

REGULAR MEETING CITY OF RIALTO UTILITIES COMMISSION AGENDA

Civic Center Council Chambers 150 S. Palm Avenue Rialto, CA 92376	Tuesday August 16, 2016 6:15 p.m.
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In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the Public Works Department at (909) 421-4999. 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 Public Works Department if you wish to do so. All agendas are posted in the City Hall Administration Building (150 South Palm Avenue, Rialto, California 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 Public Works Department. Please call (909) 421-4999 to inquire about any item 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.

<u>CALL TO ORDER</u>		Time:	
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<u>ROLL CALL</u>	Present	Absent
Chairperson Barbara Zrelak-Rickman	<input type="checkbox"/>	<input type="checkbox"/>
Vice-Chairperson June Hayes	<input type="checkbox"/>	<input type="checkbox"/>
Commissioner Richard "Kim" Chitwood	<input type="checkbox"/>	<input type="checkbox"/>
Commissioner Kevin C. Kobbe	<input type="checkbox"/>	<input type="checkbox"/>
Commissioner James M. Shields	<input type="checkbox"/>	<input type="checkbox"/>

PLEDGE OF ALLEGIANCE

MOMENT OF SILENCE / INVOCATION

APPROVAL OF MINUTES FROM REGULAR MEETING *July 19, 2016*

<u>ORAL COMMUNICATION</u>	(5 minutes)

NEW BUSINESS ITEMS

WASTE MANAGEMENT REPORT

ITEM 1

Amy Crow, City of Rialto
RECEIVE AND FILE- NO ACTION

FATS OILS AND GREASES PROGRAM AND INDUSTRIAL PRETREATMENT PRGRAM

ITEM 2

Chipper Greene, Veolia
Lynn Merrill, Lynn Merrill and Associates, Inc.
RECEIVE AND FILE- NO ACTION

VEOLIA OPERATIONS AND MAINTENANCE REPORT

ITEM 3

WATER/WASTEWATER/CUSTOMER SERVICE/FACILITY IMPROVEMENT PROJECT UPDATE
Staff, Veolia Water
RECEIVE AND FILE – NO ACTION

OLD BUSINESS

ITEM 4

To Do List

COMMISSIONER’S REPORT

ITEM 5

ADJOURNMENT

Motion

Second

Vote

Time

ATTACHMENTS/HANDOUTS

- 1. Monthly Waste Management Report- July 2016
- 2. Fats Oils And Greases Program And Industrial Pretreatment Program Presentation
- 3. Veolia Water Operations and Maintenance Report – July 2016
- 4. To Do List- July 2016

CITY STAFF

Robert Eisenbeisz, Public Works Director/ City Engineer
Katie Nickel, Public Works Program Coordinator
Amy Crow, Administrative Analyst
Dayan Gutierrez, Commission Clerk

**REGULAR MEETING OF THE UTILITIES COMMISSION
AUGUST 16, 2016**

MINUTES

INTRODUCTION	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, July 19, 2016.
	o0o
	This meeting was in accordance with the provision of the Government Code §54956 of the State of California.
	o0o
<u>CALL TO ORDER</u>	Vice-Chairperson Hayes called the meeting to order at 6:15 P.M.
	o0o
ROLL CALL	The roll was called and the following Commissioners were present: June Hayes, Richard “Kim” Chitwood, Kevin C. Kobbe, and James M. Shields. The following Commissioner was absent: Barbara Zrelak-Rickman. Staff present: Robert Eisenbeisz, Amy Crow, and Dayan Gutierrez.
APPROVAL OF MINUTES – Regular Meeting June 21, 2016	<ul style="list-style-type: none"> ◆ Commissioner Kobbe moved to approve the minutes of the Regular Meeting June 21, 2016. ◆ Commissioner Shields seconded the motion. ◆ Motion carried. ◆ VOTE: <u>4</u> to <u>0</u> in favor of approval of the minutes.
	o0o
ORAL COMMUNICATIONS	<ul style="list-style-type: none"> ◆ Ed Killgore, Director of the San Bernardino Valley Municipal Water District, introduced himself to the Commission and provided a brief background on the agency. ◆ Killgore answered questions from the Commission in regards to the following topics: <ul style="list-style-type: none"> • The Oliver Roemer Treatment Plant • Reclaimed Water Projects • The current state of the Santa Ana Sucker fish and the Delta Smelt. • The possibility of seawater desalination. ◆ The Commission suggested organizing a tour of the Seven Oaks Dam. Killgore stated he would work on setting up a tour. ◆ A discussion ensued in regards to the sewer rates.
	o0o
NEW BUSINESS ITEMS	
	o0o
Item 1– Southern California Edison (SCE) Falcon Ridge Project Update RECEIVE AND FILE- NO ACTION	<ul style="list-style-type: none"> ◆ SCE representative was not present. Item was not discussed.
	o0o
Item 2- Waste Management Report RECEIVE AND FILE- NO ACTION	<ul style="list-style-type: none"> ◆ Amy Crow presented the monthly Waste Management Report. ◆ Crow reviewed the tonnage, special collection, and scavenger reports. ◆ Crow clarified to the Commission that the Hazardous Waste Site Collection is a San Bernardino County program and therefore, open to all County residents. ◆ Crow provided a brief update to the Commission in regards to the Streetlight Acquisition. ◆ Robert Eisenbeisz and Crow provided a brief update to the Commission in regards to the water conservation efforts and the updated water warning stage. ◆ Katie Nickel and Eisenbeisz provided an update to the Commission in regards to the budget based rates.

	<ul style="list-style-type: none"> ◆ Killgore provided information to the Commission in regards to the Incredible Edible Garden organization. ◆ The reports were received and accepted by the Commission.
	o0o
<p>Item 4- GenSTEM Program Presentation</p> <p>RECEIVE AND FILE- NO ACTION</p>	<ul style="list-style-type: none"> ◆ Christina Salinas and Juanita Chan reviewed the GenSTEM Program presentation. ◆ Salinas and Chan provided clarification and answered questions from the Commission in regards to the following topics: <ul style="list-style-type: none"> ● The meaning of Advance Placement (AP) classes. ● The use of mulch at school gardens. ● How the program and employees are funded.
	o0o
<p>Item 5- Veolia Operations And Maintenance Report</p> <p>RECEIVE AND FILE- NO ACTION</p>	<ul style="list-style-type: none"> ◆ Daniel Villanueva reviewed the monthly Wastewater Operations report. ◆ Villanueva and Paul Herman answered questions from the Commission in regards to the following: <ul style="list-style-type: none"> ● Measures taken to prevent Field Logic Unit (FLU) failures due to excessive heat. ● The frequency of FLU failures. ● The corrective maintenance of the plant 5 mixer pumps that have shown failure signs. ● The size of the plant 5 mixer pump. ◆ A discussion ensued in regards to the above average cyanide levels and the measures taken to resolve the issue. ◆ Villanueva informed the Commission that the Air Quality Management District (AQMD) visited the treatment plant to inspect the boiler and perform the annual inspection. ◆ Villanueva informed the Commission that a chlorine pump failed to turn on due to a power failure. ◆ Paul Herman reviewed the monthly Collections Cleaning report. ◆ Herman explained to the Commission how cleaning a sewer mainline could at times help the sewer lateral return to normal operation. ◆ David Terry provided a brief update to the Commission in regards to the valve exercise program and the Cactus reservoir. ◆ Terry reviewed the monthly Water Report. ◆ A discussion ensued in regards to economical alternative methods to regulate or lower Total Dissolved Solids (TDS) levels. ◆ La’Lisa Winfrey reviewed the monthly Customer Service report. ◆ Winfrey provided corrections to the report in the “Billed Consumption” section. ◆ The Commission requested to have the average call volume for Mondays at the next regular meeting. ◆ Winfrey answered questions from the Commission in regards to the following: <ul style="list-style-type: none"> ● The decrease in aging balances due to the implementation of policies and procedures. ● The possibility of viewing the current usage view through the customer service online portal. ◆ Winfrey invited the Commission to utilize the customer service portal and provide feedback to improve the website. ◆ Alejandro Juarez reviewed the monthly Facility Improvement Projects report. ◆ The reports were received and accepted by the Commission.
	o0o
<p>Item 6- Final Work Construction Authorization (FCWA) For W1-</p>	<ul style="list-style-type: none"> ◆ Nickel and Eisenbeisz reviewed the Final Work Construction Authorization (FCWA) For W1- Supervisory Control and Data Acquisition Project.

Supervisory Control and Data Acquisition Project RECEIVE AND FILE- NO ACTION	<ul style="list-style-type: none"> ◆ Rolf Ohlemutz provided a status of the guarantee of price from TESCO's submitted proposal. ◆ The report was received and accepted by the Commission.
	o0o
Item 7- 2015 Annual Commission Report ACTION	<ul style="list-style-type: none"> ◆ Dayan Gutierrez presented the 2015 Annual Commission Report ◆ Report recommended as is.
	o0o
Item 8 - Old Business "To Do List"	<ul style="list-style-type: none"> ◆ The "To Do List" was reviewed and discussed. ◆ The Commission requested to have Lynn Merrill attend the Utilities Commission meeting and introduce himself to the new Commissioners. ◆ The Commission requested to add the following topics to the To Do List: <ul style="list-style-type: none"> • An update from Ed Killgore in six months in regards to topics related to the San Bernardino Valley Municipal Water District. • A trash rate study comparing neighboring cities. ◆ The Commission requested a chart identifying contaminants found in each well.
	o0o
Item 9- Commissioner's Report	<ul style="list-style-type: none"> ◆ None Presented.
	o0o
<u>ADJOURNMENT</u>	<ul style="list-style-type: none"> ◆ Commissioner Chitwood moved to adjourn the meeting. ◆ Commissioner Kobbe seconded motion. ◆ Motion Carried. ◆ Meeting adjourned at 8:52 P.M.

CITY OF RIALTO

UTILITIES COMMISSION

AGENDA REPORT

For the Meeting of August 16, 2016

TO:	Honorable Utilities Commission Members
FROM:	Amy Crow, Administrative Analyst
SUBJECT:	Monthly Activity Report for City of Rialto Waste Management Services
DATE:	August 8, 2016

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 – There were three hundred one (301) residents served during the month of July. Items collected included the following:
 - 585 gallons of used motor oil,
 - 10 pallets of paint,
 - 9 drums of miscellaneous poisons and other toxic liquids,
 - 9 barrels of sharps, including needles, lancets, and syringes used by residents for their home healthcare and medical needs.

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

Burrtec Waste Tonnage Report –

- The reports for May 2016 have been attached to this staff report for Commission review.

The following documents were not available when the reports were prepared and will be presented on the night of the Utilities Commission Meeting.

- Burrtec Commercial Recycling Report – July 2016
- Burrtec Scavenging Report – July 2016
- Rialto Code Enforcement Scavenging Report – July 2016

RECOMMENDATION:

Staff recommends the Utilities Commission receive this report for the month of August, 2016.

Attachments:

1. Burrtec Waste Tonnage Reports – May, 2016

Report Prepared by: Amy Crow, Administrative Analyst

BURRTEC WASTE INDUSTRIES

RIALTO

CIWMB Program Code	Description	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Y-T-D
Refuse							
	Residential Refuse	1,889.95	1,778.93	2,083.98	1,894.99	1,945.42	9,593.27
	Residential Refuse (residue)	158.19	136.76	174.08	155.52	172.50	797.05
	Special Collection - Bulky	35.72	51.11	69.25	56.55	60.84	273.47
	Government Refuse						0.00
	School Refuse	176.18	168.25	189.48	186.79	188.76	909.46
	Residential Bin Refuse	5.78	5.79	6.58	6.44	6.29	30.88
	Residential Bin Refuse (residue)						0.00
	Multi-Family Refuse	877.05	906.21	1,008.98	916.60	955.13	4,663.97
	Multi-Family Refuse (residue)	6.57	7.47	7.92	7.10	8.02	37.08
	Commercial Refuse	1,016.37	1,019.25	1,166.79	1,098.60	1,133.64	5,434.65
	Rolloff Refuse	883.11	830.71	842.52	783.40	772.82	4,112.56
	Commercial Refuse (residue)	30.31	34.50	36.56	36.07	40.78	178.22
	Rolloff Refuse (residue)	16.31	15.41	25.81	22.84	22.29	102.66
Refuse Totals		5,095.54	4,954.39	5,611.95	5,164.90	5,306.49	26,133.27
Source Reduction							
1000-SR-XGC	Xeriscaping, Grasscycling						0.00
1010-SR-BCM	Backyard Composting						0.00
1020-SR-BWR	Business Source Reduction						0.00
1030-SR-PMT	Procurement						0.00
1040-SR-SCH	School Source Reduction						0.00
1050-SR-GOV	Government Source Reduction						0.00
1060-SR-MTE	Material Exchange, Thrift Shops						0.00
1070-SR-OTH	Other Source Reduction						0.00
Source Reduction Totals		0.00	0.00	0.00	0.00	0.00	0.00
Recycling (Net of Residue)							
2000-RC-CRB	Residential Curbside Recycling	361.82	313.60	345.00	308.05	341.62	1,670.09
2010-RC-DRP	Residential Drop-Off Recycling						0.00
2020-RC-BYB	Residential Buy-Back Centers						0.00
2030-RC-OSP	Commercial On-Site Pickup	47.00	53.49	56.69	55.02	62.21	274.41
2040-RC-SFC	Commercial Self Haul Recycling						0.00
2050-RC-SCH	School Recycling	13.20	15.01	15.91	15.45	17.46	77.03
2060-RC-GOV	Government Recycling						0.00
2070-RC-SNL	Special Collection - Seasonal	46.50	0.00	0.00	0.00	0.00	46.50
2080-RC-SPE	Special Collection - Events						0.00
2090-RC-OTH	Other Recycling-Pre Sorted Roll-off	16.57	9.71	15.33	18.19	15.89	75.69
Recycling Totals		485.09	391.81	432.93	396.71	437.18	2,143.72
Composting							
3000-CM-RCG	Residential Curbside Greenwaste	625.77	767.93	1,164.35	931.63	953.06	4,442.74
3010-CM-RSG	Residential Self Haul Greenwaste						0.00
3020-CM-COG	Commercial On-Site Greenwaste	27.07	18.97	12.10	5.80	24.06	88.00
3030-CM-CSG	Commercial Self Haul Greenwaste						0.00
3040-CM-FWC	Food Waste Composting	0.00	0.00	0.00	0.00	0.00	0.00
3050-CM-SCH	School Composting						0.00
3060-CM-GOV	Government Composting						0.00
3070-CM-OTH	Other Composting						0.00
Composting Totals		652.84	786.90	1,176.45	937.43	977.12	4,530.74
Special Waste							
4000-SP-ASH	Ash						0.00
4010-SP-SLG	Sludge (sewage industrial)						0.00
4020-SP-TRS	Tires	0.06	0.08	0.18	0.03	0.09	0.44
4030-SP-WHG	White Goods	2.96	3.05	3.42	3.83	4.97	18.23
4040-SP-SCM	Scrap Metal	3.47	0.04	0.17	0.28	3.59	7.55
4050-SP-WDW	Wood Waste	80.11	68.81	84.66	80.23	92.19	406.00
4060-SP-CAR	Concrete/Asphalt/Rubble	34.97	64.98	111.97	74.13	94.47	380.52
4070-SP-DSD	Disaster Debris						0.00
4080-SP-SGL	Shingles						0.00

BURRTEC WASTE INDUSTRIES

RIALTO

CIWMB Program Code	Description	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Y-T-D
4090-SP-RND	Rendering						0.00
4100-SP-OTH	Other Special Waste	51.10	51.43	86.08	71.48	74.80	334.89
Special Waste Totals		172.67	188.39	286.48	229.98	270.11	1,147.63
Public Education & Outreach							
5000-ED-ELC	Electronic (radio, TV, WWW, Hotlines)						0.00
5010-ED-PRN	Printed Media						0.00
5020-ED-OUT	Outreach (workshops, fairs, field trips)						0.00
5030-ED-SCH							0.00
5040-ED-OTH	Other Public Education						0.00
Public Education & Outreach Totals		0.00	0.00	0.00	0.00	0.00	0.00
Policy Incentives							
6000-PI-PLB	Product & Landfill Bans						0.00
6010-PI-EIN	Economic Incentives						0.00
6020-PI-ORD	Ordinances						0.00
6030-PI-OTH	Other Policy Incentives						0.00
Public Education Totals		0.00	0.00	0.00	0.00	0.00	0.00
Facility Recovery							
7000-FR-MRF	Material Recovery Facility	0.00	0.00	0.00	0.00	0.00	0.00
7010-FR-LAN	Landfill						0.00
7020-FR-TST	Transfer Station	0.48	13.33	0.27	0.28	0.32	14.68
7030-FR-CMF	Composting Facility						0.00
7040-FR-ADC	Alternate Daily Cover						0.00
7050-FR-OTH	Other Facility Recovery						0.00
Facility Recovery Totals		0.48	13.33	0.27	0.28	0.32	14.68
Transformation							
8000-TR-WTE	Waste-to-Energy				5.93	0.00	5.93
8010-TR-WDW	Biomass (wood waste)						0.00
8020-TR-TRS	Tires						0.00
8030-TR-OTH	Other Transformation						0.00
Transformation Totals		0.00	0.00	0.00	5.93	0.00	5.93
Household Hazardous Waste							
9000-HH-PMF	Permanent Facility						0.00
9010-HH-MPC	Mobile/Periodic Facility						0.00
9020-HH-CSC	Curbside Collection						0.00
9030-HH-WSE	Waste Exchange						0.00
9040-HH-EDP	Educational Programs						0.00
9045-HH-EWA	Electronic Waste	1.67	1.70	2.16	1.44	2.26	9.23
9050-HH-OTH	Other Household Hazardous Waste						0.00
HHW Totals		1.67	1.70	2.16	1.44	2.26	9.23
All Programs Total		1,312.75	1,382.13	1,898.29	1,571.77	1,686.99	7,851.93
Total Refuse		5,095.54	4,954.39	5,611.95	5,164.90	5,306.49	26,133.27
Total Tonnages Generated		6,408.29	6,336.52	7,510.24	6,736.67	6,993.48	33,985.20
Multi Family Net Diverted Tonnage							
2030-RC-OSP	Multi Family Curbside Recycling	10.72	12.20	12.93	11.58	13.10	60.53
3020-CM-COG	Multi Family Curbside Greenwaste	0.00	0.00	0.00	0.00	0.00	0.00



Fats, Oils and Greases Program and the Industrial Pretreatment Program

August 16, 2016



What is FOG?

- ▶ **Fats** from cooking meats
- ▶ **Lard, shortening, cooking oils**
- ▶ **Frying grease**

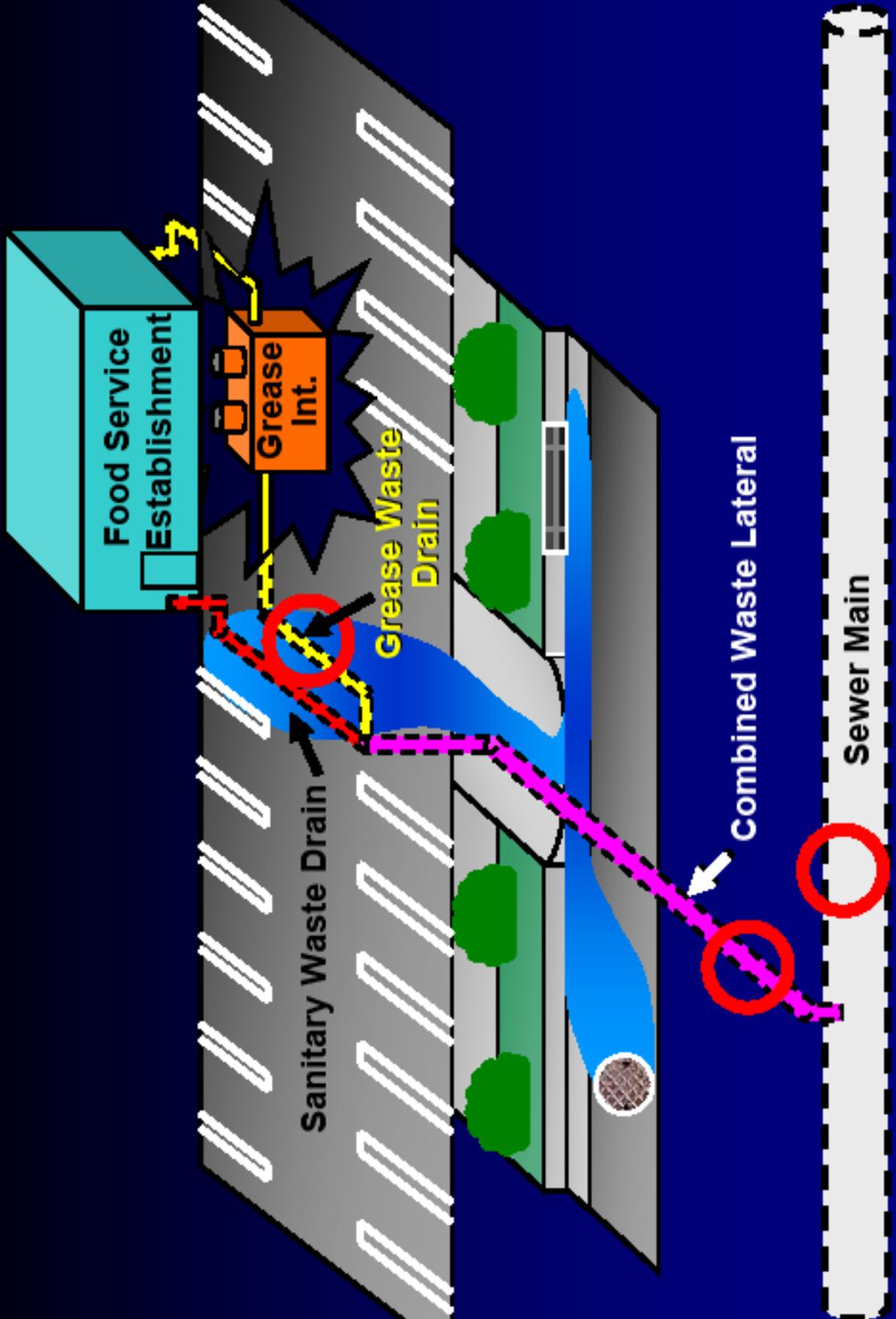
What is the Problem?



**FOG may cause
blockages and
sewer overflows in:**



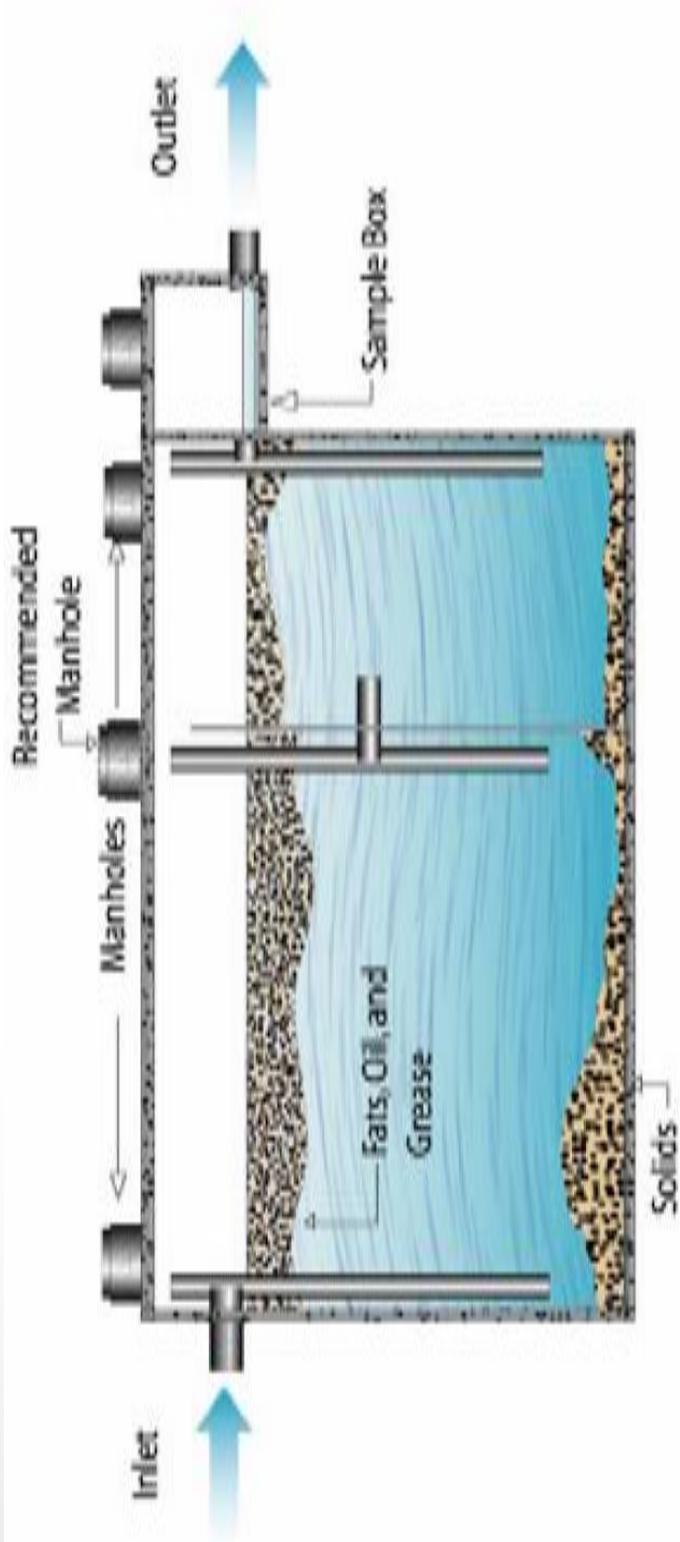
- ▶ **Drain Lines**
- ▶ **Private Sewer Lines**
- ▶ **Main Sewer Lines and Lift Stations**





Grease Removal Devices – Grease Interceptors or Traps

- ▶ Removes grease before it causes sewer blockages



Sanitary Sewer Order



- ▶ On May 2, 2006, the State Water Board adopted the Sanitary Sewer Order No. 2006-0003-DWQ (Order)
 - The objective of the Order is to eliminate the occurrence of preventable sanitary sewer overflows. Public agencies are required to develop and implement written program that improve the effectiveness and sustainability of existing sewer systems in order to prevent SSOs

Sanitary Sewer Order



- ▶ Section D7 of the Order states that:
 - *Each Enrollee shall evaluate its service area to determine whether a FOG control program is needed. If an Enrollee determines that a FOG program is not needed, the Enrollee must provide justification for why it is not needed. If FOG is found to be a problem, the Enrollee must prepare and implement a FOG source control program to reduce the amount of these substances discharged to the sanitary sewer system.*

Regulations -



- **Municipal Code, Title 12 – PUBLIC UTILITIES, Division 2. – Nonresidential Wastewater Collection and Treatment, Chapter 12.27 INDUSTRIAL PRETREATMENT PROGRAM**
- **Division 3. Stormwater Chapter 12.60 – MUNICIPAL SEPARATE STORM SEWER SYSTEM (MS4)**
- **Results of the NPDES commercial, industrial and restaurant inspection program which was undertaken starting in March 2013**

NPDES AND FOG INSPECTIONS



- ▶ **On May 14, 2013, the City Council adopted Ordinance 1527**
- ▶ **Added Section 12.60.215 Commercial, Restaurant and Industrial NPDES inspections.**



NPDES AND FOG INSPECTIONS

- ▶ This section provides for regular inspections of Food Service Establishments (FSE), based on the type of activities which occur within the FSE.
- ▶ FSEs which have interceptors and produce fats, oils or greases as part of the food preparation process are considered to be a “high” priority inspection site and are therefore subject to annual inspections.

NPDES AND FOG INSPECTIONS



- ▶ **NPDES inspectors are reviewing the operation of the interceptors, including inspection of interceptor pumping records and physical gauging of the current capacity of the interceptors.**
- ▶ **In addition, NPDES Inspectors are completing a Waste Water Survey for Non-Residential Establishments in order to provide priority information to the Industrial Pretreatment Program Coordinator**

Waste Water Survey for Non-Residential Establishments



City of Rialto
Waste Water Survey for Non-Residential Establishments

Inspector SIC Code Date

General Information

Business Name

Physical Address

Business Phone # Corp. Phone #

Corp. Mailing Address

Description of business activities

Restaurant Max. Occupancy

Interceptor Size

Total Gallons Pumped

Interceptor Pumping Frequency

Waste Hauler Information

Company Name

Company Address

Company Phone Number

Facility generates the following types of waste:

<input type="checkbox"/> Domestic (Restrooms, Showers, Etc)	<input type="checkbox"/> Sanitary
<input type="checkbox"/> Boiler/Tower Blow Down	<input type="checkbox"/> Surface
<input type="checkbox"/> Equipment/Facility Wash Down	<input type="checkbox"/> Waste Hauler
<input type="checkbox"/> Storm water Runoff to Sanitary Sewer	<input type="checkbox"/> Municipal Storm Drain
<input type="checkbox"/> Cooling Water, non contact	<input type="checkbox"/> Ground Water
<input type="checkbox"/> Cooling Water, contact	<input type="checkbox"/> Evaporation
<input type="checkbox"/> Air Pollution Control Unit	<input type="checkbox"/> Other <input type="text"/>
<input type="checkbox"/> Restaurant Cooking Oil	
<input type="checkbox"/> Automotive Waste (Fluids, Tires, Etc)	
<input type="checkbox"/> Other <input type="text"/>	

Waste Discharge to:

Sanitary

Surface

Waste Hauler

Municipal Storm Drain

Ground Water

Evaporation

Other

Comments:

Integration with the Industrial Pretreatment Program (IPP)



- ▶ **Inspections for NPDES High Priority businesses including most Food Service Establishments (FSE) are conducted once per year.**
- ▶ **NPDES Inspectors are completing a Waste Water Survey for non-residential establishments on each business.**
- ▶ **Copies of NPDES Inspections, including Interceptor Inspection and Waste Water Survey forms are forwarded to Rialto Water Services, Industrial Pretreatment Program Coordinator on a monthly basis.**



Industrial Pretreatment Program

- ▶ **40 CFR 403 – General Pretreatment Regulations**
- ▶ **The City of Rialto has established legal authority, derived from the California Constitution, Article 11, Section 7, to carry out the program described in 40 CFR 403.8**
- ▶ **The State Water Resources Control Board approved the City's Pretreatment Program on December 4, 2014**
- ▶ **The City of Rialto adopted Sewer Use Ordinance #1523 on January 23, 2013**





Elements of an Approved Program

- ▶ **Established Legal Authority**
- ▶ **Approved Sewer Use Ordinance**
- ▶ **Implementation Management Procedures (IMP)**
- ▶ **Enforcement Response Plan (ERP)**
- ▶ **Derivation of Technically Based Local Limits**



Industrial User Survey

- ▶ **Key component of the Implementation Management Procedures (IMP)**
- ▶ **It is important that periodic surveys be conducted to identify new sources or new users of the City of Rialto Sewer System. It is also important to identify those existing users that have changed their processes that result in a new wastestream that must be regulated under the Sewer Use Ordinance.**





Industrial User Survey Resources

- ▶ Development Review Committee (DRC)
- ▶ Non-Residential Sewer Survey forms are conducted by the **MS4 Consultant** and shared with the IPP Coordinator monthly
- ▶ Building Occupancy Permit Applications
- ▶ City Utility Billing
- ▶ Visual Street Survey



User Classifications



- ▶ When an Existing Business makes a change that results in the discharge of a regulated wastestream or a New Business discharges a regulated wastestream, the City must identify the pollutants in the wastestream and determine the classification of the user.
- ▶ Users connected to the City sewer are classified as *Significant Industrial Users, Categorical Industrial Users, Non-Significant Users, and Commercial Users.*





Industrial User Classifications

▶ Categorical Industrial User (CIU)

subject to Federal Pretreatment Effluent Limitations (40 CFR 403)

▶ Significant Industrial User (SIU)

> 25K gallons/day, > 5% hydraulic or organic loading, or has potential for adversely impacting POTW operations.

▶ Non Significant Industrial User (NSIU)

< 25K gallons/day

▶ Commercial Industrial User (COM)



Current Categorical Industrial Users



- ▶ **Heater Designs, Inc.**
40 CFR 433 "Metal Finishing Point Source Category, Subpart A, Metal Finishing
- ▶ **MJB Chrome (Zero Discharge)**
*40 CFR 413 "Electroplating Point Source Category, Subpart A, Electroplating of
Common Metals*
- ▶ **American Handforge (Zero Discharge)**
40 CFR 467 "Aluminum Forging Point Source Category, Subpart D, Forging



Current Significant Industrial Users



- ▶ **Target FDC T3899**
- ▶ **Niagara Bottling, LLC**
- ▶ **West Valley Water District**
- ▶ **Intermediate Bulk Containers, Inc. (Batch)**
- ▶ **Anaergia Services (Temporary)**





Industrial Users Pending Review

- ▶ **Biscomerica Corporation**
- ▶ **Environmental Logistics**
- ▶ **Medline Industries**
- ▶ **Pusan Pipe Manufacturing**



Other Program Activities

- ▶ **Development Review Committee**

Prepare New Development Conditions of Approval (CoA)

- ▶ **ESSA Monitoring and Community Sampling**



Utility Commission Monthly Report for Wastewater Operations, July 2016

Compliance Statement

In July 2016 the VVNA-Rialto facility there were three exceedances with the discharge requirements specified in Order No. R8-2014-0010, NPDES No. CA-0105295 as highlighted in yellow in Plant Data Overview table.

Monthly Regional Water Quality Control Board Discharge Monitoring Report (DMR)

The monthly DMR for July 2016 was completed and sent to the Santa Ana Regional Water Quality Control Board (SARWQCB) Region 8, electronically via the California Integrated Water Quality System (CIWQS), in the specified time period.

Treatment Facility Overview

The average daily influent flow calculated from influent flow meter reads in July was 6.9 Million Gallons per Day (MGD). Influent flow meter reads totaled 215 MGD this month.

There were 756.82 wet tons of treated and stabilized (anaerobically digested) biosolids hauled from the VVNA-Rialto facility by Nursery Products to their designated processing site in Helendale, California. Biosolids hauling costs totaled \$36,327.36 for the month of July.

Citizen Complaints

Veolia-Rialto staff received zero citizen complaints related to the Water Reclamation Facility this month.

Major Equipment/Process Information

The secondary treatment process for plants in service (Plants 2, 3, 4, & 5) was stable. As specified by the general Wastewater operations plan, Plant No. 1 remained out of service.

Two Plant 5 mixed liquor pump motor windings have failed. One pump has been repaired and the other is out for repairs.

Three out of the eight Plant 5 mixers are showing signs of failure. Annual PMs have consistently shown a potential for failure. Veolia is working a rotation schedule so the mixers can be repaired with the least amount of disruption.

Work on Digester#1 continues. The new Dystor cover was installed and is in stand-by mode.

Plant 5 mixed liquor return pump VFD failed. Veolia ordered a new VFD.

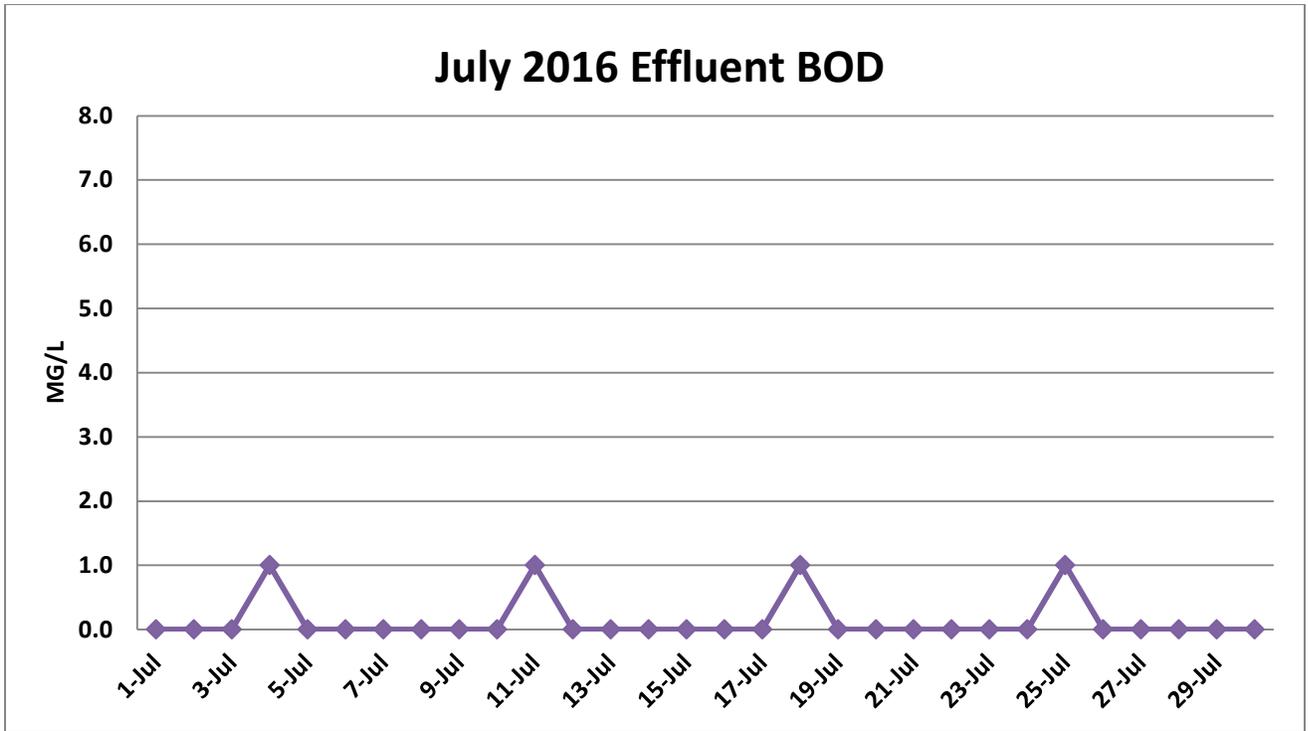
Multiple FLU failures occurred in July as expected due to excessive heat. These systems are simply not designed appropriately for existing operating conditions and until capital improvements are made, they will unfortunately continue to fail in this atmosphere.

The plant experienced a power failure on July 17th, 2016 at approximately 01:30AM. SCADA failed to relay that the Chlorine Contact Chamber Lead and Lag pumps had failed. Correction options are under investigation.

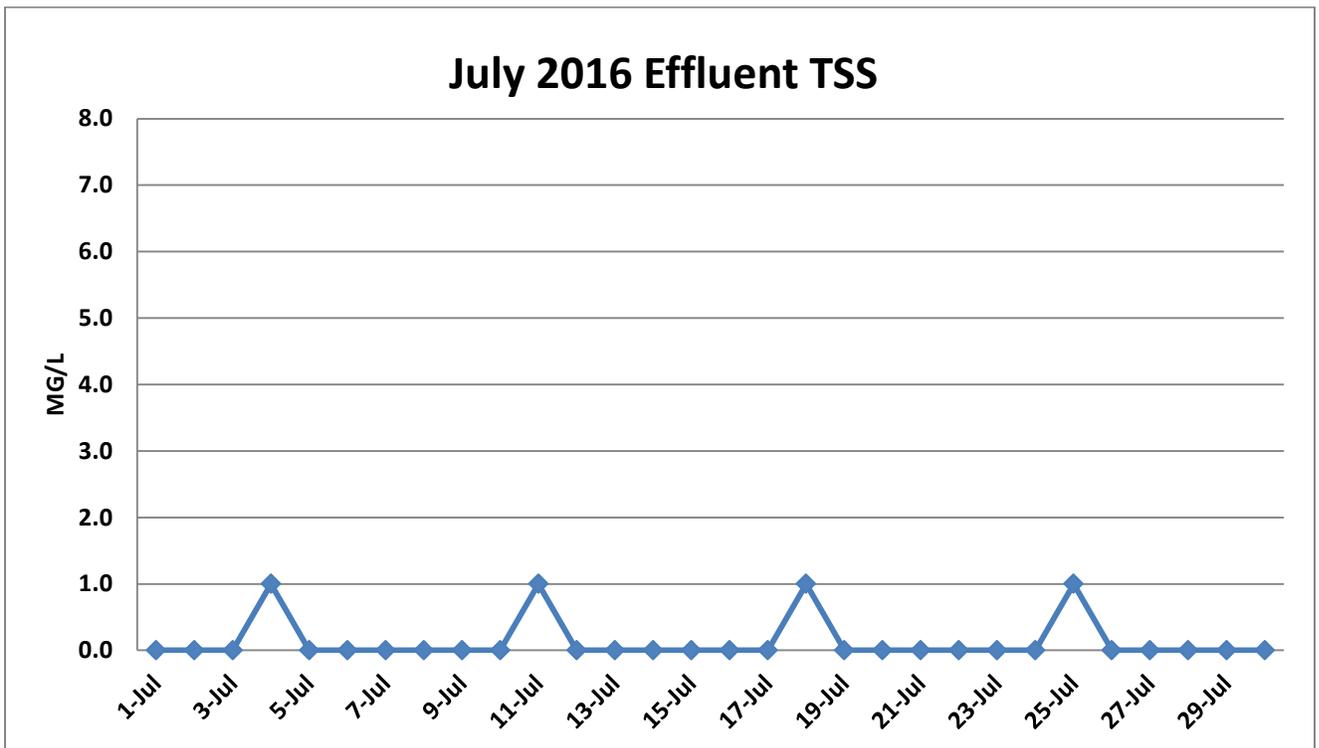
Plant Data Overview

Final Effluent Data	Min.	Max.	Avg.	Permit Limit	Permit Compliant
Effluent Flow, MGD	5.2	6.8	5.8	11.7 MGD	Yes
Turbidity, NTU (Daily Avg)	0.22	0.44	0.34	< 2.0 Daily Avg	Yes
Coliform, MPN (7 - Day Median)	< 1.8	>1,600	< 1,649	23 Daily Max	No*
Chlorine Residual, mg/L	< 0.10	< 0.10	< 0.13	< 0.10	Yes
Ammonia-Nitrogen, mg/L	<0.10	0.10	<0.10	4.5	Yes
TIN, mg/L	9.10	9.10	9.10	10 mg/L - 12 Mo. Avg.	Yes
TDS, mg/L (Pre-Disinfection)	490	490	490	490 - 12 Month Rolling Avg Filter Eff	Yes
TDS, mg/L (Post-Disinfection)	540	540	540	490 - 12 Month Rolling Avg Final Eff	No*
pH, Standard Units	7.30	8.46	7.47	6.5 – 8.5	Yes
BOD, mg/L	1.0	2.9	2.0	20	Yes
TSS, mg/L	0.3	0.5	0.4	20	Yes
Cyanide, µg/L	5.8	5.8	5.8	4.2	No*

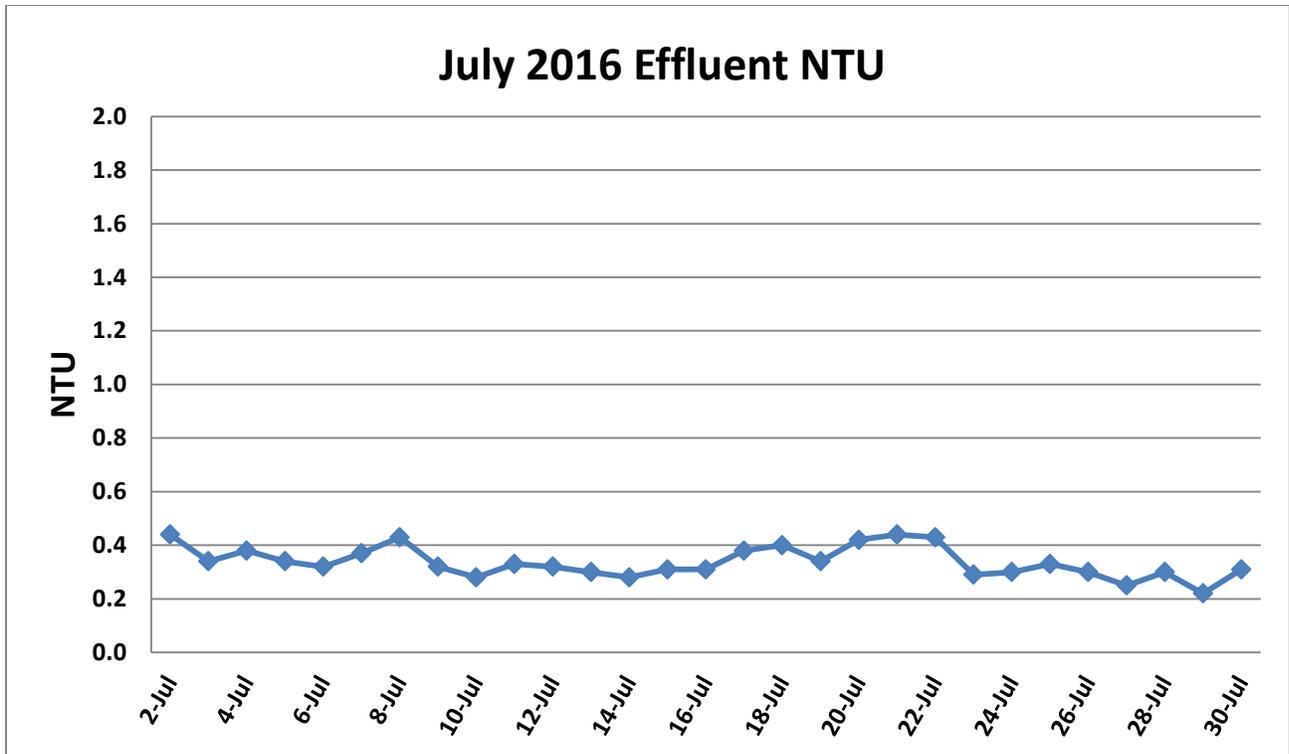
Additional Facility Data	Min.	Max.	Avg.	Permit Limit	Permit Compliant
Influent Flow, MDG	5.8	7.5	6.9	11.7	Yes
Influent BOD, mg/L (Monthly Avg.)	260	300	275	N/A	N/A
Influent TSS, mg/ (Monthly Avg.)	182	396	243	N/A	N/A
BOD Percent Removal (Monthly Avg.)	99.0	99.0	99.0	> 85%	Yes
TSS Percent Removal (Monthly Avg.)	99.7	99.8	99.8	> 85%	Yes
Reclaimed Water (Mgals)	0	0.088	0.021	N/A	N/A
Natural Gas Use (cf/day)	200	21,900	5,526	N/A	N/A
Digester Gas Production (cf/day)	98,260	172,289	129,671	N/A	N/A
Sodium Hypochlorite Use (Gals/Day)	679	1,189	887	N/A	N/A
Sodium Bisulfite Use (Gals/Day)	294	412	340	N/A	N/A
Ferrous Chloride Use (Gals/Day)	28	76	63	N/A	N/A
Polymer Use, Gravity Belt (Gals/Day)	4	10	7	N/A	N/A
Polymer Use, Belt Press (Gals/Day)	6	28	17	N/A	N/A
Aluminum Sulfate Use (Gals/Day)	4	4	4	N/A	N/A



*Only sample dates will show peaks. Sample dates are on Mondays.



*Only sample dates will show peaks. Sample dates are on Mondays.



PLANNED MAINTENANCE

There were 232 PM’s generated in July 2016 with 202 completed on-schedule for an 87% completion rate. A total of 483 man-hours were spent on PM tasks for an average staff-hour per task rate of 2.23 hours.

NOTE – Preventive Maintenance Work Orders are generated and assigned a time value and to staff based on a specific project and/or piece of equipment. The work order task ranges in time depending on the nature of the task. When the task is completed the employee who completed the task then assigns a time value to the work order.

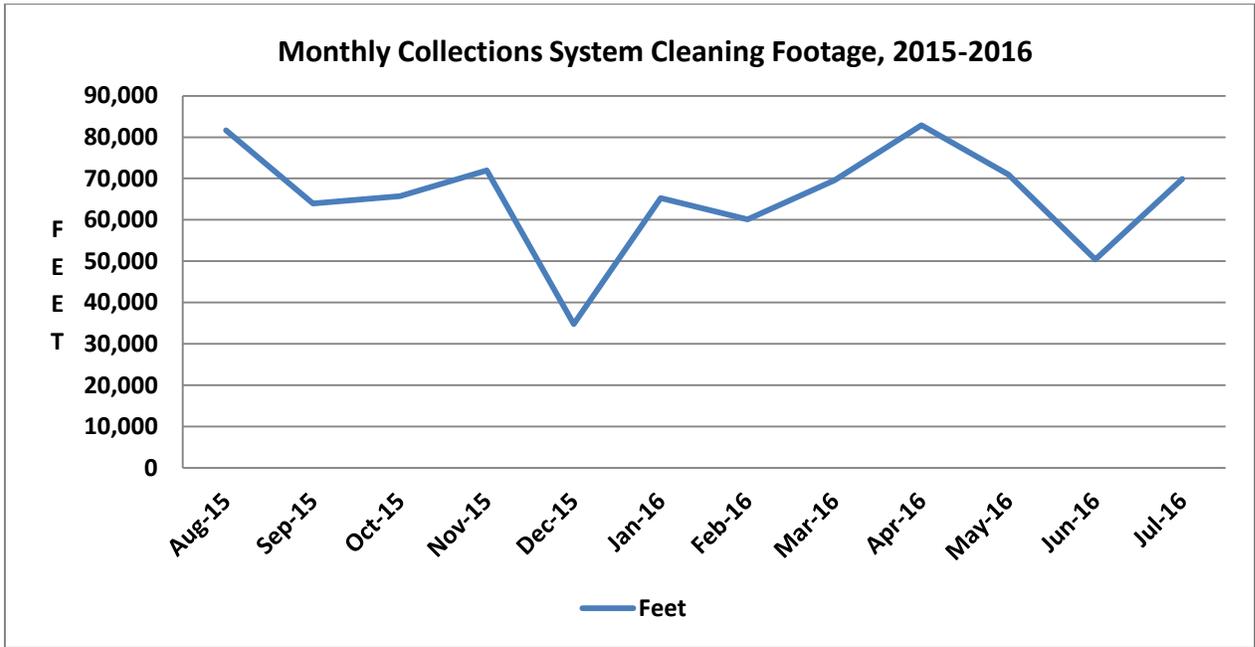
CORRECTIVE (UNPLANNED) MAINTENANCE

There were 38 Corrective (Unplanned) Maintenance Work Orders requested in July with 38 completed for a 100% completion rate. A total of 263 staff-hours were spent on Corrective (Unplanned) Maintenance tasks, for an average of 6.92 staff-hours per task.

NOTE – Corrective Maintenance Work Orders are generated and assigned to staff based on project type, complexity, and/or type of equipment. The completion time of work orders can range from fifteen minutes up to eight or more hours depending on the task. The employee assigned the task documents how much time it took to complete the task.

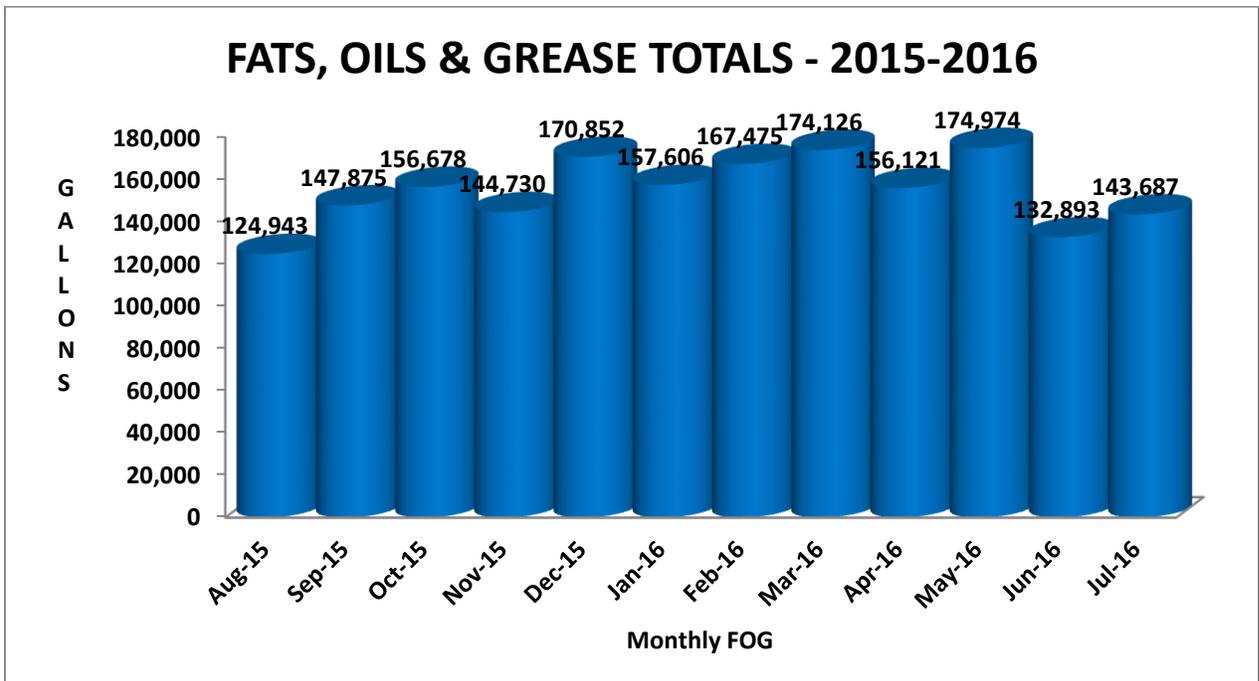
Collections Cleaning Footage for July 2016:

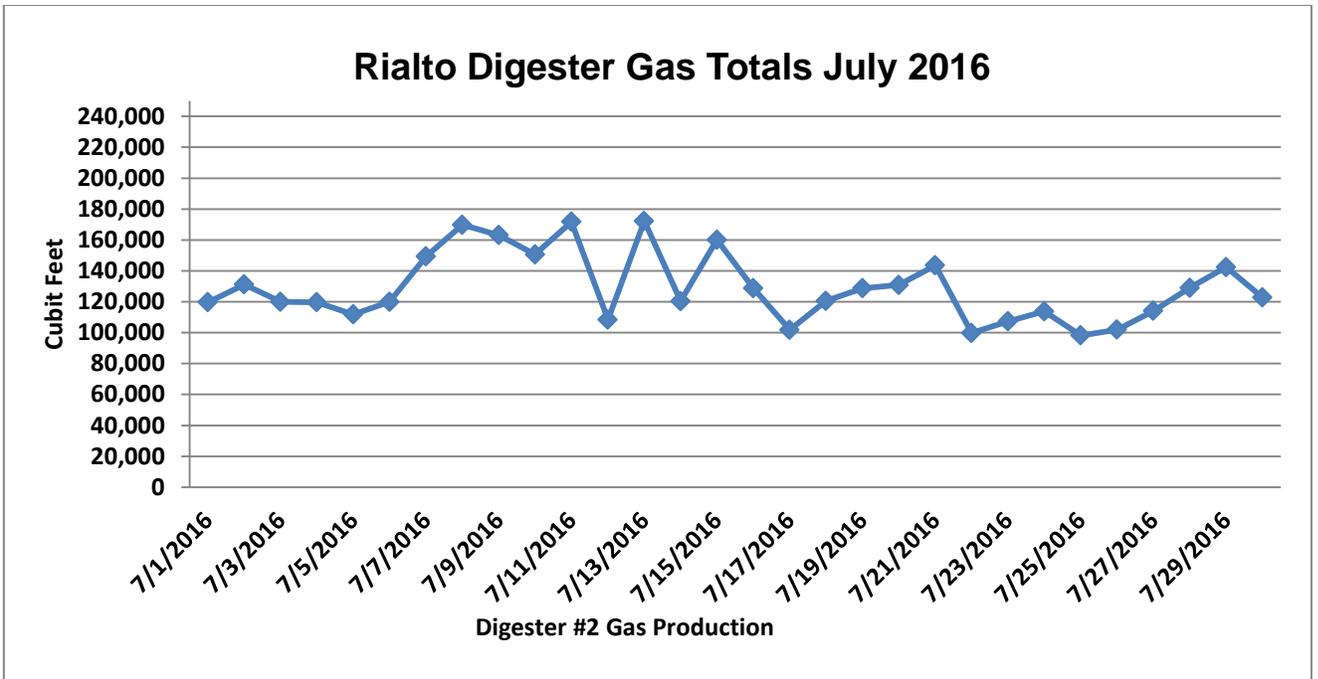
- 69,917 feet of sewer line was cleaned. The Hot List total cleaning footage was 10,927 feet. This footage is included in the overall totals.
- Veolia inspected 15,213 feet of sewer with CCTV for a total of 2.88 miles. Zero manholes were inspected this month. Veolia conducted 138 Underground Utility Inspections and Markings.



FOG Information (Fats, Oils & Grease)

- Total Monthly FOG received was 143,687 gallons.





Collection System Report

There were zero (0) sewer call-outs this month.

Date	Address	Comments	Personnel	Manhole	To Manhole
		There were Zero Call-Outs for July 2016.			

Environmental Testing/Monitoring by Local, State or Federal Agencies

No additional information or changes for this month.

Staffing Level

Veolia is currently interviewing for a Grade I or higher Operator to replace an open position and expects to fill the role

Administrative

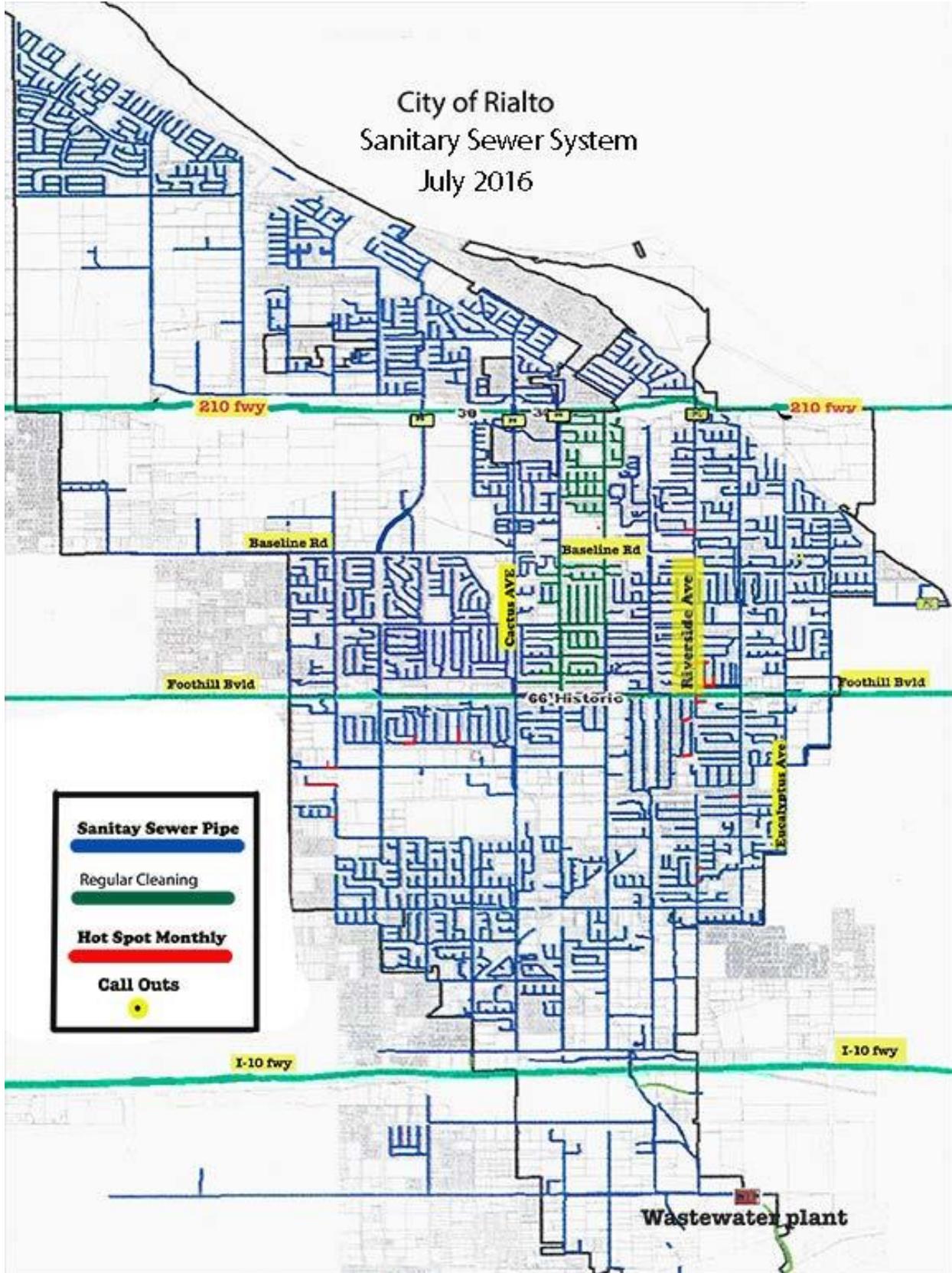
No New Safety Work Orders generated in July 2016.

The Veolia-Rialto Safety Committee agenda items this month were:

- Heat Stress

Next month: Ergonomics

City of Rialto
Sanitary Sewer System
July 2016



GLOSSARY:

- BOD: Biochemical Oxygen Demand
- CF/Day: Cubic Feet per Day
- CM: Corrective Maintenance
- DMR: Discharge Monitoring Report
- FOG: Fats, Oil, Grease
- MGD: Million Gallons per Day
- mg/L: Milligrams per Liter
- MPN: Most Probable Number
- N/A: Not applicable
- NPDES: National Pollutant Discharge Elimination System
- NTU: Nephelometric Turbidity Units
- pH: Units used to measure if a solution is base, acid, or neutral
- PM: Planned Maintenance
- TDS: Total Dissolved Solids
- TIN: Total Inorganic Nitrogen
- TSS: Total Suspended Solids
- VVNA: Veolia Water North America
- FLU: Field Logic Unit

WATER CONSERVATION INFORMATION

Calendar Year 2016

1. General Information

Please follow the guidelines on the back of this form.

Contact: John Terry
 Title: Project Manager
 Phone: (909) 820-0400
 Fax:
 E-mail: john.terry@veolia.com
 Website: www.rialto.ca.gov
 Communities served: City of Rialto
 County: San Bernardino
 Population served: 54,453

2. Active Service Connections

Customer Class	Recycled Water		Potable Water		Inside City Limits		Outside City Limits	
	Metered	Unmetered	Metered	Unmetered	Metered	Unmetered	Metered	Unmetered
Single Family Residential			10,761					
Multi-family Residential								
Commercial/Institutional			926					
Industrial								
Landscape Irrigation		1	269					
Other (Firelines)								108
Agricultural Irrigation								
TOTAL		1	11956		0	0	0	0

Complete this portion if the system serves all or part of an incorporated city

3. Total Water Into the System - Units of production:

Wells	acre feet												Total	
	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov		Dec
OPRTP	228.42	303.81	174.23	277.22	248.84	421.98	489.27	413.58						2257.89
Baseline Feeder (BLF)	111.80	89.45	89.76	95.98	102.93	70.96	55.78	77.79						586.65
Booster 6-9 (BLF)	209.31	89.82	11.38	181.97	285.07	172.78	230.23	280.25						1251.50
Total Potable	578.36	498.24	505.08	556.25	638.72	665.79	857.74	992.01	0.00	0.00	0.00	0.00	0.00	4713.83
2013 Total Potable	614.30	574.67	724.98	859.80	959.53	1020.99	1158.71	1125.52	1039.53	913.61	741.10	620.29	100353.03	
2013/2016 % Change	18.89%	12.11%	23.27%	25.71%	30.61%	15.99%	14.39%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Cumulative Reduction % June 1, 2015

20%	19%	19%	20%	21%	21%	21%	20%
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Potable wholesale supplier(s): SBMWD

Units of production: acre feet

Total City Well #A (shared line -BLF)	112.34	240.41	0.14	234.24	104.47	81.06	232.90							1005.56
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Total Re-cycled Water

2 - Recycled wholesale supplier(s):	1.52	1.33	0.92	1.53	1.32	1.28	1.99							9.89
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Level of treatment: CITY OF RIALTO

4. Metered Water Deliveries - Units of delivery: acre feet

A. Single Family Residential (SFR)	Units of delivery: acre feet												Total	
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
B. Commercial/Institutional	113.69	88.29	107.41	135.29	123.79	134.10	190.26							892.83
C. Landscape Irrigation	18.60	7.70	11.79	17.43	25.29	32.85	51.49							165.15
D. Hydrant Meters	7.51	66.64	-13.02	18.65	14.55	13.51	19.42							127.26
E. Total Urban Retail (A thru D)	530.72	466.44	437.54	593.96	530.50	603.90	899.44	0.00	0.00	0.00	0.00	0.00	0.00	4062.50
F. Wholesale (to Marygold)	0.00	0.00	0.00	0.00	0.00	0.00	0.00							0.00
Total Metered Sales (E thru F)	530.72	466.44	437.54	593.96	530.50	603.90	899.44	0.00	0.00	0.00	0.00	0.00	0.00	4062.50
Meter Sales - Recycled Water	1.52	1.33	0.92	1.53	1.32	1.28	1.99							9.89
2016 GPCD	72.49	79.82	79.03	93.64	91.38	122.85	139.02							
2013 GPCD	144.99	84.12	55.94	131.83	120.31	177.28	153.83	157.13	198.47	136.97	154.45	94.81		
2013/2016 % Change	50.00%	5.11%	-41.28%	28.97%	24.05%	30.70%	9.63%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Cumulative GPCD Reduction % June 1, 2015

32%	30%	27%	28%	27%	28%	28%	26%
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SWRCB - SUPPLY ESTIMATE SELF CERTIFICATION

SUPPLY SOURCE	Basin	2013				2014				2015				AVERAGE	NOTES	Right	WATER RIGHT NOTES
		1,463.16	2,344.28	1,757.09	1,854.84	2,344.28	1,757.09	1,854.84	2,344.28	1,757.09	1,854.84	2,344.28	1,757.09				
Groundwater	Lyle	555.10	566.54	1,237.80	786.48	9,992.18	City Well 2 Highland North	9,992.18	AF	9,992.18	Limit 9,992.18 af Per 1924 Judgement						
	Chino	2,129.23	1,456.49	1,498.10	1,657.00	Unlimited	Use Avg of 2013, 2014 and 2015	Unlimited		No limit to production							
	Rialto-Colton	1,533.45	937.10	970.99	1,147.18	4,366 *	Assume 30% Reduction in Right	4,366 *		Per '61 Decree							
	Bunker Hill	3,698.60	3,973.43	2,309.26	3,327.10	4,500.00	Use Avg of 2013, 2014 and 2015	4,500.00		Bunker Hill Agreement							
	Baseline Feeder					2,500.00	Use Maximum Right per Agreement	2,500.00		Baseline Feeder Agreement							
Surface Water	Lyle Creek	997.04	922.32	997.97	972.44	1,680.00	Use Avg of 2013, 2014 and 2015	1,680.00		Depends on hydrology							
	SWP	*	*	*	*												
	ac-ft	10,376.58	10,200.16	8,771.21	9,782.65	17,762.84				City of Rialto owns 25% of production of OPRTP							
Total Produced																	

Available Supply Projection Next 3 years:

SUPPLY SOURCE	Basin	2017				2018				2019				NOTES	Right	WATER RIGHT NOTES
		3,000.00	3,000.00	3,000.00	3,000.00	3,000.00	3,000.00	3,000.00	3,000.00	3,000.00	3,000.00	3,000.00	3,000.00			
Groundwater	Lyle	786.48	786.48	786.48	786.48	9,992.18	Well Rehabed to increase production	9,992.18	AF	9,992.18	Limit 9,992.18 af Per 1924 Judgement					
	Chino	1,657.00	1,657.00	1,657.00	1,657.00	Unlimited	Use Avg of 2013, 2014 and 2015	Unlimited		No limit to production						
	Rialto-Colton	1,147.18	1,147.18	1,147.18	1,147.18	4,366 *	Assume 30% Reduction in Right	4,366 *		Per '61 Decree						
	Bunker Hill	2,500.00	2,500.00	2,500.00	2,500.00	4,500.00	Use Avg of 2013, 2014 and 2015	4,500.00		Baseline Feeder Agreement						
	Baseline Feeder					2,500.00	Use Maximum Right per Agreement	2,500.00		Baseline Feeder Agreement						
Surface Water	Lyle Creek	972.44	972.44	972.44	972.44	1,680.00	Use Avg of 2013, 2014 and 2015	1,680.00		Depends on hydrology						
	SWP	707.56	707.56	707.56	707.56		Remainder of Lyle Creek Water Rights									
	ac-ft	10,770.66	10,770.66	10,770.66	10,770.66					City of Rialto owns 25% of production of OPRTP						
Total Produced																

Water Conservation Standard:

SUPPLY SOURCE	Basin	2017				2018				2019				ASSUMPTIONS/NOTES	Right	WATER RIGHT NOTES
		1,854.84	1,854.84	1,854.84	1,854.84	1,854.84	1,854.84	1,854.84	1,854.84	1,854.84	1,854.84	1,854.84				
Groundwater	Lyle	786.48	786.48	786.48	786.48	9,992.18	Use Avg of 2013, 2014 and 2015	9,992.18	AF	9,992.18	Limit 9,992.18 af Per 1924 Judgement					
	Chino	1,657.00	1,657.00	1,657.00	1,657.00	Unlimited	Use Avg of 2013, 2014 and 2015	Unlimited		No limit to production						
	Rialto-Colton	1,147.18	1,147.18	1,147.18	1,147.18	4,366 *	Assume 48% Reduction in Right	4,366 *		Per '61 Decree						
	Bunker Hill	2,500.00	2,500.00	2,500.00	2,500.00	4,500.00	Use Avg of 2013, 2014 and 2015	4,500.00		Baseline Feeder Agreement						
	Baseline Feeder					2,500.00	Use Maximum Right per Agreement	2,500.00		Baseline Feeder Agreement						
Surface Water	Lyle Creek	0.00	0.00	0.00	0.00		Assume water not available			Depends on hydrology						
	SWP	1,680.00	1,680.00	1,680.00	1,680.00		Remainder of Lyle Creek Water Rights									
	ac-ft	9,625.50	9,625.50	9,625.50	9,625.50					City of Rialto owns 25% of production of OPRTP						
Total Produced																

Calculation of Self-Certification Conservation Standard:

2013 Production	10376.58
2014 Production	10200.16
Calculated Annual Potable Water Demand	10288.37
2017 Total Available Water Supply	10770.66
2018 Total Available Water Supply	10770.66
2019 Total Available Water Supply	10770.66
Average Annual Potable Water Demand	10288.37
Potable Water Supply in WY 2019	10770.66
Supply Shortfall	-4.7%
Conservation Standard with Self-Certification of Supply	0.0%

WWD Higher Conservation Standard:

Average Annual Potable Water Demand	10288.37
Higher Conservation Standard Supply Projection	8839.50
WWD Self-imposed Higher Conservation Standard:	16.39%

* 4,366 acre ft. (Rialto's original adjudicated rights in 1961 Decree) -1,178.82 acre ft. (As stipulated in the 1961 Decree when the groundwater level falls below 969.7 ft. elevation the amount of water allowed to be pumped shall be reduced 1% for each foot that is below the 969.7 ft. elevation. The groundwater level has dropped 32 ft. so 4,366 acre ft. x .32= 1,397.12 acre ft.) = 2,968.88 acre ft. - 1,600 acre ft. (In 2000 the City of Rialto entered into an agreement to lease 1,600 acre ft. to Fontana Union Water Company for San Bernardino County's Mid Valley Landfill groundwater contamination remediation for a minimum period of 20 yrs. or until remediation is complete.) = 1,368.88 acre ft. + 200 acre ft. (SB County purchased from Colton) = 1,568.88 acre ft.

Total Potable Water Demand

	2013 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Wells (City Well 4A production included)	382.40	286.47	524.45	496.38	536.22	483.17	447.04	451.58	409.82	521.38	612.80	527.23	5680.94
Surface via West Valley Water District	71.63	107.41	111.04	87.06	62.31	21.48	98.95	77.72	79.48	45.13	87.13	147.70	997.04
Purchased Baseline Feeder	147.27	175.48	119.60	283.62	358.97	513.75	611.80	607.95	558.87	187.50	100.25	33.54	3698.60
	601.30	569.36	755.09	867.06	959.50	1018.40	1157.79	1137.25	1048.17	754.01	800.18	708.47	10376.58

2013 Total Production (AF)

10376.58

	2014 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Wells (City Well 4A production included)	429.65	273.09	283.60	299.30	413.20	508.39	475.73	326.67	341.43	420.47	378.53	217.25	4367.31
Surface via West Valley Water District	111.21	95.60	53.19	97.67	84.74	77.55	82.53	67.34	70.04	71.95	63.68	46.82	922.32
Purchased Baseline Feeder	235.00	263.00	338.94	399.01	483.22	478.53	644.09	339.09	502.02	474.45	327.11	426.07	4910.53
	775.86	631.69	675.73	795.98	981.16	1064.47	1202.35	733.10	913.49	966.87	769.32	690.14	10200.16

2014 Total Production (AF)

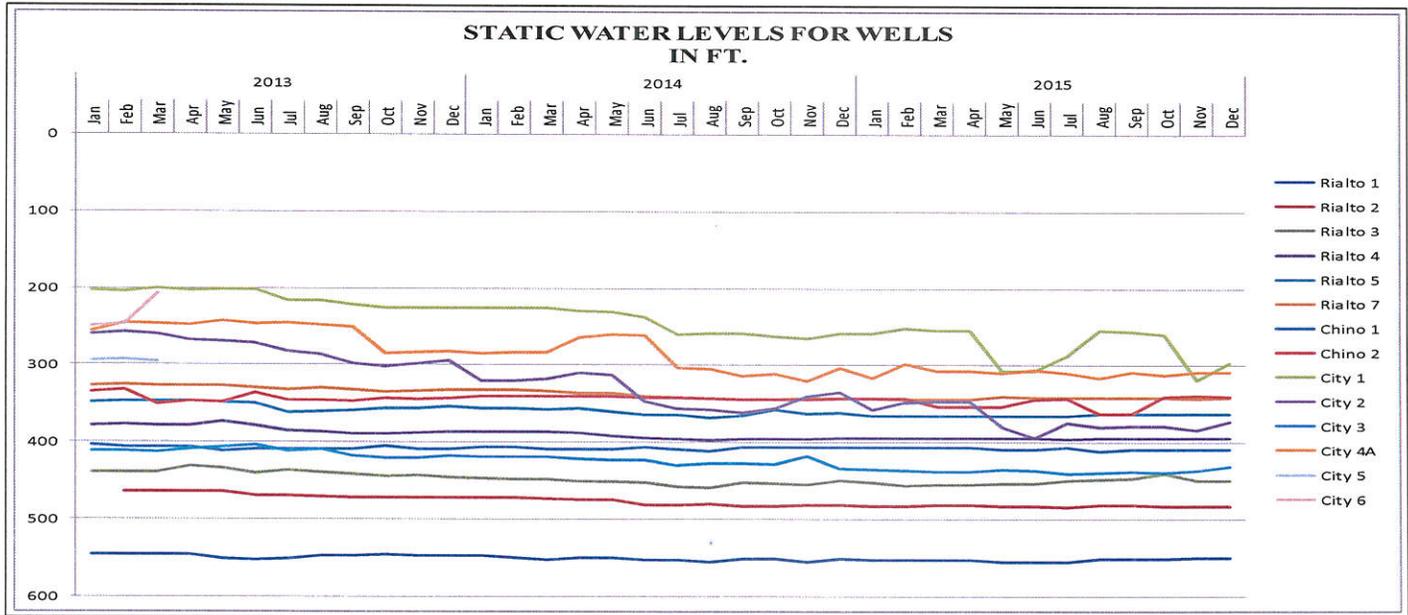
10200.16

Average

10276.60

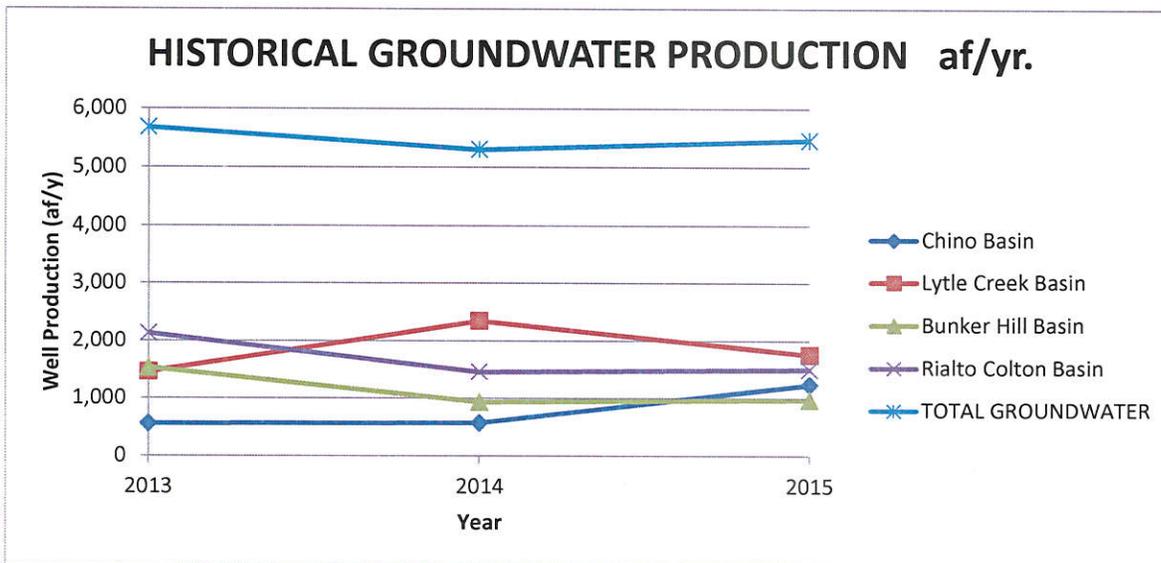
DEPTH TO GROUNDWATER IN FEET

Year	Rialto 1	Rialto 2	Rialto 3	Rialto 4	Rialto 5	Rialto 7	Chino 1	Chino 2	City 1	City 2	City 3	City 4A	City 5	City 6	
2013	Jan	546		440	379	348	327	404	335	203	260	411	256	294	249
	Feb	546	464	439	377	347	326	407	333	204	257	412	246	293	247
	Mar	546	465	439	378	347	327	407	351	200	260	413	247	295	207
	Apr	546	465	432	379	347	327	407	347	203	268	409	248		
	May	551	465	434	374	348	327	411	348	202	269	406	243		
	Jun	553	470	441	378	350	330	409	336	202	272	404	247		
	Jul	551	470	437	385	361	332	409	346	216	282	411	246		
	Aug	548	471	439	387	360	330	409	345	216	286	409	248		
	Sep	548	473	442	389	359	333	409	347	221	298	418	251		
	Oct	546	472	444	389	356	335	405	343	225	302	421	285		
	Nov	548	473	443	388	356	334	409	344	226	298	421	284		
	Dec	548	472	446	387	354	333	409	343	225	294	418	282		
2014	Jan	548	472	447	387	356	333	406	340	225	321	420	285		
	Feb	550	473	448	387	356	333	406	341	226	320	419	284		
	Mar	553	474	449	386	357	334	409	341	226	318	420	284		
	Apr	550	475	451	388	356	336	409	341	229	310	422	264		
	May	550	475	451	392	360	336	409	340	231	313	423	260		
	Jun	553	482	452	395	364	341	407	342	237	347	423	261		
	Jul	553	482	458	396	364	342	409	342	260	356	430	303		
	Aug	555	480	459	397	368	343	411	343	258	358	428	305		
	Sep	552	483	453	396	366	344	407	344	258	361	428	314		
	Oct	551	483	454	396	357	344	407	344	262	356	429	312		
	Nov	555	482	455	396	363	343	406	344	265	340	418	320		
	Dec	552	482	450	395	362	343	406	343	258	335	434	304		
2015	Jan	553	483	452	395	365	343	407	343	258	357	435	316		
	Feb	553	483	456	395	365	344	407	343	252	348	437	298		
	Mar	553	481	455	395	365	344	407	353	255	347	438	307		
	Apr	553	481	455	395	365	344	407	353	255	347	438	307		
	May	555	483	454	394	366	341	409	354	307	380	436	310		
	Jun	555	483	454	395	366	342	409	344	307	395	437	306		
	Jul	555	484	450	396	366	342	406	343	287	375	441	310		
	Aug	552	482	448	395	363	342	411	363	255	380	440	316		
	Sep	552	482	447	395	363	342	409	363	256	378	438	309		
	Oct	552	483	441	394	363	342	409	340	260	379	439	313		
	Nov	550	483	450	394	363	343	409	339	319	384	437	309		
	Dec	550	483	450	394	363	342	409	340	297	373	432	309	316	262



CITY OF RIALTO HISTORICAL GROUNDWATER PRODUCTION af/yr

	2013	2014	2015
Chino Basin	555.10	566.54	1237.80
Lytle Creek Basin	1463.16	2344.28	1757.09
Bunker Hill Basin	1533.45	937.10	970.99
Rialto Colton Basin	2129.23	1456.49	1498.10
TOTAL GROUNDWATER	5680.94	5304.41	5463.98



ALL VALUES IN ACRE FT.

		2013	2014	2015
		Total	Total	Total
Chino Basin	Chino Well 2	555.1	566.54	1237.8
Lytle Creek Basin	City Well 2	1463.13	2344.28	1757.09
Lytle Creek Basin	City Well 3	0.03	0	0
Bunker Hill Basin	City Well 4A	1533.45	937.1	970.99
Rialto Colton Basin	Rialto Well 3	2125.81	1454.02	1410.71
Rialto Colton Basin	Rialto Well 5	3.42	2.47	87.39
Total		5680.94	5304.41	5463.98

WELL PRODUCTION BY BASIN	2013	2014	2015
Chino Basin	555.10	566.54	1237.80
Lytle Creek Basin	1463.16	2344.28	1757.09
Bunker Hill Basin	1533.45	937.10	970.99
Rialto Colton Basin	2129.23	1456.49	1498.10

PRODUCTION BY SOURCE	2013	2014	2015
City of Rialto Wells (City Well 4A included in Total)	5680.94	5304.41	5463.98
Surface Via West Valley Water	997.04	922.32	997.97
Purchased BLF (City Well 4A subtracted from Total)	3698.6	3973.43	2309.26
Total Production	10376.58	10200.16	8771.21

TOTAL PRODUCTION %	2013	2014	2015
City of Rialto Wells (City Well 4A included in Total)	55%	52%	63%
Surface Via West Valley Water	9%	9%	11%
Purchased BLF (City Well 4A subtracted from Total)	36%	39%	26%

WELL PRODUCTION %	2013	2014	2015
Chino Basin	10%	11%	23%
Lytle Creek Basin	26%	44%	32%
Bunker Hill Basin	27%	18%	18%
Rialto Colton Basin	37%	27%	27%

CIMIS Monthly Report

Pomona , CIMIS Station #78

Water Year	Month-Year	Total Precipitation (in)
WY 2013	Oct-12	0.19
	Nov-12	1.22
	Dec-12	2.85
	Jan-13	1.03
	Feb-13	0.65
	Mar-13	0.62
	Apr-13	0.10
	May-13	0.47
	Jun-13	0.00
	Jul-13	0.05
WY 2014	Aug-13	0.00
	Sep-13	0.05
	Oct-13	0.59
	Nov-13	0.04
	Dec-13	0.49
	Jan-14	0.01
	Feb-14	0.12
	Mar-14	0.17
	Apr-14	0.66
	May-14	0.10
WY 2015	Jun-14	0.00
	Jul-14	0.00
	Aug-14	0.04
	Sep-14	0.02
	Oct-14	0.08
	Nov-14	1.15
	Dec-14	3.87
	Jan-15	1.06
	Feb-15	0.59
	Mar-15	0.64
WY 2015	Apr-15	0.48
	May-15	1.02
	Jun-15	0.01
	Jul-15	0.78
	Aug-15	0.14
	Sep-15	1.46

CUSTOMER SERVICE UTILITY JULY 2016 COMMISSION REPORT

BILLING

There were a total of 21,026 bills produced by the Customer Service billing department this month. Billing accuracy percentage objective is 99% and the reported objective for the current reporting period is 99.95%. The billing accuracy error rate was five. This value indicates that for every 10,000 bills produced, five adjustments were necessary.

BILLED CONSUMPTION

In comparison, the total net billed amount in July 2015 for water was \$1,010,113.43 and the total net billed amount for sewer was \$1,629,101.88. The total net billed amount in July 2016 for water was \$1,225,188.51 and the total net billed amount for sewer was \$1,671,461.09.

The net billed amount for water increased by 21% this month when compared against the net billed amount for July 2015, and the net billed amount for sewer increased by 3% when compared against the net billed amounts for July 2015.

Analysis: Although the 2016 rate increases have been deferred for 12 months, the net billed amount increases reflect an increase in billed consumption values year to year due to relaxed restrictions at both the state and local level as a result of improved drought conditions. During the month of July there was an increase of 30 % in billed water consumption when compared to July 2015 billed water consumption values. Lastly, the large increase to the consumption and billed amounts from year to year is also affected by the number of days in the billing cycle. The number of days in the billing cycle (number of days between reads) for July 2015 was 28 days, as opposed to 35 day for July 2016.

CALL CENTER METRICS – July 2016

The Call Center Queue (CSQ) received 5,033 calls resulting in a 13% decrease in call volumes when compared against this past month.

YTD (year to date) total calls equal 37,738. The total number of abandoned calls for the reporting period was 644, which represents 12.8% of the total incoming calls offered. Average speed of answer (ASA) was three minutes and 34 seconds and the percentage of calls answered by agents was 85.1%, which translates into 4,283 calls answered by agents.

The Telephone Service Factor (TSF) for the current reporting period was 32.4% for the period. Monthly monitoring of the current objectives in place will continue until after the IVR and new customer portal launch. Once the IVR is in place, a decision will be made to determine if the existing objectives are the best indicators to gauge performance as it relates to the types of calls received and addressed by CSR staff.

AGENT WRAP CODES – July 2016

During the current reporting period 38% of the total calls answered by agents were for customers who wanted to make a payment only using the assistance of a CSR. This means that 1,927 calls were made by customers requesting to make a payment by phone. If these calls could be redirected to an IVR, call volumes could decrease on average by up to 30% or more each month. The percentage of calls for payments was notably higher this past month due to customers making payments towards delinquent sewer balances.

BAD DEBT

There were 99 accounts moved to bad debt and submitted to collection during the month of July totaling \$33,130.87

AGING BALANCES – July 2016

Aging balances for water increased by 76% and aging sewer balances increased by 11% when compared against the previous month.

There was an increase in water Aging balances over 30 days from the previous month of 9%.

There was a decrease in sewer Aging balances over 30 days from the previous month of 0.2 %.

Customer Service has revised the collections policy and implemented additional controls to help manage and decrease the outstanding Aging balances over 30 days. Policies and procedures continue to be monitored for effectiveness and are revised as needed.

Delinquency notices are now being issued to sewer only accounts on a weekly basis in order to address high delinquency rates with accounts of this type.

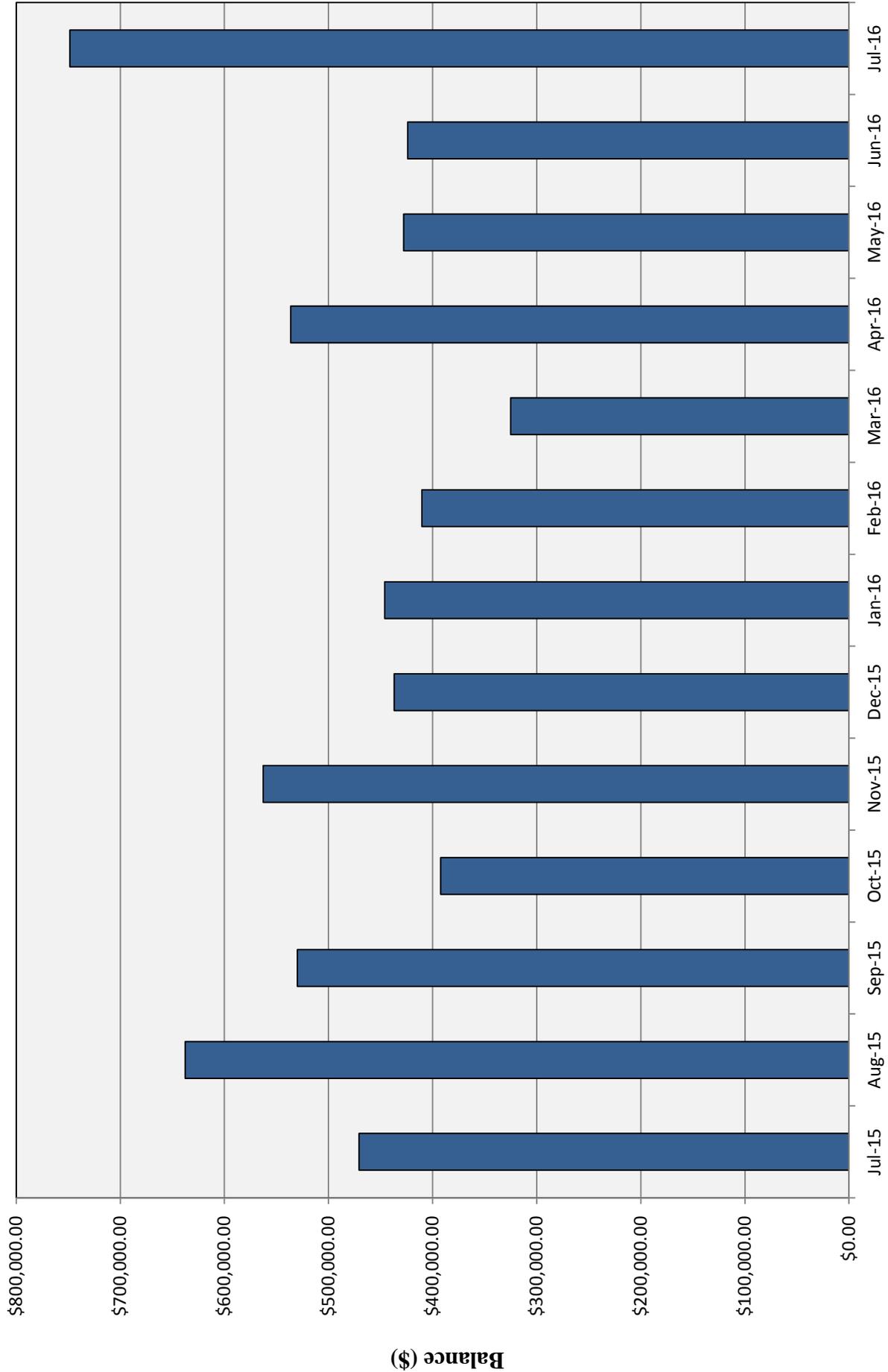
CUSTOMER SERVICE TRAINING:

During the month of July Customer Service staff continued with AWWA (American Water Works Association) Customer Service Certificate Training. Internal staff training also continues with team members on established procedures and policies to ensure consistency and to enhance service levels.

IVR and Customer Portal SOFT LAUNCH:

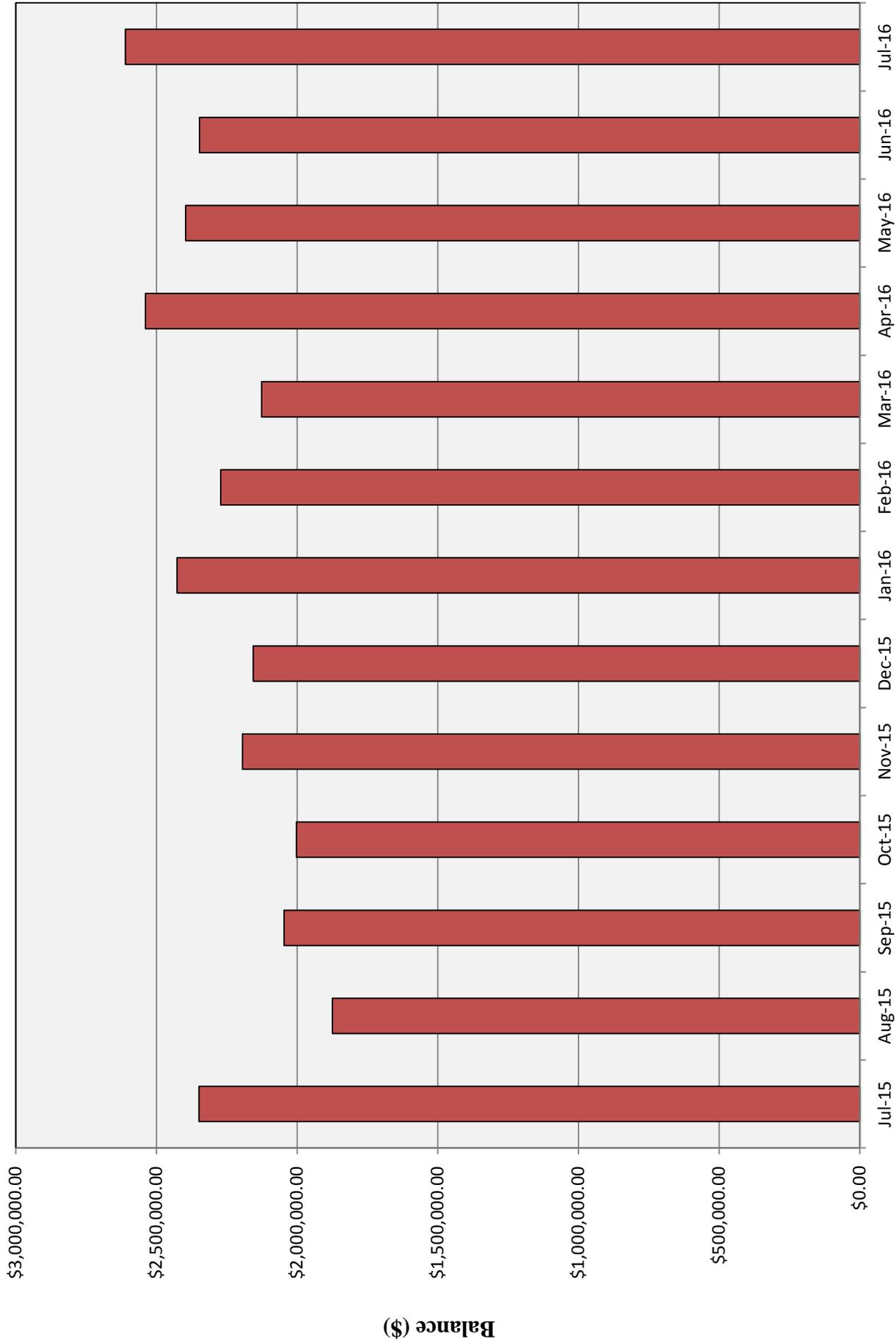
There are no additional updates to report on the launch of the new IVR (pay by phone interface) and customer portal at this time. Testing is still underway to ensure the system is working as expected.

Water Aging Balances



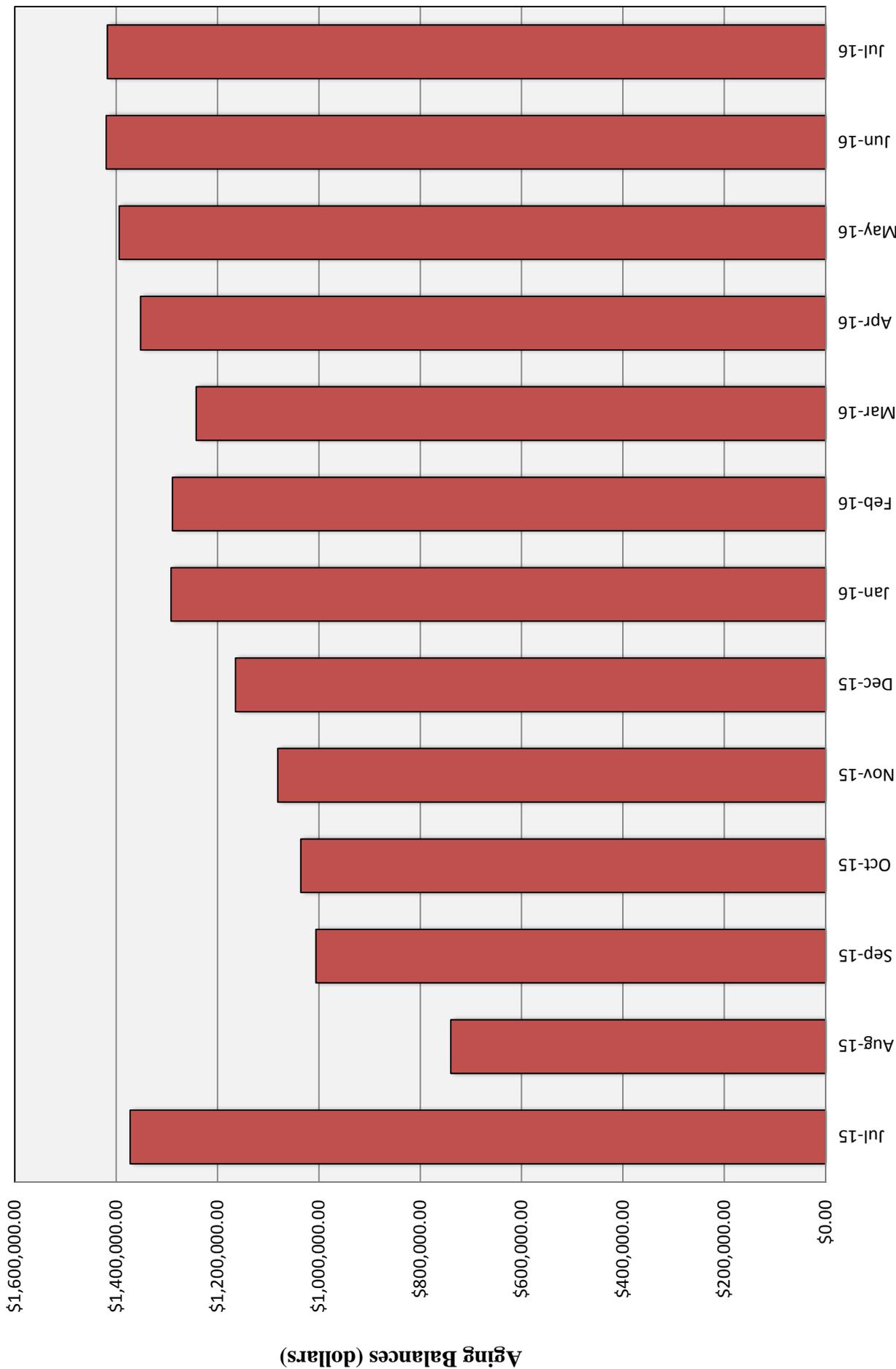
Veolia – Customer Service July 2016

Sewer Aging Balances

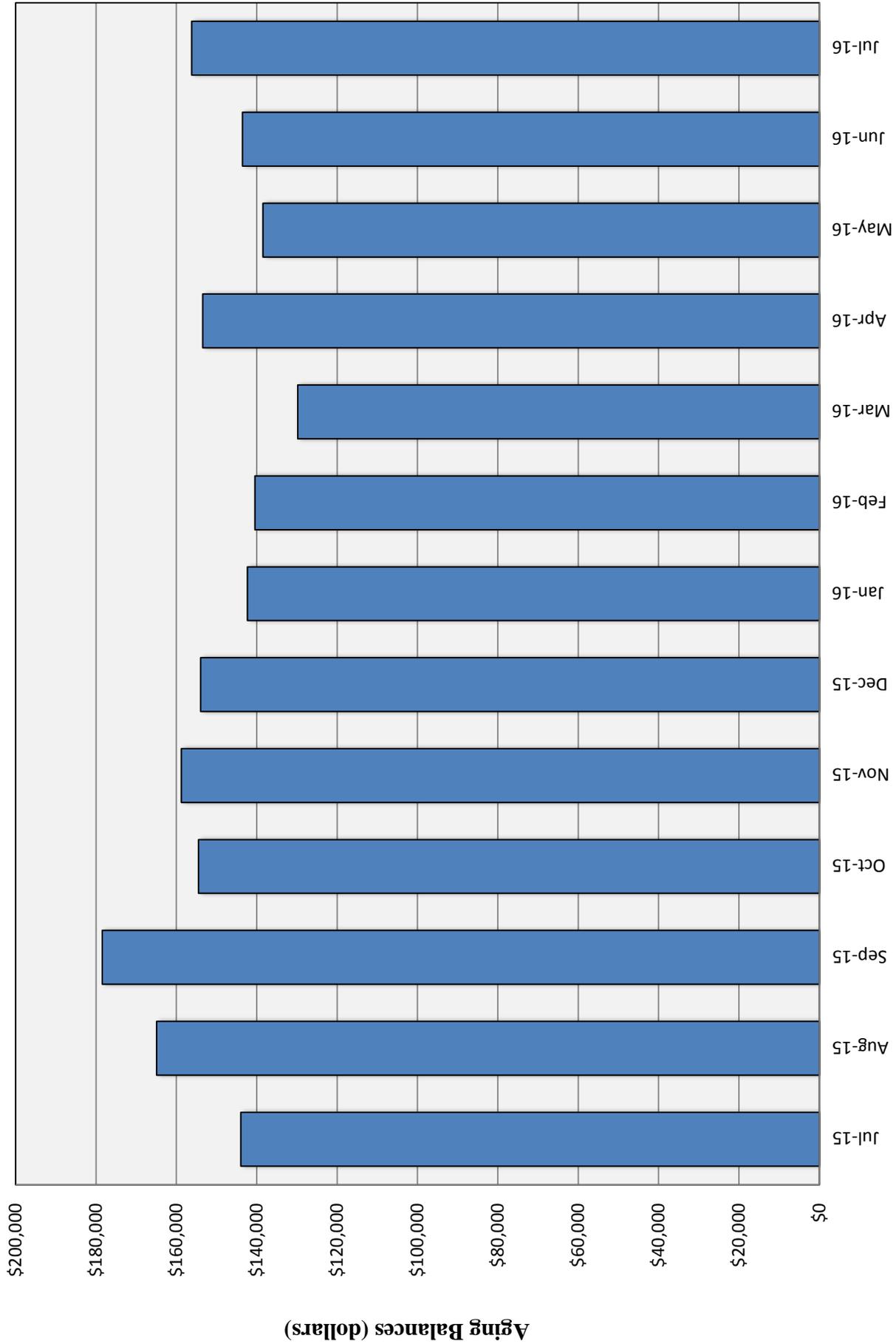


Veolia – Customer Service July 2016

Aging Balances for Sewer Over 30 Days



Aging Balances for Water Over 30 Days



July 2016 Utility Commission Monthly Report for Facility Improvement Projects (FIP)

Active Projects

WA – Meter Replacement – (Year 4) City approved the FCWA for year four of the water meter replacement project on July 26, 2016 and staff has begun this series of meter installs.

WC - Small Diameter Galvanized Main Replacement – Veolia provided the City with a Conceptual Design (CD) memo on July 8, 2016 with a preliminary cost and schedule. The City responded to the memo on July 27, 2016 requesting further detail in the breakdown of the costs. Veolia will respond by the end of August 2016 with a revised CD memo.

WD - Small Dead End Mains (Looping) Project

Metrolink location - Veolia submitted the permit and plans for review to SANBAG on March 18, 2016. SANBAG's engineering department approved the plans and requested a lease agreement application which will be completed by the City. SANBAG is awaiting the submittal of the City's application. Veolia is currently reviewing City comments on the CD for the submittal of an SCD by the end of August 2016.

Elm Development - The second looping project was approved by the Elm Development's Home Owners Association (HOA) as requested by the City on April 20, 2016. The City requested in early July that a legal plat be issued for the property section where the water main will be built. Veolia submitted in July 25, 2016 a proposal for the work towards a legal plat. The City is also seeking proposals with its in house contractor for the legal plat work.

WE - Large Valve Replacement – Veolia provided a memo with recommendations to the City on December 1, 2015 to fix four broken valves. The project Substantially Complete Design (SCD) was approved on March 27, 2015. Valve shutdowns have been completed with one pending. Veolia solicited bids and received one complete bid in February 2016. The project was rebid on May 11th through a local bid house. Five contractors showed interest and only one bid. A Final Cost Work Authorization (FCWA) was submitted to the City by July 5, 2016. The project is planned to be presented to City Council in August 2016.

SB - Mainline Repair and Lining – Last year, in order to support 2016 project recommendations, Veolia inspected 127,484 lineal feet (24.14 miles) of pipe and Murgreen and Houston & Harris, two third- party contractors, also inspected approximately 9.96 miles of pipe. Data for 14.4 miles of pipe was reviewed (the remaining pipe had no substantial issues). 49 point repairs and 10 to 16 pipe segment replacements were identified and recommended for repair. Collections returned the CD memo with comments for inclusion of hotspots in July. The memo will be revised and submitted in August 2016. Veolia continues to assess pipes in order to

achieve to goal of 26 miles/year. Veolia is well ahead of schedule and has inspected over 23 miles of sanitary sewer lines to date for 2016.

S1 - Wastewater Treatment Plant upgrade – AECOM submitted a Draft Technical Memorandum to the City on June 28, 2016. West Yost provided comments on July 15, 2016. AECOM has completed Task 2 of their scope and submitted the final Technical Memorandum.

S3 - Sycamore and Etiwanda - Sewer Pipeline Replacement – Veolia reviewed their sub-consultants' 100% design plans and sent the plans to the City for review on February 22, 2016. Comments were returned on March 1, 2016. Veolia responded to comments on March 23, 2016. Additional comments were returned on March 28, 2016. Approval of the SCD was given on April 13. Veolia bid the project on April 29. Bids returned on June 17th and both contractors underwent extensive experience verification for the nature of work. The lowest responsible bidder was chosen and Veolia will submit an FCWA to the City for a Council meeting in August 2016.

S4 - Willow and Foothill - Sewer Pipeline Replacement – This project has been combined with and is being implemented concurrently with Project S3.

WB - Service Line Replacement – This project has been placed on hold due to the absence of polybutylene service lines. In support of future service line replacement planning, Veolia is collecting data in 2016 on pipe material and condition. As directed by the City, Veolia submitted a list of commercial business addresses that do not have a backflow device for the City's consideration of change this project.

W1 - Water System SCADA Improvements – One complete bid was received for the project from Tesco. The Council took action on the FCWA at the June 28, 2016 meeting; however, the FCWA approval did not include conditions that are under further discussion by RWS and the City.

W4 - Boosters 4 and 5 Improvements – City Council approved the project on December 8, 2015. Veolia had a pre-construction meeting with the City and Subcontractor on January 28, 2016. During implementation, the team discussed that an electrical shutdown is required for the project construction. It was determined that having a shutdown during the high demand season was not optimum; therefore, the shutdown and construction will occur in the fall when the water demand is lower.

W5 - Seismic Improvements to Cedar Reservoir – The project as described in the CA has already been completed. This was first observed after an internal inspection revealed a concrete

reinforcing wall internal to the tank. However, Veolia was instructed to proceed with, and completed a design. Subsequent to completion of design, documentation confirmed that the scoped work had been completed. In light of this information, the City requested that Veolia develop a cost to inspect the tank internal wall to confirm the presence of reinforcing steel, and to develop a project concept that will protect the tank outlet pipe in the event the tank cover fails during a seismic event, and falls into the tank, obstructing the outlet pipe. On March 29, 2016, Veolia, West Yost, and a DN Tanks representative walked the site to assess the tank. The findings from the job walk were more extensive than anticipated and will be presented in a Memo in August 2016.

W2 - Chino Well 1 - The initial scope in the contract calls for nitrate blending to address the nitrate impact at this well. However, the well is also impacted by perchlorate, which is not addressed in the CA project description. This well may not be needed to satisfy the City water demand. Veolia met with the City on February 10, 2016 and on June 29, 2016 to discuss the City's water resource strategy. During this meeting, the City requested that Veolia test existing wells, and to establish the cost to install treatment at each well in order to utilize wells with the lowest total dissolved solids (prior strategy was to avoid treatment costs where possible). City staff authorized this work to move forward as an Engineering Study under project WG of the CA.

WG – Engineering Study 1 – Wellhead Treatment Study – This study will include testing of all City-operated wells to determine constituents of concern, development of treatment options to address these constituents, and development of conceptual cost estimates for wellhead treatment. The objective is to later use this information to develop a plan that may utilize wellhead treatment in lieu of potentially costly facilities needed to reduce source water TDS.

W6 – City Wells 1 and 2 – Veolia completed an urgent well rehab project for Well 2 using OR&R funds. The selected contractor completed the first portion of the work and the remainder of the Well 2 improvement project is in the design phase. A CD will be presented to the City for review in July 2016. The anticipated start of construction for remaining Well 2 improvements is Fall 2016. The Well 1 improvements are on hold, pending resolution of the City's water resources needs as discussed above. Well 1 may not be the most cost effective solution satisfying the City's water demand.

SA - Manhole Rehabilitation (Year 4) – Veolia prepared a FCWA with Year 4 maps in May 2016. The FCWA package was submitted to the City by June 21, 2016. The project was approved on July 26, 2016. A pre-construction meeting with City representation was held on July 27, 2016 and construction will begin in September 2016.

Completed Projects

WA – Meter Replacement (Year 3) – The first three months of the 800 meter replacements were submitted to the City and were inspected. Inspections are expected to continue through August 2016.

SA - Manhole Rehabilitation (Year 3) – All recommended manholes were rehabilitated as scheduled and completed by March 15, 2016. GASB 34 documents were approved on April 26, 2016 and final payment was made in June 2016.

W7 - Water Main and Valve replacement – This project is now complete. City accepted the GASB 34 documents on April 7, 2016. Final payment was made in June 2016.

WA – Meter Replacement (Years 1 & 2) – As of November 24, 2015 - (1600) sixteen hundred water meters were replaced under years 1 and 2. City inspections occurred and all issues were addressed. GASB 34 documentation was submitted to the City on May 31, 2016.

S1.1 - Digester 1 Wall Cap and Coating – DN Tanks completed the project on April 9, 2015.

City Well 3A – Well packer test was completed during the month of February. SA Associates provided a memo to the City with recommendations on whether this well can be utilized as a water source due to arsenic impacts. Future utilization of this well is being considered along with other water resource needs (see discussion for Project W2).

W3 - Booster 3 Improvements – Booster 3 Improvements were completed using Operations Repair & Replacement (OR&R) funds.

Projects Removed from FIP by Consensus

S2 - Willow and Randall-Sewer Pipeline Replacement - Leidos updated its model based on field surveys of manholes conducted by Veolia. The data collected indicated that the project is no longer justified so it was removed.

S5 - Sycamore, Rialto, and San Bernardino-Sewer Pipeline Replacement – Determined by City not to be a priority.

S6-Sycamore and Merrill-Sewer Pipeline Replacement – Determined by City not to be a priority.

WF – Hydrant Replacement – Determined by City not to be a priority.

City of Rialto
Regular Utilities Commission Meeting
AUGUST 16, 2016

TO DO LIST

Upcoming Agenda Items

Future Agenda Items

- ◆ Consolidation of Water and Wastewater Resolutions
- ◆ Streetlight Acquisition Project Update
- ◆ Concession Agreement Quarterly Overview
- ◆ Budget Based Rates