

City of Rialto



Regular Meeting - Final

Tuesday, September 20, 2022

6:00 PM

Rialto City Hall, Council Chambers, 150 S. Palm Ave. Rialto CA 92376

Utilities Commission

Chairperson Barbara Rickman

Vice-Chairperson June Hayes

Commissioner Richard "Kim" Chitwood

Commissioner Kevin C. Kobbe

Commissioner James M. Shields

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the Maintenance and Facilities Department at (909) 820-2602. Notification 48-hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting [28 CFR 35.102-35.104 ADA Title II].

Members of the public are given an opportunity to speak on any listed agenda items. Please notify the Utilities Division if you wish to do so. All agendas are posted in the City Hall Administration Building (150 South Palm Avenue, Rialto, CA 92376) at least 72-hours in advance of the meeting. Copies of the staff reports relating to each item on the agenda are on file in the Utilities Division. Please call (909) 421-4907 to inquire about any items described on the agenda.

Based upon the open meeting laws (the Brown Act), additional items may be added to the agenda and acted upon by the Utilities Commission only if it is considered to be a "subsequent need" or "emergency item" and is added by a two-thirds vote. Matters raised under Oral Communications may not be acted upon at that meeting other than as provided above.

CALL TO ORDER

ROLL CALL

Chairperson Barbara Rickman, Vice-Chairperson June Hayes, Commissioner Richard "Kim" Chitwood, Commissioner Kevin C. Kobbe, Commissioner James M. Shields

PLEDGE OF ALLEGIANCE

MOMENT OF SILENCE/INVOCATION

APPROVAL OF MINUTES

[UC-22-848](#) Regular Meeting of August 16, 2022

Attachments: [August 16, 2022 Minutes.pdf](#)

ORAL COMMUNICATIONS

NEW BUSINESS

[UC-22-849](#) Monthly Activity Report for City of Rialto Waste Management Services

[UC-22-851](#) Veolia's Operations and Maintenance Monthly Reports - September 2022
(Reporting periods July 2022)
(RECEIVE AND FILE)

Attachments: [Attachment 1 - Utilities Commission Report.pdf](#)

OLD BUSINESS

[UC-22-852](#) To Do List

[UC-22-853](#) Previous Discussion Update

UTILITIES MANAGER'S UPDATES

COMMISSIONER REPORTS

ADJOURNMENT



City of Rialto

Legislation Text

File #: UC-22-848, **Version:** 1, **Agenda #:**

Regular Meeting of August 16, 2022



CITY OF RIALTO
REGULAR MEETING OF THE UTILITIES COMMISSION
August 16, 2022 - 6:00 P.M.
MINUTES

The Regular meeting of the Utilities Commission of the City of Rialto was held in the Civic Center Council Chambers located at 150 S. Palm Avenue, Rialto, California 92376, on Tuesday, August 16, 2022.

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This meeting was in accordance with the provision of the **Government Code §54956** of the State of California.

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CALL TO ORDER

Chairperson Rickman called the meeting to order at 6:00 P.M.

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ROLL CALL

The roll call was taken by Senior Administrator Analyst, Nicole Hemmans.

Present:

Chairperson Barbara Zrelak-Rickman
Vice-Chairperson June Hayes
Commissioner Richard "Kim" Chitwood
Commissioner Kevin C. Kobbe
Commissioner James M. Shields

Absent:

Amy Crow

City staff present:

Tom Crowley and Nicole Hemmans

Also present:

David Terry, Robert Lee, Chandrasekar Venkatraman (CV), Marlon Brosco, Michael Newton, and Dan Jenkins

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PLEDGE OF ALLEGIANCE

Chairperson Barbara Rickman led the pledge of allegiance.

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**MOMENT OF SILENCE/
INVOCATION**

Tom led the Invocation.

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APPROVAL OF MINUTES-
Regular Meeting of **May 17,**
2022

- ◆ Chairperson Barbara Rickman asked if there were any comments pertaining to the meeting minutes from May 17, 2022. There was none.

Action

- ◆ June Hays made motion.
- ◆ Commissioner Chitwood seconded.

- ◆ All in favor.
- ◆ Motion passed.

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ORAL COMMUNICATIONS

- ◆ Chairperson Barbara Rickman asked if there were any oral communications from the audience of items not on the agenda.
- ◆ June Hayes introduced Dan Jenkins, newly appointed board member from West Valley.

NEW BUSINESS ITEMS

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ITEM 1- Presentation by June Hayes with San Bernardino Valley Municipal Water District Director
(RECEIVE AND FILE)

- ◆ June Hays asked to be identified as Director of San Bernardino Valley Municipal Water when she is presenting on behalf of SBVMWD.
- ◆ PowerPoint presentation on "The Drought and Our Water Supply", presented by Director of San Bernardino Valley Municipal Water District, June Hayes.

Questions & Comments

- ◆ June commented that we need to be aware of the past and future. Despite the fact that we've got water, we still need to obey the state. The state says that we should be in stage 2 drought regulation.
- ◆ June asked Tom what does stage 2 mean. Per Tom, stage 2 means voluntary 20% reductions. Watering only 4 times a week with modified hours in the early morning and at night with no watering during the day.
- ◆ Tom provided information on the current rebate programs for water conservation such as rebates for turf replacement and high efficiency washer machines.
- ◆ Is the East Valley functioning now? It's not functioning yet. They are having some problems with Edison. They had their ribbon cutting a couple of weeks ago and were giving tours. They plan on opening in a couple of months.
- ◆ The East Valley general manager, John Mura, has retired effective 8/1/22.

Action

- ◆ None

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ITEM 2- Monthly activity report for City of Rialto Waste Management Services.

- ◆ Tom went over the Monthly Waste Management Report for the month of July & August, in the absence of Amy Crow.
- ◆ Statistics on household wastes during the month of July:
344 residents served
420 gallons of used motor oil,
10 pallets of paint,
20 drums of misc. poisons and other toxic liquids,
14 barrels of sharps used by residents for their home healthcare and medical needs.

- ◆ During the month of August, the Household Hazardous Waste site was open on the 12th and 13th and will be open again on August 26th and 27th from 8 am until 12 noon.

Questions & Comments

- ◆ None

Action

- ◆ None

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ITEM 3- Presenting the 2022 Public Health Goals Report (PHGs) pursuant to the Calderon-Sher Drinking Water Act of 1996, and the 2021 Consumer Confidence Report (CCR) on Drinking Water.
(RECEIVE AND FILE)

- ◆ PowerPoint presentation presented by Nicole Hemmans regarding the 2022 Public Health Goals report and the 2021 Consumer Confidence Report on Drinking Water.

Questions & Comments

- ◆ Committee member asked what would make the arsenic level drop?
- ◆ Tom stated Arsenic is a natural occurring element. City Well 2 basin is very shallow and is much closer to bedrock. David Terry stated arsenic levels may be lowering due to the drought. During heavy precipitation water flushed arsenic down into the aquifer.
- ◆ June asked Tom if he experienced arsenic when he worked for West Valley and if it were at the levels we are seeing. Tom advised that he dealt with higher levels when he was at West Valley. They had to treat the arsenic by putting chemicals in the water that precipitates the arsenic out of the water and turns it into a non-hazardous material that can be hauled off site.

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ITEM 4- Veolia's Operation and Maintenance Monthly Reports – June, July, and August 2022
(RECEIVE AND FILE)

- ◆ Robert Lee presented the Customer Service Report for June:
- ◆ Received 1,475 inbound calls. Of those calls, 1249 or 84.6% percent were answered within the first 30 seconds.
- ◆ Overall, water consumption decreased by 4%.
- ◆ Sewer revenue has decreased by 0.6%.
- ◆ Call volume increased slightly in May but has gone down in July.
- ◆ Automated services: issuing about 21,829 bills: 33% paid online, 12% paid over the phone, 22% signed up for e-bill and 15% of those customers have signed up for auto pay.
- ◆ Consumption: Currently, water consumption is following the normal trend and is in line with what has happened in the past.
- ◆ Revenue: Sewer revenue consumption has decreased by .6% and water revenue decreased by 4.6%, when compared against prior month.
- ◆ Aging: Following past trend. The number of delinquent customers prior to Covid is very similar to the number of delinquent accounts during and after Covid. The past due balance has increased substantially. It increased from

500K prior to covid to exceeding 2M, then dropped to 1.6M by June. The decrease was attributed to funding received from the California Water Board in the amounts of 384K for water arrearages and 551K for sewer, which were all applied to customers past due balances.

- ◆ July's tax role was for a total of 869K, which is less than what we've done in past years of 1.2M.
- ◆ David Terry, project manager for water system, presented highlights:
- ◆ We are compliant with all our samples in the system.
- ◆ We lowered Rialto Well 3 roughly 60 ft.
- ◆ Working closely with CV and CP Construction on mainline paving projects.
- ◆ The Riverside North portion of work went well. Paving has started and will be completed shortly.
- ◆ Next, they will move to the central part. There will be service line, lateral, and valve replacements.
- ◆ After that they will move down to Willow.
- ◆ Michael Newton, wastewater project manager, presented highlights:
- ◆ Treatment plant performed well throughout the month.
- ◆ Effluent levels were met or in some cases better than permit limits.
- ◆ There were 3 residential call outs and 1 SSO in the period of June.
- ◆ Commissioner Shields asked what is the corking of the manhole? Marlon explained it is a temporary fix to resolving our roach issue.
- ◆ CV, project manager of capital projects for Veolia, presented highlights:
- ◆ The Sycamore lift station is in procurement /design modifications.
- ◆ Riverside North water main project was completed at the end of March.
- ◆ Rialto microgrid project: Final report is in review.
- ◆ Digester 1 Activation project: Subcontracts issued.
- ◆ Riverside Ave Central: There was a kickoff with CP Construction to start the project. Signs will be going up shortly.
- ◆ Riverside Ave Sewer Relief project: Paving contractor is going to start after Riverside Ave. This location has capacity issues with the current 8" sewer line. It is currently 80% full. They do not plan on replacing the existing sewer line but rather run another panel relief line because the existing line is under the sidewalk. Creating a new line will be more cost effective.

Questions & Comments

- ◆ Commissioner Chitwood mentioned a customer's complaint regarding the water company refusing to check his water lateral. Marlon will reach out to the customer to assist., as it is not customary at all to refuse this type of service.
- ◆ June Hayes stated to Marlon that her recollection is that we are very hesitant to look into someone's lateral because if we do any damage we are responsible.
- ◆ Marlon provided the following normal practice:
 1. Check the main lines in the street
 2. Jet the line to make sure it is cleared

3. If the residents have any issues, we will instruct them to contact a plumber.
4. If the plumber has any questions about how far he should run he snake, we will provide the plumber with the on-call number to help guide them on what they need to do.
5. The customers are responsible for the line all the way up to the connection.

- ◆ June mentioned she remembers when there was a lot of roaches in downtown Rialto, and they went into the manholes and it solved the problems. Can we do that again?
- ◆ Marlon responded to June and advised that they can.
- ◆ Commissioner Kobbe asked how many additions will the Lennar development bring to the sewer? Tom responded with 700.

Action

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OLD BUSINESS

Item 1 – Previous Discussion

- ◆ Tom mentioned the approval of Professional Service Agreement with ARUP for the Triannual report. Steve with Dopudja Wells will be involved. We should see a completed report by the end of the year.
- ◆ IEUA update on sale of effluent from Rialto to IEUA. Agreement has been approved. We should have a formal agreement completed in September or October.

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Item 2- To Do List

- ◆ None.

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UTILITIES MANAGER'S UPDATES

- ◆ None.

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COMMISSIONER'S REPORTS

- ◆ June Hayes will present a report on "Why do we care about endangered species" during the next meeting.

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ADJOURNMENT

- ◆ Chairperson Zrelak-Rickman made a motion to adjourn
- ◆ Commissioner Chitwood seconded the motion.
- ◆ Motion Carried.
- ◆ Meeting adjourned at 7:30 p.m.



City of Rialto

Legislation Text

File #: UC-22-849, **Version:** 1, **Agenda #:**

For Utilities Commission Meeting [September 20, 2022]

TO: Honorable Utilities Commission Members

APPROVAL: Thomas Crowley, Utilities Manager

FROM: Amy Crow, Administrative Analyst

Monthly Activity Report for City of Rialto Waste Management Services

BACKGROUND:

The City of Rialto Municipal Code Chapter 2.24 establishes and defines the Rialto Utilities Commission. The responsibilities assigned to the Commission include acting “as an advisor to the City Council and City Administration regarding solid waste policies, recycling, source reduction, and other related state mandates.” This report provides general information to the Commission on the activities and events for the Public Works Department’s Waste Management Division.

ANALYSIS/DISCUSSION:

Items relating to the City’s Solid Waste Management services and of interest to the Commission are as follows:

- **Hazardous Household Waste -**

During the month of August:

- 130 residents served
- 555 gallons of used motor oil,
- 10 pallets of paint,
- 8 drums of miscellaneous poisons and other toxic liquids,
- 5 barrels of sharps, including needles, lancets, and syringes used by residents for their home healthcare and medical needs.

During the month of September, the Household Hazardous Waste site was open on 9th and 10th and will be open again on September 23rd and 24th from 8 am until 12 noon.

- **Burrtec Waste Tonnage Report** - Available tonnage reports will be distributed at the meeting.

RECOMMENDATION:

Staff recommends the Utilities Commission receive this report for the month of September 2022.



City of Rialto

Legislation Text

File #: UC-22-851, **Version:** 1, **Agenda #:**

For Utilities Commission Meeting [September 20, 2022]

TO: Honorable Chairperson and Commission

APPROVAL: Thomas J. Crowley, P.E., Utilities Manager

Veolia's Operations and Maintenance Monthly Reports - September 2022
(Reporting periods July 2022)
(RECEIVE AND FILE)

**RIALTO WASTEWATER
MONTHLY OPERATIONS REPORT**

Reporting Period

July, 2022

Prepared for: - Rialto Water Services

Prepared for: - Veolia Water West Operating Services



RIALTO WASTEWATER OPERATIONS AND MAINTENANCE REPORT

Contents

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b. Monthly Chemical Consumption	2
c. Monthly Utilities Consumption	3
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2. Major Equipment and/or Machinery Outages	3
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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	3
e. Other matters of concern	3
4. Complaint Log	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:

- The treatment plant performed well with all permit parameters compliant during the month. Effluent quality was met or, in a number of cases, was significantly better than permit limits.
- There were 2 residential call outs and 0 sanitary sewer overflow for this reporting period.

1. Collection System/Customer Service Log

a. Collections group activities this month:

Category	Current Month	Prior Month	Year to Date
Sanitary sewer cleaned conventional method, feet, which includes "Hot spot" cleaning	23,316	40,402	189,242
Sanitary sewer assessed using SLRAT method, feet	0	0	0
CCTV Inspection, miles (26 is annual goal)	5.89	0.10	13.83
Manhole Inspections	0	0	0
USA Dig Alert Markings, count	74	39	239
Residential call outs	3	1	13
Sanitary sewer overflows	1	0	1

- **CCTV decreased due to camera van in the shop for repair. We are in the process of leasing a new camera van due to the amount of repairs continually needed on the current van. The new camera van should be in operation by end of August.**

b. July - 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" the treatment plant performance was compliant during the month.
- There were 2 residential call outs responded to during the reporting period.
- There was 0 SSO during the reporting period.

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 submittals of State/Federal discharge report was completed in a timely fashion.

c. Effluent Specification Exceedance Discussion

4. Monthly Safety Program Overview

Category	Monthly Statistics
Safety Training Topics	Ladder Safety
Lost Time Incidents, count *	0
Recordable Incidents, count	0
Near Miss Incidents, count	2
Vehicle Incidents, count	0

- A lost time incident has not occurred since 9-3-2020 totaling 696 days.

5. Bio-solids, Chemicals, and Utilities

a. Monthly Bio-solids Production

Biosolids	Current Month Statistics	Prior Month Statistics	Year to Date Statistics
Quantity Produced, wet tons	1,223.00	1,464.17	8,855.94

b. Monthly Chemical Consumption

Chemical	Current Month	Prior Month
Sodium Hypochlorite, gallons	33,943	35,794
Sodium Bisulfite, gallons	9,232	8,297
Ferrous Chloride, gallons	3,886	4,209
Polymer, Gravity Belt Thickener, gallons	482	474
Ploymer, Belt Filter Press, gallons	800	714
Alum, gallons	7	59

- Alum is in the process of being changed to Aluminum Chlorohydrate designed to provide coagulation prior to filters.

c. Monthly Utilities Consumption

Utility	Current Month	Prior Month
Electricity WWTP, KWH	480,224	439,988
Electricity Lilac KWH	666	731
Electricity Sycamore LS, KWH	1,550	1,876
Electricity Ayala LS, KWH	5,527	1,822
Electricity Cactus LS, KWH	1,033	1,496
Electricity Ramrod LS, KWH	445	503
Electricity Frisbie Park LS, KWH	541	700
Electricity Agua Mansa LS, KWH	4,495	4,282
Natural Gas WWTP, Therms	6,161	7,315

- Ayala LS is currently in by-pass. Gate to be repaired for collection crew to enter well for inspection and cleaning of wet well, and pump replacement.

6. Odor Complaints Received/Actions Taken

No odor complaints were received this month.

7. Major Equipment and/or Machinery Outages

Sludge 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 environmental, health, or safety tests/monitoring

No notices were received.

- d. Government agency monitoring

None during the month

- e. Government agency monitoring

None during the month

Complaint Log

Date	Address	Comments	Personnel	Manhole	To Manhole
7-18-22	1701 W. Candlewood	Custom complained of roaches coming up through sink. Checked upstream and downstream manhole and there were no cockroaches. Cleaned mainline as a precaution and informed the resident of the work that was performed.	Paul Herman		
7-27-22	481 N Acacia	Customer called about her lateral being clogged. Angelia Carrillo explained to the customer, who only speaks Spanish, it is recommended she contact her plumber to have them run their camera the full length of the lateral. It should be noted this is to a secondary structure on the property that is well over 310 ft from the main to the house. See Photo A.	Angelica Carrillo		

Photo. A



1 1st Table Summary MOR

July 2022

Date	Rialto Inflow		Rialto Effluent		Influent BOD		Influent BOD Load		Effluent BOD		Effluent BOD Load		BOD % Removal		Influent TSS		Effluent TSS		Effluent TSS Load		TSS % Removal	
	MGD	MGD	MGD	MGD	mg/l	mg/l	lbs/day	lbs/day	mg/L	mg/L	lbs/day	lbs/day	%	%	mg/L	mg/L	mg/L	mg/L	lbs/day	lbs/day	%	%
7/1/2022	7.160	7.160	7.220	7.220	320	320	19,109	19,109	5.0	5.0	301.07	301.07	98.4	98.4								
7/2/2022	7.160	7.160	6.970	6.970																		
7/3/2022	8.870	8.870	6.940	6.940																		
7/4/2022	5.860	5.860	7.190	7.190																		
7/5/2022	6.790	6.790	6.980	6.980	290	290	16,422	16,422	5.0	5.0	291.07	291.07	98.3	98.3	310	310	17,555	2.00	116	116	99.4	99.4
7/6/2022	6.970	6.970	6.720	6.720																		
7/7/2022	6.280	6.280	6.740	6.740																		
7/8/2022	7.070	7.070	7.070	7.070	270	270	15,920	15,920	2.5	2.5	147.41	147.41	99.1	99.1								
7/9/2022	6.880	6.880	6.810	6.810																		
7/10/2022	8.850	8.850	7.260	7.260																		
7/11/2022	5.740	5.740	6.810	6.810																		
7/12/2022	6.690	6.690	6.820	6.820	260	260	14,507	14,507	2.5	2.5	142.20	142.20	99.0	99.0	260	260	14,507	4.00	228	228	98.5	98.5
7/13/2022	7.060	7.060	6.930	6.930																		
7/14/2022	7.010	7.010	7.190	7.190																		
7/15/2022	6.940	6.940	7.100	7.100	240	240	13,891	13,891	5.0	5.0	296.07	296.07	97.9	97.9								
7/16/2022	7.010	7.010	6.540	6.540																		
7/17/2022	7.020	7.020	7.080	7.080																		
7/18/2022	7.120	7.120	6.880	6.880	320	320	19,002	19,002	2.5	2.5	143.45	143.45	99.2	99.2	260	260	15,439	3.00	172	172	98.8	98.8
7/19/2022	7.810	7.810	6.740	6.740																		
7/20/2022	7.160	7.160	8.180	8.180																		
7/21/2022	6.170	6.170	6.120	6.120																		
7/22/2022	6.910	6.910	7.090	7.090	320	320	18,441	18,441	5.0	5.0	295.65	295.65	98.4	98.4								
7/23/2022	6.930	6.930	6.370	6.370																		
7/24/2022	6.640	6.640	7.090	7.090																		
7/25/2022	7.040	7.040	7.080	7.080	200	200	11,743	11,743	2.5	2.5	147.62	147.62	98.8	98.8	260	260	15,266	2.00	118	118	99.2	99.2
7/26/2022	7.110	7.110	6.840	6.840																		
7/27/2022	6.940	6.940	7.000	7.000																		
7/28/2022	6.970	6.970	6.930	6.930																		
7/29/2022	7.020	7.020	6.820	6.820	270	270	15,808	15,808	5.0	5.0	284.39	284.39	98.1	98.1								
7/30/2022	7.000	7.000	6.810	6.810																		
7/31/2022	7.290	7.290	7.050	7.050																		
Minimum	5.740	5.740	6.120	6.120	200	200	11,743	11,743	2.5	2.5	142.20	142.20	97.9	97.9	260	260	14,507	2.00	116	116	98.5	98.5
Maximum	8.870	8.870	8.180	8.180	320	320	19,109	19,109	5.0	5.0	301.07	301.07	99.2	99.2	310	310	17,555	4.00	228	228	99.4	99.4
Total	217.470	217.470	215.370	215.370	2,490	2,490	144,842	144,842	35.0	35.0	2,048.93	2,048.93	887.3	887.3	1,090	1,090	62,766	11.00	634	634	395.9	395.9
Average	7.015	7.015	6.947	6.947	277	277	16,094	16,094	3.9	3.9	227.66	227.66	98.6	98.6	273	273	15,692	2.75	159	159	99.0	99.0

1 - Table 2 MOR

July 2022

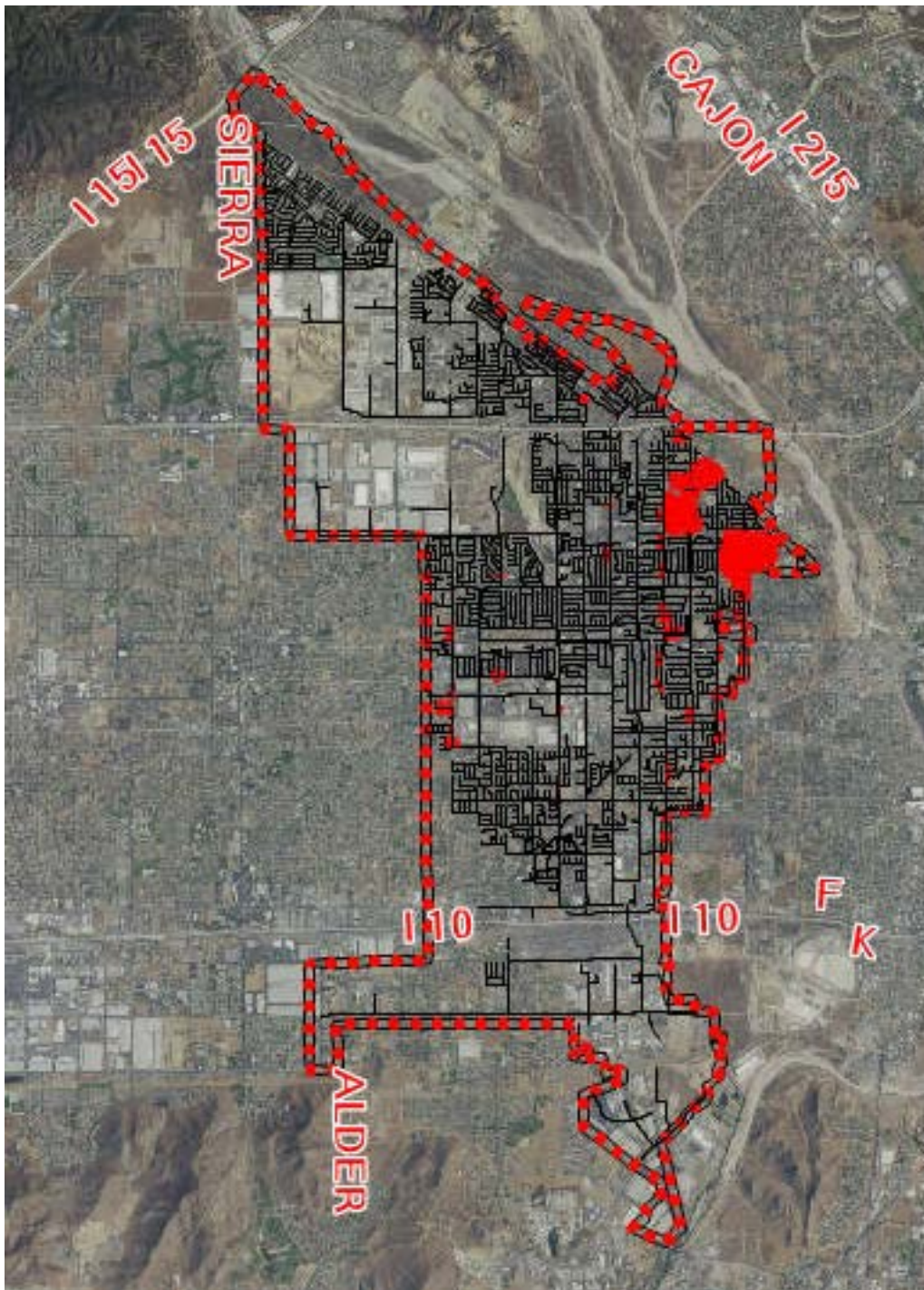
Date	Rialto	Rialto WRF/Effluent		Rialto WRF/Eff		Rialto WRF/Effluent		Rialto	Rialto
	Influent Conductivity (uS/cm)	Eff Conductivity Daily Ave (uS/cm)	Influent COD mg/l	Final Effluent COD mg/l	Influent TDS mg/l	Filter Effluent TDS mg/l	EFF FINAL TDS mg/L	Influent Inorganic Nitrogen mg/L	Effluent Inorganic Nitrogen mg/l as N
7/1/2022	1,211	935							
7/2/2022	1,263	978							
7/3/2022	1,112	973							
7/4/2022	1,289	1,002							
7/5/2022	1,253	937							
7/6/2022	1,190	871	700		30.0	500	450	37.00	10.00
7/7/2022	1,028	848							
7/8/2022	1,298	860							
7/9/2022	1,094	911							
7/10/2022	1,196	940							
7/11/2022	1,288	964							
7/12/2022	1,220	989							
7/13/2022	1,270	986							9.50
7/14/2022	1,361	987							
7/15/2022	1,043	971							
7/16/2022	1,052	979							
7/17/2022	1,020	989							
7/18/2022	990	982							
7/19/2022	856	1,000							
7/20/2022	1,163	984							
7/21/2022	941	973							
7/22/2022	1,169	1,000							
7/23/2022	1,088	1,022							
7/24/2022	1,013	1,002							
7/25/2022	1,053	1,004							
7/26/2022	921	999							
7/27/2022	1,162	999							
7/28/2022	971	1,013							
7/29/2022	1,230	998							
7/30/2022	1,029	1,022							
7/31/2022	1,034	1,018							
Minimum	856	848	700		30.0	500	450	37.00	9.50
Maximum	1,361	1,022	700		30.0	500	450	37.00	10.00
Average	1,123	972	700		30.0	500	450	37.00	9.75

1 - Table 3 MOR

July 2022

	Rialto WRF\Influent		Rialto WRF\Effluent		Rialto WRF\Eff		Rialto WRF\Effluent		Transfer	Transfer	Rialto	Transfer
	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)	FIT- 8321 ADG #2 Flow	FIT- 8321 ADG #2 Flow	Natural Gas Daily Use	FIT- 8321 ADG #2 Flow
Date	SU	SU	Deg C	mg/L	MPN/100mL	MPN/100ML	ug/L	ug/l	cu ft/day	cu ft/day	cf/day	cu ft/day
7/1/2022	7.23	6.95	29.3		<1.8	<1.80			140,542	140,542	11,300	140,542
7/2/2022	7.51	6.91	29.0		<1.8	<1.80			117,557	117,557	9,300	117,557
7/3/2022	7.06	6.90	29.3		<1.8	<1.80			120,008	120,008	12,100	120,008
7/4/2022	7.73	6.88	28.8		<1.8	<1.80			122,723	122,723	16,900	122,723
7/5/2022	7.78	6.94	29.1	<0.10	<1.8	<1.80			127,476	127,476	37,900	127,476
7/6/2022	7.60	6.93	29.0		<1.8	<1.80		<5.00	130,564	130,564	42,600	130,564
7/7/2022	7.37	6.91	29.4		<1.8	<1.80			132,715	132,715	38,400	132,715
7/8/2022	7.53	6.96	29.3		<1.8	<1.80			112,923	112,923	35,300	112,923
7/9/2022	7.06	6.93	29.3		<1.8	<1.80			114,055	114,055	15,400	114,055
7/10/2022	7.69	6.94	29.3		<1.8	<1.80			114,638	114,638	6,200	114,638
7/11/2022	7.57	7.05	29.4		<1.8	<1.80			106,261	106,261	9,100	106,261
7/12/2022	7.41	7.03	29.3	<0.10	<1.8	<1.80			118,015	118,015	11,900	118,015
7/13/2022	7.73	7.00	29.4		<1.8	<1.80	<2.0		121,421	121,421	14,600	121,421
7/14/2022	7.41	6.99	29.5		<1.8	<1.80			112,038	112,038	27,900	112,038
7/15/2022	7.01	7.08	29.7		<1.8	<1.80			117,687	117,687	37,300	117,687
7/16/2022	6.82	7.07	30.1		<1.8	<1.80			132,145	132,145	32,400	132,145
7/17/2022	7.01	7.10	30.4		<1.8	<1.80			126,433	126,433	29,900	126,433
7/18/2022	6.90	7.12	30.2	<0.10	<1.8	<1.80			128,405	128,405	13,000	128,405
7/19/2022	7.06	7.03	30.9		<1.8	<1.80			122,384	122,384	15,200	122,384
7/20/2022	7.31	7.06	30.0		<1.8	<1.80			137,264	137,264	14,000	137,264
7/21/2022	7.21	7.08	30.0		<1.8	<1.80			115,847	115,847	6,300	115,847
7/22/2022	7.50	7.00	30.1		<1.8	<1.80			145,837	145,837	8,100	145,837
7/23/2022	7.78	6.95	30.1		<1.8	<1.80			106,759	106,759	17,900	106,759
7/24/2022	7.33	6.95	30.1		<1.8	<1.80			129,398	129,398	36,000	129,398
7/25/2022	7.47	6.91	30.1	<0.10	<1.8	<1.80			144,557	144,557	27,600	144,557
7/26/2022	7.51	6.86	30.3		<1.8	<1.80			124,662	124,662	35,700	124,662
7/27/2022	7.69	6.84	30.1		<1.8	<1.80			129,926	129,926	22,500	129,926
7/28/2022	7.10	7.02	29.9		<1.8	<1.80			135,542	135,542	15,300	135,542
7/29/2022	7.49	7.08	30.1		<1.8	<1.80			128,848	128,848	15,700	128,848
7/30/2022	7.70	6.95	30.1		<1.8	<1.80			132,308	132,308	34,400	132,308
7/31/2022	7.45	6.94	30.2		<1.8	<1.80			130,066	130,066	39,100	130,066
Minimum	6.82	6.84	28.8	<0.10	<1.8	<1.80	<2.0	<5.00	106,261	106,261	6,200	106,261
Maximum	7.78	7.12	30.9	<0.10	<1.8	<1.80	<2.0	<5.00	145,837	145,837	42,600	145,837
Average	7.39	6.98	29.7	<0.10	<1.8	<1.80	<2.0	<5.00	125,129	125,129	22,235	125,129

Monthly Collection System Service Map



--Pipe Cleaning – July 2022



RIALTO WATER

MONTHLY OPERATIONS REPORT

Reporting Period:

July 2022

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.

A. Water Production Totals

Total water delivered into the Rialto system this month was 910.67 acre-feet. 771.08 acre-feet was delivered into the system from the groundwater wells (City 4A production is included in the well total). 68.60 acre-feet was delivered via the BLF transmission system (City 4A production has been deducted). 70.99 acre-feet came from the OPRTP.

JULY 2022 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
7/1/22	6.24	0.69	0.00	0.00	11.39	8.77	10.15	0.00	2.36	30.83
7/2/22	0.09	2.90	0.00	0.00	5.96	8.06	8.59	6.52	2.40	26.46
7/3/22	0.00	5.49	0.00	0.00	8.79	9.12	9.23	3.88	2.50	29.89
7/4/22	0.00	5.28	0.00	0.00	9.44	7.10	8.22	3.97	2.32	29.23
7/5/22	0.00	6.29	0.00	0.00	7.47	9.07	8.08	3.42	2.24	27.50
7/6/22	0.00	5.76	0.00	0.00	8.27	8.36	6.40	3.63	2.41	26.47
7/7/22	4.82	3.66	0.00	0.00	7.86	8.41	6.40	3.17	2.19	28.10
7/8/22	4.11	3.26	0.00	0.00	6.43	8.39	6.29	4.36	2.47	26.92
7/9/22	5.19	2.50	0.00	0.00	7.19	7.05	8.17	3.60	2.35	29.00
7/10/22	5.28	2.86	0.00	0.00	5.80	8.74	7.71	4.69	2.44	28.78
7/11/22	5.39	3.58	0.00	0.00	5.40	9.00	6.31	4.04	2.08	26.80
7/12/22	6.82	5.69	0.00	0.00	6.80	8.76	6.38	4.09	2.39	32.17
7/13/22	4.15	5.43	0.00	0.00	6.48	7.63	5.67	3.40	2.01	27.14
7/14/22	5.37	3.57	0.00	0.00	6.85	8.87	5.62	3.12	2.19	26.72
7/15/22	5.19	2.76	0.00	0.00	7.70	8.67	5.62	3.95	0.00	25.22
7/16/22	5.35	3.72	0.00	0.00	6.36	7.41	5.63	4.32	5.08	30.46
7/17/22	6.06	5.49	0.00	0.00	8.82	8.50	5.23	3.70	1.82	31.12
7/18/22	3.97	6.64	0.00	0.00	8.92	8.40	6.27	4.57	2.15	32.52
7/19/22	5.30	7.96	0.00	0.00	8.74	7.53	5.83	4.22	2.50	34.55
7/20/22	6.54	4.16	0.00	0.00	8.14	9.34	4.29	4.38	2.26	29.77
7/21/22	5.60	6.66	0.00	0.00	8.42	8.30	0.00	1.84	2.33	24.85
7/22/22	4.45	6.99	0.00	0.00	8.31	7.94	4.21	4.77	2.37	31.10
7/23/22	4.46	6.98	0.00	0.00	8.31	7.95	4.21	4.78	2.38	31.12
7/24/22	5.56	6.26	0.00	0.00	8.34	8.29	8.86	9.53	2.24	40.79
7/25/22	6.93	5.73	0.00	0.00	7.80	9.65	4.20	3.37	1.94	29.97
7/26/22	3.47	3.19	0.00	0.00	8.25	7.51	6.72	4.09	0.00	25.72
7/27/22	5.67	0.64	0.00	0.00	8.95	9.30	6.72	6.56	4.76	33.30
7/28/22	3.86	3.26	0.00	0.00	5.04	6.23	6.71	3.17	2.35	24.39
7/29/22	5.66	2.83	0.00	0.00	7.97	8.62	7.75	3.57	2.15	29.93
7/30/22	5.66	2.82	0.00	0.00	7.97	8.62	7.75	3.57	2.15	29.92
7/31/22	5.67	2.83	0.00	0.00	7.96	8.62	7.75	3.56	2.16	29.93
TOTAL	136.86	135.88	0.00	0.00	240.13	258.21	200.97	125.84	70.99	910.67
MIN	0.00	0.64	0.00	0.00	5.04	6.23	0.00	0.00	0.00	24.39
MAX	6.93	7.96	0.00	0.00	11.39	9.65	10.15	9.53	5.08	40.79
AVE	4.41	4.38	0.00	0.00	7.75	8.33	6.48	4.06	2.29	29.38

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.

JULY 2022 DAILY BOOSTER TOTALS IN ACRE FEET

DATE	Booster 1	Booster 2	Booster 3	Booster 4	Booster 5	Booster 6-9	Booster 10	Booster 11
7/1/22	0.00	0.00	4.81	0.00	0.00	10.15	3.49	0.00
7/2/22	0.00	0.00	7.49	0.30	0.00	8.59	0.00	0.00
7/3/22	0.00	0.00	7.27	1.60	0.00	9.23	0.00	0.00
7/4/22	0.00	0.00	5.46	0.27	0.00	8.22	2.51	0.00
7/5/22	0.00	0.00	6.79	0.00	0.00	8.08	3.02	0.00
7/6/22	0.00	0.00	6.38	2.11	0.00	6.40	0.00	0.00
7/7/22	0.00	0.00	2.46	2.27	0.00	6.40	6.44	0.00
7/8/22	0.00	0.00	0.00	3.26	0.00	6.29	10.71	0.00
7/9/22	0.00	0.00	0.00	2.56	0.00	8.17	9.46	0.00
7/10/22	0.00	0.00	0.00	2.59	0.99	7.71	10.07	0.00
7/11/22	0.00	0.00	1.35	1.64	0.00	6.31	9.97	0.00
7/12/22	0.00	0.00	3.55	1.36	0.00	6.38	9.93	0.00
7/13/22	0.00	0.00	2.01	1.29	0.00	5.67	7.75	0.00
7/14/22	0.00	0.00	4.10	0.00	0.00	5.62	9.05	0.00
7/15/22	0.00	0.00	0.00	1.55	0.00	5.62	9.05	0.00
7/16/22	0.00	0.00	0.00	2.51	0.00	5.63	9.05	0.00
7/17/22	0.00	0.00	2.08	1.77	0.00	5.23	9.43	0.00
7/18/22	0.00	0.00	5.21	0.00	0.00	6.27	9.01	0.00
7/19/22	0.00	0.00	2.08	1.62	0.00	5.83	9.78	0.00
7/20/22	0.00	0.00	3.82	0.64	0.00	4.29	9.85	0.00
7/21/22	0.00	0.00	2.45	0.41	0.00	0.00	9.56	0.00
7/22/22	0.00	0.00	2.45	0.00	0.00	4.21	10.79	0.00
7/23/22	0.00	0.00	0.18	0.00	0.00	4.21	10.79	0.00
7/24/22	0.00	0.00	5.42	1.35	5.98	8.86	9.61	0.00
7/25/22	0.00	0.00	3.01	1.26	0.00	4.20	9.51	0.00
7/26/22	0.00	0.00	0.00	0.00	0.00	6.72	8.71	0.00
7/27/22	0.00	0.00	0.00	3.39	3.27	6.72	9.49	0.00
7/28/22	0.00	0.00	0.00	2.00	0.00	6.71	8.47	0.00
7/29/22	0.00	0.00	0.00	2.44	0.00	7.75	8.47	0.00
7/30/22	0.00	0.00	2.14	2.44	0.00	7.75	9.48	0.00
7/31/22	0.00	0.00	0.00	2.44	0.00	7.75	9.49	0.00
TOTAL	0.00	0.00	80.51	43.07	10.24	200.97	242.94	0.00
MIN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MAX	0.00	0.00	7.49	3.39	5.98	10.15	10.79	0.00
AVE	0.00	0.00	2.60	1.39	0.33	6.48	7.84	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													
Wells Depth to Pump	Historical Maximum Depth to Water	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Chino # 1 (580 ft) In-active well	428'	414'	414'	428'	425'	425'	427'	427'	411'	427'	423'	427'	427'
Chino # 2 (550 ft)	366'	348'	348'	350'	348'	348'	348'	349'	350'	350'	350'	350'	350'
City # 1 (260 ft) Dry	392'	247'	247'	244'	246'	247'	248'	249'	249'	253'	251'	253'	253'
City # 2 (480 ft)	402'	256'	249'	262'	272'	271'	273'	273'	282'	276'	283'	276'	300'
City # 3 (525 ft) Out of Service	493'	466'	468'	468'	474'	474'	476'	481'	482'	484'	491'	493'	491'
City # 4A (528 ft)	406'	383'	387'	387'	388'	394'	388'	388'	378'	379'	388'	388'	388'
City # 5 (385 ft) In-active well	355'	345'	344'	345'	345'	379'	348'	348'	348'	353'	354'	355'	355'
Rialto # 1 (650 ft) In-active well	588'	583'	576'	581'	583'	573'	578'	578'	569'	581'	573'	578'	576'
Rialto # 2 (550 ft) In-active well	494'	491'	490'	493'	494'	493'	494'	494'	494'	494'	492'	492'	492'
Rialto # 3 (509 ft)	474'	472'	472'	467'	474'	470'	468'	470'	468'	466'	468'	470'	470'
Rialto # 4 (450 ft) In-active well	413'	407'	407'	409'	411'	409'	410'	410'	410'	410'	410'	411'	410'
Rialto # 5 (560 ft)	381'	376'	378'	380'	381'	380'	380'	380'	380'	379'	380'	381'	381'
Rialto Well # 7 In-active well	358'	356'	355'	357'	357'	358'	357'	358'	357'	357'	357'	356'	358'
Miro # 3 (563 ft)	487'	485'	482'	482'	487'	479'	476'	477'	479'	480'	480'	480'	480'

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	Detectable 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 07/13/2022	Sample Site Location Results								
Type of Sampling	Chino 2	City 2	City 4A	Rialto 3	Rialto 5	Miro 3	BLF Cactus	BLF 6-9	OPRTP
Total Coliform	A	A	A	A	A	A	A	A	A
E. Coli	A	A	A	A	A	A	A	A	A
Nitrate as N	3.3								
Perchlorate (CLO ₄)	<2.0		<2.0	5.6*	<2.0	13*			
Total Dissolved Solids	220	200	290	220	220	220	320	330	240

*Sample is from the well head so it is before disinfection & treatment. Treatment is performed before it goes into the distribution system. Water going into the distribution system is <2.0 (non-detect).

B. Sample Site Location Results

Rialto Distribution Sample Results						
July 2022						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
CYCLE 1 - 07/06/22	mg/l	P/A	P/A	Color Units	TON	NTU
335 W. Rialto	0.97	A	A	<3.0	<1.0	<0.10
1228 W. Merrill	0.85	A	A	<3.0	<1.0	0.20
256 N. Fillmore	0.89	A	A	<3.0	<1.0	<0.10
987 W. Grove	0.90	A	A	<3.0	<1.0	<0.10
978 N. Driftwood	0.92	A	A	<3.0	<1.0	<0.10
1451 N. Linden	0.90	A	A	<3.0	<1.0	0.15
469 W. Jackson	0.89	A	A	<3.0	<1.0	<0.10
935 E. Mariposa	0.88	A	A	<3.0	<1.0	<0.10
1000 N. Joyce	0.90	A	A	<3.0	<1.0	<0.10
766 N. Chestnut	0.87	A	A	<3.0	<1.0	<0.10
149 W. Victoria	0.85	A	A	<3.0	<1.0	<0.10
313 E. McKinley	0.82	A	A	<3.0	<1.0	<0.10
609 E. South	0.79	A	A	<3.0	<1.0	<0.10
273 E. Alru	0.83	A	A	<3.0	<1.0	<0.10
1161 S. Lilac	0.81	A	A	<3.0	<1.0	<0.10
101 E. Valley	0.90	A	A	<3.0	<1.0	<0.10
CYCLE 2 - 07/12/22	mg/l	P/A	P/A	Color Units	TON	NTU
210 N. Park	0.96	A	A			
101 S. Larch	0.92	A	A			
320 N. Wisteria	0.97	A	A			
861 W. Grove	0.90	A	A			
1168 N. Glenwood	0.89	A	A			
1320 N. Fitzgerald	0.97	A	A			
860 N. Willow	0.89	A	A			
209 E. Cornell	0.88	A	A			
643 E. Margarita	0.87	A	A			
1170 N. Terrace Rd.	0.85	A	A			
681 E. Erwin	0.89	A	A			
402 E. Merrill	0.91	A	A			
261 W. Wilson	0.97	A	A			
532 S. Iris	0.90	A	A			
281 W. Hawthorne	0.94	A	A			
379 W. Valley	0.96	A	A			

Rialto Distribution Sample Results						
July 2022						
Sample Location	Free Cl Res (Field)	Total Coliform	E. Coli	Apparent Color	Odor Threshold	Turbidity
CYCLE 3 - 07/20/22	mg/l	P/A	P/A	Color Units	TON	NTU
236 N. Willow	1.21	A	A			
775 E. Foothill	0.98	A	A			
878 N. Primrose	1.10	A	A			
369 E. Van Koevering	0.95	A	A			
274 W. Valencia	1.06	A	A			
1566 N. Fillmore	1.12	A	A			
932 N. Idyllwild	1.14	A	A			
644 N. Smoketree	1.27	A	A			
605 W. Rosewood	1.16	A	A			
1189 W. Second	1.25	A	A			
775 W. Rialto	1.18	A	A			
211 E. Wilson	1.18	A	A			
595 E. Huff	1.19	A	A			
1005 S. Riverside	1.17	A	A			
794 S. Verde	1.00	A	A			
1055 W. Bloomington	0.84	A	A			
CYCLE 4 - 07/25/22	mg/l	P/A	P/A	Color Units	TON	NTU
375 S. Cactus	1.10	A	A			
101 S. Linden	1.00	A	A			
234 N. Larch	1.20	A	A			
575 N. Driftwood	1.20	A	A			
1355 W. Shamrock	1.30	A	A			
992 N. Yucca	1.00	A	A			
481 W. Cornell	1.10	A	A			
158. E. Shamrock	1.00	A	A			
749 E. Holly	1.00	A	A			
545 E. Victoria	0.80	A	A			
200 N. Sycamore	0.90	A	A			
407 E. Allen	1.10	A	A			
399 E. Montrose	1.10	A	A			
856 S. Orange	1.10	A	A			
911 S. Cactus	0.90	A	A			
220 W. Valley	0.90	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 246 mg/L for the month of July as compared to 226 mg/L in June. 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	Scissor Lifts for General Industry Aerial Lifts for General Industry Ladder Safety
Lost Time Incidents, count*	0
Recordable Incidents, count	0
Near Miss Incidents, count	11
Vehicle Incidents, count	0

*A lost time incident has not occurred in the past 3213 days.

IV. CHEMICAL USE

Sodium hypochlorite is the only chemical added to the water system. A total of 2779 gallons of sodium hypochlorite was used in July as compared to 2620 gallons used in June.

V. ELECTRICAL USE

Southern California Edison (SCE) has not provided all data for July 2022. 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
2021	July	704,160
2021	August	883,234
2021	September	763,375
2021	October	671,078
2021	November	567,897
2021	December	366,038
2022	January	495,045
2022	February	445,867
2022	March	452,487
2022	April	549,302
2022	May	641,269
2022	June	637,248

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

All wells were operational.

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. 53 valves were exercised for the month of July.

Valve Turning Progress	
	Valves Turned
2020	530
2021	340
2022	331

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 July, zero hydrant flushing was performed. Due to the Riverside North paving project the crews were not able to flush. All flushing will be completed in the months of September thru December. 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	
	2022
January	0
February	0
March	0
April	0
May	0
June	0
July	0
Total	0
Progress % (0)	

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 July:

- Preventive Maintenance –127
- Corrective Maintenance –105
- Predictive Maintenance –0

97- PM's are scheduled for August 2022.

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

Corrective Work Order labor hours were dedicated to seven pipe line repairs.

B. Major Equipment and/or Machinery Outages

No outages.

IX. RAINFALL TOTALS

[illegible]

Highland - Los Angeles Basin - Station 251

Month Year	Total ETo (in)	Total Precip (in)	Avg Sol Rad (Ly/day)	Avg Vap Pres (mBars)	Avg Max Air Temp (°F)	Avg Min Air Temp (°F)	Avg Air Temp (°F)	Avg Max Rel Hum (%)	Avg Min Rel Hum (%)	Avg Rel Hum (%)	Avg Dew Point (°F)	Avg Wind Speed (mph)	Avg Soil Temp (°F)
Jan 2022	2.62 K	0.89	269	6.2 K	69.2	42.2	54.5	66	23	43 K	31.1 K	3.3 K	51.8
Feb 2022	3.41	0.35	377 K	4.9	71.1 K	41.3 K	56.0 K	59 K	19 K	34 K	25.3 K	4.2 K	52.2
Mar 2022	5.11 K	1.13	459 K	7.6 K	74.6 K	47.0	60.5 K	72	23	44 K	36.1 K	4.6 K	57.1
Apr 2022	5.75 K	0.79	537	9.4 K	77.2 K	50.4 K	63.5 K	77	28	49 K	41.8 K	4.6 K	62.2
May 2022	6.67	0.23 K	595 K	11.4 K	81.0 K	53.8 K	66.5 K	79	31	53 K	47.0 K	4.8 K	67.1
Jun 2022	8.29 K	0.52	686 K	13.3 K	93.4 K	61.6 K	77.0 K	71	22	43 K	51.4 K	4.9 K	72.6
Jul 2022	8.34	0.90	646	14.6	95.2	64.7	79.0	71	22	43	54.4	4.7 K	75.8
Tots/Avgs	40.19	4.8	510	9.6	80.2	51.6	65.3	71	24	44	41.0	4.4	62.7

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

Reporting Period:

July 2022

Prepared for: Rialto Water Services

Prepared by: Veolia Water West Operating Services



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I. CUSTOMER SERVICE SUMMARY

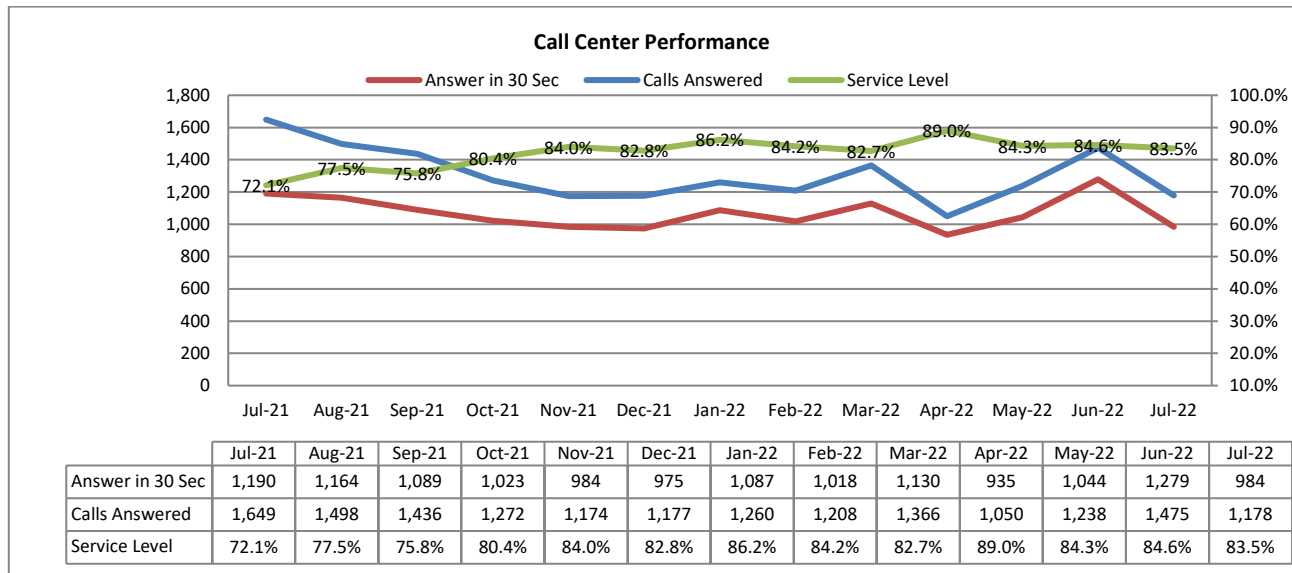
During this reporting month, the Customer Service team achieved a service level of 83.5%. Out of 1,178 inbound calls answered, 984 were answered within the first 30 seconds.

Water consumption has increased by 45.9% when compared against previous month, but in line with past year water consumption trend. This increase is due to one additional week between the meter reads to calculate the July bills. (48 billing weeks versus 52 weeks in calendar year)

Sewer revenue has decreased by 0.6% compared to the prior month.

II. CALL CENTER PERFORMANCE

During this reporting month, service level was 83.5% with 1,178 out of 984 being answered within the first 30 seconds. Overall average wait time was thirty-four (34) seconds.



III. AUTOMATED SERVICES

About 10,187 or 47% of the rate payers have created log-ins to access their accounts online. Of these customers, with online access, 41.5% have chosen the e-bill option. This e-bill participation is 11% increase from July of the prior year.

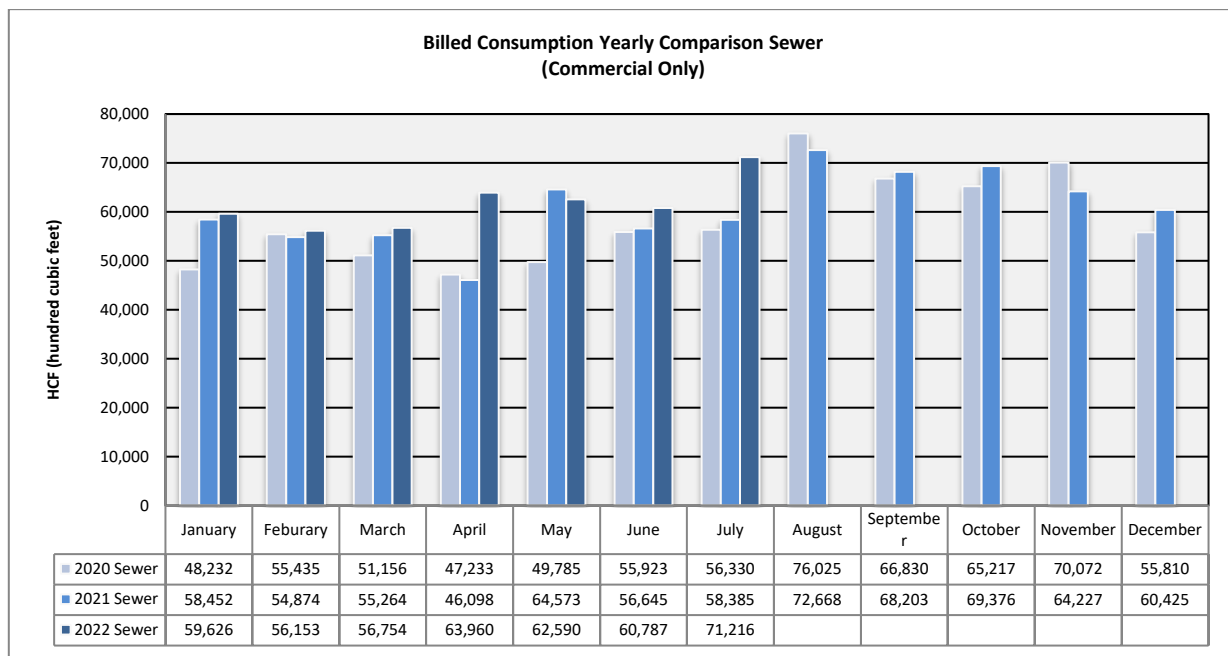
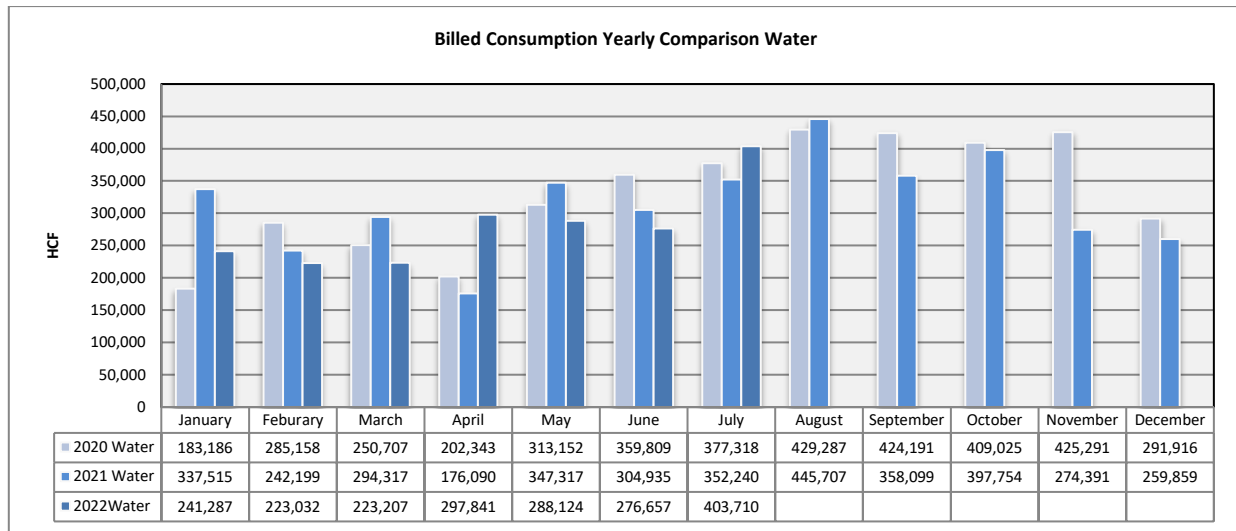
	Jul-21	Aug-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22
Number of Bills	21,583	21,628	21,724	21,683	21,684	21,709	12,758	21,827	21,782	21,784	21,829	21,729
Number of Bill Adjustments (during billing)	15	14	17	33	35	29	40	47	38	40	42	5
Automated Over the Phone Payments	2,695	2,469	2,363	2,517	2,600	2,397	2,332	2,727	2,259	2,565	2,615	2,319
Online Payment	7,492	7,051	6,429	7,984	7,704	6,618	6,520	7,803	6,514	7,646	7,748	6,643
E-bill Participants	4,411	4,441	4,505	4,559	4,595	4,648	4,681	4,725	4,756	4,797	4,838	4,861
Auto Pay Participants (New Portal)	2,962	3,005	3,071	3,123	3,155	3,209	3,255	3,281	3,311	3,354	3,400	3,437
PayNearMe	359	317	292	308	300	266	289	312	231	287	254	226

IV. CONSUMPTION & BILLING

A. Consumption

Water consumption has increased by 45.9% when compared against previous month, but in line with past year water consumption trend. This increase is due to one additional week between the meter reads to calculate the July bills. (48 billing weeks versus 52 weeks in calendar year)

Commercial sewer accounts, which are charged based on actual water usage, total consumption has been consistent.



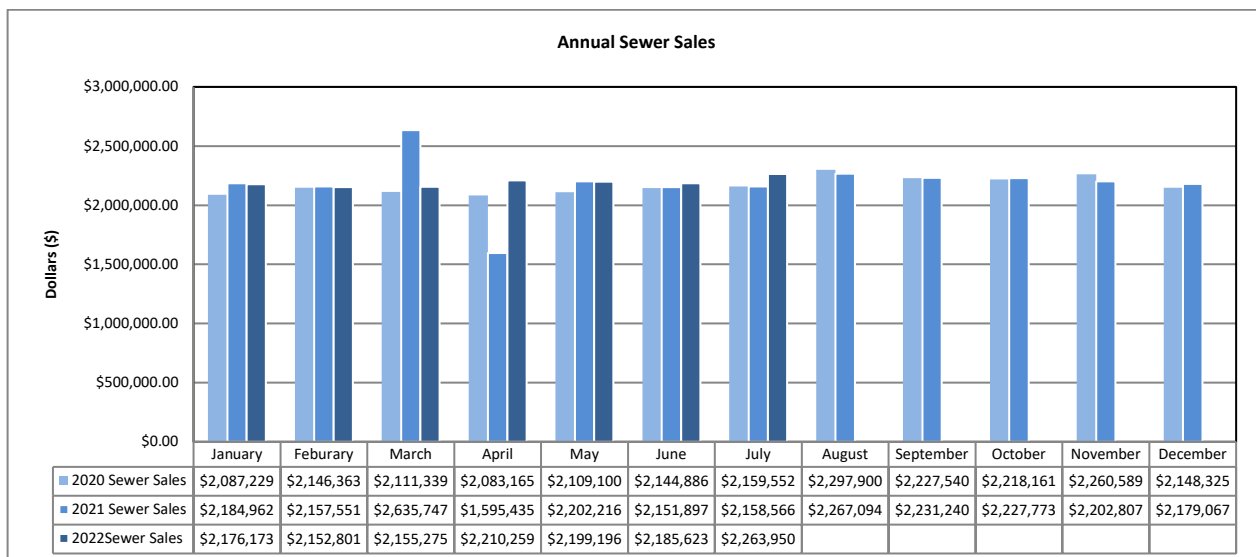
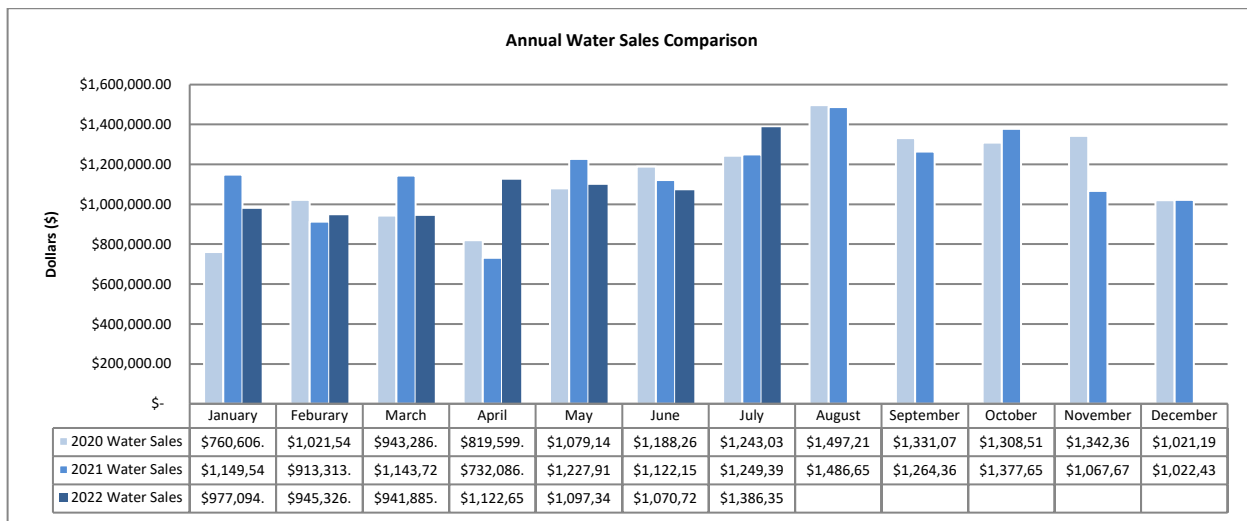
B. Billing

A total of 21,729 bills were mailed or sent out electronically in July. Billing accuracy was 99.9% with five (5) requiring adjustments.

V. REVENUE & AGING

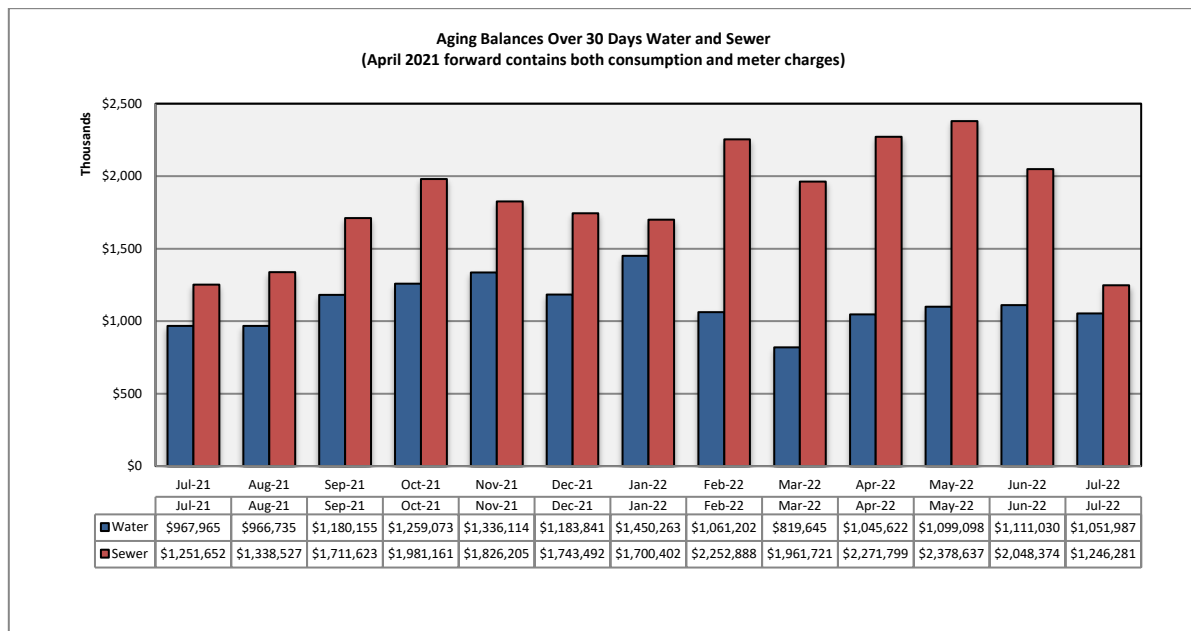
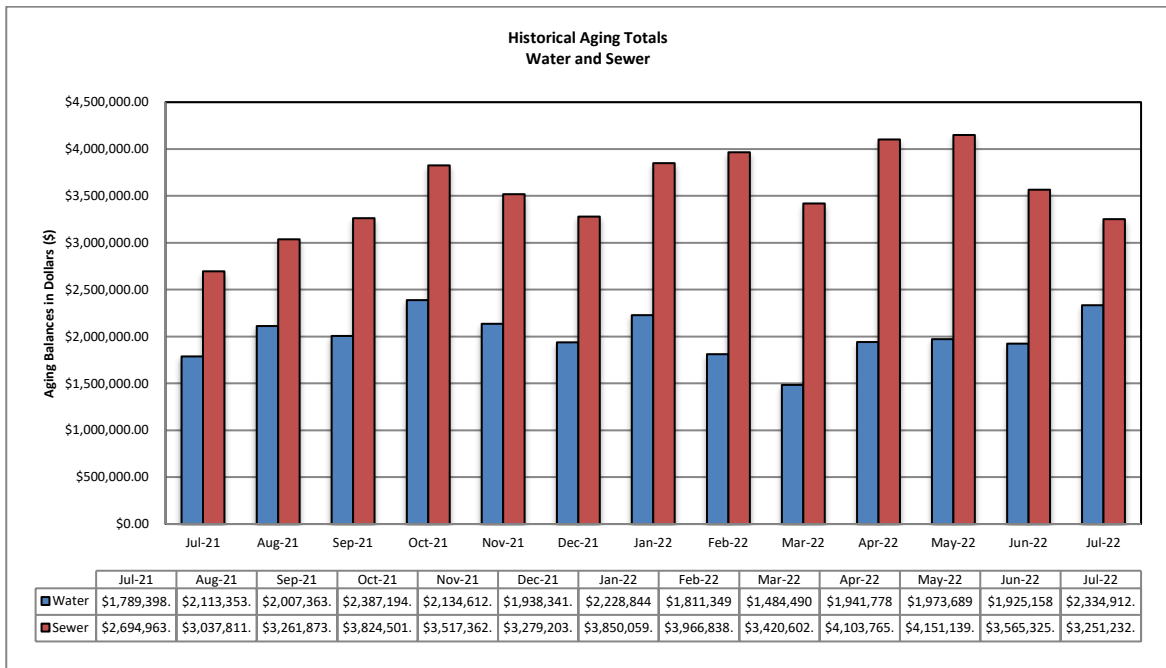
A. Revenue

Sewer revenue has increased by 3.6% compared to the prior month and increased by 4.9% from last year. Water revenue increased 11.0% when compared against the prior year and by 29.5% from last month as there was one additional week between the meter reads. Please consider that revenue from water consumption is smaller than monthly water base charges. These fluctuations are typically attributed to certain months having one additional week between the billing. (52 weeks per year versus 48 billing weeks)



B. Aging

The total aging balance has increased 1.7% from the previous month, *see first table below*. For balances >30-days only, water has decreased 5.3% and wastewater has decreased 39.2%. This decrease is attributed to credit applied with funds from CA State Water Board Wastewater Arrearage Program in the amount of ~\$525,000 and tax roll in the amount of \$868,397.



C. Bad Debt

32 (thirty-two) accounts were sent to collections for a total amount of \$11,021.54.

VI. SERVICE ORDERS

173 service orders were initiated by the customer service team during the reporting month. Of this total, 101 service orders or 60% were due to occupant changes. This shows slowing trend of residents moving in and out of the properties.

VII. OTHER ACTIVITIES

Payments from CA Wastewater Arrearage program in the amount \$525,885 have been applied against eligible accounts with sewer charges.

Sewer Tax Roll in the amount of \$868,397 have been submitted to the San Bernardino County.

No work time losses were experienced in July. Everyone at Veolia is striving to achieve “zero harm safety record” by practicing the knowledge gained during monthly safety training events.

Following the state 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 increase.

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, Cal OSHA and government health agencies to determine the current safeguards and changes needed in the future.

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 July 2022 is \$3,176,000. Non-Rate Revenue is \$231,000; Utility Revenue is \$2,747,000 and Tax / Ambulance Revenue at \$198,000.

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 July 2022 and July 2021 are \$193,000 and \$222,000 respectively. Ambulance Revenue is also collected on behalf of the City of Rialto totaling \$4,600 in July 2022 and \$5,000 in July 2021.

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.

The City has made and entered into an agreement with Social Science Services, Incorporated in July 2019 whereas, a wastewater collection system is established. Rialto Water Services provides sewer services to Cedar House Life Change Center. A monthly billing to collect sewer service fees will be established and coordinated correspondingly.

C. Non-Rate Revenue – Other

Other revenue is generated by leasing space for cell towers to AT&T and Sprint at a currently contracted rate of \$1,700 each per month. Vertical Bridge also provides \$2,400 a month of cell tower generated Revenue.

RWS and the City secured an agreement with Rialto Bioenergy Facilities whereby they provide a subleased City property rental income of \$10,000 a month. In addition, Chino 2 Water Well Site yard is also being rented to MR Tudor, which generates \$500 in monthly revenues.

The City and San Bernardino Valley Municipal Water District have entered into a Brine Line Capacity Agreement on July 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 DIF payment received in July of 2022.

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, \$297,000 per year for Standby Charges and 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	JULY 2022	%
Carrier Deposits	Cash deposits prepared per day for transport to Union Bank	20	\$ 82,152	2.58%
Remote Deposits	Scanned batches of checks payments made at the customer service counter (May 2021 includes \$443,000 of Property Tax payments)	20	509,674	16.00%
UB Bill	Batches of customer payments posted to customer accounts at Union Bank (EBOX)	20	314,895	9.89%
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.	9,191	1,272,357	39.95%
Lockbox Deposits	Batches of customer payments mailed in to Union Bank's lockbox	20	981,708	30.82%
Pay Near Me	Cash payment service that allows customers to pay at a local 7-Eleven, CVS, or Family Dollar stores.	212	24,384	0.77%
Total Revenue per Bank			\$ 3,185,171	100%
Recon to RUA Recap:				
Adj detailed in RUA			(9,334)	
Prior mo. Correction				
RUA increase in Cash			\$ 3,175,837	

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 2022	%
Cash Deposits	\$ 95,492	2.47%
Remote Check Deposits	567,468	14.66%
UB Bill (EBOX)	376,693	9.73%
Paymentus, IVR, Credit Cards	1,604,275	41.44%
Lockbox Deposits	1,186,090	30.64%
Pay Near Me	40,910	1.06%
Total Revenue to Bank	\$ 3,870,928	100.00%
NSF	(25,056)	
Net deposits	\$ 3,845,872	

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

	July 2022	July 2021	Variance
UUT Water	\$ 63,509	\$ 76,625	\$ (13,116)
UUT Sewer	130,017	145,937	(15,920)
Perchlorate	-	-	-
Ambulance	4,604	5,006	(402)
Total	\$ 198,130	\$ 227,568	\$ (29,438)

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

	July 2022	July 2021	Variance
Non-Rate / Extra Territorial Revenue	\$ 230,612	\$ 221,988	\$ 8,625
Utility Revenue	\$ 2,747,095	\$ 3,264,194	\$ (517,100)
Total	\$ 2,977,707	\$ 3,486,182	\$ (508,475)

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

	Jul 2022	Total
Non-Rate Revenue		
Cell Tower Rent, Sublease	4,113	4,113
Interest Income	-	-
NRR-FOG	-	-
Extra Terr-Water	60,000	60,000
Extra Terr- Sewage	147,995	147,995
Municipal Water sales	-	-
Water Meter Lost/Damaged/Replacements	15,207	15,207
Misc Fees - New Occ, Same Day Svc	3,298	3,298
NSF	-	-
DIF - Wastewater Connection	-	-
Sewer Bad Debt Collection Fees	-	-
Sewer Cash Over/Short	-	-
Total Non-Rate Revenue	\$ 230,612	230,612
Utility Revenue		
Water Penalty	4	4
Sewer Penalty	8	8
Turf Removal Rebate	(8,750)	(8,750)
Hi Eff Toilet/Washer Rebates	-	-
Senior Disc - Water	-	-
Senior Disc - Sewer	-	-
Water Contract	-	-
Water Deposits Paid	-	-
Water Deposits Billed	10,664	10,664
Hydrant Deposits	1,415	1,415
Sewer Deposits Paid	-	-
Sewer Deposits Billed	11,525	11,525
Water	998,681	998,681
Sewer	1,783,322	1,783,322
Unapplied Credits	(62,059)	(62,059)
Bad Debt Sewer	54	54
Bad Debt Water	-	-
Tax Roll - Sewer	12,060	12,060
Collection Agency - Water	50	50
Collection Agency - Sewer	87	87
Collection Agency - Misc Water	33	33
Total Utility Revenue	\$ 2,747,094	\$ 2,747,094
Total Non-Rate + Utility Rev.	2,977,707	2,977,707

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

	Increase to Cash per CIS	Adjustments Required to GL	Fund 660-Sewer	Fund 670-Water	Total Cash Per GL	Adjustments To Match RUA to	Cash/CC/Cks Deposit To Bank
July 2022	3,713,750	24,876	2,250,119	1,438,755	3,713,750	157,178	3,870,928
July 2021	3,175,837	13,952	1,948,514	1,213,371	3,175,837	9,334	3,185,171

L. Non-CIS Customer Accounts Receivable Aging

Name	Total as of 7/31/2022	Current	31-60 days	61-90 days	>90 days
AT&T - Easton	\$ (12,096)	(12,096)			
CITY OF FONTANA	123,847	123,847			
Colton Unified School District	5,948	5,948			
County of San Bernardino-CSA 70 BL	24,503	12,251			12,251
MR Tudor	500	500			
Rialto BioEnergy Facilities	78,394	57,190	21,204		
Sprint-Nextel	5,184				5,184
San Bernardino Co Waste System Div.	-				
SB Valley Mun Water District	-				
Vertical Bridge Holdco, LLC (CIG)	2,267				2,267
Grand Total	\$ 228,547	\$ 187,641	\$ 21,204	\$ -	\$ 19,702

AT&T makes annual payment. The credit balance indicates payments through February 2023.

City of Fontana shows a current amount due.

Colton Unified School District indicates a current amount due.

County of San Bernardino—CSA 70 BL (Bloomington): A monthly billing for a total of 197 EDU for residential and commercial sewer connections is being billed to the County. These connections generate approximately \$12,000 of monthly extraterritorial revenue. The customer made payment for the past due balance, subsequently.

Rialto Bioenergy Facilities is current with its obligations. Subsequently, the payment of the past due balance was received.

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 will be contacted for a past due Invoice. Sprint has been contacted for open Invoices.

San Bernardino County Waste System Division has no outstanding balance.

MR Tudor is current with its obligations.

San Bernardino County Waste System Division is being billed with the prior year Labor cost per the Water Replacement Agreement. The payment is currently in process.



City of Rialto

Legislation Text

File #: UC-22-852, **Version:** 1, **Agenda #:**

To Do List

Next Month's Agenda Items:

1. Update on activities at the Wastewater Treatment Plant
2. San Bernardino County Stand By Water Lease Agreement
3. Water Supply for the Regional Housing Element
4. Combined Remedy Operations and Maintenance Agreement with Veolia

Future Agenda Items:

1. State Water Project Report. - Valley District
2. Endangered species, why we care. - Valley District



City of Rialto

Legislation Text

File #: UC-22-853, **Version:** 1, **Agenda #:**

Previous Discussion Update

There were no Previous Discussion Items from the last Commission meeting.