

Utility Commission Report

October 2021

Reporting period August

2021





RIALTO WASTEWATER

MONTHLY OPERATIONS REPORT

Reporting Period:
August 2021

Prepared for: - Rialto Water Services

Prepared by: - Veolia Water West Operating Services



RIALTO WASTEWATER OPERATIONS AND MAINTENANCE REPORT

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RIALTO WASTEWATER MONTHLY OPERATIONS REPORT

EXECUTIVE SUMMARY

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

- During the month of August the treatment plant performed very well. All permit parameters were compliant during the month. Effluent quality was met or, in a number of cases, was significantly better than permit limits.
- There were no residential call outs or SSOs for the month.

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	8,899.82	8,042.53	119,407.08
Sanitary sewer assessed using SL-RAT method, feet	0	0	3,924
CCTV Inspection, miles (26 is annual goal)	3.68	4.94	19.74
Manhole Inspections	0	0	0
USA Dig Alert Markings, count	69	41	300
Residential call outs	0	1	8
Sanitary sewer overflows	0	0	0

b. Collection System Service Maps for August – 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 was compliant during the month.

3. Treatment Facility Performance/Laboratory Activities

a. See attached Monthly Performance Summary

b. Summary of Notices and Laboratory Tests/Reports filed with government agencies

Monthly submittal of State/Federal discharge monitoring report was completed in a timely fashion.

c. Effluent Specification Exceedance Discussion

See Section 2 above.

d. Valve exercising

Valves Exercised	Current Month Statistics	Prior Month Statistics	2021 Year to Date Statistics
Actual/Scheduled	4	0	55
Unscheduled*	0	0	0

* Valves turned that are not required PM

4. Monthly Safety Program Overview

Category	Monthly Statistic
Safety Training Topics	Personal Protective Equipment: Employee Essentials
Lost Time Incidents, count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	5
Vehicle Incidents, count	0

* A lost time incident has not occurred in the past 391 days.

5. Biosolids, Chemicals, and Utilities

a. Monthly Biosolids Production

Biosolids	Current Month Statistics	Prior Month Statistics	2021 Year to Date Statistics
Quantity Produced, wet tons	994.37*	1,053.94*	9,485.36

* Data is based on biosolids transported off site.

b. Monthly Chemical Consumption

Chemical	Current Month Statistics	Prior Month Statistics
Sodium Hypochlorite, gallons	33,111	38,545
Sodium Bisulfite, gallons	11,352	10,861
Ferrous Chloride, gallons	3,772	3,458
Polymer, Gravity Belt Thickener, gallons	332	336
Polymer, Belt Filter Press, gallons	710	672
Alum, gallons	66	62

c. Monthly Utilities Consumption

Utility	Current Month Statistics	Prior Month Statistics
Electricity WWTP, KWH	480,592	467,564
Electricity Lilac LS, KWH	472	511
Electricity Sycamore LS, KWH	316	1,088
Electricity Ayala LS, KWH	5,565	6,228
Electricity Cactus LS, KWH	1,492	1,492
Electricity Ramrod LS, KWH	383	383
Frisbie Park LS, KWH	601	617
Electricity Agua Mansa LS, KWH	3,246	3,145
Natural Gas WWTP, Therms	2,621	1,399

6. Odor Complaints Received/Actions Taken

No odor complaints were received this month.

7. Major Equipment and/or Machinery Outages

- Sludge Holding Tank (aka North Holding Tank)

8. Outside Agency Activities during the Month

- a. Government agency or property insurance inspections

None during the month

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

Permit testing was completed for this month

- c. Government agency notices of violation received

No notices were received.

- d. Government agency monitoring

Routine monitoring reports were submitted

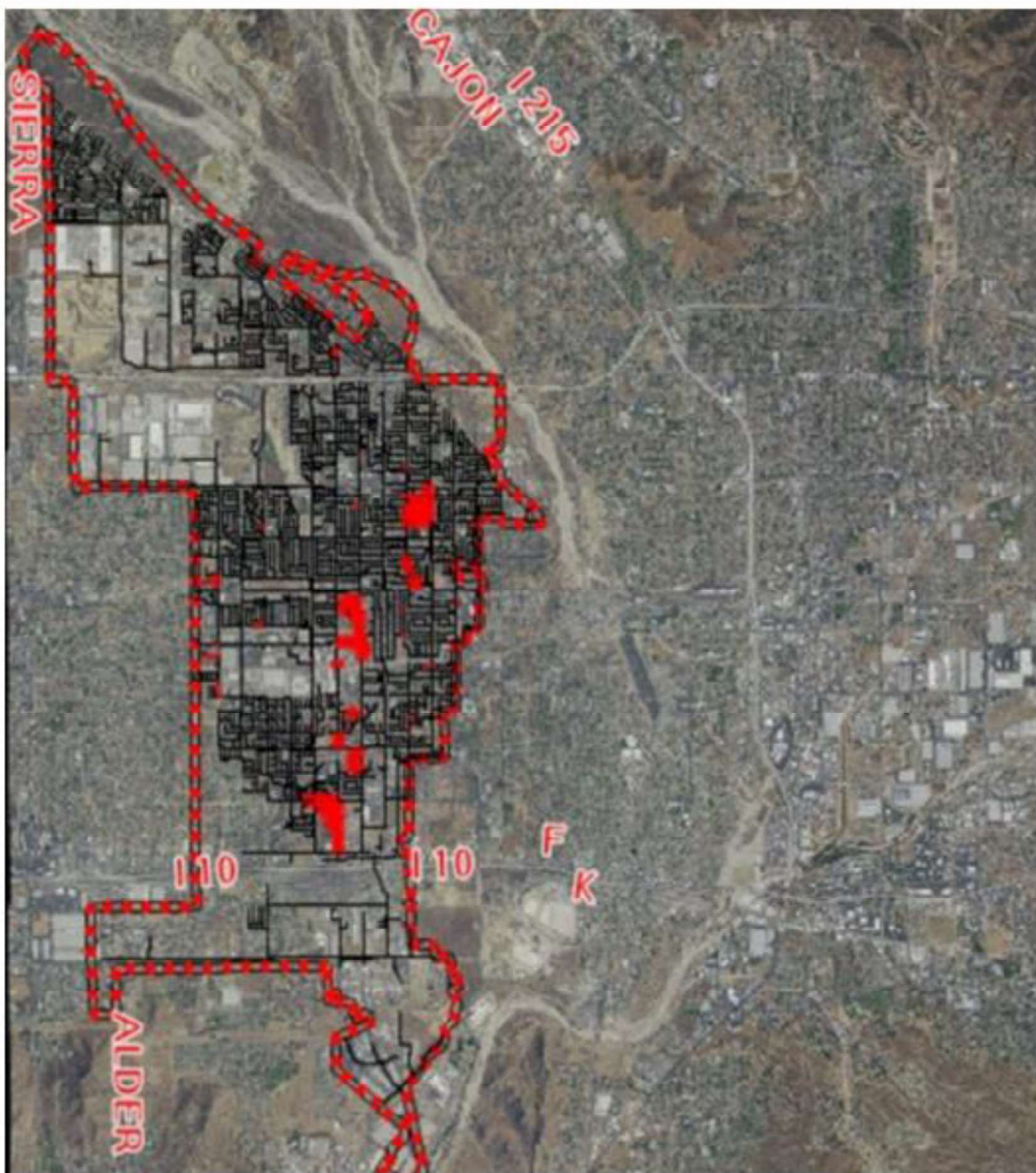
- e. Other matters of concern

See 8(c) above

9. Complaint Log

Date	Address	Comments	Personnel	Manhole	To Manhole
N/A					

Monthly Collection System Service Map



-- Pipe Cleaning - July 2021 --



1 1st Table Summary MOR

August 2021

	Rialto		Rialto		Rialto		Rialto		Rialto		Rialto WRF/Effluent			Rialto WRF/Influent			Rialto WRF/Effluent							
	Influent daily flow	MGD	Influent Flow	MGD	Influent BOD	mg/l	Influent BOD	mg/l	Influent BOD Load	lbs/day	Effluent BOD	mg/L	Effluent BOD Load	lbs/day	BOD % Removal	Influent TSS	mg/L	Influent TSS Load	lbs/day	Effluent TSS	mg/L	Effluent TSS Load	lbs/day	TSS % Removal
Date	MGD	MGD													%									%
8/1/2021	6.720	7.760																						
8/2/2021	6.720	6.530																						
8/3/2021	6.800	6.740	350	350	350	350	350	350	19,849		5.0	281.06	5.0	281.06	98.6	250	250	14,178	112	2.00	2.00	112	112	99.2
8/4/2021	6.660	6.640																						
8/5/2021	6.850	7.440																						
8/6/2021	6.740	7.180	330	330	330	330	330	330	18,550		2.5	149.70	2.5	149.70	99.2									
8/7/2021	6.760	6.660																						
8/8/2021	6.770	7.230																						
8/9/2021	7.570	6.870	300	300	300	300	300	300	18,940		2.5	143.24	2.5	143.24	99.2	240	240	15,152	115	2.00	2.00	115	115	99.2
8/10/2021	7.000	7.820																						
8/11/2021	6.890	7.780																						
8/12/2021	6.810	7.180																						
8/13/2021	6.820	7.220	280	280	280	280	280	280	15,926		2.5	150.54	2.5	150.54	99.1									
8/14/2021	6.790	6.620																						
8/15/2021	7.100	6.670																						
8/16/2021	7.110	7.890	270	270	270	270	270	270	16,010		2.5	164.51	2.5	164.51	99.1	250	250	14,824	132	2.00	2.00	132	132	99.2
8/17/2021	6.410	8.260																						
8/18/2021	7.190	6.870																						
8/19/2021	6.270	6.820																						
8/20/2021	6.760	6.810	290	290	290	290	290	290	16,350		2.5	141.99	2.5	141.99	99.1									
8/21/2021	7.060	6.840																						
8/22/2021	8.180	6.490																						
8/23/2021	6.420	7.360	380	380	380	380	380	380	20,346		2.5	153.46	2.5	153.46	99.3	360	360	19,275	123	2.00	2.00	123	123	99.4
8/24/2021	6.560	7.370																						
8/25/2021	6.510	7.380																						
8/26/2021	6.930	7.100																						
8/27/2021	6.190	6.750	280	280	280	280	280	280	14,455		2.5	140.74	2.5	140.74	99.1									
8/28/2021	6.900	7.190																						
8/29/2021	7.030	8.290																						
8/30/2021	7.250	6.520	240	240	240	240	240	240	14,512		2.5	135.94	2.5	135.94	99.0	250	250	15,116	109	2.00	2.00	109	109	99.2
8/31/2021	7.450	6.830																						
Minimum	6.190	6.490	240	240	240	240	240	240	14,455		2.5	135.94	2.5	135.94	98.6	240	240	14,178	109	2.00	2.00	109	109	99.2
Maximum	8.180	8.290	380	380	380	380	380	380	20,346		5.0	281.06	5.0	281.06	99.3	360	360	19,275	132	2.00	2.00	132	132	99.4
Total	213.220	221.110	2,720	2,720	2,720	2,720	2,720	2,720	154,938		25.0	1,461.17	25.0	1,461.17	891.7	1,350	1,350	78,546	590	10.00	10.00	590	590	496.2
Average	6.878	7.133	302	302	302	302	302	302	17,215		2.8	162.35	2.8	162.35	99.1	270	270	15,709	118	2.00	2.00	118	118	99.2

1 - Table 2 MOR

August 2021

Date	Rialto	Rialto WRF/Effluent		Rialto WRF/Eff		Rialto WRF/Effluent		Rialto	Rialto
	Influent Conductivity (uS/cm)	Eff Conductivity Daily Ave (uS/cm)	Influent COD mg/l	Final Effluent COD mg/l	Influent TDS mg/l	Filter Effluent TDS mg/l	EFF FINAL TDS mg/L	Influent Inorganic Nitrogen mg/L	Effluent Inorganic Nitrogen mg/l as N
8/1/2021	1,045	919							
8/2/2021	1,605	911							
8/3/2021	1,133	914							
8/4/2021	1,377	903							
8/5/2021	1,234	917	840	14.0	540	450	500	41.00	8.30
8/6/2021	1,228	912							
8/7/2021	1,263	919							
8/8/2021	1,141	925							
8/9/2021	1,196	932							
8/10/2021	1,219	928							
8/11/2021	1,362	929							
8/12/2021	936	924							
8/13/2021	1,300	910							
8/14/2021	1,336	913							
8/15/2021	1,430	912							
8/16/2021	1,244	904							
8/17/2021	1,268	910							
8/18/2021	1,181	896							
8/19/2021	1,068	889							
8/20/2021	1,230	876							
8/21/2021	1,245	894							
8/22/2021	1,034	893							
8/23/2021	1,205	893							
8/24/2021	1,599	895							
8/25/2021	1,228	874							
8/26/2021	1,166	876							
8/27/2021	1,146	877							
8/28/2021	1,175	893							
8/29/2021	1,065	900							
8/30/2021	1,122	890							
8/31/2021	1,258	885							
Minimum	936	874	840	14.0	540	450	500	41.00	8.30
Maximum	1,605	932	840	14.0	540	450	500	41.00	8.30
Average	1,227	904	840	14.0	540	450	500	41.00	8.30

August 2021

Minimum	6.19	7.07	29.3	0.06	<1.8	<1.80	<2.0	<5.00	83,409	83,409	700	83,409
Maximum	8.30	7.21	30.8	<0.10	2.0	<1.80	<2.0	<5.00	144,351	144,351	23,500	144,351
Average	7.39	7.14	30.1	<0.09	<1.8	<1.80	<2.0	<5.00	114,077	114,077	6,674	114,077

RIALTO WATER

MONTHLY OPERATIONS REPORT

Reporting Period:

August 2021

Prepared for: Rialto Water Services

Prepared by: Veolia Water West Operating Services

RIALTO WATER

OPERATIONS AND MAINTENANCE REPORT

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RIALTO WATER

MONTHLY OPERATIONS REPORT

I. EXECUTIVE SUMMARY

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

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

A. Water Production Totals

Total water delivered into the Rialto system this month was 940.65 acre-feet. 754.71 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). 145.47 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 40.47 acre-feet came from the OPRTP.

AUGUST 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 ¹	OPRTP ²	TOTAL ³
8/1/21	4.15	6.37	8.31	0.00	1.44	12.85	8.63	3.83	2.25	34.98
8/2/21	5.16	4.82	6.75	0.00	0.00	1.48	3.79	5.72	1.66	27.90
8/3/21	5.90	5.93	7.07	0.00	0.00	0.00	0.00	3.88	1.72	24.50
8/4/21	5.30	7.08	8.59	0.00	0.00	9.58	12.56	4.29	2.33	40.15
8/5/21	6.50	4.81	0.00	0.00	0.00	8.89	8.72	4.15	1.51	25.69
8/6/21	5.74	5.16	12.88	0.00	0.00	1.90	2.82	3.58	1.94	32.12
8/7/21	2.30	5.03	7.46	0.00	0.00	2.25	4.80	3.31	1.87	24.77
8/8/21	0.00	5.62	8.84	0.00	0.00	10.60	11.23	6.85	2.04	34.58
8/9/21	0.00	5.39	5.83	0.00	0.00	9.68	7.19	4.66	1.67	24.74
8/10/21	0.00	6.67	8.98	0.00	0.00	6.13	9.76	5.33	1.38	32.12
8/11/21	0.00	6.95	7.16	0.00	0.00	10.92	25.87	5.60	1.63	47.21
8/12/21	0.00	5.14	7.05	0.00	0.00	7.24	0.00	3.63	0.56	16.38
8/13/21	5.03	7.42	6.68	0.00	0.00	8.81	0.00	5.14	1.93	26.20
8/14/21	4.50	6.31	8.31	0.00	0.00	9.24	7.09	7.04	1.65	34.90
8/15/21	5.03	5.00	7.80	0.00	0.00	6.46	9.89	4.48	1.28	33.48
8/16/21	5.76	0.00	6.89	0.00	0.00	4.78	0.00	4.11	1.22	17.98
8/17/21	5.42	7.80	7.62	0.00	0.00	9.49	0.00	0.00	1.42	22.26
8/18/21	5.42	6.95	6.54	0.00	0.00	9.47	24.49	8.22	1.46	53.08
8/19/21	4.84	5.48	7.90	0.00	2.22	5.11	6.89	3.40	1.33	32.06
8/20/21	6.54	5.16	0.00	0.00	1.73	3.68	1.17	3.40	1.38	19.38
8/21/21	3.60	7.39	15.72	0.00	0.00	8.42	0.00	10.39	1.42	38.52
8/22/21	7.05	0.00	6.43	0.00	0.00	9.15	0.00	15.27	1.28	30.03
8/23/21	4.34	0.00	5.92	0.00	5.85	7.71	6.96	3.24	1.55	27.86
8/24/21	5.07	0.62	4.73	0.00	5.33	10.40	7.92	4.46	1.36	29.49
8/25/21	5.49	0.59	0.00	0.00	5.24	6.92	0.00	3.65	1.22	16.19
8/26/21	5.30	4.52	10.56	0.00	5.90	8.31	17.51	3.70	1.34	48.83
8/27/21	5.19	1.12	4.11	0.00	4.00	8.42	6.45	4.04	0.06	24.97
8/28/21	5.58	5.10	4.71	0.00	4.66	8.53	9.25	3.79	0.01	33.10
8/29/21	5.12	0.00	6.04	0.00	3.77	8.28	2.80	12.21	0.00	29.94
8/30/21	5.42	1.30	5.88	0.00	0.00	9.21	8.29	5.20	0.00	26.09
8/31/21	5.32	0.88	8.63	0.00	0.00	7.59	11.03	5.29	0.00	31.15
TOTAL	135.07	134.61	213.39	0.00	40.14	231.50	215.11	161.86	40.47	940.65
MIN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	16.19
MAX	7.05	7.80	15.72	0.00	5.90	12.85	25.87	15.27	2.33	53.08
AVE	4.36	4.34	6.88	0.00	1.29	7.47	6.94	5.22	1.31	30.34

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

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

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

AUGUST 2021 DAILY BOOSTER TOTALS IN ACRE FEET

DATE	Booster 1	Booster 2	Booster 3	Booster 4	Booster 5	Booster 6-9	Booster 10	Booster 11
8/1/21	0.00	0.00	7.10	4.79	0.00	8.63	0.49	0.00
8/2/21	0.00	0.00	5.79	0.60	1.34	3.79	0.00	0.00
8/3/21	0.00	0.00	7.53	0.00	0.00	0.00	2.47	0.00
8/4/21	0.00	0.00	5.01	0.00	0.00	12.56	10.19	0.00
8/5/21	0.00	0.00	6.77	3.47	0.00	8.72	3.75	0.00
8/6/21	0.00	0.00	6.33	1.58	0.00	2.82	0.00	0.00
8/7/21	0.00	0.00	7.02	0.00	0.00	4.80	0.00	0.00
8/8/21	0.00	0.00	6.14	2.59	3.04	11.23	0.00	0.00
8/9/21	0.00	0.00	3.18	1.34	0.00	7.19	6.58	0.97
8/10/21	0.00	0.00	5.32	3.10	0.00	9.76	1.22	0.00
8/11/21	0.00	0.00	8.23	6.31	0.00	25.87	0.00	0.00
8/12/21	0.00	0.00	0.00	3.57	0.00	0.00	0.00	0.00
8/13/21	0.00	0.00	7.80	4.65	0.00	0.00	6.45	0.00
8/14/21	0.00	0.00	7.20	1.22	3.66	7.09	6.45	0.00
8/15/21	0.00	0.00	5.25	0.33	0.00	9.89	8.86	0.00
8/16/21	0.00	0.00	5.66	2.99	0.00	0.00	0.00	0.00
8/17/21	0.00	0.00	4.96	0.00	0.00	0.00	9.08	0.00
8/18/21	0.00	0.00	5.56	1.12	0.00	24.49	10.11	0.00
8/19/21	0.00	0.00	6.18	0.00	0.00	6.89	7.08	0.00
8/20/21	0.00	0.00	6.04	0.78	0.00	1.17	1.46	0.00
8/21/21	0.00	0.00	6.54	0.00	6.99	0.00	0.00	0.00
8/22/21	0.00	0.00	0.00	0.00	12.12	0.00	0.00	0.00
8/23/21	0.00	0.00	5.78	0.00	0.00	6.96	0.00	0.00
8/24/21	0.00	0.00	6.46	1.76	0.91	7.92	0.00	0.00
8/25/21	0.00	0.00	5.00	0.00	0.00	0.00	0.00	0.00
8/26/21	0.00	0.00	8.62	3.99	0.00	17.51	0.00	0.00
8/27/21	0.00	0.00	5.08	0.51	0.00	6.45	0.00	0.00
8/28/21	0.00	0.00	6.42	0.00	0.00	9.25	6.80	0.00
8/29/21	0.00	0.00	0.25	0.00	8.35	2.80	0.00	0.00
8/30/21	0.00	0.00	6.58	2.32	1.44	8.29	0.00	0.00
8/31/21	0.00	0.00	5.41	0.00	1.54	11.03	0.00	0.00
TOTAL	0.00	0.00	173.21	47.02	39.39	215.11	80.99	0.97
MIN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MAX	0.00	0.00	8.62	6.31	12.12	25.87	10.19	0.97
AVE	0.00	0.00	5.59	1.52	1.27	6.94	2.61	0.03

B. Static Water Levels

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

Depth to Water													
Wells Depth to Pump	Historical Maximum Depth to Water	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug
Chino # 1 (580 ft) In-active well	427'	425'	422'	423'	423'	422'	423'	423'	426'	426'	426'	426'	414'
Chino # 2 (550 ft)	366'	360'	364'	349'	350'	347'	346'	345'	346'	347'	349'	350'	348'
City # 1 (260 ft) Dry	392'	243'	243'	242'	243'	243'	230'	245'	245'	243'	247'	246'	247'
City # 2 (480 ft)	402'	264'	261'	256'	254'	253'	249'	249'	247'	245'	309'	272'	256'
City # 3 (525 ft) Out of Service	475'	448'	448'	448'	448'	448'	448'	448'	459'	459'	466'	465'	466'
City # 4A (420 ft)	406'	381'	384'	371'	378'	374'	365'	366'	374'	380'	380'	376'	383'
City # 5 (385 ft) In-active well	355'	331'	331'	331'	331'	331'	340'	331'	330'	330'	342'	344'	345'
Rialto # 1 (650 ft) In-active well	588'	577'	576'	571'	574'	571'	569'	571'	576'	576'	572'	571'	583'
Rialto # 2 (550 ft) In-active well	492'	485'	485'	485'	485'	489'	489'	489'	492'	492'	491'	491'	491'
Rialto # 3 (509 ft)	474'	464'	465'	464'	465'	465'	464'	466'	464'	467'	467'	474'	472'
Rialto # 4 (450 ft) In-active well	413'	404'	404'	404'	404'	404'	404'	405'	408'	404'	406'	406'	407'
Rialto # 5 (560 ft)	376'	373'	374'	373'	370'	373'	374'	373'	372'	373'	376'	376'	376'
Rialto Well # 7 In-active well	356'	353'	354'	353'	354'	354'	354'	353'	353'	354'	355'	355'	356'
Miro # 3 (563 ft)	487'	487'	486'	483'	483'	480'	480'	481'	463'	463'	470'	484'	485'

II. REGULATORY

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

A. Regulatory Submittals

- Monthly Summary of Distribution System Coliform Monitoring
- NPDES Discharge Letter
- Conservation DRINC Report

Sample Test Result Standards			
Type of Sampling	Units of Measure	Detectible Limit for Reporting	Maximum Contaminant Level
Total Coliform	A	--	--
E. Coli	A	--	--
Nitrate as N	mg/L	0.20	10
Perchlorate (ClO ₄)	µg/L	2.0	6.0
Total Dissolved Solids	mg/L	--	500
P= Present A= Absent mg/L = parts per million µg/L = parts per billion			

Sample Date 08/05/2021	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	OUT OF SERVICE	A	A	A
E. Coli	A	A	A	A	A		A	A	A
Nitrate as N	3.4								
Perchlorate (ClO ₄)	2.1*			11*	<2.0				
Total Dissolved Solids	210	200	290	220	210		320	320	280

*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 <2.0 (non-detect).

B. Sample Site Location Results

Rialto Distribution Sample Results						
August 2021						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
CYCLE 1 - 08/04/21	mg/l	P/A	P/A	Color Units	TON	NTU
335 W. Rialto	0.88	A	A			
1228 W. Merrill	0.90	A	A			
256 N. Fillmore	0.91	A	A			
987 W. Grove	0.92	A	A			
978 N. Driftwood	0.89	A	A			
1451 N. Linden	0.92	A	A			
469 W. Jackson	0.90	A	A			
935 E. Mariposa	0.89	A	A			
1000 N. Joyce	1.00	A	A			
766 N. Chestnut	1.00	A	A			
149 W. Victoria	0.90	A	A			
313 E. McKinley	0.90	A	A			
609 E. South	1.00	A	A			
273 E. Alru	1.00	A	A			
1161 S. Lilac	1.00	A	A			
101 E. Valley	1.00	A	A			
CYCLE 2 - 08/11/21	mg/l	P/A	P/A	Color Units	TON	NTU
210 N. Park	0.90	A	A	<3.0	<1.0	<0.10
101 S. Larch	0.90	A	A	<3.0	<1.0	<0.10
320 N. Wisteria	0.80	A	A	<3.0	<1.0	<0.10
861 W. Grove	0.90	A	A	<3.0	<1.0	<0.10
1168 N. Glenwood	0.90	A	A	<3.0	<1.0	<0.10
1320 N. Fitzgerald	0.80	A	A	<3.0	<1.0	<0.10
860 N. Willow	0.75	A	A	<3.0	<1.0	<0.10
209 E. Cornell	0.90	A	A	<3.0	<1.0	<0.10
643 E. Margarita	0.70	A	A	<3.0	<1.0	<0.10
1170 N. Terrace Rd.	0.80	A	A	<3.0	<1.0	<0.10
681 E. Erwin	0.70	A	A	<3.0	<1.0	<0.10
402 E. Merrill	0.90	A	A	<3.0	<1.0	<0.10
261 W. Wilson	0.90	A	A	<3.0	<1.0	<0.10
532 S. Iris	0.90	A	A	<3.0	<1.0	<0.10
281 W. Hawthorne	0.80	A	A	<3.0	<1.0	<0.10
379 W. Valley	0.90	A	A	<3.0	<1.0	<0.10

Rialto Distribution Sample Results

August 2021

Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
CYCLE 3 - 08/18/21	mg/l	P/A	P/A	Color Units	TON	NTU
236 N. Willow	1.20	A	A			
775 E. Foothill	0.90	A	A			
878 N. Primrose	1.00	A	A			
369 E. Van Koevering	0.90	A	A			
274 W. Valencia	0.90	A	A			
1566 N. Fillmore	0.90	A	A			
932 N. Idyllwild	1.00	A	A			
644 N. Smoketree	0.80	A	A			
605 W. Rosewood	0.90	A	A			
1189 W. Second	1.00	A	A			
775 W. Rialto	1.00	A	A			
211 E. Wilson	1.00	A	A			
595 E. Huff	1.20	A	A			
1005 S. Riverside	1.00	A	A			
794 S. Verde	1.10	A	A			
1055 W. Bloomington	1.00	A	A			
CYCLE 4 - 08/25/21	mg/l	P/A	P/A	Color Units	TON	NTU
375 S. Cactus	1.11	A	A			
101 S. Linden	1.02	A	A			
234 N. Larch	1.01	A	A			
575 N. Driftwood	0.98	A	A			
1355 W. Shamrock	0.95	A	A			
992 N. Yucca	0.99	A	A			
481 W. Cornell	1.00	A	A			
158. E. Shamrock	0.97	A	A			
749 E. Holly	1.01	A	A			
545 E. Victoria	0.92	A	A			
200 N. Sycamore	0.96	A	A			
407 E. Allen	0.98	A	A			
399 E. Montrose	0.96	A	A			
856 S. Orange	0.99	A	A			
911 S. Cactus	0.89	A	A			
220 W. Valley	0.85	A	A			
P/A + Present or Absent						

C. Violations

No violations were received during this reporting period.

D. Source Water Total Dissolved Solids (TDS)

Veolia has a goal of maintaining an acceptable blended TDS level between all its sources. This goal is achieved by shifting production to or from the lowest TDS wells or purchased low TDS water while adhering to the overall water supply strategy and meeting system demands. The TDS was 242 mg/L for the month of August as compared to 255 mg/L in July. The TDS levels are below the secondary maximum contaminant level requirements.

III. HEALTH AND SAFETY

A. Monthly Safety Program Overview

Category	Monthly Statistic
Safety Training Topics	Personal Protective Equipment: Employee Essentials
Lost Time Incidents, count*	0
Recordable Incidents, count	1
Near Miss Incidents, count	8
Vehicle Incidents, count	1

*A lost time incident has not occurred in the past 2879 days

IV. CHEMICAL USE

Sodium hypochlorite is the only chemical added to the water system. A total of 2915 gallons of sodium hypochlorite was used in August as compared to 2702 gallons used in July.

V. ELECTRICAL USE

Southern California Edison (SCE) has not provided all data for August 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	August	598,526
2020	September	595,500
2020	October	437,491
2020	November	356,532
2020	December	318,451
2021	January	301,988
2021	February	336,907
2021	March	405,185
2021	April	509,848
2021	May	605,215
2021	June	557,384
2021	July	568,826

VI. WATER QUALITY COMPLAINTS

No complaints were received during this reporting period.

VII. OPERATIONS UPDATE

The overall operational strategy is to meet the daily water demand. The City of Rialto water system has six operational wells, one of which is owned by the County of San Bernardino and operated by Veolia; Oliver P. Roemer Treatment Plant (OPRTP), which is jointly owned by the City (25%) and West Valley Water District (WVWD); purchased water through the Baseline Feeder (BLF) system from San Bernardino Valley Municipal Water District (SBVMWD); and, if required to meet demand, additional water can be supplied by the City of San Bernardino (CSB) through the BLF for emergency supply only with no guarantee of actual delivery. Water produced from City Well 4A discharges into the BLF and its production is included in deliveries from that shared transmission line when City Well 4A is in service.

The overall pumping strategy is based on adjudicated rights, well availability, remediation requirements, and quality of source, cost to operate, and varying weather conditions. TDS effluent concentrations for the City of Rialto WWTP are taken into consideration when operating the facilities and water sources.

A. Operational Wells

Miro Well 3 was out of service due to electrical issues with the motor drive.

B. 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. Zero valves were exercised for the month of August.

C. Hydrant Flushing

Veolia reviewed the original hydrant flushing list that identified 83 hydrants that were to be flushed annually; the review was completed in 2018. In August, zero hydrant flushing was performed. Veolia is pending confirmation from DDW regarding the reduction of hydrants that require this exercise. If confirmed, there will be approximately 63 hydrants that will be required to be flushed.

Hydrant/Dead End Flushing Progress	
	2021
January	0
February	0
March	39
April	19
May	0
June	1
July	0
August	0
Total	59
Progress % (94)	

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.

VIII. ASSET MANAGEMENT

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

- Preventive Maintenance –74
- Corrective Maintenance –16
- Predictive Maintenance –0

190 - PM's are scheduled for September 2021.

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

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

B. Major Equipment and/or Machinery Outages

Miro Well 3 was out of service due to electrical issues with the motor drive.

IX. 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	0.00	5.60
2021-22	0.53	0.00											0.53

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	0.04	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	0.04 K	567	12.2 K	79.8	54.6 K	65.9	85	34	57 K	49.6 K	4.8 K	67.1
Jun 2021	7.59 K	0.02 K	654	14.2 K	92.2 K	60.3 K	75.1 K	76 K	26 K	48 K	53.4 K	4.3	72.3
Jul 2021	8.30 K	1.12	624	15.4	97.1	66.5 K	80.8	72	23	43	55.9	4.4	75.8
Aug 2021	7.46 K	1.39 K	576 K	14.5 K	94.4 K	64.9	79.0 K	71 K	25 K	44	54.2	4.2 K	74.8 K
Tots/Avgs	45.24	7.3	491	10.7	81.0	52.7	65.9	75	27	48	44.4	4.2	64.0

RIALTO
CUSTOMER SERVICE & REVENUE
MONTHLY OPERATING REPORT

Reporting Period:

August 2021

Prepared for: Rialto Water Services

Prepared by: Veolia Water West Operating Services



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I. CUSTOMER SERVICE SUMMARY

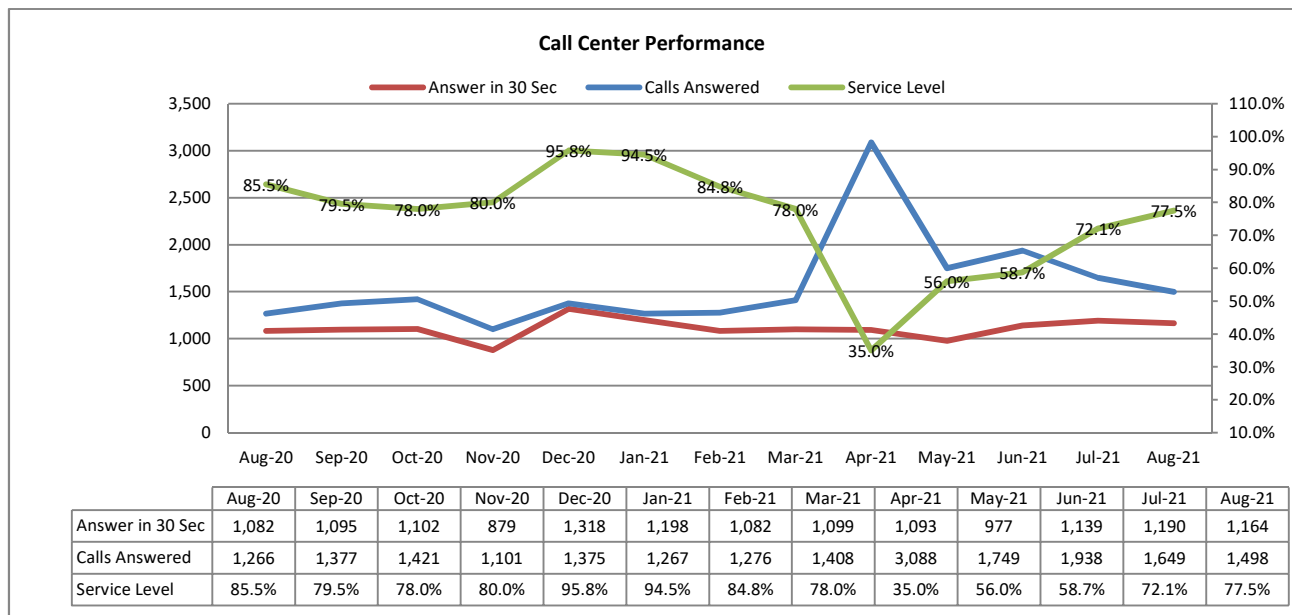
Customer Service answered 1,498 inbound calls with a service level 77.5% during the month of August. Average wait time was 2:12 seconds.

Water consumption increased by 26.5% when compared against previous month and increased by 4.1% when compared against the prior year.

Sewer revenue was very similar to previous month and prior year.

II. CALL CENTER PERFORMANCE

During this reporting month, a total of 1,498 calls were answered with a respective service level of 77.5% with an average wait time of 2:13 seconds.



AUTOMATED SERVICES

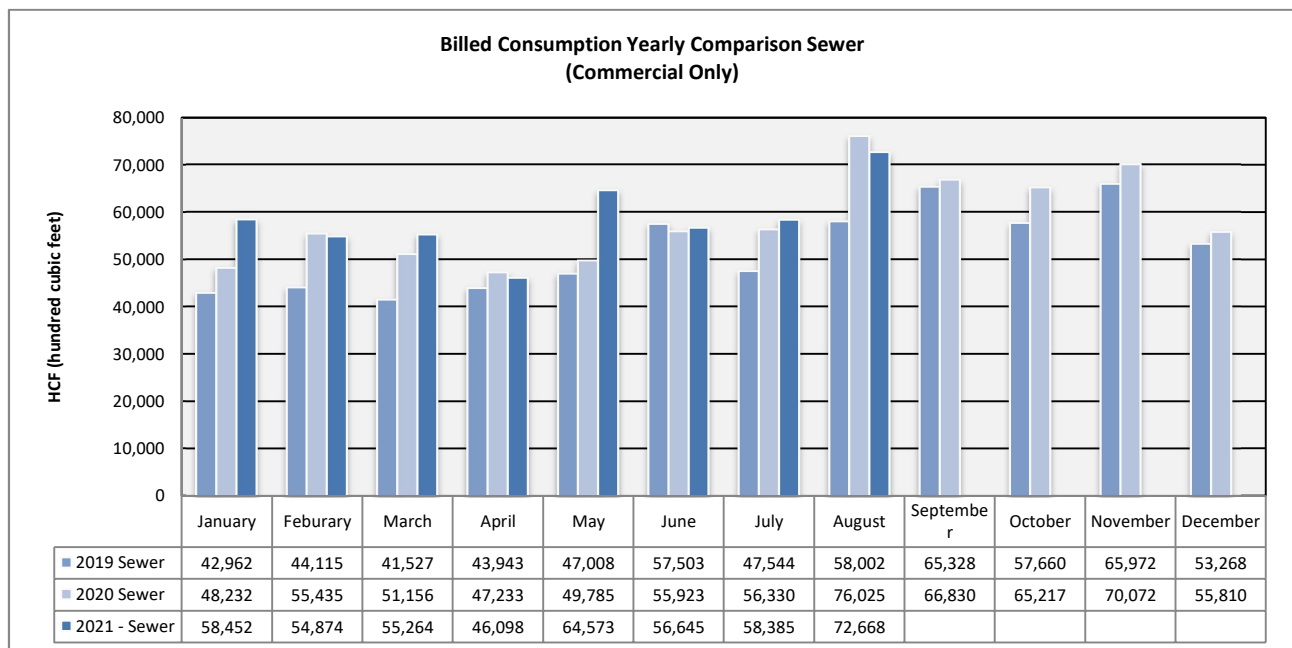
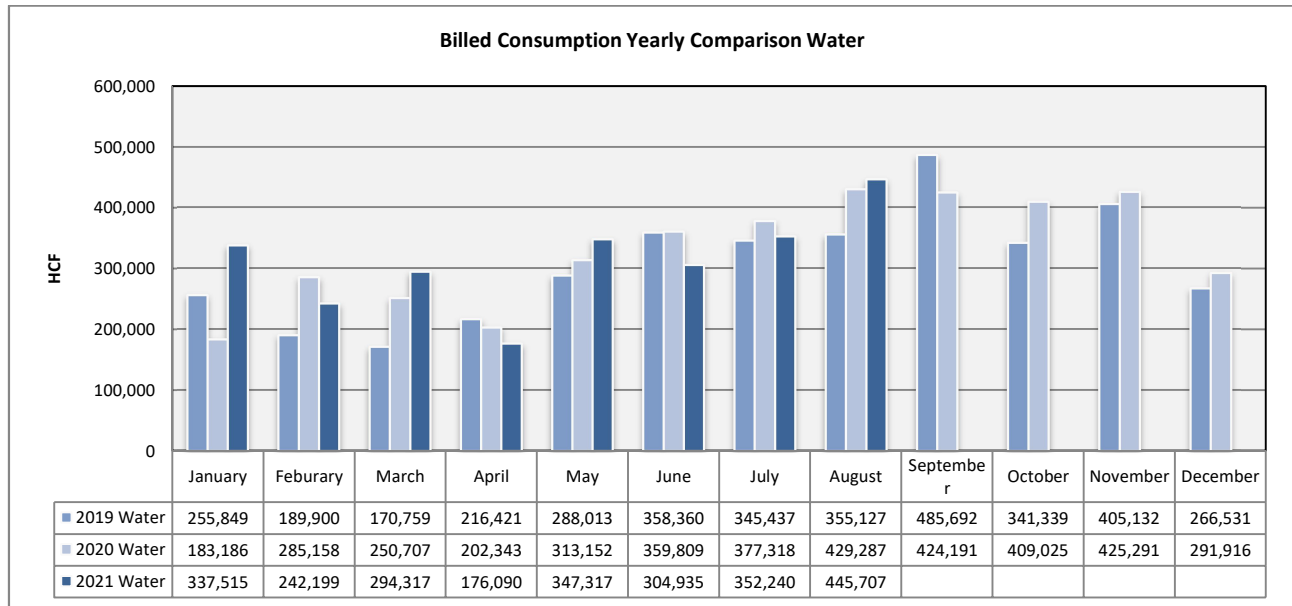
About 9,367 or 43.3% of the rate payers have created log-ins to access their accounts online. Of these customers, with online access, 47% have chosen the e-bill option. This e-bill participation is increase of 10% when compared against August 2020.

	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21
Number of Bills	21,211	21,217	21,212	21,273	21,222	21,302	21,355	26,395	21,497	21,486	21,532	21,583	21,628
Number of Bill Adjustments (during billing)	22	30	23	27	41	30	37	64	27	16	14	15	14
Automated Over the Phone Payments	2,733	2,978	3,003	2,531	3,133	3,003	2,823	3,259	1,909	2,035	2,609	2,695	2,469
Online Payment	6,089	7,185	7,365	6,061	7,325	6,496	6,881	8,329	6,642	6,289	8,153	7,492	7,051
E-bill Participants	4,004	4,037	4,049	4,061	4,089	4,127	4,230	4,272	4,298	4,316	4,361	4,411	4,441
Auto Pay Participants (New Portal)	2,584	2,610	2,620	2,646	2,666	2,715	2,740	2,774	2,816	2,871	2,918	2,962	3,005
PayNearMe	418	394	397	354	714	610	664	578	567	377	410	359	317

CONSUMPTION & BILLING

A. Consumption

Water consumption increased by 26.5% when compared against previous month and increased by 4.1% when compared against the prior year. This increase is attributed one additional week in between reads. (There were five Thursdays in month of July)



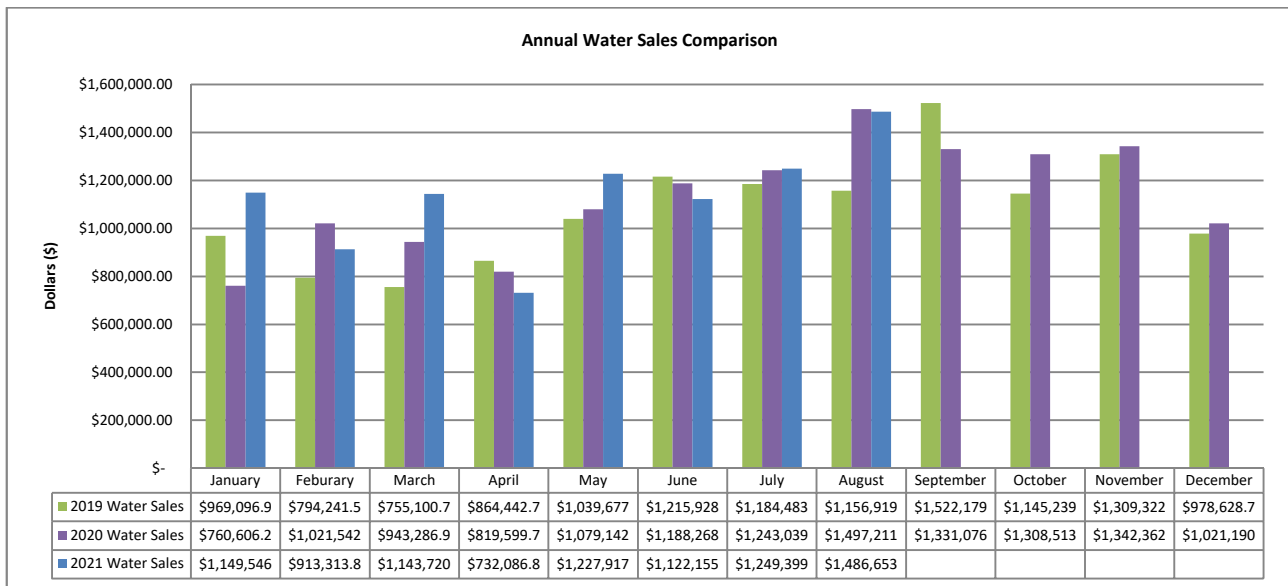
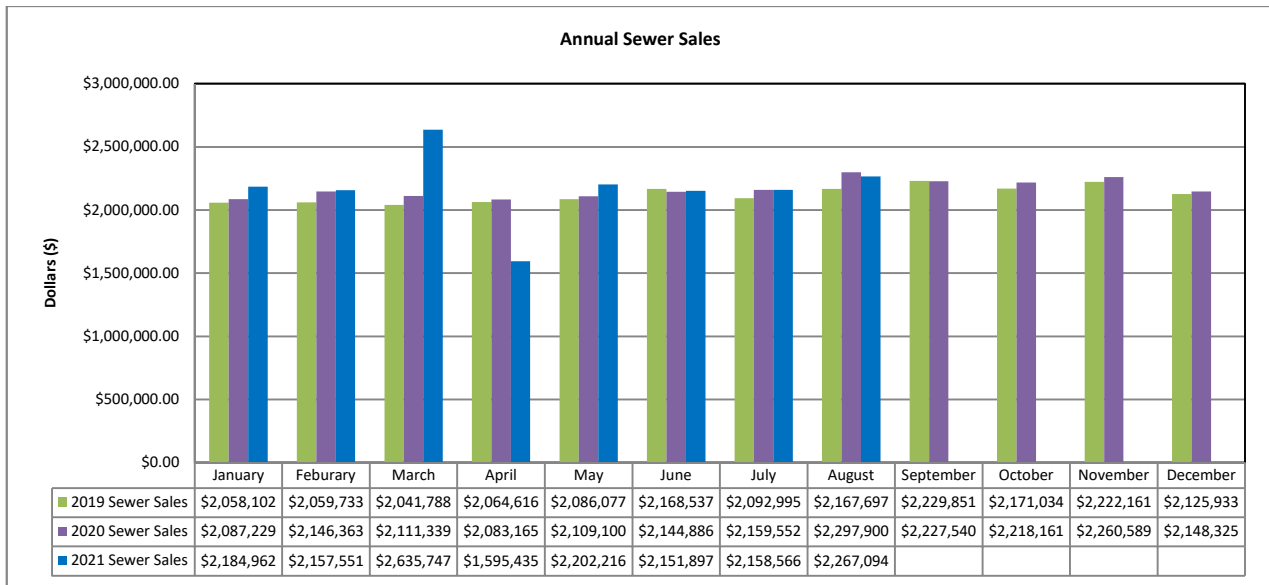
B. Billing

A total of 21,628 bills were mailed or sent out electronically in August. Billing accuracy was 99.9% with fourteen (14) requiring adjustments.

III. REVENUE & AGING

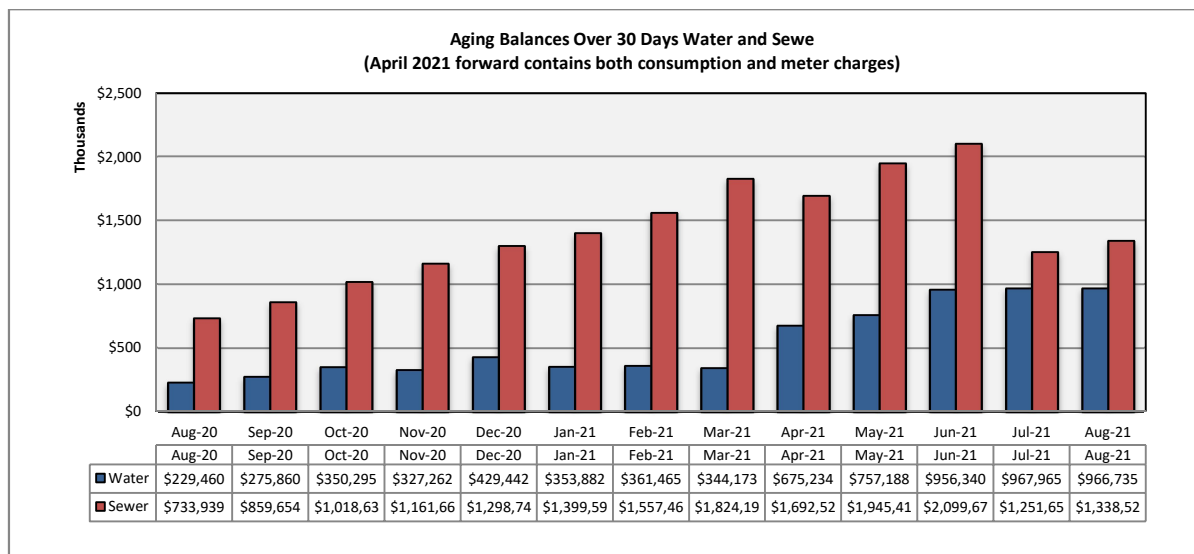
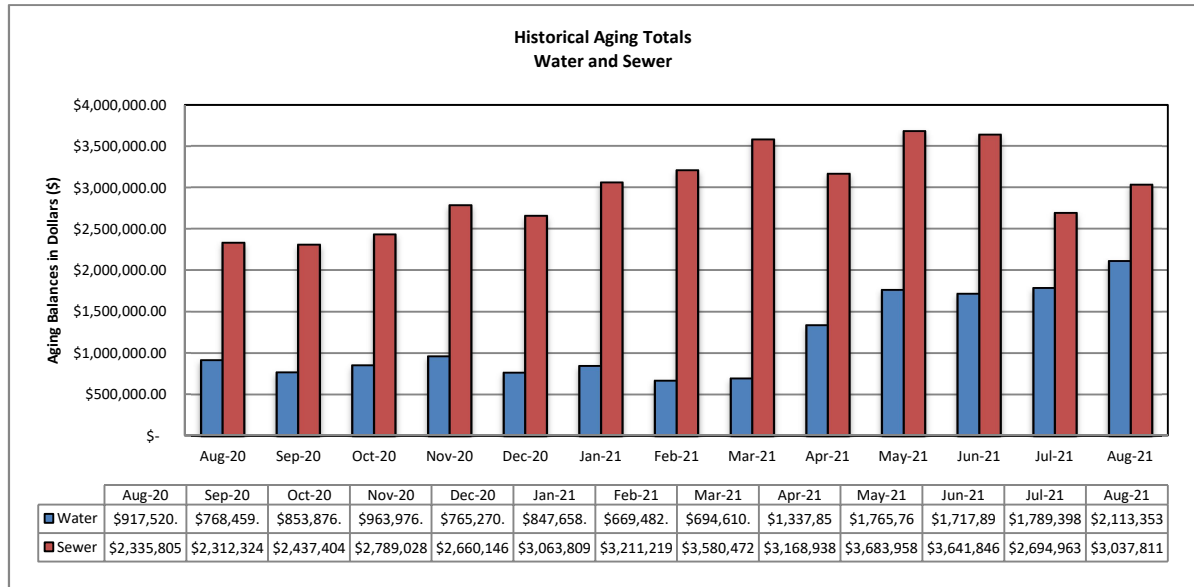
A. Revenue

Sewer revenue has decreased by 1.3% and water revenue had decreased by 0.7% when compared against the prior year.



B. Aging

The total aging balance has increased 14.9% from the previous month, *see first table below*. For balances >30-days only, water has decreased 0.1% and wastewater has increased 6.9%.



C. Bad Debt

27 accounts totaling \$16,207.12 were sent to collections. With the current pandemic, we are not disconnecting water for non-payment. These collection accounts are arising from occupant moving out without closing and/or paying the incurred charges.

IV. SERVICE ORDERS

269 service orders were initiated by the customer service team during the reporting month. Of this total, 209 service orders or 78% were due to occupant changes.

V. OTHER ACTIVITIES

No work time losses were experienced in August. 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 that has been increasing since the pandemic has leveled off.

To ensure safety of the Walk-in Customers, regardless of their vaccine status, all CS team members are continuing to wear mask and practice safe distancing. We are monitoring the vaccination status of San Bernardino County Residents, other mutated variants, CalOSHA and government health agencies to determine the current safeguards and changes needed in the future.

VI. 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 August 2021 is \$3,724,000. Non-Rate Revenue is \$308,000; Utility Revenue is at \$3,186,000 and Tax / Ambulance Revenue at \$230,000.

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 August 2021 and August 2020 are \$225,000 and \$213,000 respectively. Ambulance Revenue is also collected on behalf of the City of Rialto totaling \$5,000 in August 2021 and \$5,000 in August 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 \$10,000 a month. There is an upcoming City Council agenda item that may either replace or add to the lease payments received. 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 \$3,300 per month and Fixed Treatment Plant Capacity Fee of \$3,300 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 August 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	AUGUST 2021	%
Carrier Deposits	Cash deposits prepared per day for transport to Union Bank	22	\$ 100,024	2.74%
Remote Deposits	Scanned batches of checks payments made at the customer service counter (May 2021 includes \$443,000 of Property Tax payments)	22	597,305	16.38%
UB Bill	Batches of customer payments posted to customer accounts at Union Bank (EBOX)	22	340,169	9.33%
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. Payments originated from Merchant online service including One-time pay, auto-pay.	10,264	1,547,779	42.46%
Lockbox Deposits	Batches of customer payments mailed in to Union Bank's lockbox	22	1,021,746	28.03%
Pay Near Me	Cash payment service that allows customers to pay at a local 7-Eleven, CVS, or Family Dollar stores.	325	38,492	1.06%
Total Revenue per Bank			\$ 3,645,515	100%
Recon to RUA Recap:				
Adj detailed in RUA			79,207	
Prior mo. Correction				
RUA increase in Cash			\$ 3,724,723	

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 2021	Aug 2021	Total	%
Carrier Deposits	\$ 95,492	\$ 100,024	\$ 195,516	2.60%
Remote Check Deposits	567,468	597,305	\$ 1,164,774	15.50%
UB Bill (EBOX)	376,693	340,169	\$ 716,862	9.54%
Paymentus, IVR, Credit Cards	1,604,275	1,547,779	\$ 3,152,054	41.94%
Lockbox Deposits	1,186,090	1,021,746	\$ 2,207,836	29.37%
Pay Near Me	40,910	38,492	\$ 79,402	1.06%
Total Revenue to Bank	\$ 3,870,928	\$ 3,645,515	\$ 7,516,444	100.00%
NSF	(25,056)	(25,056)	(50,113)	
Net deposits	\$ 3,845,872	\$ 3,620,459	\$ 7,466,331	

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

	Aug 2021	Aug 2020	Variance
UUT Water	\$ 79,862	\$ 74,656	\$ 5,206
UUT Sewer	145,355	139,335	6,020
Perchlorate	-	-	-
Ambulance	5,040	4,980	59
Total	\$ 230,257	\$ 218,971	\$ 11,286

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

	Aug 2021	Aug 2020	Variance
Non-Rate / Extra Territorial Revenue	\$ 308,344	\$ 266,256	\$ 42,088
Utility Revenue	\$ 3,186,122	\$ 2,982,268	\$ 203,854
Total	\$ 3,494,465	\$ 3,248,523	\$ 245,942

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

	Jul 2021	Aug 2021	Total
Non-Rate Revenue			
Cell Tower / Sublease	56,279	2,000	58,279
Interest Income	-	1,875	1,875
NRR-FOG	-	-	-
Extra Terr-Water	-	-	-
Extra Terr- Sewage	130,700	297,731	428,431
Water Meter Lost/Damaged/Replace	31,118	3,227	34,345
Misc Fees - New Occ, Same Day Svc	3,381	3,035	6,415
NSF	361	476	836
DIF - Wastewater Connection		-	-
Sewer Bad Debt Collection Fees		-	-
Sewer Cash Over/Short	149	-	149
Total Non-Rate Revenue	\$ 221,988	\$ 308,344	530,332
Utility Revenue			
Water Penalty	-		-
Sewer Penalty	-		-
Turf Removal Rebate	-		-
Hi Eff Toilet/Washer Rebates	-	(1,130)	(1,130)
Senior Disc - Water	-		-
Senior Disc - Sewer	-		-
Water Contract	-		-
Water Deposits Paid	8,357		8,357
Water Deposits Billed	10,067	23,103	33,169
Hydrant Deposits	-	721	721
Sewer Deposits Paid	5,974	995	6,969
Sewer Deposits Billed	11,442	19,163	30,605
Water	1,173,318	1,172,772	2,346,089
Sewer	1,972,728	1,936,675	3,909,403
Unapplied Credits	82,309	25,429	107,738
Bad Debt Sewer	-	8,394	8,394
Total Utility Revenue	\$ 3,264,194	\$ 3,186,122	\$ 6,450,316
Total Non-Rate + Utility Rev.	3,486,182	3,494,465	6,980,648

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

	Increase to Cash per Incode	Adjustments Required to GL Cash	Fund 660-Sewer	Fund 670-Water	Total Cash Per GL	Adjustments To Match RUA to Bank	Cash/CC/Cks Deposit To Bank
Aug 2021	3,735,638	9,764	2,312,713	1,413,162	3,735,638	2,854	3,738,492
Aug 2020	3,724,723	23,589	2,323,298	1,377,835	3,724,723	(79,207)	3,645,515

L. Non-Incode Customer Accounts Receivable Aging

Name	Total as of 8/31/2021	Current	31-60 days	61-90 days	>90 days
AT&T - Easton	\$ (10,368)				(10,368)
CITY OF FONTANA	-	-			
Colton Unified School District	-	-			
County of San Bernardino-CSA 70 BL	-	-			
MR Tudor	2,000	500	500	500	500
Rialto BioEnergy Facilities	-	-			
Sprint-Nextel	5,184				5,184
San Bernardino Co Waste System Div	-	-			
SB Valley Mun Water District	-	-			
Vertical Bridge Holdco, LLC (CIG)	2,489	2,489			
Grand Total	\$ (695)	\$ 2,989	\$ 500	\$ 500	\$ (4,684)

AT&T makes annual payment. The credit balance will be applied to the bill each coming month.

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. The balance indicates credit for overpayment and applied to an Invoice subsequently.

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 has no outstanding balance.

Vertical Bridge Holdco, LLC and Sprint: Vertical Bridge is current with its rent. Sprint has been contacted for open Invoices.

San Bernardino County Waste System Division has no outstanding balance as of this period.

MR Tudor is being contacted for the unpaid Rent.