 |        | 5.60  |
|   |      |      |      |      |      |      |      |        |        |       |      |        |       |
| July 20- June 21  |      |      |      |      |      | =    | 5.60 |        | INCHES |       |      |        |       |
| YEAR TO DATE FOR 2020                                       |      |      |      |      |      | =    | 3.73 |        | INCHES |       |      |        |       |
| AVG. RAINFALL FOR LAST FIVE YEARS                           |      |      |      |      |      | 9.86 |      | INCHES |        |       |      |        |       |
| AVG. RAINFALL FOR SAN BERNARDINO COUNTY FOR THE LAST 100 YE |      |      |      |      |      |      |      |        |        | 16.25 |      | INCHES |       |
|   |      |      |      |      |      |      |      |        |        |       |      |        |       |
| 2021  | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug    | Sep    | Oct   | Nov  | Dec    | Total |
| Totals  | 2.55 | 0.05 | 1.13 | 0.00 | 0.00 |      |      |        |        |       |      |        | 3.73  |

## 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 2021   | 2.58           | 2.66              | 259                  | 6.2                  | 68.8 K                | 41.1 K                | 53.7 K            | 70                  | 26                  | 47 K            | 31.7 K             | 3.4                  | 51.0               |
| Feb 2021   | 3.21           | 0.37              | 349                  | 6.7 K                | 69.4                  | 42.0                  | 55.1              | 71                  | 26                  | 46 K            | 32.7 K             | 3.7                  | 53.0               |
| Mar 2021   | 4.21           | 1.65              | 413                  | 7.3 K                | 68.6                  | 42.1 K                | 54.9 K            | 78                  | 29                  | 52 K            | 35.6 K             | 4.0 K                | 55.0               |
| Apr 2021   | 5.39           | 0.95              | 482                  | 9.4 K                | 77.4                  | 50.1                  | 62.9              | 77                  | 29                  | 50 K            | 42.1 K             | 4.4 K                | 62.8               |
| May 2021   | 6.50           | 1.04 K            | 567                  | 12.2 K               | 79.8                  | 54.6 K                | 65.9              | 85                  | 34                  | 57 K            | 49.6 K             | 4.8 K                | 67.1               |
| Tots/Avg   | 21.89          | 6.7               | 414                  | 8.4                  | 72.8                  | 46.0                  | 58.5              | 76                  | 29                  | 50              | 38.3               | 4.1                  | 57.8               |

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

**Reporting Period:**

**May 2021**

**Prepared for: Rialto Water Services**

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



## Table of Contents

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

## I. CUSTOMER SERVICE SUMMARY

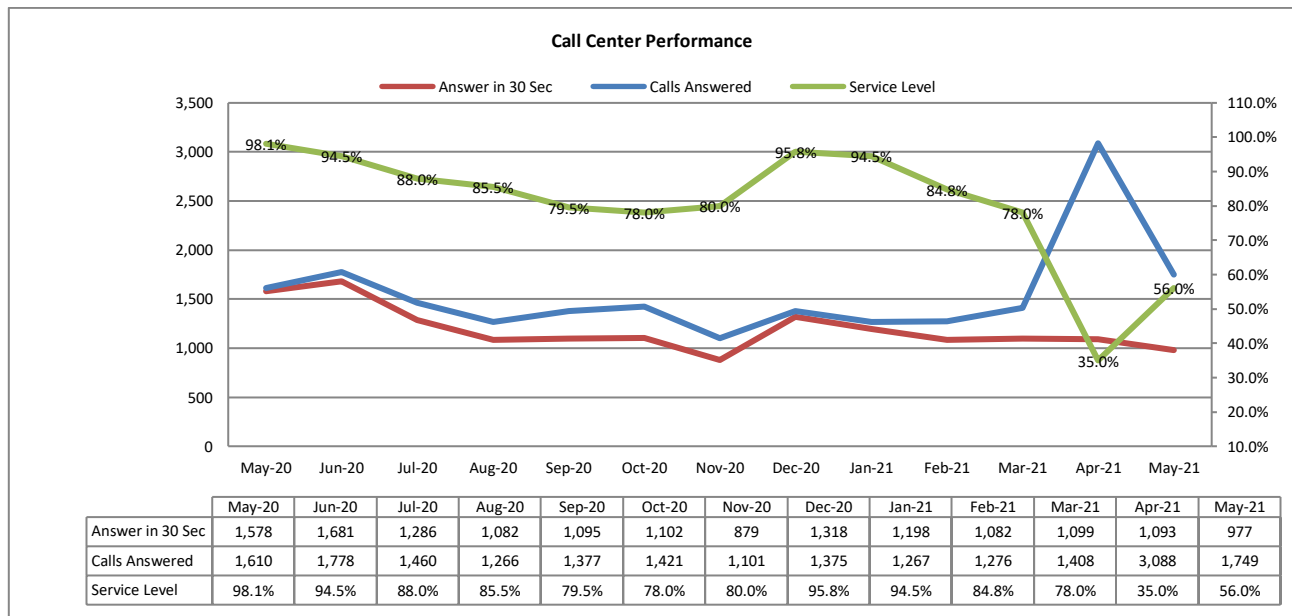
Customer Service answered 1,749 inbound calls with a service level 56% during the month of May. Average wait time was 5:16 seconds.

Water consumption is following the past trend and has increased by 14.9% when compared against the prior year.

Sewer revenue is also following the past trend and has increased 4.4% when compared against the same month in 2020.

## II. CALL CENTER PERFORMANCE

During this reporting month, a total of 1,749 calls were answered with a respective service level of 78% with an average wait time of 5:16 seconds.



## III. AUTOMATED SERVICES

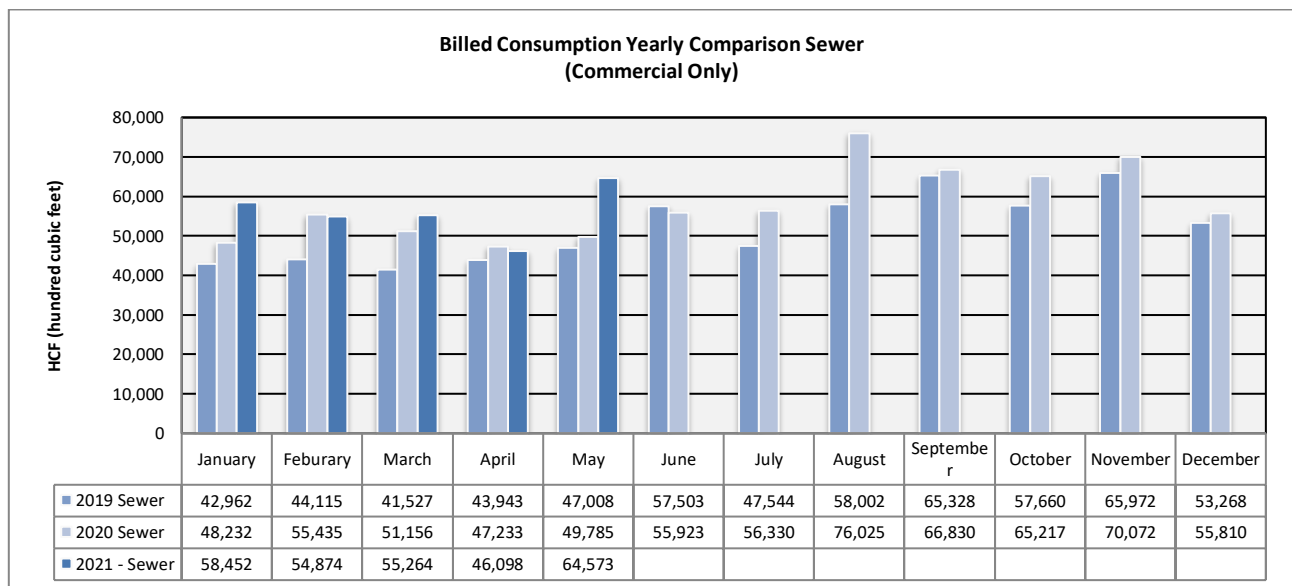
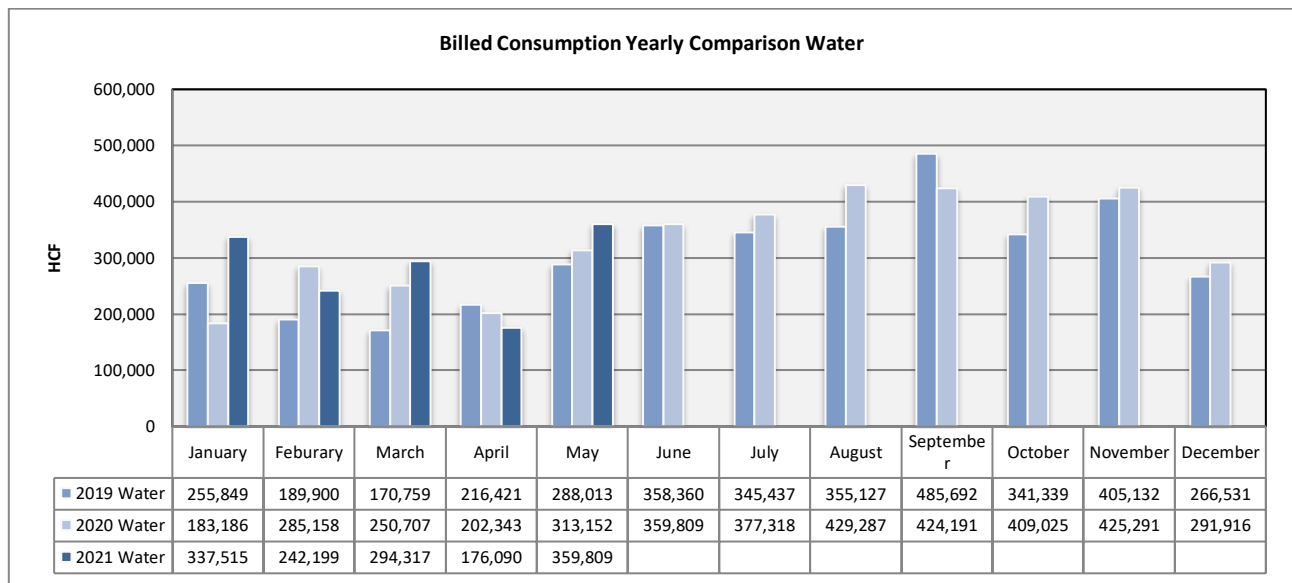
About 9,143 or 42.5% of the rate payers have created log-ins to access their accounts online. Of these customers, with online access, 47% have chosen the e-bill option.

|   | May-20 | Jun-20 | Jul-20 | Aug-20 | Sep-20 | Oct-20 | Nov-20 | Dec-20 | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Number of Bills                             | 21,182 | 21,168 | 21,215 | 21,211 | 21,217 | 21,212 | 21,273 | 21,222 | 21,302 | 21,355 | 26,395 | 21,497 | 21,486 |
| Number of Bill Adjustments (during billing) | 23     | 20     | 33     | 22     | 30     | 23     | 27     | 41     | 30     | 37     | 64     | 27     | 16     |
| Automated Over the Phone Payments           | 3,118  | 3,430  | 3,247  | 2,733  | 2,978  | 3,003  | 2,531  | 3,133  | 3,003  | 2,823  | 3,259  | 1,909  | 2,035  |
| Online Payment                              | 6,395  | 7,668  | 7,301  | 6,089  | 7,185  | 7,365  | 6,061  | 7,325  | 6,496  | 6,881  | 8,329  | 6,642  | 6,289  |
| E-bill Participants                         | 3,919  | 3,946  | 3,980  | 4,004  | 4,037  | 4,049  | 4,061  | 4,089  | 4,127  | 4,230  | 4,272  | 4,298  | 4,316  |
| Auto Pay Participants (New Portal)          | 2,466  | 2,502  | 2,535  | 2,584  | 2,610  | 2,620  | 2,646  | 2,666  | 2,715  | 2,740  | 2,774  | 2,816  | 2,871  |
| PayNearMe                                   | 576    | 677    | 511    | 418    | 394    | 397    | 354    | 714    | 610    | 664    | 578    | 567    | 377    |

## IV. CONSUMPTION & BILLING

### A. Consumption

Water consumption is following the past trend and increased by 14.9% when compared against the prior year. Dramatic increase from prior month is due to March having five (5) billing periods, versus three (3) in April.



### B. Billing

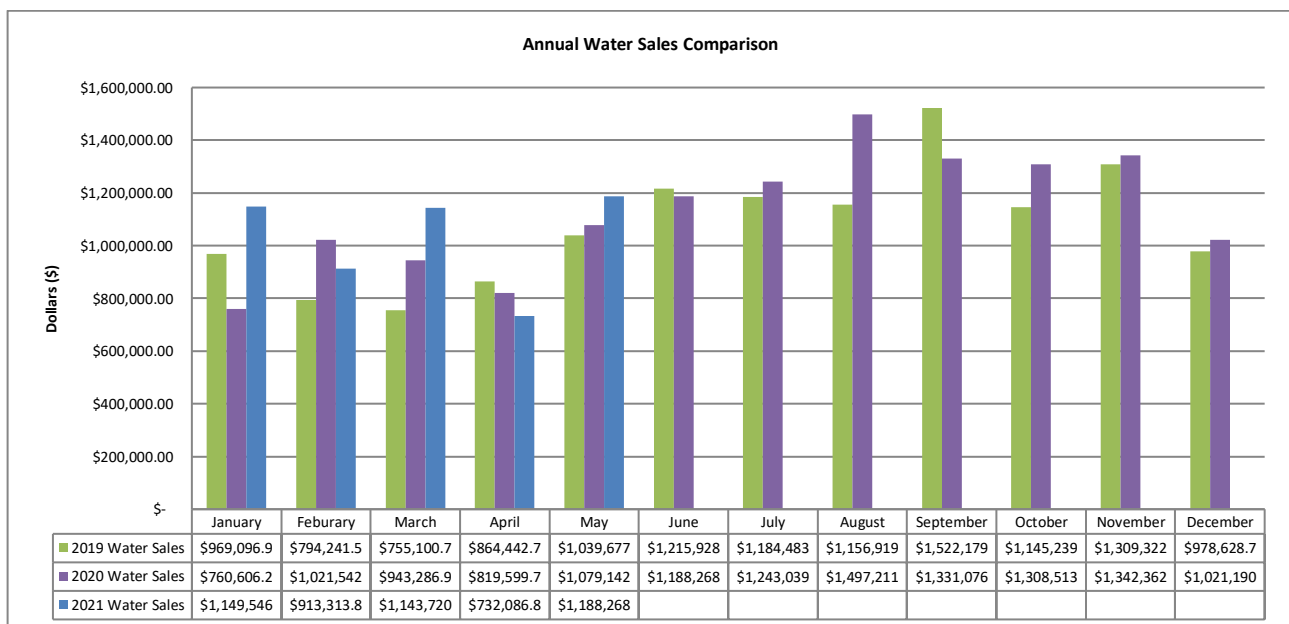
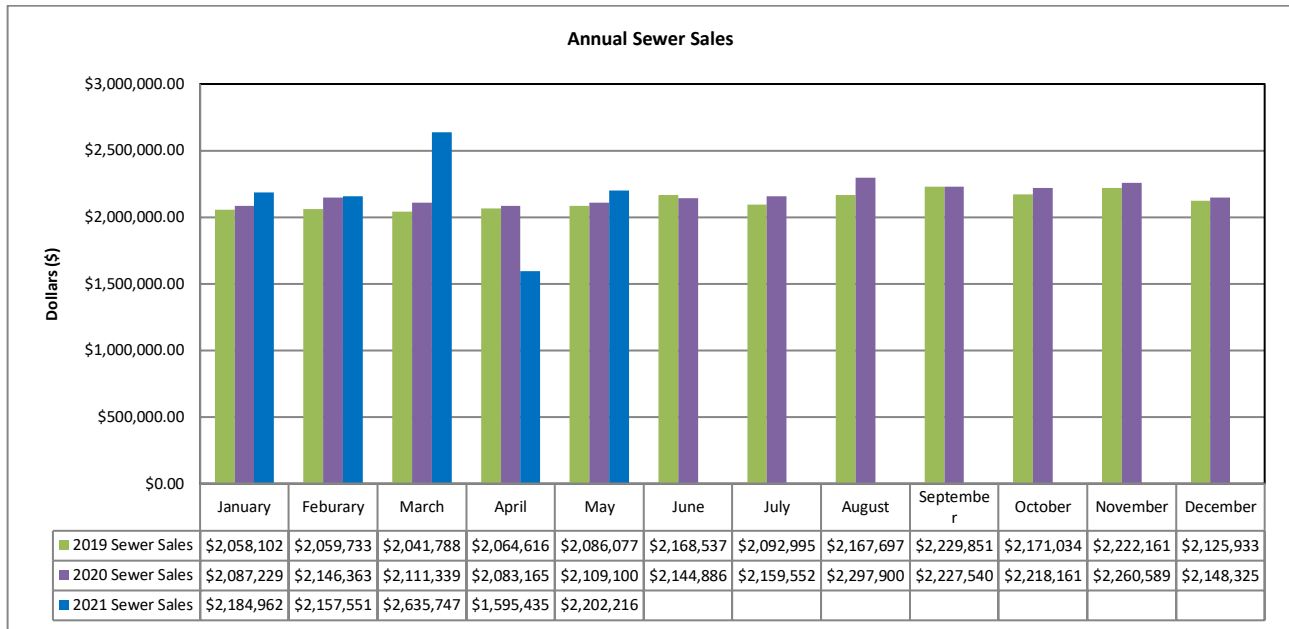
A total of 21,486 bills were mailed or sent out electronically in May. Billing accuracy was 99.9% with sixteen (16) adjustments.



## V. REVENUE & AGING

### A. Revenue

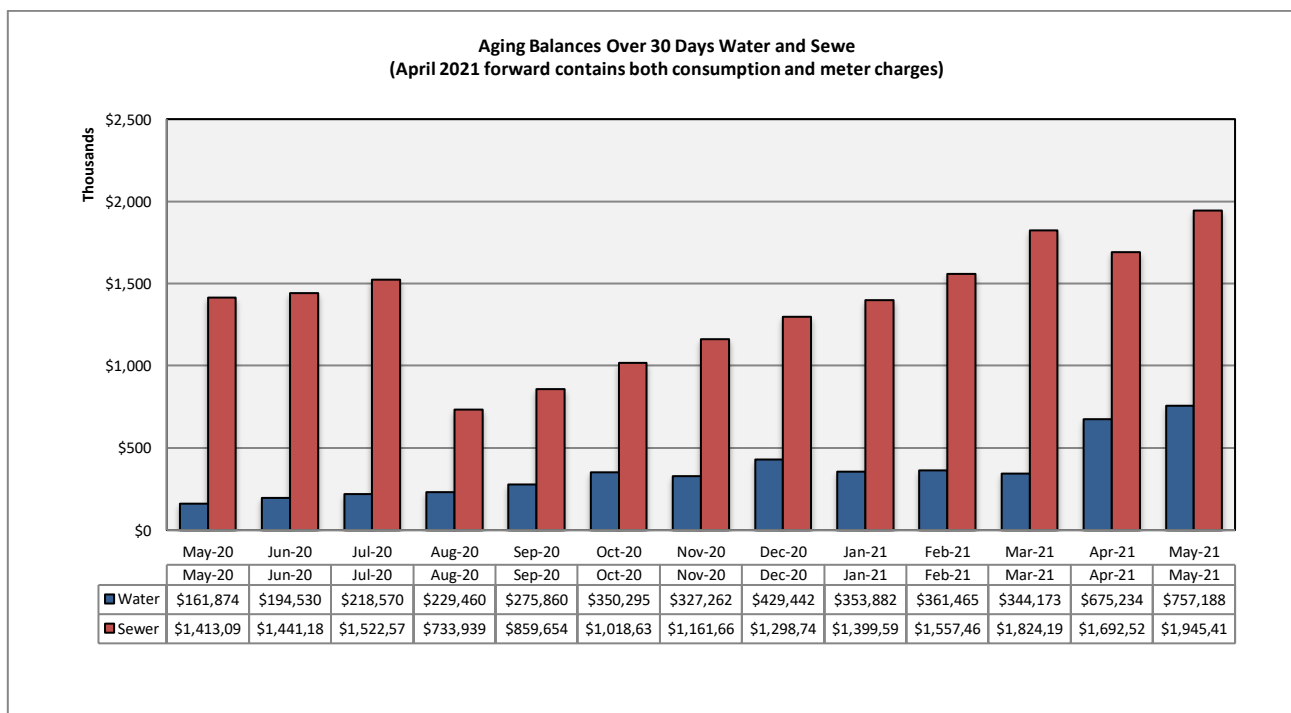
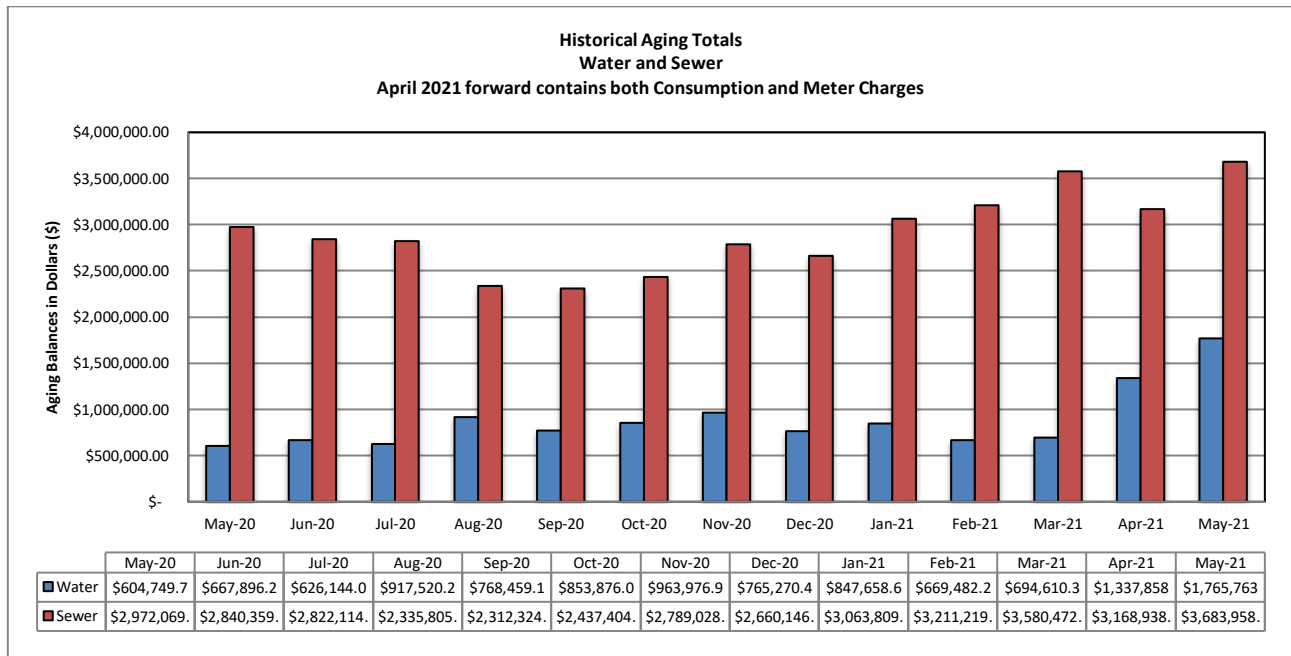
Water revenue appears to have increased by 10.1% when compared to the prior year. Dramatic increase between April and May is due to five billing weeks in March, versus three in April.



## B. Aging

With the new billing system, we are now able to measure both water consumption and water base charges combined. Increase from March to April 21 is due to legacy (old) billing system only measuring the consumption revenues.

Sewer aging balances are expected to rise continuously until Tax Roll is processed in August 2021.



### **C. Bad Debt & Tax Roll**

Potential tax roll notifications were sent out to 1,632 property owners. At the end of the fiscal year, expected tax roll amount is little lower than last year at just below \$1 million.

## **VI. SERVICE ORDERS**

170 service orders were initiated by the customer service team during the reporting month. Of this total, 133 service orders or 78.2% were due to occupant changes.

## **VII. OTHER ACTIVITIES**

No work time losses were experienced in May. 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. Quantity of delinquent account is similar to past trend, but total delinquent amounts are continuing to rise.

## **VIII. REVENUE REPORT**

### **A. Revenue Summary**

Collected cash revenue is compiled and reconciled to the merchant account on a daily basis. Bank deposits are made daily and internal controls are reviewed regularly to ensure safeguarding of assets and proper recording of all transactions. Total revenue collected in May 2021 is \$2,988,000. Non-Rate Revenue is \$292,000; Utility Revenue is at \$2,516,000 and Tax / Ambulance Revenue at \$180,000.

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 May 2021 and May 2020 are \$175,000 and \$226,000 respectively. Ambulance Revenue is also collected on behalf of the City of Rialto totaling \$5,000 in May 2021 and \$7,000 in May 2020.

### **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.

The City and San Bernardino Valley Municipal Water District have entered into a Brine Line Capacity Agreement on March 23, 2021. This agreement pertains to the use of its interest in the SARI Line and discharge of certain brine waste to the SARI Line exclusively from the operation of Rialto Bioenergy Facilities (Developer) within the City's boundaries. The revenue generated in this agreement consists of quarterly rent of \$37,500 along with the Fixed Pipeline Capacity Fee of \$3,199 per month and Fixed Treatment Plant Capacity Fee of \$3,246.25 per month. In addition, a variable fee of any discharge costs are also billed.

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 May of 2021.

**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 | MAY 2021            | %           |
|---|---|-------------------|---------------------|-------------|
| Carrier Deposits  | Cash deposits prepared per day for transport to Union Bank  | 20                | \$ 75,153           | 2%          |
| Remote Deposits   | Scanned batches of checks payments made at the customer service counter (May 2021 includes \$443,000 of Property Tax payments)  | 20                | 1,103,719           | 33%         |
| UB Bill   | Batches of customer payments posted to customer accounts at Union Bank (EBOX)   | 20                | 257,598             | 8%          |
| PAYMENTUS - IVR / Paymentus / Walk-in Credit Card payment | Customer payments by credit cards and ACH / eCheck payments through an Interactive Voice Response system using a touchtone phone.<br>Payments originated from Merchant online service including One-time pay, auto-pay. | 8,416             | 1,185,496           | 35%         |
| Lockbox Deposits  | Batches of customer payments mailed in to Union Bank's lockbox  | 20                | 733,421             | 22%         |
| Pay Near Me   | Cash payment service that allows customers to pay at a local 7-Eleven, CVS, or Family Dollar stores.  | 353               | 39,598              | 1%          |
| <b>Total Revenue per Bank</b>                             |   |                   | <b>\$ 3,394,986</b> | <b>100%</b> |
| Recon to RUA Recap:                                       |   |                   |                     |             |
| Adj detailed in RUA                                       |   |                   | (406,484)           |             |
| Prior mo. Correction                                      |   |                   |                     |             |
|   |   |                   |                     |             |
| <b>RUA increase in Cash</b>                               |   |                   | <b>\$ 2,988,502</b> |             |

*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            | Dec 2020            | Jan 2021            | Feb 2021            | Mar 2021            | Apr 2021            | May 2021            | Total               | %              |
|------------------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|----------------|
| Carrier Deposits             | \$ 57,617           | \$ 67,420           | \$ 90,484           | \$ 94,102           | \$ 76,020           | \$ -                | \$ -                | \$ -                | \$ 47,714           | \$ 81,279           | \$ 75,153           | \$ 589,788          | 1.46%          |
| Remote Check Deposits        | 360,810             | 605,458             | 575,178             | 507,871             | 410,052             | 381,224             | 977,928             | 510,727             | 688,478             | 412,120             | 1,103,719           | 6,533,565           | 16.21%         |
| UB Bill (EBOX)               | 372,195             | 301,154             | 361,570             | 349,386             | 292,962             | 378,140             | 278,150             | 325,097             | 350,517             | 357,149             | 257,598             | 3,623,919           | 8.99%          |
| Paymentus, IVR, Credit Cards | 1,571,452           | 1,338,721           | 1,731,064           | 1,569,035           | 1,324,008           | 1,712,489           | 1,314,143           | 1,422,847           | 1,698,238           | 1,350,481           | 1,185,496           | 16,217,973          | 40.23%         |
| Lockbox Deposits             | 1,318,111           | 1,103,897           | 1,446,141           | 1,222,241           | 1,207,429           | 1,342,512           | 1,021,092           | 1,098,800           | 1,167,666           | 1,030,357           | 733,421             | 12,691,667          | 31.48%         |
| Pay Near Me                  | 58,307              | 50,845              | 51,720              | 47,528              | 39,908              | 92,807              | 69,992              | 78,200              | 67,564              | 63,758              | 39,598              | 660,228             | 1.64%          |
| <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>\$ 3,350,378</b> | <b>\$ 3,907,171</b> | <b>\$ 3,661,305</b> | <b>\$ 3,435,673</b> | <b>\$ 4,020,178</b> | <b>\$ 3,295,144</b> | <b>\$ 3,394,986</b> | <b>\$40,317,140</b> | <b>100.00%</b> |
| NSF                          | (6,766)             | (20,643)            | (70,774)            | (8,716)             | (6,643)             | (14,174)            | (6,303)             | (14,747)            | (9,659)             | (5,353)             | -                   | (163,776)           |                |
| <b>Net deposits</b>          | <b>\$ 3,731,727</b> | <b>\$ 3,446,852</b> | <b>\$ 4,185,382</b> | <b>\$ 3,781,447</b> | <b>\$ 3,343,736</b> | <b>\$ 3,892,997</b> | <b>\$ 3,655,002</b> | <b>\$ 3,420,925</b> | <b>\$ 4,010,519</b> | <b>\$ 3,289,791</b> | <b>\$ 3,394,986</b> | <b>\$40,153,364</b> |                |

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

|              | May 2021          | May 2020          | Variance           |
|--------------|-------------------|-------------------|--------------------|
| UUT Water    | \$ 53,087         | \$ 52,271         | \$ 816             |
| UUT Sewer    | 122,518           | 173,348           | (50,830)           |
| Perchlorate  | -                 | -                 | -                  |
| Ambulance    | 5,071             | 4,918             | 152                |
| <b>Total</b> | <b>\$ 180,676</b> | <b>\$ 230,538</b> | <b>\$ (49,861)</b> |

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

|                                      | May 2021            | May 2020            | Variance            |
|--------------------------------------|---------------------|---------------------|---------------------|
| Non-Rate / Extra Territorial Revenue | \$ 292,085          | \$ 149,407          | \$ 142,677          |
| Utility Revenue                      | \$ 2,515,741        | \$ 3,105,267        | \$ (589,526)        |
| <b>Total</b>                         | <b>\$ 2,807,826</b> | <b>\$ 3,254,674</b> | <b>\$ (446,849)</b> |

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

|                                      | Jul 2020            | Aug 2020            | Sept 2020           | Oct 2020            | Nov 2020            | Dec 2020            | Jan 2021            | Feb 2021            | Mar 2021            | Apr 2021            | May 2021            | Total                |
|--------------------------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|----------------------|
| <b>Non-Rate Revenue</b>              |                     |                     |                     |                     |                     |                     |                     |                     |                     |                     |                     |                      |
| Cell Tower / Sublease                | 35,912              | 14,676              | 24,176              | 17,904              | 17,948              | 16,176              | 4,176               | 16,179              | 18,624              | 53,228              | 86,953              | 305,950              |
| Interest Income                      | 1,126               | -                   | -                   | -                   | -                   | -                   | -                   | -                   | -                   | -                   | -                   | 1,126                |
| NRR-FOG                              | -                   | -                   | -                   | -                   | -                   | -                   | -                   | -                   | -                   | -                   | -                   | -                    |
| Extra Terr-Water                     | -                   | 100,293             | 63,872              | -                   | 951                 | -                   | -                   | 60,000              | -                   | -                   | -                   | 225,116              |
| Extra Terr- Sewage                   | 12,251              | 149,335             | 130,488             | 266,587             | 12,251              | 123,847             | 168,023             | 136,098             | 297,731             | -                   | 204,425             | 1,501,037            |
| Misc Water Fees                      | 5                   | 5                   | 3                   | 257                 | 2                   | 192                 | -                   | -                   | -                   | 6,622               | 681                 | 7,767                |
| NSF                                  | 225                 | 137                 | 188                 | 90                  | 175                 | 235                 | 112                 | 113                 | 88                  | (885)               | 25                  | 502                  |
| Same Day Service                     | (909)               | (16)                | 329                 | 2,631               | 73                  | (711)               | (1,276)             | (1,150)             | (500)               | -                   | -                   | (1,529)              |
| New Occupant Charge                  | 1,796               | 1,825               | 1,964               | 1,472               | 1,207               | 1,719               | 1,320               | 1,740               | 2,276               | -                   | -                   | 15,319               |
| DIF - Wastewater Connection          | -                   | -                   | -                   | -                   | -                   | -                   | -                   | -                   | -                   | -                   | -                   | -                    |
| Sewer Bad Debt Collection Fees       | -                   | -                   | -                   | -                   | -                   | -                   | -                   | -                   | -                   | -                   | -                   | -                    |
| Sewer Cash Over/Short                | -                   | 1                   | 20                  | 106                 | (126)               | -                   | -                   | -                   | (0)                 | -                   | -                   | 1                    |
| <b>Total Non-Rate Revenue</b>        | <b>\$ 50,406</b>    | <b>\$ 266,256</b>   | <b>\$ 221,040</b>   | <b>\$ 289,046</b>   | <b>\$ 32,482</b>    | <b>\$ 141,458</b>   | <b>\$ 172,355</b>   | <b>\$ 212,979</b>   | <b>\$ 318,219</b>   | <b>\$ 58,964</b>    | <b>\$ 292,085</b>   | <b>2,055,290</b>     |
| <b>Utility Revenue</b>               |                     |                     |                     |                     |                     |                     |                     |                     |                     |                     |                     | -                    |
| Water Penalty                        | (71)                | 142                 | 45                  | 147                 | 96                  | 51                  | 2                   | 16                  | 18                  | (910)               | 77                  | (387)                |
| Sewer Penalty                        | 4,019               | (130)               | 223                 | 251                 | 408                 | 4,644               | 835                 | 6,147               | 80,906              | (2,563)             | 69                  | 94,809               |
| Turf Removal Rebate                  | (944)               | (951)               | -                   | -                   | (1,337)             | -                   | -                   | -                   | -                   | -                   | -                   | (3,232)              |
| Hi Eff Toilet/Washer Rebates         | -                   | -                   | -                   | -                   | -                   | -                   | -                   | (100)               | -                   | (100)               | -                   | (200)                |
| Senior Disc - Water                  | (7,622)             | (7,631)             | (10,524)            | (7,640)             | (7,505)             | (7,421)             | (7,428)             | (7,395)             | (9,146)             | -                   | -                   | (72,314)             |
| Senior Disc - Sewer                  | (25,775)            | (25,798)            | (22,976)            | (25,829)            | (25,402)            | (25,148)            | (25,155)            | (25,095)            | (28,653)            | -                   | -                   | (229,832)            |
| Damaged /Lost Meter                  | 923                 | -                   | 832                 | 832                 | 1,717               | 5,897               | 3,671               | 32,504              | 59                  | -                   | -                   | 46,436               |
| Water Contract                       | -                   | -                   | -                   | -                   | -                   | -                   | -                   | 242                 | -                   | -                   | -                   | 242                  |
| Water Deposits                       | 8,568               | 3,074               | 3,413               | 318                 | 3,640               | 1,931               | 9,575               | 702                 | 9,775               | -                   | 133                 | 41,127               |
| Water Deposits Billed                | 24,960              | 7,547               | 4,917               | 6,109               | 6,994               | 8,963               | 4,914               | 53,547              | 8,129               | 7,240               | 3,350               | 136,669              |
| Water Meter Fees, Replacements       | 5,254               | 1,769               | 6,581               | -                   | -                   | 4,422               | 30,147              | -                   | 26,598              | 13,299              | -                   | 88,070               |
| Sewer Deposits                       | 2,192               | 1,853               | 2,259               | 309                 | 1,481               | 927                 | 6,592               | -                   | 6,214               | -                   | 412                 | 22,238               |
| Sewer Deposits Billed                | 9,088               | 11,223              | 7,251               | 5,552               | 5,186               | 9,423               | 6,928               | 9,123               | 9,778               | 6,057               | 4,076               | 83,687               |
| Water                                | 1,276,346           | 1,114,103           | 1,470,592           | 1,193,421           | 1,189,552           | 1,217,295           | 978,173             | 1,042,175           | 1,061,507           | 807,667             | 784,445             | 12,135,276           |
| Sewer                                | 2,131,906           | 1,877,387           | 2,249,076           | 2,099,836           | 1,896,075           | 2,265,038           | 1,770,773           | 1,983,361           | 2,594,931           | 2,004,624           | 1,673,485           | 22,546,490           |
| Unapplied Credits                    | 13,039              | (319)               | 55,886              | (8,682)             | (16,072)            | 41,200              | (12,616)            | (38,726)            | 26,921              | 90,398              | (21,511)            | 129,518              |
| Bad Debt Sewer                       | -                   | -                   | -                   | -                   | -                   | -                   | -                   | -                   | -                   | 398                 | 71,205              | 71,603               |
| <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>\$ 3,054,830</b> | <b>\$ 3,527,221</b> | <b>\$ 2,766,411</b> | <b>\$ 3,056,501</b> | <b>\$ 3,787,037</b> | <b>\$ 2,926,111</b> | <b>\$ 2,515,741</b> | <b>\$ 35,090,201</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>3,087,312</b>    | <b>3,668,679</b>    | <b>2,938,766</b>    | <b>3,269,481</b>    | <b>4,105,256</b>    | <b>2,985,075</b>    | <b>2,807,826</b>    | <b>37,145,491</b>    |

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

|                 | Increase to<br>Cash per<br>Incode | Adjustments<br>Required to<br>GL Cash | Fund 660-<br>Sewer | Fund 670-<br>Water | Total Cash<br>Per GL | Adjustments<br>To Match<br>RUA to Bank | Cash/CC/Cks<br>Deposit To<br>Bank |
|-----------------|-----------------------------------|---------------------------------------|--------------------|--------------------|----------------------|--|-----------------------------------|
| <b>May 2021</b> | 2,988,502                         | 1,069                                 | 2,047,695          | 939,738            | 2,988,502            | 406,484                                | <b>3,394,986</b>                  |
| <b>May 2020</b> | 3,485,212                         | 8,832                                 | 2,644,904          | 831,476            | 3,485,212            | (1,023)                                | <b>3,484,189</b>                  |

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

| Name                               | Total as of<br>5/31/2021 | Current           | 31-60 days       | 61-90 days  | >90 days          |
|------------------------------------|--------------------------|-------------------|------------------|-------------|-------------------|
| AT&T - Easton                      | \$ (15,552)              | (15,552)          |                  |             |                   |
| CITY OF FONTANA                    | 123,847                  | 123,847           |                  |             |                   |
| Colton Unified School District     | -                        |                   |                  |             |                   |
| County of San Bernardino-CSA 70 BL | 24,503                   | 12,251            | 12,251           |             |                   |
| MR Tudor                           | 500                      | 500               |                  |             |                   |
| Rialto BioEnergy Facilities        | -                        |                   |                  |             |                   |
| Sprint-Nextel                      | -                        |                   |                  |             |                   |
| San Bernardino Co Waste System Div | 224,000                  |                   |                  |             | 224,000           |
| SB Valley Mun Water District       | 5,184                    |                   |                  |             | 5,184             |
| Vertical Bridge Holdco, LLC (CIG)  | 2,267                    |                   | 2,267            |             |                   |
| <b>Grand Total</b>                 | <b>\$ 364,749</b>        | <b>\$ 121,046</b> | <b>\$ 14,518</b> | <b>\$ -</b> | <b>\$ 229,184</b> |

**AT&T** makes annual payment. Subsequently, the check has been received and will be applied to open Invoices.

**City of Fontana** is current with its obligations.

**Colton Unified School District** indicates the Invoice issued in the current month.

**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. A payment of \$12,000 was received subsequently.

**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. The customer will be contacted for the outstanding balance.

**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. The \$60,000 payment was received. The County is being contacted for the \$224,000 amount due.