

# REGULAR MEETING CITY OF RIALTO UTILITIES COMMISSION AGENDA

<b>Civic Center Council Chambers 150 S. Palm Avenue Rialto, CA 92376</b>	<b>Tuesday July 19, 2016 6:15 p.m.</b>
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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.*

<b><u>CALL TO ORDER</u></b>		<b>Time:</b>	
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<b><u>ROLL CALL</u></b>	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 *June 21, 2016***

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

**NEW BUSINESS ITEMS**

**SOUTHERN CALIFORNIA EDISON (SCE) FALCON RIDGE PROJECT UPDATE**

ITEM 1

*Bob Stiens, SCE*  
**RECEIVE AND FILE- NO ACTION**

**WASTE MANAGEMENT REPORT**

ITEM 2

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

**GENSTEM PROGRAM PRESENTATION**

ITEM 3

*Christina Salinas, Veolia*  
**RECEIVE AND FILE- NO ACTION**

**VEOLIA OPERATIONS AND MAINTENANCE REPORT**

ITEM 5

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

**FINAL WORK CONSTRUCTION AUTHORIZATION (FCWA) FOR W1- SUPERVISORY CONTROL AND DATA ACQUISITION PROJECT**

ITEM 6

*Staff, Veolia Water*  
**RECEIVE AND FILE- NO ACTION**

**2015 ANNUAL COMMISSION REPORT**

ITEM 7

*Dayan Gutierrez, City of Rialto*  
**ACTION**

**OLD BUSINESS**

ITEM 8

To Do List

**COMMISSIONER’S REPORT**

ITEM 9

**ADJOURNMENT**

Motion

Second

Vote

Time

**ATTACHMENTS/HANDOUTS**

- 1. Monthly Waste Management Report- June 2016
- 2. GenStem Program PowerPoint Presentation
- 3. Veolia Water Operations and Maintenance Report – June 2016
- 4. FCWA for W1- Supervisory Control And Data Acquisition Project staff report
- 5. 2015 Annual Commission PowerPoint and Report
- 6. 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  
JULY 19, 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, June 21, 2016.
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	This meeting was in accordance with the provision of the Government Code §54956 of the State of California.
	o0o
<u>CALL TO ORDER</u>	Chairperson Barbara Zrelak-Rickman called the meeting to order at 6:15 P.M.
	o0o
ROLL CALL	The roll was called and the following Commissioners were present: Barbara Zrelak-Rickman, June Hayes, Richard “Kim” Chitwood, Kevin C. Kobbe, and James M. Shields. Council Member present: Mayor Deborah Robertson. Staff present: Robert Eisenbeisz, Amy Crow, and Dayan Gutierrez.
APPROVAL OF MINUTES – <b>Regular Meeting April 19, 2016</b> <b>Regular Meeting May 21, 2016</b>	<ul style="list-style-type: none"> <li>◆ Vice-Chairperson June Hayes moved to approve the minutes of the Regular Meeting April 19, 2016.</li> <li>◆ Commissioner Chitwood seconded the motion</li> <li>◆ Motion carried.</li> <li>◆ VOTE: <u>5</u> to <u>0</u> in favor of approval of the minutes.</li> <li>◆ Commissioner Chitwood moved to approve the minutes of the Regular Meeting May 21, 2016.</li> <li>◆ Commissioner Shields seconded the motion.</li> <li>◆ Motion carried.</li> <li>◆ VOTE: <u>5</u> to <u>0</u> in favor of approval of the minutes.</li> </ul>
	o0o
ORAL COMMUNICATIONS	◆ None presented
	o0o
NEW BUSINESS ITEMS	
	o0o
Item 1– Public Health Goals (PHG) Public Hearing <b>ACTION</b>	<ul style="list-style-type: none"> <li>◆ Clarence Mansell provided a brief presentation on the Public Health Goals (PHG).</li> <li>◆ Vice-Chairperson Hayes moved to close the Public Health Goals (PHG) Public Hearing.</li> <li>◆ Commissioner Chitwood seconded the motion.</li> <li>◆ Motion Carried.</li> <li>◆ VOTE: <u>5</u> to <u>0</u> in favor of closing the Public Health Goals (PHG) Public Hearing.</li> </ul>
	o0o
Item 2- Waste Management Report <b>RECEIVE AND FILE- NO ACTION</b>	<ul style="list-style-type: none"> <li>◆ Amy Crow presented the monthly Waste Management Report.</li> <li>◆ Crow reviewed the tonnage, special collection, and scavenger reports.</li> <li>◆ Crow answered questions and responded to comments from the Commission in regards to the following: <ul style="list-style-type: none"> <li>• The process of collecting books and other materials for the Rialto Library.</li> <li>• The size of sharps barrels where sharps are collected during the Community Clean-up event.</li> <li>• The definition of Burretec program codes for trash collection.</li> </ul> </li> <li>◆ Katie Nickel provided an update to the Commission in regards to the water conservation efforts from Rialto Water Services and West Valley Water District.</li> <li>◆ Robert Eisenbeisz clarified to the Commission what “self-certification” will mean in relation to the state required water conservation measures.</li> </ul>

	<ul style="list-style-type: none"> <li>◆ Nickel and Eisenbeisz provided an update to the Commission in regards to the budget based rates.</li> <li>◆ The Commission requested an update on the budget based rates monthly.</li> <li>◆ The reports were received and accepted by the Commission.</li> </ul>
	o0o
<p>Item 3- Veolia Operations and Maintenance Report <b>RECEIVE AND FILE</b></p>	<ul style="list-style-type: none"> <li>◆ Daniel Villanueva introduced his new assistant, Marlon Brasco.</li> <li>◆ Villanueva reviewed the monthly Wastewater Operations report.</li> <li>◆ Villanueva answered questions from the Commission in regards to the following: <ul style="list-style-type: none"> <li>• The cause behind the increase in Cyanide from last month.</li> <li>• The cause for the mixed liquor pump failing at Plant 5.</li> <li>• Type and frequency of maintenance performed on the chlorine contact chamber that stores reclaimed water.</li> </ul> </li> <li>◆ The Commission requested to have the charge for the treatment of bio-solid wet tons included in the monthly report.</li> <li>◆ Paul Herman reviewed the monthly Collections Cleaning report.</li> <li>◆ Herman informed the Commission of a sewer spill at Riverside and Foothill and another at Willow Avenue and Lurelane Street.</li> <li>◆ Herman answered questions and responded to comments from the Commission in regards to the following: <ul style="list-style-type: none"> <li>• The last maintenance performed on the sewer line on N Willow north of Baseline.</li> <li>• The method of removing obstructive objects stuck in the sewer lines.</li> <li>• Pavement markings of underground utility lines.</li> <li>• The gallon capacity of the vector truck.</li> <li>• The management of large spills exceeding the gallon capacity of the vector truck.</li> </ul> </li> <li>◆ David Terry informed the Commission the repairs and rehabilitation of City Well 2 is completed.</li> <li>◆ Terry reviewed the monthly Water Report.</li> <li>◆ A discussion ensued in regards to Total Dissolved Solids (TDS) levels at various wells and the discharge from West Valley Water District.</li> <li>◆ Terry answered questions and responded to comments from the Commission in regards to the following: <ul style="list-style-type: none"> <li>• The possibility of the City being fined for high TDS levels.</li> <li>• The use of water softeners causing higher TDS levels.</li> <li>• The possibility of lead water service lines existing in Rialto.</li> </ul> </li> <li>◆ La'Lisa Winfrey reviewed the monthly Customer Service report.</li> <li>◆ Winfrey answered questions from the Commission in regards to the following: <ul style="list-style-type: none"> <li>• Identifying the busiest day of the week in terms of phone calls.</li> <li>• The cause for the call increase in May.</li> <li>• The method in which home owners and tenants are informed of property tax placement.</li> </ul> </li> <li>◆ Winfrey provided an update to the Commission in regards to the following topics: <ul style="list-style-type: none"> <li>• Zero-consumption refunds.</li> <li>• Customer service feedback reports.</li> <li>• Rate review and evaluation for business owner Zahir Ansari for ZA Laundromat.</li> </ul> </li> <li>◆ Alejandro Juarez reviewed the monthly Facility Improvement Projects report.</li> <li>◆ Juarez answered questions from the Commission in regards to the following: <ul style="list-style-type: none"> <li>• The probability of completing the WA- Meter Replacement project (year 4) by November.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• When Veolia will submit a Final Construction Work Authorization for year 5 of the Meter Replacement project.</li> <li>• The status of SB- Mainline Repair and Lining.</li> </ul> <p>◆ The reports were received and accepted by the Commission.</p>
	o0o
Item 6 - Old Business "To Do List"	◆ The "To Do List" was reviewed and discussed.
	o0o
Item 7- Commissioner's Report	◆ None Presented.
	o0o
<b><u>ADJOURNMENT</u></b>	<ul style="list-style-type: none"> <li>◆ Commissioner Shields moved to adjourn the meeting.</li> <li>◆ Commissioner Chitwood seconded motion.</li> <li>◆ Motion Carried.</li> <li>◆ Meeting adjourned at 8:30 P.M.</li> </ul>



# CITY OF RIALTO

## UTILITIES COMMISSION AGENDA REPORT

For the Meeting of July 19, 2016

TO:	Honorable Utilities Commission Members
FROM:	Amy Crow, Administrative Analyst
SUBJECT:	Monthly Activity Report for City of Rialto Waste Management Services
DATE:	July 11, 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 one hundred ninety (190) residents served during the month of June. Items collected included the following:
  - 665 gallons of used motor oil,
  - 4 pallets of paint,
  - 4 drums of miscellaneous poisons and other toxic liquids,
  - 10 barrels of sharps, including needles, lancets, and syringes used by residents for their home healthcare and medical needs.

During the month of July, the Household Hazardous Waste site was open on 8<sup>h</sup> and 9<sup>th</sup> and will be open on the 22<sup>nd</sup> and 23<sup>rd</sup> from 8 am until 12 noon.

**Burrtec Waste Tonnage Report –**

- The reports for April 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 – June 2016
- Burrtec Scavenging Report – June 2016
- Rialto Code Enforcement Scavenging Report – June 2016

**RECOMMENDATION:**

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

Attachments:

1. Burrtec Waste Tonnage Reports – April, 2016

Report Prepared by: Amy Crow, Administrative Analyst

BURRTEC WASTE INDUSTRIES  
RIALTO

CIWMB Program Code	Description	Jan-16	Feb-16	Mar-16	Apr-16	Y-T-D
<b>Refuse</b>						
	Residential Refuse	1,889.95	1,778.93	2,083.98	1,894.99	7,647.85
	Residential Refuse (residue)	158.19	136.76	174.08	155.52	624.55
	Special Collection - Bulky	35.72	51.11	69.25	56.55	212.63
	Government Refuse					0.00
	School Refuse	176.18	168.25	189.48	186.79	720.70
	Residential Bin Refuse	5.78	5.79	6.58	6.44	24.59
	Residential Bin Refuse (residue)					0.00
	Multi-Family Refuse	877.05	906.21	1,008.98	916.60	3,708.84
	Multi-Family Refuse (residue)	6.57	7.47	7.92	7.10	29.06
	Commercial Refuse	1,016.37	1,019.25	1,166.79	1,098.60	4,301.01
	Rolloff Refuse	883.11	830.71	842.52	783.40	3,339.74
	Commercial Refuse (residue)	30.31	34.50	36.56	36.07	137.44
	Rolloff Refuse (residue)	16.31	15.41	25.81	22.84	80.37
<b>Refuse Totals</b>		<b>5,095.54</b>	<b>4,954.39</b>	<b>5,611.95</b>	<b>5,164.90</b>	<b>20,826.78</b>
<b>Source Reduction</b>						
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
<b>Source Reduction Totals</b>		<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>Recycling (Net of Residue)</b>						
2000-RC-CRB	Residential Curbside Recycling	361.82	313.60	345.00	308.05	1,328.47
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	212.20
2040-RC-SFC	Commercial Self Haul Recycling					0.00
2050-RC-SCH	School Recycling	13.20	15.01	15.91	15.45	59.57
2060-RC-GOV	Government Recycling					0.00
2070-RC-SNL	Special Collection - Seasonal	46.50	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	59.80
<b>Recycling Totals</b>		<b>485.09</b>	<b>391.81</b>	<b>432.93</b>	<b>396.71</b>	<b>1,706.54</b>
<b>Composting</b>						
3000-CM-RCG	Residential Curbside Greenwaste	625.77	767.93	1,164.35	931.63	3,489.68
3010-CM-RSG	Residential Self Haul Greenwaste					0.00
3020-CM-COG	Commercial On-Site Greenwaste	27.07	18.97	12.10	5.80	63.94
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
3050-CM-SCH	School Composting					0.00
3060-CM-GOV	Government Composting					0.00
3070-CM-OTH	Other Composting					0.00
<b>Composting Totals</b>		<b>652.84</b>	<b>786.90</b>	<b>1,176.45</b>	<b>937.43</b>	<b>3,553.62</b>
<b>Special Waste</b>						
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	0.35
4030-SP-WHG	White Goods	2.96	3.05	3.42	3.83	13.26
4040-SP-SCM	Scrap Metal	3.47	0.04	0.17	0.28	3.96
4050-SP-WDW	Wood Waste	80.11	68.81	84.66	80.23	313.81
4060-SP-CAR	Concrete/Asphalt/Rubble	34.97	64.98	111.97	74.13	286.05
4070-SP-DSD	Disaster Debris					0.00
4080-SP-SGL	Shingles					0.00
4090-SP-RND	Rendering					0.00
4100-SP-OTH	Other Special Waste	51.10	51.43	86.08	71.48	260.09
<b>Special Waste Totals</b>		<b>172.67</b>	<b>188.39</b>	<b>286.48</b>	<b>229.98</b>	<b>877.52</b>

BURRTEC WASTE INDUSTRIES  
RIALTO

CIWMB Program Code	Description	Jan-16	Feb-16	Mar-16	Apr-16	Y-T-D
<b>Public Education &amp; Outreach</b>						
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
<b>Public Education &amp; Outreach Totals</b>		<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>Policy Incentives</b>						
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
<b>Public Education Totals</b>		<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>Facility Recovery</b>						
7000-FR-MRF	Material Recovery Facility	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	14.36
7030-FR-CMF	Composting Facility					0.00
7040-FR-ADC	Alternate Daily Cover					0.00
7050-FR-OTH	Other Facility Recovery					0.00
<b>Facility Recovery Totals</b>		<b>0.48</b>	<b>13.33</b>	<b>0.27</b>	<b>0.28</b>	<b>14.36</b>
<b>Transformation</b>						
8000-TR-WTE	Waste-to-Energy				5.93	5.93
8010-TR-WDW	Biomass (wood waste)					0.00
8020-TR-TRS	Tires					0.00
8030-TR-OTH	Other Transformation					0.00
<b>Transformation Totals</b>		<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>5.93</b>	<b>5.93</b>
<b>Household Hazardous Waste</b>						
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	6.97
9050-HH-OTH	Other Household Hazardous Waste					0.00
<b>HHW Totals</b>		<b>1.67</b>	<b>1.70</b>	<b>2.16</b>	<b>1.44</b>	<b>6.97</b>
<b>All Programs Total</b>		<b>1,312.75</b>	<b>1,382.13</b>	<b>1,898.29</b>	<b>1,571.77</b>	<b>6,164.94</b>
<b>Total Refuse</b>						
		<b>5,095.54</b>	<b>4,954.39</b>	<b>5,611.95</b>	<b>5,164.90</b>	<b>20,826.78</b>
<b>Total Tonnages Generated</b>						
		<b>6,408.29</b>	<b>6,336.52</b>	<b>7,510.24</b>	<b>6,736.67</b>	<b>26,991.72</b>
<b>Multi Family Net Diverted Tonnage</b>						
2030-RC-OSP	Multi Family Curbside Recycling	10.72	12.20	12.93	11.58	47.43
3020-CM-COG	Multi Family Curbside Greenwaste	0.00	0.00	0.00	0.00	0.00



# Generation S.T.E.M

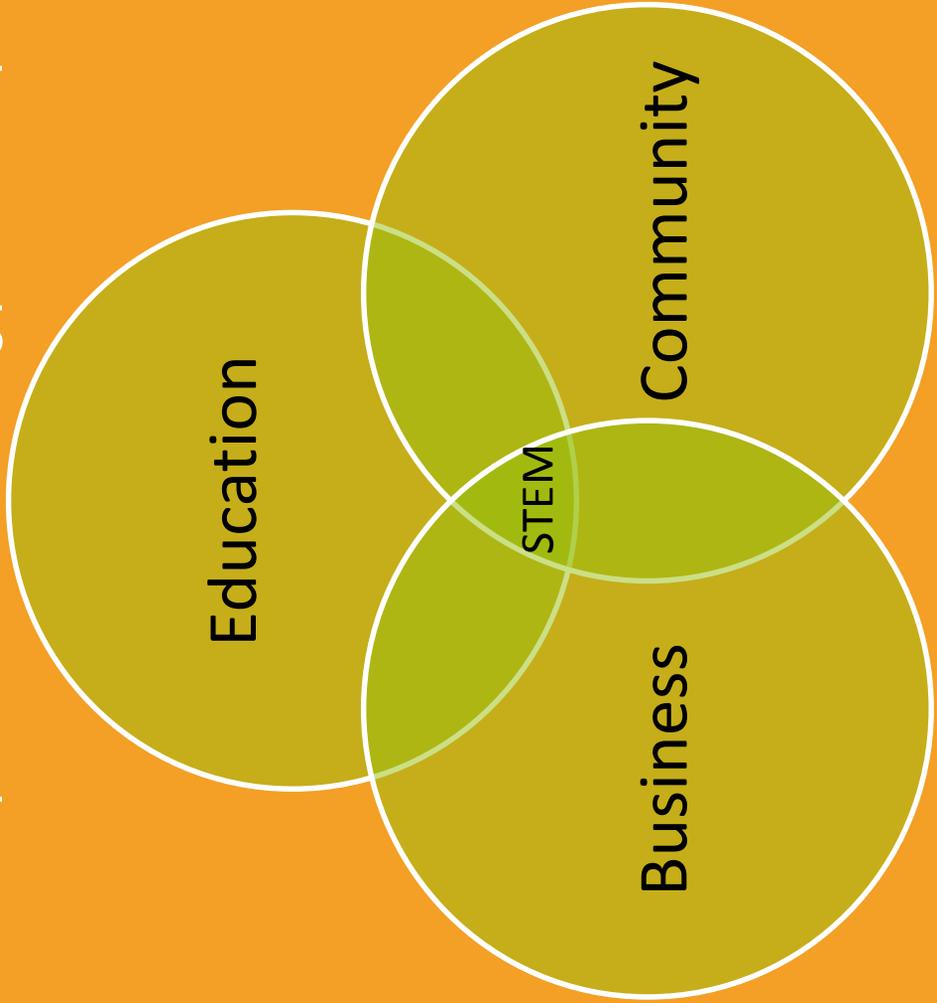
*A Veolia Education Program*



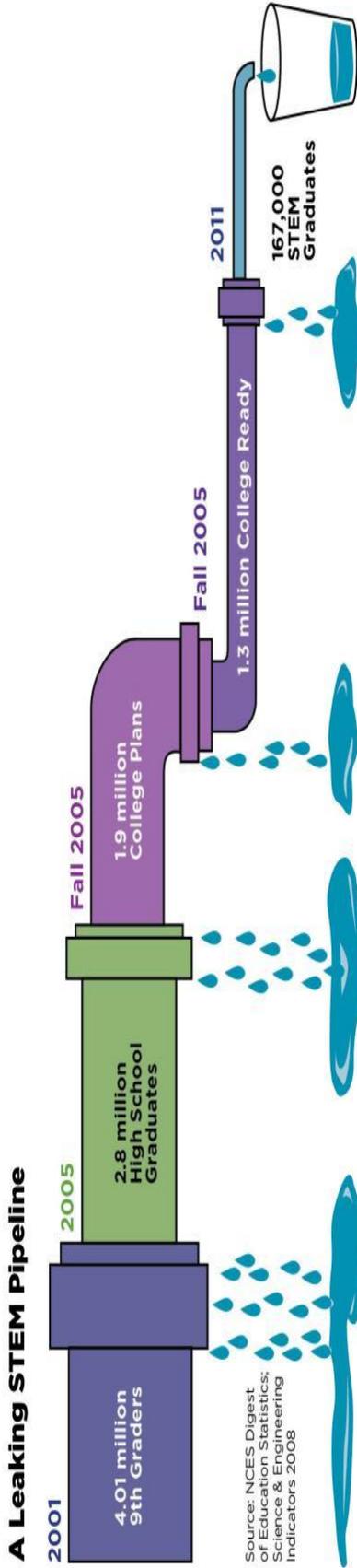


# Industry, Community & Educators

*The importance of a strong partnership*



# Challenges industry, communities & education face today



o The facts are simple:

- o *Not enough students graduate from high school*
- o *Those who do are unprepared for college and the workforce*
- o *Students aren't gaining the critical thinking, communications, and problem-solving skills they need to succeed in the real world*

o These challenges impact U.S. businesses' ability to find qualified talent in an increasingly competitive global economy

# Generation S.T.E.M. partners

- Companies competing with each other for a limited number of students graduating in STEM fields
- Veolia and local Industry leaders partnered together to secure our community's future by supporting high-quality STEM education to prepare a skilled workforce and strengthen competitiveness
- Our new program is working to help satisfy the Next Generation Science Standards & Common Core State Standards encouraging students to apply their knowledge and skills to solve real-world problems starting in the early grades to engage students at all levels
- The next couple of slides will showcase our program, a more robust STEM pipeline which will help prepare high school students for the rigors of science-based college courses and careers





# Scholarships & Awards

# District science fair - academic excellence



## 2016 Specialty Award Winners

Henry Elementary: Abigail Romero  
Kucera Middle: Ebony Fussen  
Rialto High School: Jennifer Orazco,  
Karla Zermeno and Jose Soto

Veolia honors students levels K-12 for best S.T.E.M. related project.

- *Veolia provides technical staff to judge entries*
- *Scholarship awards totaling \$2500.00.*

## Scholarship Awards

- *Elementary \$100.00 per entry*
- *Jr. High \$200.00 per entry*
- *High School \$500.00 per entry*
- *Remaining funds sent to the RUSD's science programs*

# Stembowl – communication & teamwork

- Students participating in the Stembowl represent - 5th to 8th grade

- Students observe, test & analyze two different experiments. Both are S.T.E.M. related, timed 40 min each

- Veolia judges best team performance, focusing on communication & ability to work as a team

- Best Team Performance Awards

- *Elementary: 1 fifth school trophy*
- *Middle School: 1st, 2nd & 3rd place trophy*



# Generation S.T.E.M. senior college scholarship

Criteria	Eligibility	Awards	2016 Findings
<p>Students must complete an application and prepare two (2) essays related to engineering or environmental science.</p>	<p>Must currently be a senior at a high school in the city of Rialto            Must be a resident of Veolia's service territory in Rialto            Must plan to be enrolled as a full-time student in a two- or four-year accredited post-secondary institution in the upcoming academic year</p>	<p>Two \$5,000 scholarships awarded to seniors attending an accredited college or university in the fall after their senior year. Students are recognized during the High School Senior ceremony and funds are sent to the colleges.</p>	<p>15 applications received; scholarships to be awarded on May 6</p>



# Field Trip Opportunities

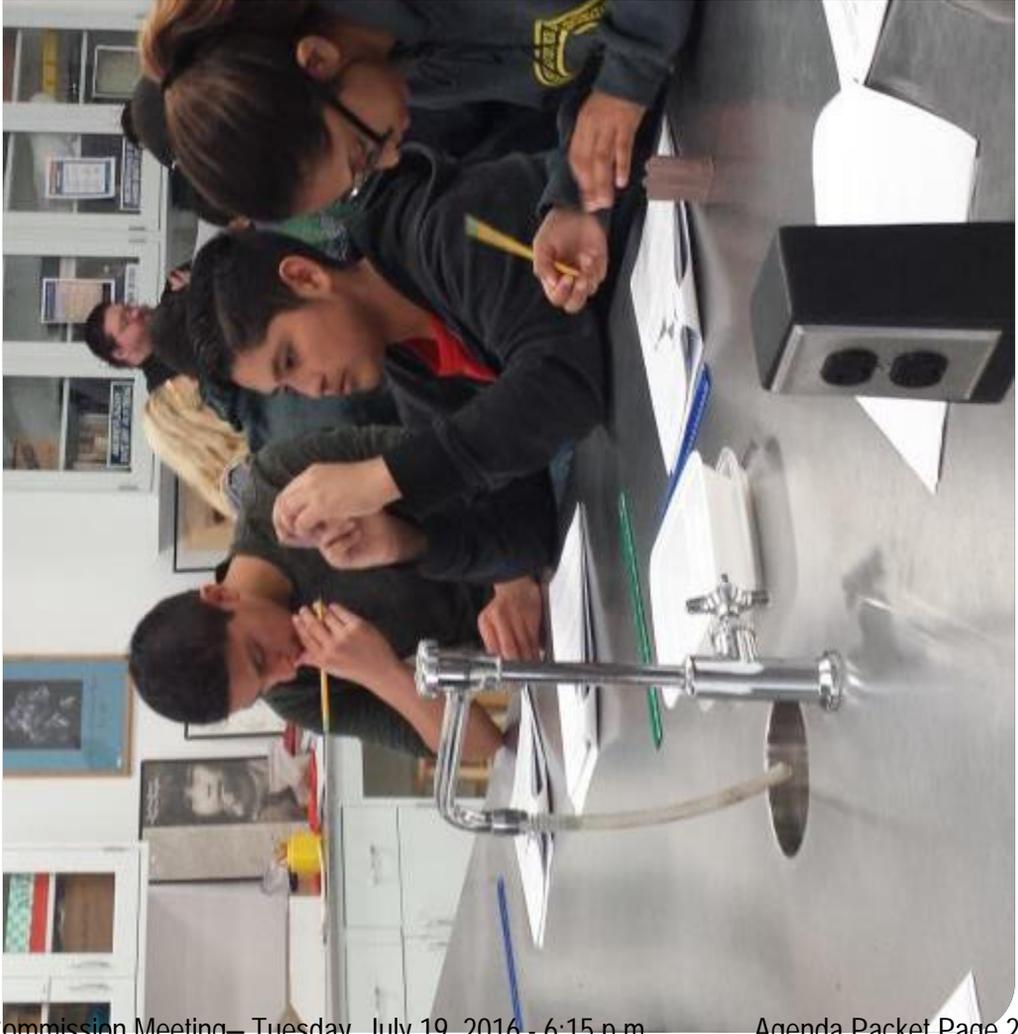
# Rialto wastewater treatment plant tour



- **Tour of wastewater facility, including laboratory and control room**
- **Grade level- AP Chemistry**
  - *Approx. 35–40 students per tour*
  - *Offered: Nov & Dec*
  - *Two hours (9 AM–11 AM)*
- **2015-2016: 120 total students from RUSD high schools: Rialto, Eisenhower & Carter**
- **Veolia sponsors transportation & giveaways**

(Biology to be added for 2016-2017 school year)

# Diamond Valley Lake & Western Science Museum



- **Tailored tour & labs**

- Grade level: *Earth Science Students (from every RUSD high school)*

- **Diamond Lake & Diamond Lake Conservation Museum**

- *All labs satisfy grade level California Science Standards*

- **Western Science Museum & Labs**

- *Tour of the Museum and Labs held in relation to paleontology and Diamond Valley Lake reservoir*

- **2015-2016: Three field trips per year totaling 250-300 students**

- **Veolia sponsors transportation, labs and giveaways**



# Classroom & Hands-On Teaching

# Fifth grade water education fair



- 400 fifth graders join us for this exciting & informative water-based education fair at the Professional Development Center. Curriculum includes:

<b>CIP station</b>	water consumption & water saving tips
<b>Water/WW Stations</b>	Operations of the Water and WW facilities
<b>Activity &amp; Visual Aids</b>	Water Trucks & Closed Circuit TV (CCTV) Van exhibited
<b>Water conservation:</b>	Partnering with West Valley Water, and inefficient teaching the water cycle and its components.

- Veolia sponsors transportation and giveaways

# Participation and poster contest



- **2015-2016 School Participation**
  - Bemis, Boyd, Casey, Curtis, Dollahan, Dunn, Henry, Myers, Simpson
- **Poster Contest Prizes**
  - *Students have 20 minutes to design their idea of the water cycle using crayons, colored pencils & construction paper*
- **1st place: \$30 Visa gift card, 2017 Veolia calendar**
- **2nd place: \$20 Visa gift card, 2017 Veolia calendar**
- **Runner ups art showcased and recognized at the city council meeting**
- **The winners are also showcased & announced during our community event**

# Earth Day assembly – introduction to water

Students take a ride from the clouds and the rain through the pipes and the treatment plants to learn how water connects everything on the planet

- *Facilitated by drama and science teachers at the middle school level*
- *Audience: Grades second grade*
- *Two performances reaching over 2,000 students*
- *Scheduled for April 22nd*

Veolia sponsors the script, buses, costumes



## Teachers Teaching Program

- Project-based learning (PBL)
- Summer institute in July
- Designed for third to eighth grade teachers
- Includes: Field trip to Rialto wastewater plant or Diamond Lake

○ **Veolia sponsors field trip which includes labs**

# Additional Generation S.T.E.M. Activities & Funding for 2016-2017 School Year

## Science Standards - LAB

Laboratory supplies for teachers to use to enhance water education instruction and satisfy benchmark standards K-Fifth grade.

## Reclaim Design Competition - Two year program

- Year 1 – Students objective - designing a proposal including a diagram, water savings analysis and budget to create a reclaimed water system which would supply rainwater to their school sites garden and grove.
- Year 2 - Funding of the proposal would occur and students would need to prep and act as scientist - analysis of the garden, rain levels, agriculture growth, etc.
- Veolia provides technical staff, funding and prizes

## Veolia's commitment to S.T.E.M.



*Today, through an exciting partnership with RUSD, we are able to offer exceptional education programs meeting California curriculum content standards and bringing water education to life for the students in our service area. Veolia is dedicated to educating young minds and assisting educators in teaching science and technology in innovative and captivating ways, and enhancing public understanding and appreciation of science math and technology through interactive programs and exhibits. We are committed to ensuring all students have greater opportunities and access to the careers of their choice. By working together, we can evaluate STEM education in Rialto.*

# Generation S.T.E.M.





# Utility Commission Report

June 2016



Operated By



## **Utility Commission Monthly Report for Wastewater Operations, June 2016**

### **Compliance Statement**

In June 2016 the VWNA-Rialto facility there were two exceedances with the discharge requirements specified in Order No. R8-2014-0010, NPDES No. CA-0105295 as highlighted in the first table.

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

The monthly DMR for June 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 June was 6.5 Million Gallons per Day (MGD). Based on influent flow meter reads, a total of 195 MGD entered the facility for treatment this month.

There were 806.41 wet tons of treated and stabilized (anaerobically digested) biosolids hauled from the VWNA-Rialto facility by Nursery Products to their designated processing site in Helendale, California. Hauled biosolids costs for the month of June were \$38,707.68.

### **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 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 now in stand-by mode.

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

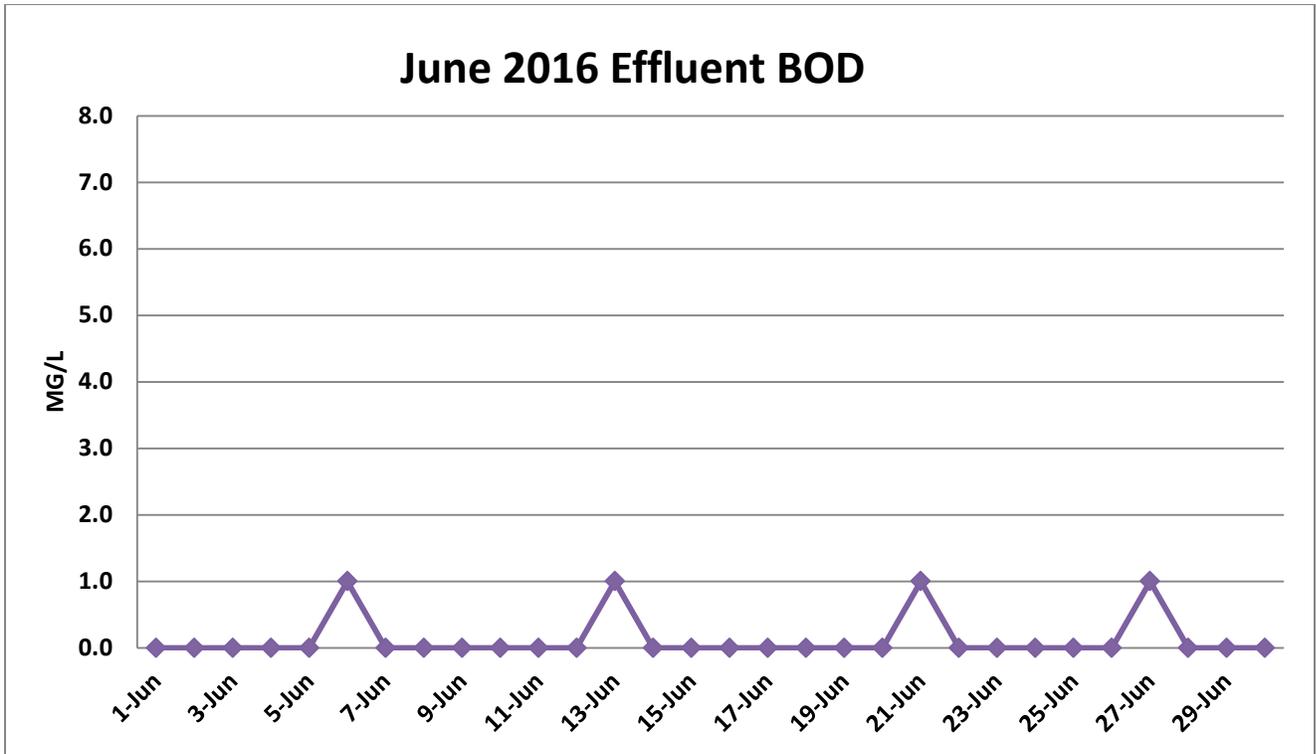
Multiple FLU failures have occurred in June due to excessive heat.

Veolia cleaned the reclaimed (old chlorine) contact chamber.

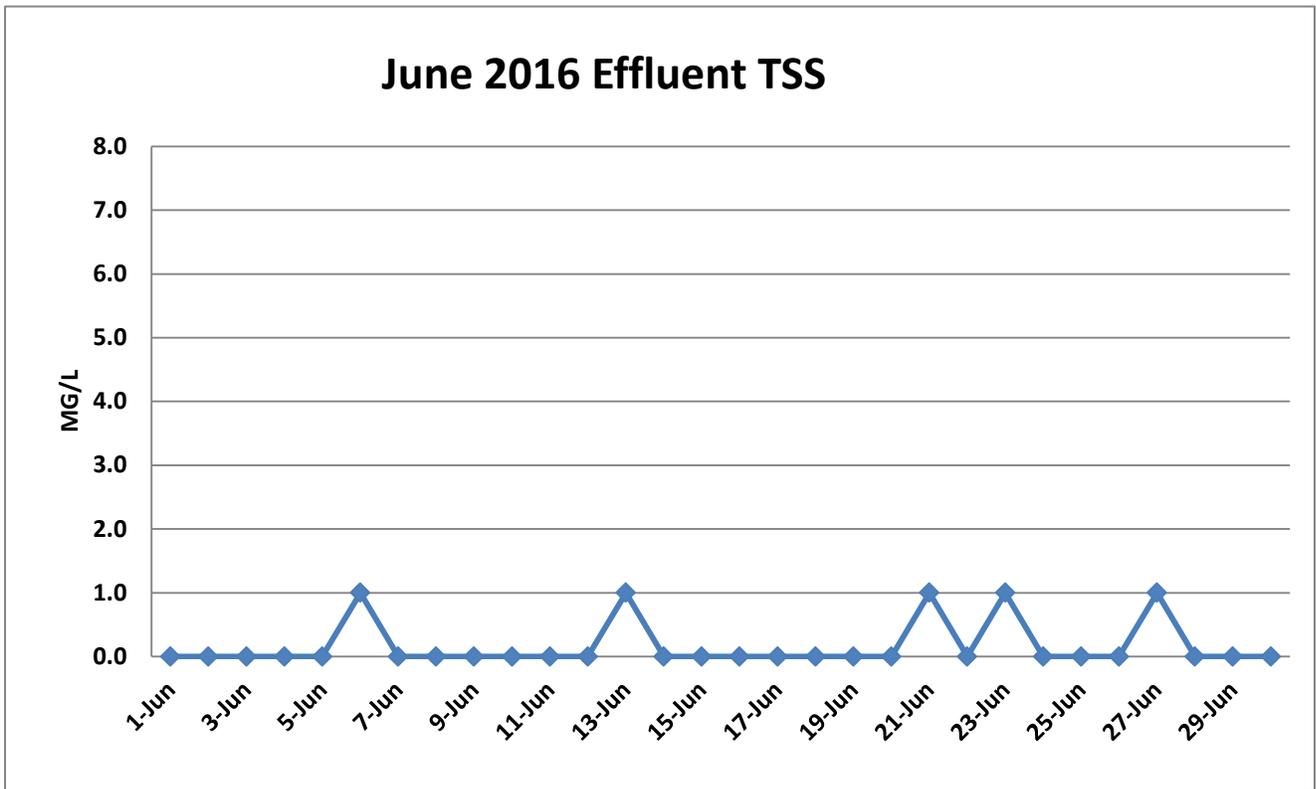
### Plant Data Overview

Final Effluent Data	Min.	Max.	Avg.	Permit Limit	Permit Compliant
Effluent Flow, MGD	4.6	6.1	5.6	11.7 MGD	Yes
Turbidity, NTU (Daily Avg)	0.48	1.1	0.73	< 2.0 Daily Avg	Yes
Coliform, MPN (7 - Day Median)	< 1.8	2.0	< 1.8	23 Daily Max	Yes
Chlorine Residual, mg/L	< 0.10	< 0.10	< 0.10	< 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)	488	488	488	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	7.36	7.58	7.45	6.5 – 8.5	Yes
BOD, mg/L	1.9	2.5	2.2	20	Yes
TSS, mg/L	0.1	1.0	0.5	20	Yes
Cyanide, µg/L	4.8	4.8	4.8	4.2	No*

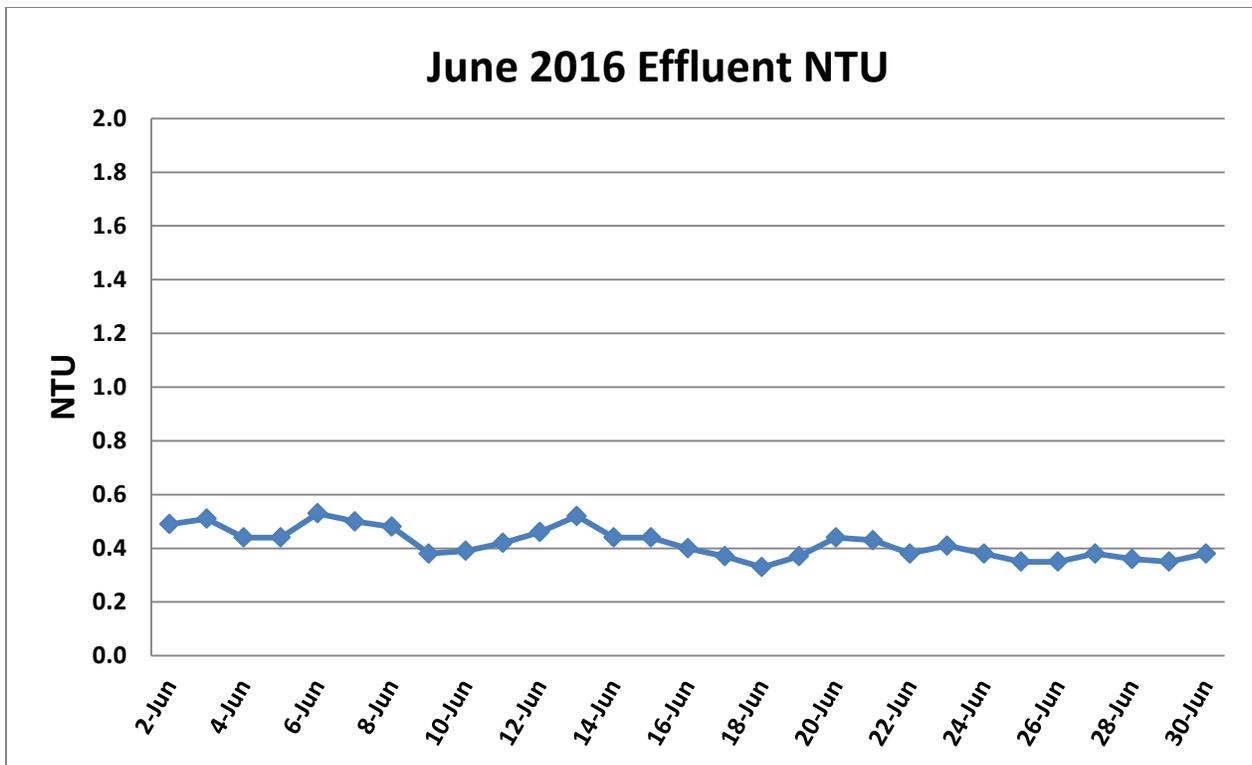
Additional Facility Data	Min.	Max.	Avg.	Permit Limit	Permit Compliant
Influent Flow, MDG	6.1	6.8	6.5	11.7	Yes
Influent BOD, mg/L (Monthly Avg.)	270	330	305	N/A	N/A
Influent TSS, mg/ (Monthly Avg.)	80	506	254	N/A	N/A
BOD Percent Removal (Monthly Avg.)	99.1	99.4	99.3	> 85%	Yes
TSS Percent Removal (Monthly Avg.)	99.6	100.0	99.8	> 85%	Yes
Reclaimed Water (Mgals)	0	0.057	0.014	N/A	N/A
Natural Gas Use (cf/day)	0	18,100	6,957	N/A	N/A
Digester Gas Production (cf/day)	110,348	176,729	145,516	N/A	N/A
Sodium Hypochlorite Use (Gals/Day)	594	1,189	872	N/A	N/A
Sodium Bisulfite Use (Gals/Day)	294	412	325	N/A	N/A
Ferrous Chloride Use (Gals/Day)	43	147	84	N/A	N/A
Polymer Use, Gravity Belt (Gals/Day)	3	8	6	N/A	N/A
Polymer Use, Belt Press (Gals/Day)	6	28	17	N/A	N/A
Aluminum Sulfate Use (Gals/Day)	2	6	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 300 PM’s generated in June 2016 with 273 completed on-schedule for a 91% completion rate. A total of 448 man-hours were spent on PM tasks for an average staff-hour per task rate of 1.38 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.

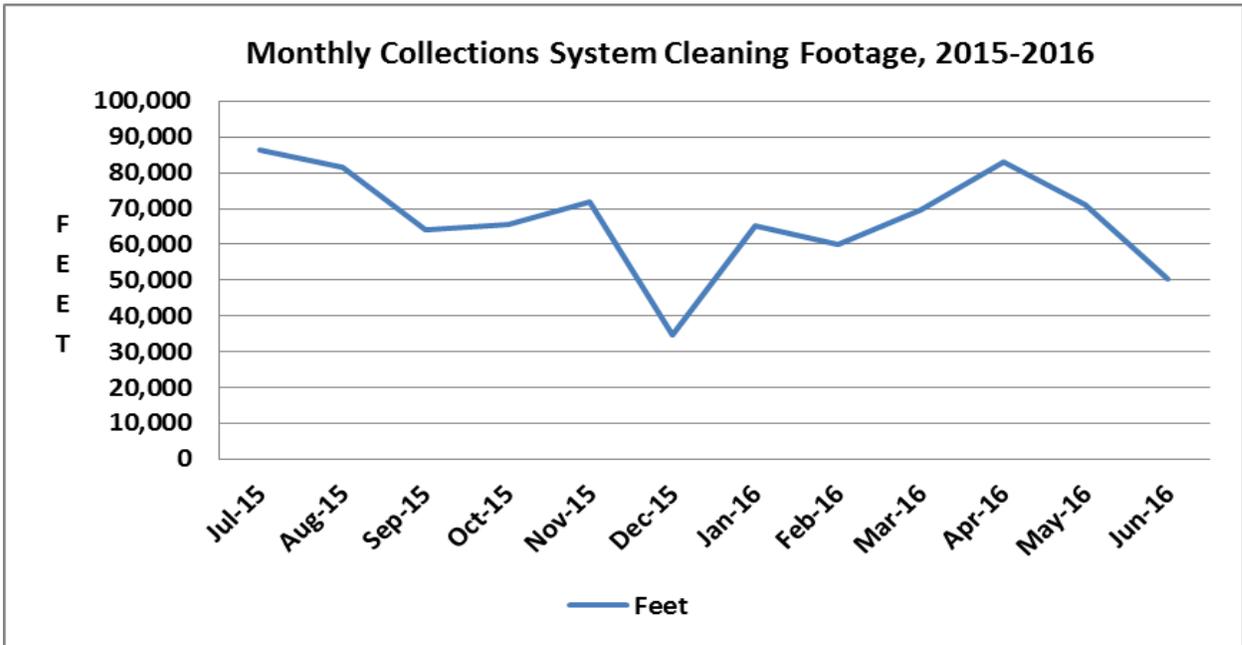
**CORRECTIVE (UNPLANNED) MAINTENANCE**

There were 56 Corrective (Unplanned) Maintenance Work Orders requested in June with 49 completed for an 87% completion rate. A total of 305 staff-hours were spent on Corrective (Unplanned) Maintenance tasks, for an average of 6.22 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.

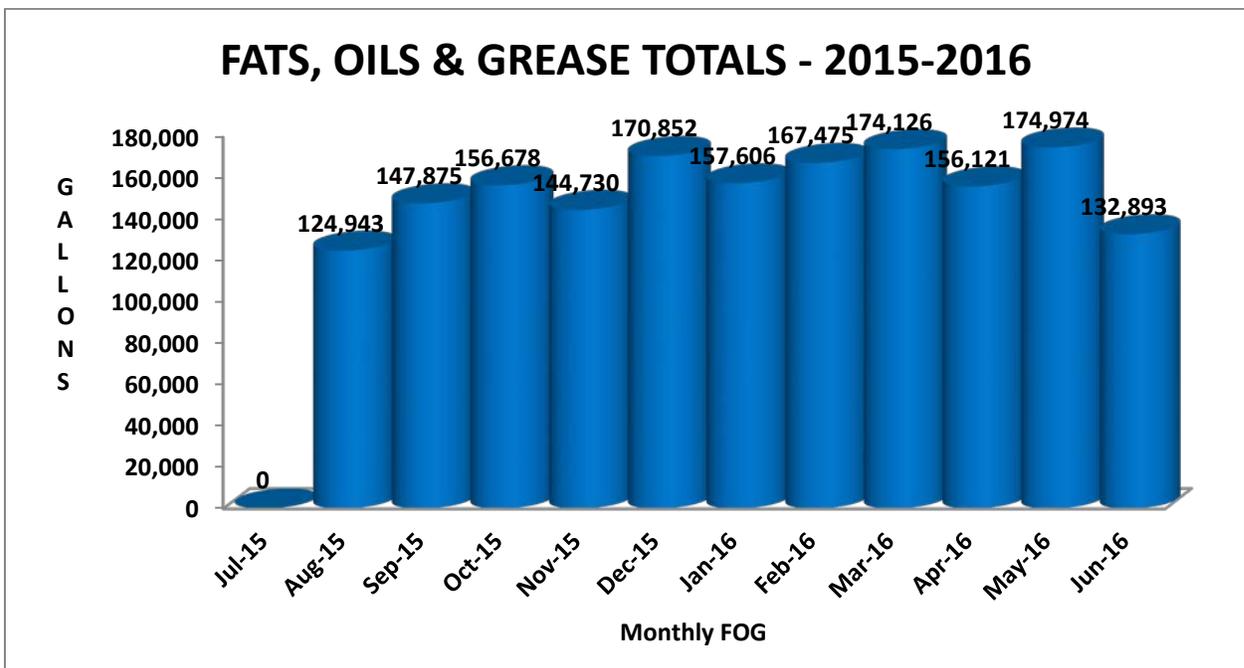
**Collections Cleaning Footage for June 2016:**

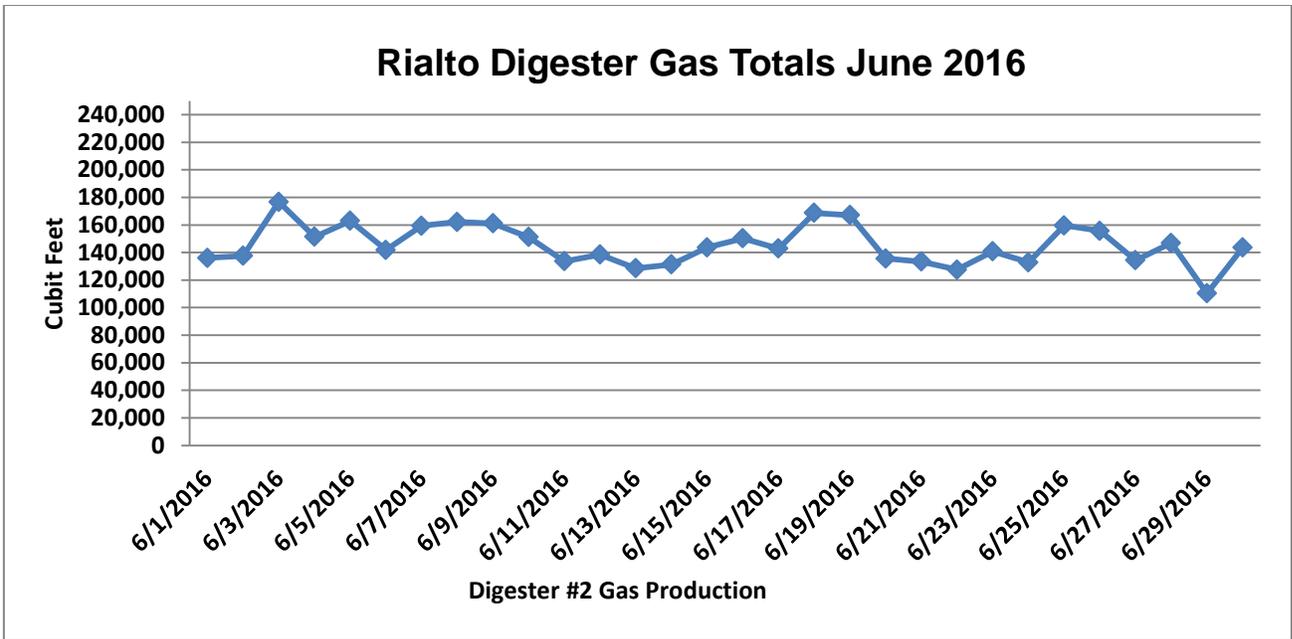
- 50,389 feet of sewer line was cleaned. The Hot List total cleaning footage was 7,536 feet. This footage is included in the overall totals.
- Veolia inspected 3,408 feet of sewer with CCTV for a total of 0.65 miles. Five manholes were inspected this month. Veolia conducted 174 Underground Utility Inspections and Markings.



**FOG Information (Fats, Oils & Grease)**

- Total Monthly FOG received was 132,893 gallons.





### Collection System Report

There were five (5) sewer call-outs this month.

Date	Address	Comments	Personnel	Manhole	To Manhole
6/7/2016	785 E. Holly Ave.	Collections Crew received a resident complained of their toilets and showers running slow and backing up. Resident advised that she's had this problem for about 5 years and has had numerous plumbers work on her plumbing and has yet to resolve the problem. I explained the homeowner's responsibility concerning the sewer lateral and she understood. Collections Crew ran 80ft East and 80ft. West oh manhole #236-17 in front of resident's home and found no obstructions or restrictions. The City sewer main is clear.	R.R.	136-17-00	136-15-00
6/12/2016	456 Agua Mansa	During daily inspection of the Agua Mansa lift station, Collections Crew noticed the pumps were not running. Crew checked up stream and found the sewer spill. Approximately 75 gallons was found contained in easement (soil) and never hit the street.	P.H.		

6/13/2016	1413 W. Wedgewood	Collection Crew received a resident complaint of water backing up into their showers and toilets. Collections Crew ran City sewer main line from manhole #231-30 to 231-26 for 210ft. City sewer line had no obstructions or restrictions City sewer line is clean and clear. Resident is going to call a plumber to clear his sewer lateral.	R.R.	231-26-00	231-30-00
6/14/2016	Foothill	Collection Crew received a call from Rialto Fire department who found manhole #250-68 on Foothill overflowing. Water was coming out of all the pick holes 3 to 4 inches high. Approximately 91 GPM for one hour and forty-nine minutes. Approximately 9,900 gallons spilled. The reason for the overflow was a stick and rags in manhole #234-08 at Willow and Etiwanda which diverted the flow to Etiwanda then to Riverside. Once it reached Riverside it over whelmed the line and caused manhole #250-68 to overflow. After the overflow was stopped we started the cleanup. Collections Crew washed down and vacuumed from the manhole #250-68 on Foothill and Riverside to the storm drain at the railroad tracks just above First Street. Collections Crew reclaimed 8,000 of the 9,900 gallons. The other 1,900 gallons was recaptured from a drainage ditch. The last time manhole #250-68 was serviced was, June 1, 2016, as part of the Hot List.	P.H.	250-68-00	234-08-00
6/20/2016	Willow & Lurelane	Project staff received a call at 8:21AM regarding the intersection of 1700 N. Willow and 200 W. Lurelane manhole #186-04 was found overflowing by Arkan Abdo of the City of Rialto Public Works Department. At 8:43AM the Collection crew was onsite and found that manhole #186-04 had stopped overflowing. The Crew followed the path of the overflow to a storm drain at the corner of Baseline and Willow. The flow reached the storm drain at 8:50AM. By 8:55AM the vector truck was set up and the crew was vacuuming up the spill and stopping it from going into the storm drain. The manhole #186-04 was overflowing	B.V./ P.H. / D.R.	186-04-00	186-04-00

		<p>from 8:21AM to 8:43AM for a total of 22 minutes at a rate of 50 GPM for a total of 1,100 Gallons. Collections Crew was able to recapture 600 of the 1,100 gallons before it went into storm drain. The Collections Crew was able to flush the storm line with clean water and recapture the remaining 500 gallons. All areas were washed down and cleaned. At 5:20PM the intersection of 1700 N. Willow and 200 W. Lurelane at manhole #186-04 was found overflowing by Veolia - Water Department. At 6:15PM the Collections crew with Wastewater Department was onsite. The overflow was stopped at 7:45PM. At 6:15PM Collections Crew set up at manhole #186-04 running the line. The hose on the vacor truck broke at the coupling so the Collection Crew moved the truck to the storm drain where the overflow was running to. By 6:40PM the Collection Crew was vacuuming and stopped the flow from going into the storm drain. The second vacor truck arrived on site at 7:35PM. The crew was able to clear the blockage by 7:45PM. The manhole #186-04 was overflowing from 5:20PM to 7:45PM for a total of 195 minutes at a rate of 50 GPM for a total of 9,750 gallons. The Collections Crew was able to recapture 7,500 of the 9,750 gallons before it went into the storm drain. The remaining 2,500 gallons that went into the storm drain was recaptured from the storm drain. All areas were washed down and cleaned.</p>			
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**Environmental Testing/Monitoring by Local, State or Federal Agencies**

No additional information or changes for this month.

**Staffing Level**

Veolia currently interviewing for a Grade III/Lead Operator position to replace open position created by the internal promotion of the new Operations Manager

**Administrative**

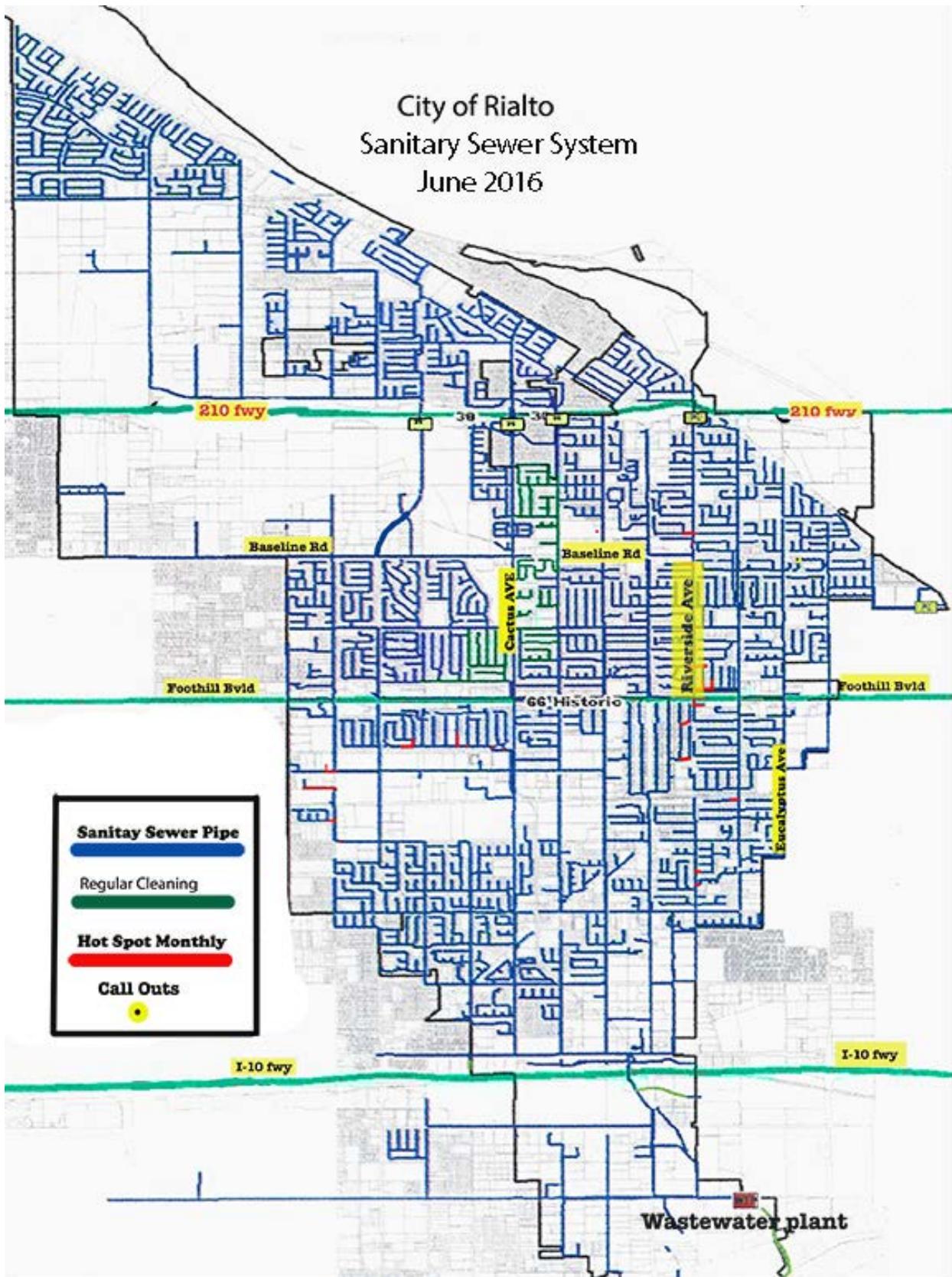
No New Safety Work Orders generated in June 2016.

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

- Respiratory Protection: Breathing Safely
- Hearing Conservation and Safety

Next month: Heat Stress

City of Rialto  
Sanitary Sewer System  
June 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

**City of Rialto's Water Report for 2016**

	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
Total month Prod. Acre Feet	498.24	505.08	556.25	638.72	665.79	857.74						
2015's monthly Prod. Acre Feet	694.77	607.01	746.93	714.28	729.99	861.47						
Max. Water Day ( MGD )	6.6	8.3	7.8	9.2	7.7	11.7						

**Water Levels**

Wells	Historical Low	Jan	Feb	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
Chino # 1 (580 ft) In-active well	404'	406'	411'	411'	411'	418'	411'						
Chino # 2 (550 ft)	360'	337'	342'	346'	346'	359'	341'						
City # 1 (260 ft) Dry	392'	290'	349'	294'	294'	361'	361'						
City # 2 (480 ft)	402'	out of service	358'	340'	340'	338'	358'						
City # 3 (525 ft)	475'	428'	437'	441'	441'	441'	432'						
City # 4 (360 ft)	285'	309'	313'	313'	313'	315'	323'						
City # 5 (385 ft) Out of service	355'	315'	315'	316'	316'	319'	319'						
City # 6 (306 ft) Out of service	288'	263'	263'	264'	264'	267'	272'						
Rialto # 1 (650 ft) In-active well	588'	549'	549'	551'	551'	550'	553'						
Rialto # 2 (550 ft) Out of service	482'	482'	480'	481'	481'	483'	483'						
Rialto # 3 (480 ft)	447'	450'	450'	450'	450'	450'	449'						
Rialto # 4 (450 ft) In-active	413'	393'	393'	393'	393'	394'	395'						
Rialto # 5 (580 ft)	361'	365'	362'	362'	362'	361'	365'						
Rialto # 6 Leased to West Valley	375'	out of service											
Rialto Well # 7	342'	343'	340'	340'	340'	342'	344'						
Miro # 3 (400 ft)			454'	452'	452'	451'	453'						

**Total For Each Basin**

	Entitlement	Total amount to Date
Lyle Creek ( City Wells )	3,683 Acre feet	433.40
Stream ( Filter Plant )	1,676 Acre feet	508.86
Rialto Basin ( Rialto Wells )	1,568.88 Acre Feet*	621.05
Chino Riverside Basin	No restrictions	789.86
SBVMWD ( Perris / 9 th St ) - City Well 4A	Baseline Feeder	600.31
SBMWD ( inflow meter )	Meter site	
Bunkerhill ( City # 4 )		778.28
WSECWD ( inflow meter )	Meter site	
Fontana Water ( inflow )	Meter site	
Marygold ( outflow meter )	end of agreement	
<b>2016 Total ( Jan to Date in Acre ft )</b>		<b>3,731.76</b>
<b>Total for 2015 ( Acre ft. )</b>		<b>8,771.21</b>

\*  $4,366 \times 32\% = 1,397.12$  ac ft  
 $4,366 - 1,397.12 = 2,968.88$  ac ft  
 $2,968.88 - 1,600(\text{leased to county}) = 1,368.88$  ac ft  
 $1,368.88 + 200$  (purchased from Colton)=  $1,568.88$  ac ft

**Rainfall**

Rainfall For This Month ( inches)	0.00
Rainfall From July to Current Date ( inches)	10.64
Average Rainfall This month per Day ( inches)	0.00
Average Rainfall From July-June per Day ( inches)	0.03

**Weather station report**

Day Time		Night time	
High	Avg Day	High	Avg night
113	75	72	54
	94		63

**Recurring Capital Improvement Projects**

	Monthly totals	Year to date totals
Service Lines	10	35
Fire Hydrants	0	4

**CITY OF RIALTO  
RAINFALL FOR FIVE YEARS**

SEASON	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	TOTAL
2011-12	0.00	0.00	0.00	1.22	0.93	0.10	0.60	0.00	2.08	0.00	0.15	0.00	5.08
2012-13	0.11	0.00	0.00	0.30	0.63	2.60	1.29	0.03	0.82	0.02	0.16	0.00	5.96
2013-14	0.08	0.36	0.00	0.10	1.54	0.98	0.00	1.08	2.79	0.88	0.00	0.00	7.81
2014-15	0.00	2.80	0.00	0.00	1.40	5.58	0.88	1.10	0.17	0.16	1.11	0.00	13.20
2015-16	0.91	0.00	1.57	1.91	0.32	1.48	2.40	0.50	0.68	0.77	0.10	0.00	10.64

July 15- June 16	=	10.64	INCHES
YEAR TO DATE FOR 2016	=	4.45	INCHES
AVG. RAINFALL FOR LAST FIVE YEARS			
		8.87	INCHES

AVG. RAINFALL FOR SAN BERNARDINO COUNTY FOR THE LAST 100 YEARS = 16.25 INCHES

2016	Jan	Feb.	March	April	May	June	July	Aug.	Sept.	Oct	Nov	Dec.	Total
Totals	2.40	0.50	0.68	0.77	0.10	0.00							4.45

**Highest levels of rainfall recorded above 30 inches**

1883-84	1936-37	1940-41	1968-69	1977-78	1979-80	1982-83	2004-05
37.51"	31.93"	35.90"	31.80"	35.18"	30.67"	30.12"	30.07"

**Lowest levels of rainfall recorded below 5 inches**

1988-89	1989-90	2001-02	2006-07
4.70"	4.90"	4.66"	3.03"

2016	Jan	Feb.	March	April	May	June	July	Aug.	Sept.	Oct	Nov	Dec.
TDS	251.56	235.36	208.77	244.57	223.96	265.56						

## **CUSTOMER SERVICE JUNE 2016 COMMISSION REPORT**

### **BILLING**

There were a total of 20,972 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 99.96%. The billing accuracy error rate was four. This value indicates that for every 10,000 bills produced, four adjustments were necessary.

### **BILLED CONSUMPTION**

In comparison, the total net billed amount in June 2015 for water was \$916,929.63 and the total net billed amount for sewer was \$1,641,002.08. The total net billed amount in June 2016 for water was \$931,064.23 and the total net billed amount for sewer was \$1,613,354.67.

The net billed amount for water decreased by 2% this month when compared against the net billed amount for June 2015, and the net billed amount for sewer also decreased by 2% when compared against the net billed amounts for June 2015.

**Analysis:** Although the 2016 rate increases have been deferred for 12 months, the net billed amount decreases reflect a slight 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. June 2016 water consumption shows an increase of 2% when compared to June 2015 billed water meter consumption values.

### **CALL CENTER METRICS – June 2016**

The Call Center Queue (CSQ) received 5,792 calls resulting in a 2% increase in call volumes when compared against this past month.

YTD (year to date) total calls equal 32,705. The total number of abandoned calls for the reporting period was 640, which represents 11.1% of the total incoming calls offered. Average speed of answer (ASA) was three minutes and 28 seconds and the percentage of calls answered by agents was 86.3%, which translates into 4,996 calls answered by agents.

The Telephone Service Factor (TSF) for the current reporting period was 33.8% 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 – June 2016**

During the current reporting period 46% 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 2,309 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 no accounts transferred to bad debt during the month of June.

## **AGING BALANCES – June 2016**

Aging balances for water decreased by 1% and aging sewer balances decreased by 2% when compared against the previous month.

There was a decrease in water Aging balances over 30 days from the previous month of 4%.

There was a decrease in sewer Aging balances over 30 days from the previous month of 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:**

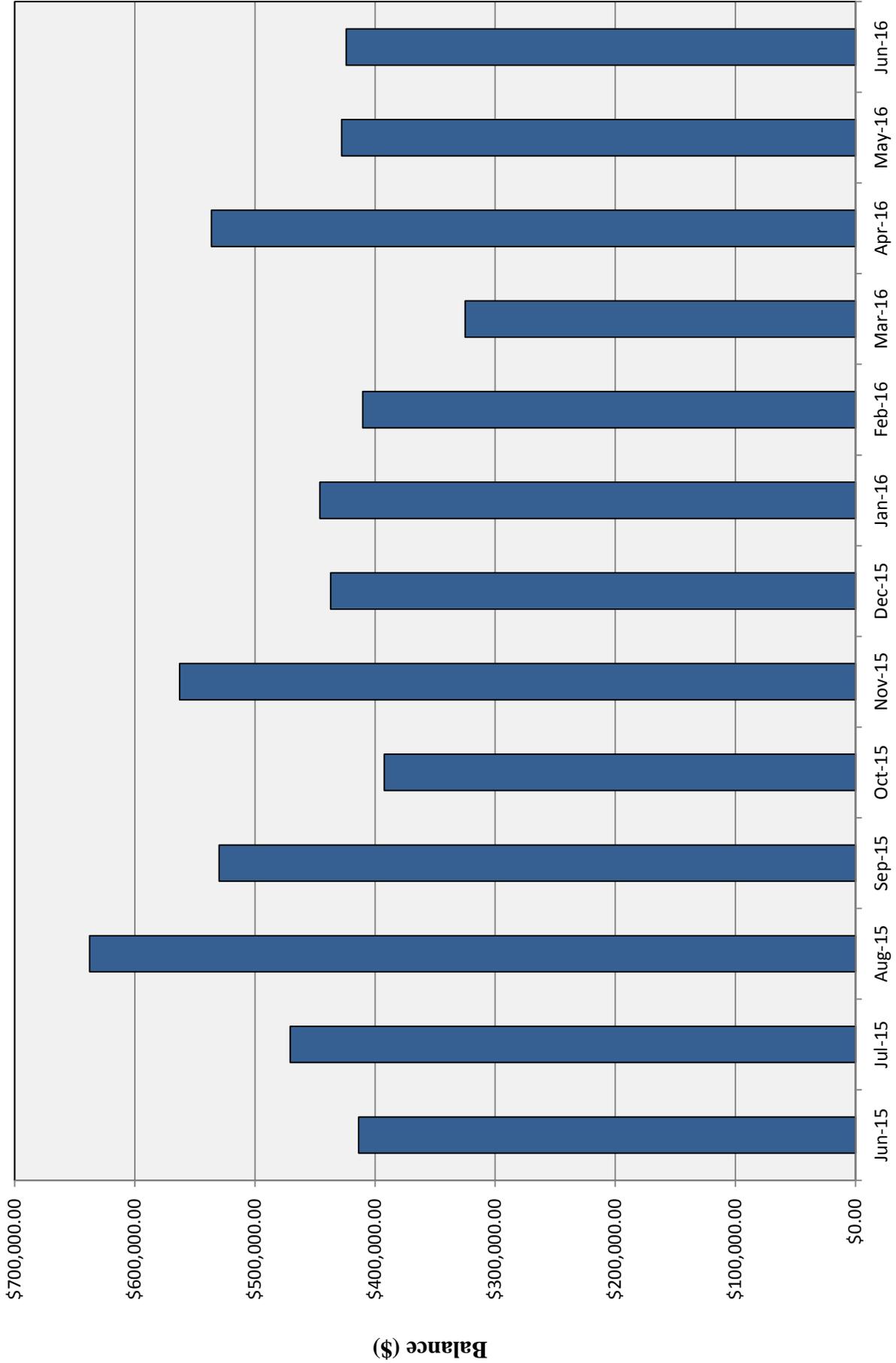
During the month of June Customer Service staff did not have any AWWA (American Water Works Association) Customer Service Certificate Training. However, internal training continues with team members on established procedures and policies to ensure consistency and to enhance service levels.

## **IVR and Customer Portal SOFT LAUNCH:**

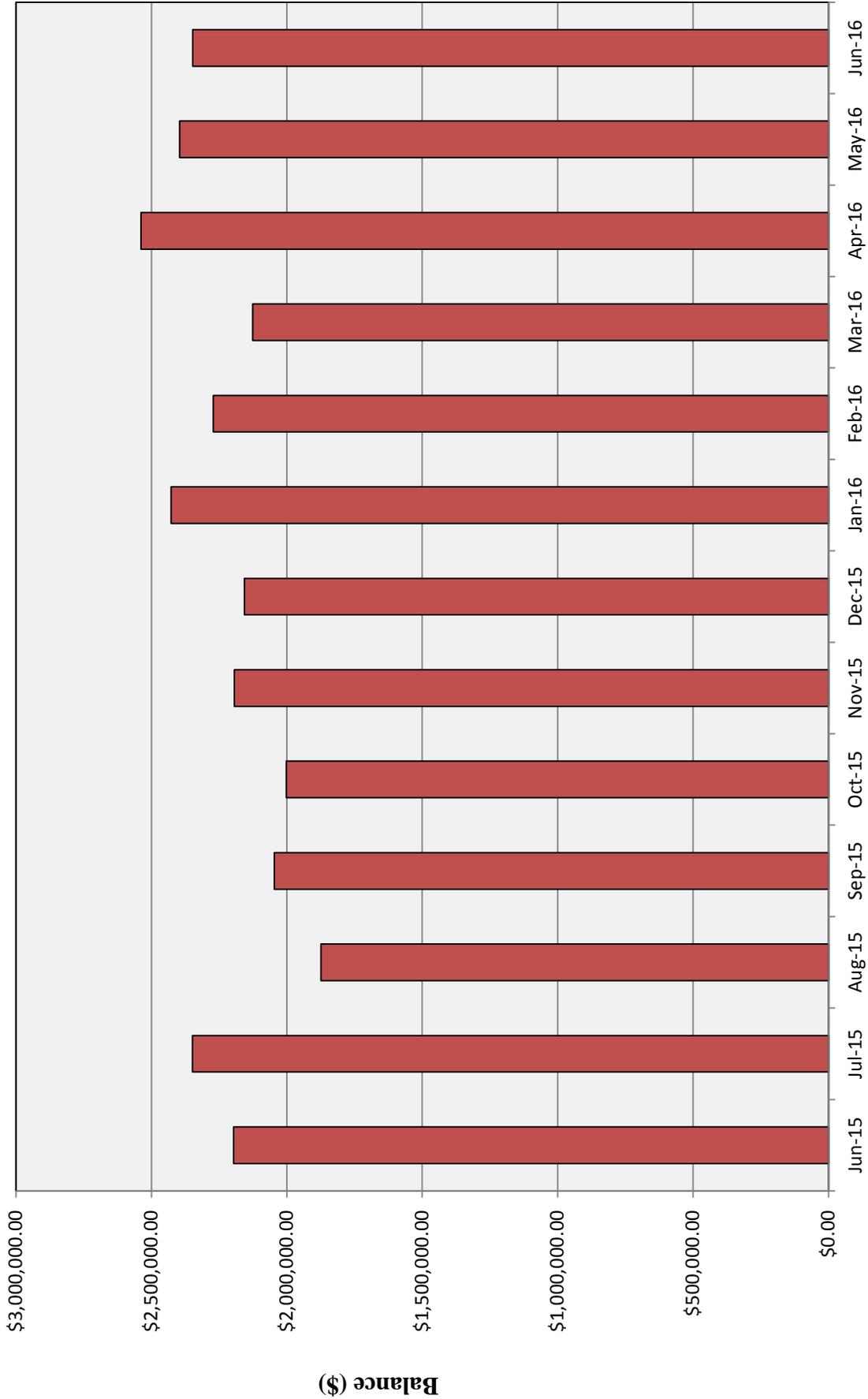
We have been performing a soft launch of the IVR by inviting customers to try the new pay by phone and online payment portal and asking customers to provide us with their feedback on the experience. The feedback received from customers has been very positive and helpful as we work towards identifying potential issues prior to going live. Bi-weekly meetings with Rialto IT and City Staff are in place as well to keep Rialto IT and City Staff stay apprised of our progress as we move closer to going live with both new interfaces. A presentation about the new applications will be provided to City Council on July 12, 2016.

Veolia – Customer Service June 2016

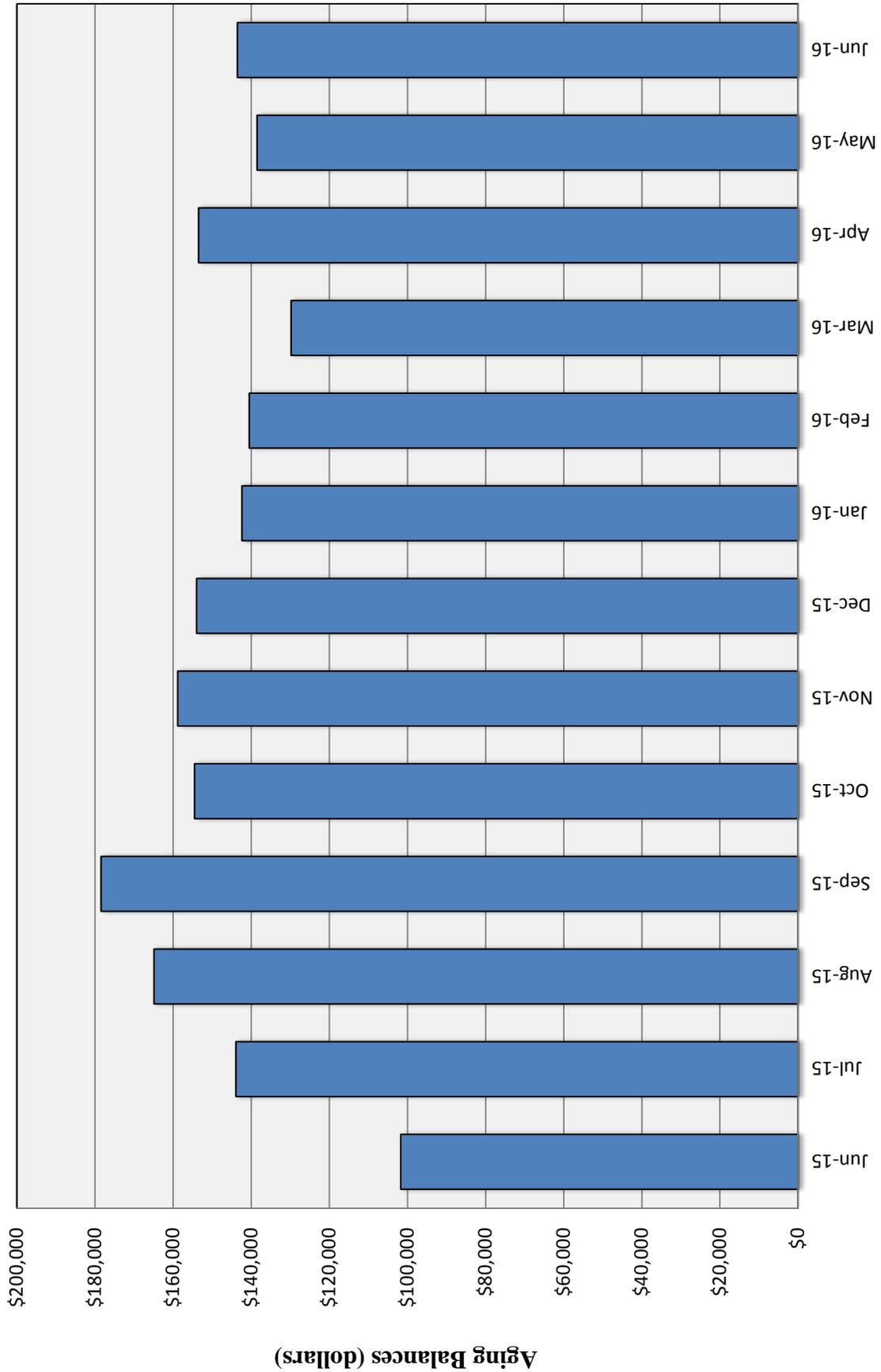
# Water Aging Balances



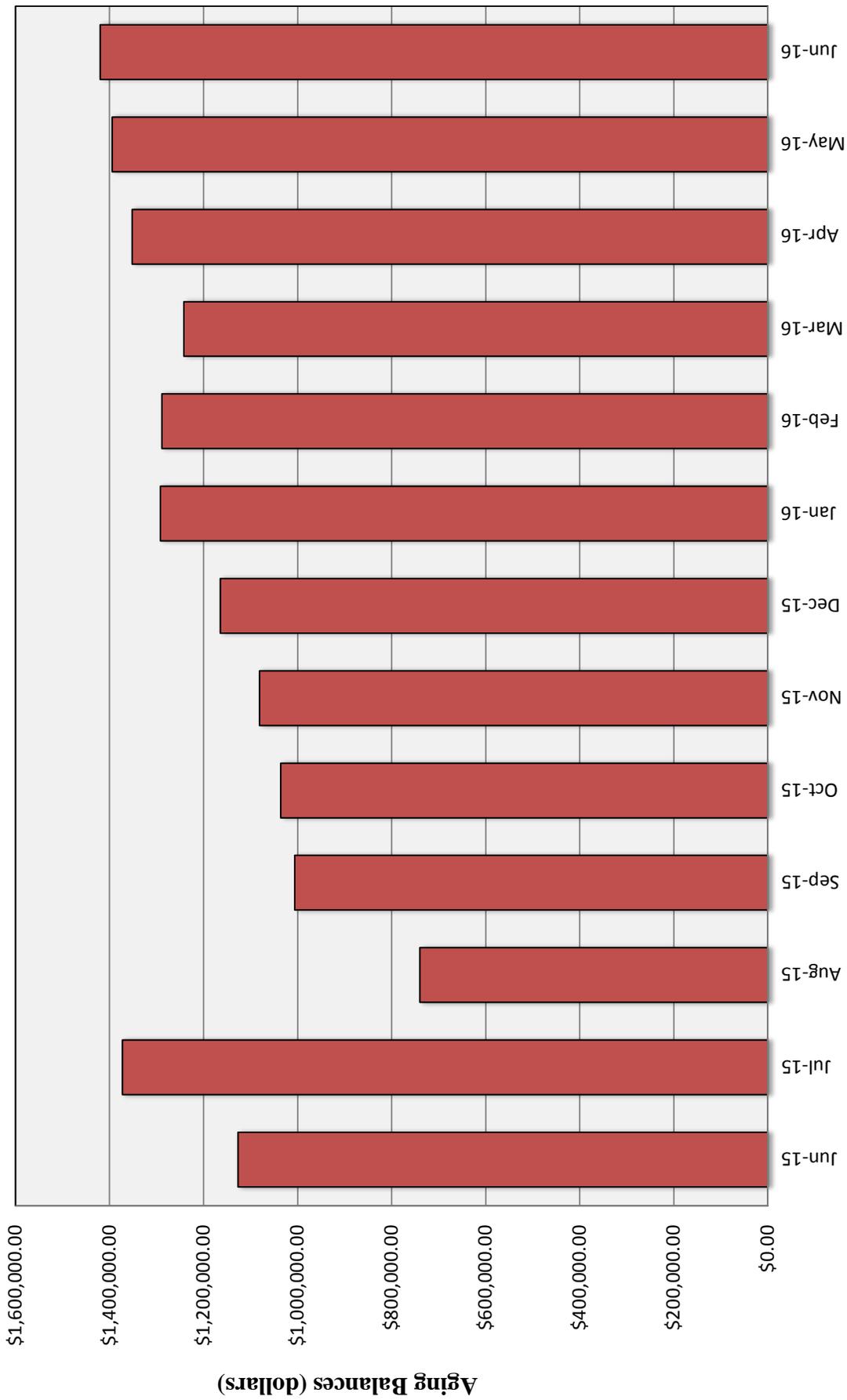
### Sewer Aging Balances



### Aging Balances for Water Over 30 Days



### Aging Balances for Sewer Over 30 Days



## **June 2016 Utility Commission Monthly Report for Facility Improvement Projects (FIP)**

### **Active Projects**

**WA – Meter Replacement – (Year 4)** Veolia provided an FCWA for the fourth year of the project. The project is expected to be on the Council Agenda in July 2016.

**WC - Small Diameter Galvanized Main Replacement** – Veolia provided a revised memo with recommendations and estimated design costs for a reduced scope project (resulting from fewer smaller diameter mains than anticipated) per the request of RUA. The resulting project includes two small diameter mains in separate locations. A revised memo will be provided to the City by July 2016 which will include the costs of service lines and hydrants that will be connected to the new mains.

### **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. The City requested that the lease agreement occur between SANBAG and Veolia until the construction is complete and then transferred back to the City; however, SANBAG does not agree to this request. The CD (Conceptual Design) was sent to City for review on April 15 which was returned with comments on April 25. Comments are under review and an updated CD is expected to be submitted in July 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 CD (Conceptual Design) was sent to City for review on April 15 which was returned with comments on April 25. Comments are being addressed and an updated CD will be submitted in July 2016.

**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. A Final Cost Work Authorization (FCWA) will be submitted to the City this month and the project is anticipated to be on the Council Agenda for approval in July 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. A Conceptual Design document will be provided to RWS in July 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 pipe lengths to date for 2016.

**S1 - Wastewater Treatment Plant upgrade** – AECOM submitted a Draft Technical Memorandum to the City on June 28, 2016. West Yost is reviewing the Memorandum and will determine the date(s) for the next round of discussions.

**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 17<sup>th</sup> and a contractor was selected. Veolia will submit an FCWA to the City in July 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. RWS and the City are also reviewing the potential to install backflow devices under 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 included 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 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 July 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 WB of the CA.

**WG – Engineering Study 1 – Wellhead Treatment Study** –<sup>[JA1]</sup> 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 has 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 3)** – Veolia prepared a FCWA with Year 4 maps in May 2016. The FCWA package was submitted to the City on June 21, 2016 and should receive Council consideration by the end of July.

### **Completed Projects**

**WA – Meter Replacement (Year 3)** – 100% of the meters have been installed for year three. 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.

**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.



Legislation Details (With Text)

**File #:** 16-419      **Version:** 1      **Name:** TAB 6  
**Type:** Agenda Item      **Status:** Agenda Ready  
**File created:** 6/9/2016      **In control:** City Council  
**On agenda:** 6/28/2016      **Final action:**  
**Title:** Request City Council/Rialto Utility Authority to Approve a Final Construction Work Authorization in the amount of \$1,632,750 to Rialto Water Services for the Water Facility Improvement Project W1 - Supervisory Control and Data Acquisition (SCADA) Improvements. (ACTION)

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** [Attachment 1 CA O&M Schedule B 9 - Water Facility Improvement Description](#)  
[Attachment 2 WMP W1-SCADA](#)  
[Attachment 3 FCWA W1 Cost Breakdown](#)  
[Attachment 4 Notice of Exemption](#)  
[W1 SCADA FCWA Presentation](#)

Date	Ver.	Action By	Action	Result
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For City Council Meeting and Rialto Utility Authority [June 28, 2016]

TO: Honorable Mayor and City Council

APPROVAL: Michael E. Story, City Administrator

FROM: Robert G. Eisenbeisz, P.E., Public Works Director/City Engineer

Request City Council/Rialto Utility Authority to Approve a Final Construction Work Authorization in the amount of \$1,632,750 to Rialto Water Services for the Water Facility Improvement Project W1 - Supervisory Control and Data Acquisition (SCADA) Improvements.  
**(ACTION)**

**BACKGROUND:**

On March 27, 2012, the City Council and the Rialto Utility Authority (RUA) took several actions related to approval of a Concession Agreement (CA) with Rialto Water Services, LP, (RWS) assigning operation and maintenance of the City’s water and sewer utilities to RWS. Pursuant to Article XII “Water Facility Improvements and Capital Projects” of the CA, certain priority capital projects were identified by the CA for implementation by RWS. Some of these projects related to specific capital improvement projects associated with the water system, including “Project W1 - SCADA Improvements”.

On May 28, 2013, the City Council and RUA approved the Rialto Water Master Plan (WMP), which modified some of the capital projects identified in the CA. The WMP identified the Five Year Capital Projects for the water system in Table 7-2 of the WMP, shown here:

**Table 7-2  
Five-Year CIP (2013-2018)  
Rialto Water System <sup>1)</sup>**

CA	Project	Total
W1	SCADA System	\$1,092,000
W2	Chino Well 1 Nitrate Blending	\$109,000
W3	Booster 3 Improvements	\$373,000
W4	Booster 4& 5 Improvements including Cactus Reservoir Piping Improvements	\$418,000
W5	Cedar Reservoir No. 1 Seismic Retrofit	\$410,680
W6	City Wells 1 and 2 Improvements	\$1,597,000
W7	Water Main and Valve Replacement on W. Baseline	\$124,400
W8	Emergency Standby Power Improvements	\$518,150
<b>Totals</b>		<b>\$4,642,230</b>

1) Costs shown at February 2013 price levels.

Schedule B.9 of the CA identified Project W1 - “SCADA”, with the following recommended solution:

*“Replace all existing equipment, including the radios, and standardize on a single PLC vendor with a single HMI Platform. System to be integrated with wastewater SCADA system. Tie in with the American Water Enterprises Operations Service Center in O’Fallon, MO via T1 line.”*

The total overall cost for Project W1 was estimated at \$1,058,000 in the CA five-year CIP. A copy of Project W1 from Schedule B.9 of the CA is included as **Attachment 1**.

Following approval of the CA, through development of the WMP, Project W1 was identified in the WMP with the following “Need for Project”:

*“Risks associated with SCADA system inefficiency and lack of redundancy and functionality are primarily the result of high repair costs and lack of ability to maintain functionality of critical processes and systems. Water and sewer system SCADA is in a need of replacement with system which will seamlessly integrate existing Controls and Instrumentation at the City of Rialto.”*

The basis and justification for Project W1 is given as follows:

*“The SCADA system for the water utility is outdated and has limited capacity to collect data and control operations. The existing facilities are old and, in some cases outdated, jeopardizing the City’s ability to operate the water system. TESCO Liquitronic IV system is over 20 years old and requires replacement with the up to date SCADA control system. In July 2007, Siemens announced that the Factory Link SCADA system will cease in December 2012 and will not be supported after that date.”*

The WMP identified the cost for Project W1 at \$1,092,000. A copy of Project W1 - SCADA from the WMP is included as **Attachment 2**.

### **ANALYSIS/DISCUSSION:**

Implementation of the water facility capital projects identified in the CA is carried out pursuant to the process outlined in Article XII of the CA. According to this process, RWS must submit and RUA must approve a Conceptual Design Report (CDR); thereafter RWS must submit and RUA must approve a Substantially Complete Design (SCD). Following RUA approval of the SCD, RWS may proceed with construction bidding with which to determine the cost for a Final Construction Work Authorization (FCWA).

The process chronology for this project is:

- On September 12, 2014, RWS submitted the CDR for Project W1 - SCADA to the RUA for its initial review.
- On September 24, 2014, RUA submitted its comments to RWS. A CD Meeting occurred on September 29, 2014 and RUA conditionally approved the CDR with minor follow up comments. Shortly afterwards Veolia requested the project be processed under a design-build approach, versus the originally anticipated design-bid-build approach.
- On October 1, 2014, RWS submitted the revised CDR containing the minor follow up comments to RUA.
- On November 12, 2014, RWS submitted the SCD based on the revised CD; and
- On December 12, 2014, RUA submitted its comments on the SCD to RWS.
- On December 18, 2014, RWS and RUA met and the SCD was conditionally approved with direction to provide the design-build bid documents prior to bidding. RWS did not provide bid documents to RUA for review until the project was out for bidding.
- On April 28, 2015, the RUA and RWS approved Contract Administration Memorandum NO.7 to implement a change in the delivery method from design-bid-build to the design-build approach.

On October 12, 2015, RWS/Veolia requested bids from nine contractors; however Veolia received only two bids, one of which was deemed non-responsive and incomplete. Tesco Controls, Inc. (TESCO) submitted the lowest (and only) responsible bid of approximately \$3.4 million versus the \$1,058,000 budget amount identified in the Concession Agreement. Upon receipt of the \$3.4 million bid, questions were raised about the bid documents and addenda issued during the bidding process. It became apparent that RWS/Veolia expanded the scope of work without RUA's consent through addendums issued to the contractors, and did not reflect the flexibility and value engineering often achieved through a design-build approach. An intensive value engineering effort began with Tesco Controls, Inc., the City and its consultants (West Yost), RWS/Veolia and their consultant (VW Housen). This collaborative value engineering effort resulted in a savings of over \$1.7 million, or approximately 52% from the initial bid submitted.

The FCWA for Project W1 is included as **Attachment 3** and summarized in **Table 1** below:

**Table 1**

Description	%	CA	FCWA	Notes	Variance
Design Build Contract		\$ 795,000	\$ 1,378,683		\$ 583,683
Contingency	10%	\$ 80,000	\$ -	[1]	\$ (80,000)
O&M Project Development	1%	\$ 8,000	\$ 13,787		\$ 5,787
Detailed Design and Permitting/Bidding Support	6%	\$ 48,000	\$ 32,721	[2]	\$ (15,279)
Construction Phase Engineering Services	5%	\$ 40,000	\$ 68,934		\$ 28,934
O&M Project Management Services	8%	\$ 64,000	\$ 110,295		\$ 46,295
RUA Design Review - Consultant - West Yost		\$ 23,000	\$ 28,330		\$ 5,330
RUA Construction Mgt/Inspection - Consultant - West Yost			\$ 54,956		\$ 54,956
<b>Total Cost</b>		<b>\$ 1,058,000</b>	<b>\$ 1,632,750</b>		<b>\$ 629,706</b>

[1] The Design Build Contract with TESCO is a confirmed NOT TO EXCEED COST for Design and Construction of the SCADA System Improvements; therefore Contingency for construction is built in to TESCO's NOT TO EXCEED COST of \$1,377,764.

[2] Six percent of Construction Cost for Design is \$82,665.86. The Design Build Contract with TESCO includes \$50,000 of design which is deducted from the \$82,665.86 for a net of \$32,665.86 for Design, Permitting, and Bidding Support allowed for Veolia's efforts.

The TESCO contract is for a not to exceed guaranteed maximum cost of \$1,378,683. The variance between CA budget allocation of \$1,058,000 and the FCWA cost estimate of \$1,632,750 is \$574,750.

The FCWA cost estimate excludes the 10% or \$137,868 in allowable contingency. TESCO's price proposal includes the necessary contingency for the value-engineered scope of work. The use of contingencies is an on-going discussion with RWS. The City's current position is that RWS needs to demonstrate a change was due to unforeseen circumstances allowed under the CA, or if the scope was changed during construction at the request of the City for the contingency to be used.

The TESCO value engineered proposal includes \$50,000 for the design, which is also deducted from the FCWA Detailed Design and Permitting cost allowed for Veolia's efforts. RWS/Veolia retained a consultant to prepare the 30% design for the bidding process.

The variance of \$574,750 is partially due to new additional requested items totaling \$380,417 as listed below:

- inclusion for potential site wiring and conduits at an estimated cost of \$197,317
- fifteen cell antennas and office tower at an estimated cost of \$36,250
- additional programming to accommodate a request by Veolia for Alan Bradley/Modicon proprietary Programmable Logic Controllers (PLC) at an estimated cost of \$75,000
- pressure transmitters on fifteen sites at an estimated cost of \$71,850

The first two items listed above are needed requirements, the last two items were at RWS request and they were deemed to be reasonable and approved by staff.

The cost increase due to four years of project delays is estimated at \$249,289 or 24% of the original TESCO estimate prepared during the development of the Concession Agreement. This increase represents a 4.3% compounded annual increase over four years.

The cost for West Yost construction observation services is estimated at \$54,956. West Yost will bill on a time and materials basis, not to exceed the \$54,956 without prior approval by the City. West Yost will perform construction observation service at the request of the City. Any unexpended fee would remain in the Water Capital fund.

Pursuant to Section 12.3(c) of the CA, the RUA may consider authorizing the issuance of a "Final Construction Work Authorization" (or FCWA) to RWS in the amount of \$1,632,750. Upon approval of the FCWA, RWS will proceed with awarding the design build construction contract to Tesco for a total not to exceed amount of \$1,377,764 for Capital Project W1. Construction will start July 28, 2016 with anticipated completion by August 2017 based upon the specified 273 working days.

**ENVIRONMENTAL IMPACT:**

Section 21084 of the California Public Resources Code requires Guidelines for Implementation of the California Environmental Quality Act (CEQA). The Guidelines are required to include a list of classes of projects which have been determined not to have a significant effect on the environment and which are exempt from the provisions of CEQA. In response to that mandate, the Secretary for Resources identified classes of projects that do not have a significant effect on the environment, and are declared categorically exempt from the requirement for the preparation of environmental documents. In accordance with Section 15301 "Existing Facilities", of the CEQA Guidelines, a Class 1 project consists of the operation, repair, maintenance, leasing, licensing, or minor alteration of existing public or private structures, facilities, mechanical equipment, or topographical features, involving negligible or no expansion of use beyond that existing at the time of the lead agency's determination. The Water Facility Improvement Project W1 - Supervisory Control and Data Acquisition (SCADA) Improvements is considered a Class 1 project, and is categorically exempt from CEQA. A Notice of Exemption was previously filed on June 1, 2012, and is included as **Attachment 4**.

**GENERAL PLAN CONSISTENCY:**

Approval of this action complies with the City of Rialto General Plan Goal and Policies:

**Goal 3-6: Require that all developed areas within Rialto are adequately served with essential public services and infrastructure.**

**Goal 3-8: Promote affordable and quality water service capable of adequately meeting normal and emergency water demands to all areas in Rialto.**

Policy 3-8.4: Advocate regular evaluation of the entire water supply and distribution system to ensure its continued adequacy, reliability, and safety.

Policy 3-8.5: Upgrade outdated and undersized water service facilities to prevent unnecessary system failures in the City's water system.

**LEGAL REVIEW:**

The City Attorney reviewed and approved the staff report.

**FINANCIAL IMPACT:**

**Table 2** summarizes the Water Capital comparison of CA Budget estimates, the WMP estimates and latest project estimates:

**Table 2**

Project No.	Project Title	CA Cost Estimate (\$K)	WMP Cost Estimate (\$K)	Current Cost Estimate (Loaded)(\$K)
W1	SCADA	\$ 1,058	\$ 1,092	\$ 1,632
W2	Chino Well 1	\$ 309	\$ 109	\$ 721
W3	Booster 3	\$ 373	\$ 373	\$
W4	Boosters 4 and 5	\$ 818	\$ 418	\$ 711
W5	Cedar Reservoir 1	\$ 423	\$ 411	\$ 423
W6-A	City Well 1	\$ 282	\$ 799	\$ 1,440
W6-B	City Well 2	\$ 282	\$ 799	\$ 665
W7	Water Main W. Baseline	\$ 2,419	\$ 124	\$ 243
WA	Meter Replacement	\$ 475	\$ 448	\$ 617
WB	Service Lines	\$ 1,226	\$ 1,156	\$ 613
WC	Small Main Replacement	\$ 2,795	\$ 2,597	\$ 498
WD	Dead End Mains	\$ 520	\$ 483	\$ 228
WE	Large Valves	\$ 472	\$ 440	\$ 791
WF	Hydrants	\$ 895	\$ 835	\$ -
WG	Studies	\$ 624	\$ 571	\$ 624
<b>-Total (Water)</b>		<b>\$ 12,971</b>	<b>\$ 10,655</b>	<b>\$ 9,207</b>

The CA anticipated a total cost of \$1,058,000 for Project W1. The final WMP forecasted a cost of \$1,092,000. The updated project cost for Project W1 is \$1,631,647, which is \$629,706 over the budget identified in the CA. As illustrated in the **Table 2** above, sufficient budget is available in Water Fund Account No. 670-500-7960-3001-140401 for the Project W1 - SCADA project using the updated cost based upon the actual bid submitted by TESCO. While the cost for Project W1 is higher than anticipated, other capital projects shown in Table 2 will have sufficient savings to offset the increased cost for Project W1.

Upon approval, RUA will issue a Final Construction Work Authorization for \$1,632,750 to Rialto Water Services for the Water Facility Improvement Project W1 - SCADA Improvements.

**NEW JOBS (EMPLOYMENT IMPACT):**

According to Rialto Water Services and Veolia, the bidder Tesco anticipates 10 full-time employees will be working for Project W1, performed by the contractor’s in-house employees. Tesco expects an additional five new employees will be required to complete the project, and in-house staff will be used as necessary based on workload at the time of construction. Therefore, the investment of \$1,632,750 for Project W1 will be creating five new jobs to the market and will keep the current workforce employed.

**RECOMMENDATION:**

Staff recommends that the City Council/Rialto Utility Authority Approve a Final Construction Work Authorization in the amount of \$1,632,750 to Rialto Water Services for the Water Facility Improvement Project W1-SCADA Improvements.

## **SCHEDULE B.9**

### **WATER FACILITY IMPROVEMENT DESCRIPTION**

#### **B.9.1 PURPOSE**

The Parties acknowledge that the Concessionaire has subcontracted its responsibilities set forth in the Concession Agreement with respect to the Water Facility Improvements to the Contractor pursuant to the O&M Subcontract. The purpose of this Schedule is to identify the Water Facility Improvements that Concessionaire anticipates that Contractor will proceed to design and construct in accordance with the O&M Subcontract and the Final Work Authorization. Contractor agrees that, following the Effective Date, it will diligently pursue the completion of the Water Facility Improvements in accordance with Article XII of the O&M Subcontract. Contractor shall have the discretion, exercised in accordance with Prudent Industry Practices, to determine the precise order and schedule for the design and construction of the Water Facility Improvements.

#### **B.9.2 DESCRIPTION OF WATER FACILITY IMPROVEMENTS**

The description of the Water Facility Improvements set forth in this Schedule is preliminary in nature and requires further refinement and development as to the scope, design, cost and construction of such Water Facility Improvements. The preliminary Cost Estimate set forth in this Schedule for each Water Facility Improvement is only an estimate of the costs to design and construct each of the Water Facility Improvements. The preliminary Cost Estimates are not fixed or guaranteed prices and Concessionaire acknowledges that Contractor has made no representation or warranty that the Water Facility Improvements can be designed and/or constructed for the amounts set forth in the Cost Estimates. The preliminary Cost Estimate on the remaining pages of this Schedule does not include any inflation adjustment.

### City of Rialto - Proposed Capital Improvement Projects (CIP)

**NOTE 1: ALL COSTS ESCALATED PER YEAR BY -----> 3.0%**  
**NOTE 2: TIME PERIODS ARE FISCAL YEARS (JULY 1 to JUNE 30)**  
**NOTE 3: ASSUMED FINANCIAL CLOSE DATE = SEPTEMBER 1, 2012**  
**NOTE 4: ASSUMED INITIATION OF IN PROGRESS OR EMERGENCY RECURRING CIP = SEPTEMBER 1, 2012**  
**NOTE 5: ASSUMED INITIATION OF INVESTMENT CIP = OCTOBER 1, 2012 (PER SCHEDULE BELOW)**  
**NOTE 6: ASSUMED INITIATION OF NEW RECURRING CIP = JULY 1, 2013**

#### WATER INVESTMENT

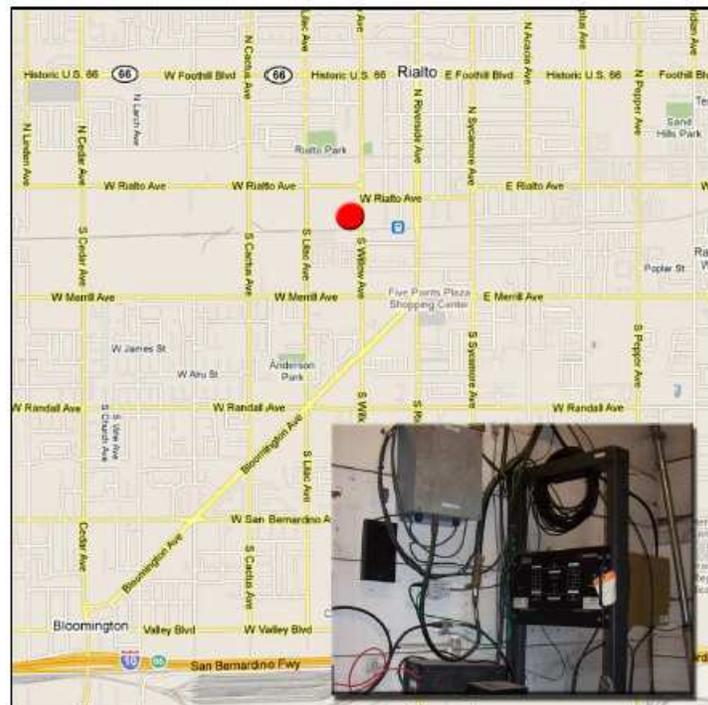
Priority	Project Name	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Total Cost
W1	SCADA Improvements (water only)	\$279,000	\$779,000	\$0	\$0	\$0	\$1,058,000
W2	Chino Well 1 Nitrate Blending	\$18,000	\$291,000	\$0	\$0	\$0	\$309,000
W3	Booster 3 Improvements	\$20,000	\$353,000	\$0	\$0	\$0	\$373,000
W4	Booster 4 / 5 Improvements including Cactus Reservoir Piping Improvements	\$0	\$44,000	\$774,000	\$0	\$0	\$818,000
W5	Seismic Improvements to Cedar Reservoir No. 1	\$0	\$0	\$423,000	\$0	\$0	\$423,000
W6	City Wells 1 and 2 Improvements	\$0	\$42,000	\$522,000	\$0	\$0	\$564,000
W7	Water Main and Valve Replacement on W. Baseline and N. Riverside, Phases II and III (5,070 feet total)	\$0	\$133,000	\$2,286,000	\$0	\$0	\$2,419,000
	<b>Water Investment Sub-Total</b>	<b>\$317,000</b>	<b>\$1,642,000</b>	<b>\$4,005,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$5,964,000</b>

#### WATER RECURRING

No.	Project Name (quantities are estimates)	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Total Cost
WA	Meter Replacement (800 per year - touch read type)	\$89,000	\$92,000	\$95,000	\$98,000	\$101,000	\$475,000
WB	Service Line Replacement (235 per year)	\$215,000	\$242,000	\$249,000	\$256,000	\$264,000	\$1,226,000
WC	Small Dia. / Galvanized Main Replacement (4,000 feet per year)	\$0	\$668,000	\$688,000	\$709,000	\$730,000	\$2,795,000
WD	Dead End Main Replacement (600 feet per year)	\$0	\$124,000	\$128,000	\$132,000	\$136,000	\$520,000
WE	Valve Replacement (25 large per year - will vary based on size)	\$21,000	\$108,000	\$111,000	\$114,000	\$118,000	\$472,000
WF	Hydrant Replacement (50 per year)	\$40,000	\$204,000	\$211,000	\$217,000	\$223,000	\$895,000
WG	Engineering Studies (Master Plan and Regulatory Related)	\$0	\$104,000	\$104,000	\$104,000	\$312,000	\$624,000
	<b>Water Recurring Sub-Total</b>	<b>\$365,000</b>	<b>\$1,542,000</b>	<b>\$1,586,000</b>	<b>\$1,630,000</b>	<b>\$1,884,000</b>	<b>\$7,007,000</b>
	<b>WATER SUB-TOTAL</b>	<b>\$682,000</b>	<b>\$3,184,000</b>	<b>\$5,591,000</b>	<b>\$1,630,000</b>	<b>\$1,884,000</b>	<b>\$12,971,000</b>

## **City of Rialto** **Proposed Water Facility Improvement**

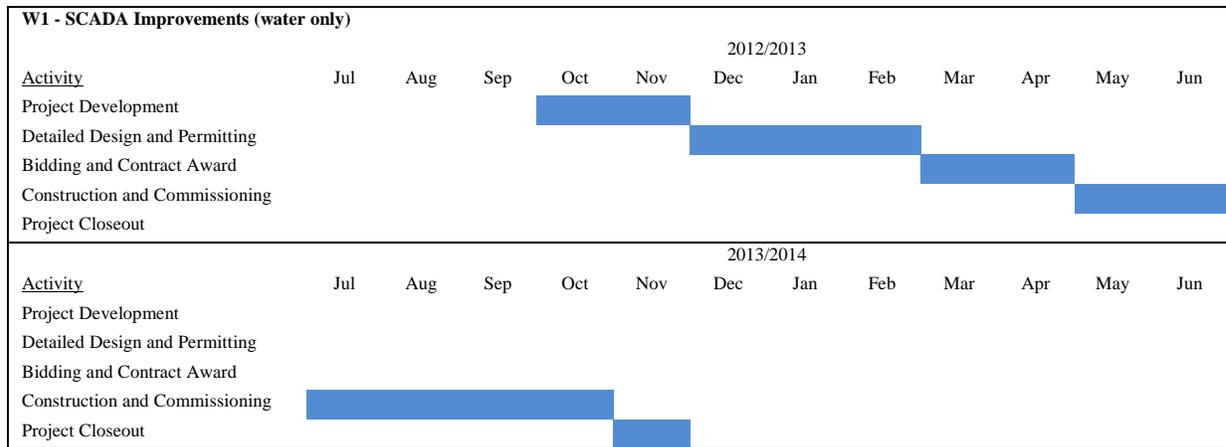
<b>Project No. / Ranking:</b>	W1
<b>Name of Project:</b>	SCADA Improvements (water only)
<b>Problem or Opportunity:</b>	The existing SCADA system was installed in 1986 and does not currently perform adequately or reliably. Remote signal response times are as long as 45 minutes.
<b>Recommended Solution:</b>	Replace all existing equipment, including the radios, and standardize on a single PLC vendor with a single HMI Platform. System to be integrated with wastewater SCADA system. Tie in with the American Water Enterprises Operations Service Center in O’Fallon, MO via T1 line.
<b>Measurable Benefits:</b>	Reduce remote signal response time to < 60 seconds. Assure that all major/critical remote equipment is remotely monitored.
<b>Basis of Recommendation:</b>	Field investigations performed by Contractor and discussions with operations staff.
<b>Assumptions / Risks:</b>	Adequate radio licensing exists. Radio survey exists which recommended change from wide band to narrow band frequency. Normal construction risks associated with retrofit projects exist.
<b>Primary Driver:</b>	Asset Renewal



**Cost Estimate** (based on conventional Design-Bid-Build)

<b>W1</b>	<b>SCADA Improvements (water only)</b>				
<u>No.</u>	<u>Description</u>	<u>Qty</u>	<u>Unit</u>	<u>Unit Cost</u>	<u>Total</u>
1	Software\Drivers	1	LS	\$34,000.00	\$34,000
2	Remote Station Upgrade and Communications	23	EA	\$21,000.00	\$483,000
3	Internet\VPN Firewalls	1	LS	\$4,300.00	\$5,000
4	Miscellaneous Drivers	1	LS	\$19,000.00	\$19,000
5	Instrumentation (Flowmeters)	12	EA	\$4,000.00	\$48,000
6	Instrumentation (Pressure)	3	EA	\$2,000.00	\$6,000
6	Miscellaneous New Instruments and Programming	1	EA	\$200,000.00	\$200,000
	<b>Subtotal</b>				<b>\$795,000</b>
	Contingency	10.0%			\$80,000
	O&M Project Development	1.0%			\$8,000
	Detailed Design and Permitting/Bidding Support	6.0%			\$48,000
	Construction Phase Engineering Services	5.0%			\$40,000
	O&M Project Management Services	8.0%			\$64,000
	<b>Total</b>				<b>\$1,035,000</b>
	<u>Potential Operational Cost Changes</u>				
	T1 Service (ongoing)	12	MO	\$900.00	\$11,000

**Anticipated Schedule** (based on conventional Design-Bid-Build)



**END**

**CITY OF RIALTO  
CAPITAL IMPROVEMENT PROJECT**

Concession Agreement Project W1	
<i>WATER SYSTEM SUPERVISORY CONTROL AND DATA AQUISITION SYSTEM (SCADA)</i>	
Design and Permitting: Varies	
Construction: Varies	Project Costs: \$1,092,000
<i>SAIC Asset Management Project W1</i>	

**Need for Project:**

The SCADA system for the water utility is outdated and has limited capacity to collect data and control operations. The existing facilities are old and, in some cases outdated, jeopardizing the City’s ability to operate the water system. TESCO Liquitronic IV system is over 20 years old and requires replacement with the up to date SCADA control system. In July 2007, Siemens announced that the Factory Link SCADA system will cease in December 2012 and will not be supported after that date.

**Background:**

The Rialto water system serves approximately one-half of the population of the City, or approximately 50,000 people. The service area is essentially the incorporated area between Interstate Highway routes I-10 and I-210. Current average daily water use is approximately 10 MGD with maximum daily demand estimated at twice this amount, or about 20 MGD. The Rialto water system consists of wells and other water sources, booster pumps to move water between zones, reservoirs, and the distribution system. The local water facilities are running on the Tesco Controls' Liquitronic family of programmable logic controllers. The water system is comprised of 24 control stations which run on LIC 4 controllers and communicate with the external instrumentation and control devices. The Factory Link SCADA system provides the centralized monitoring and recording capability.

**Recommended Solution:**

The proposed solution consists of integration of all well, reservoir and booster pump station automation and control systems into the one common SCADA system.

A wide variety of SCADA systems ranging from single server installations to more robust systems consisting of hot-standby terminal servers logging data to a historical data server should be considered. These systems may utilize a variety of HMI software packages (Rockwell’s RSView/FactoryTalk, Wonderware's InTouch/Archestra, Intellution iFIX, etc.) over a number of network infrastructures (Leased Lines, Serial Modems, T-1 Lines, Serial or Ethernet Radios, fiber, etc). Remote connectivity can be provided through a Remote Access Server or VPN connection. The customized system

should meet the customer's specific needs. Control nodes or data concentrators for each individual facility should be established.

There are several control strategies which could be employed to better integrate the control and automation of the various facilities systems. The two principal control strategies are as follows:

Install a data concentrator PLC at each facility to act as the SCADA interface to the facility systems assuming the communications infrastructure between the facilities and the control room is in place.

Replace existing devices and provide direct equipment connections to the SCADA system or new data concentrator PLCs. This strategy would include installation of new PLC's, instrumentation, sensors, and network infrastructure (fiber, copper etc.).

Under either control strategy, the draft report architecture (Figure 1) is to have a data concentrator PLC at each facility that integrates with the RSVIEW/Factory Talk 32 (or Wonderware's InTouch/ArchestrA) system for remote SCADA access. This provides for a central point of access for and to each facility's respective systems. A local RSView/Factory Talk workstation will be located at each facility for local monitoring and control. This will allow for local SCADA facility operation in case of a Local Area Network (LAN) outage or interruption.

We recommend the RSView/Factory Talk SCADA screens be configured to enable the City to monitor and operate the water facilities from any RSView/Factory Talk workstation including the central control room (located in Public Work Maintenance Building). Screen data will consist of, but not be limited to, process variables, setpoints, and equipment status and control functions such as start/stop and setpoint controls. The RSView/Factory Talk SCADA functionality will include real-time equipment status screens, alarm fault, alarm acknowledgment, alarm summary, control screens, historical trend charts, reports and data export capability for third party reporting. RSView/Factory Talk screens will consist of a plant overview, drill down to each facility system and detail screens depicting the process equipment. Trend charts and the data export capability is a requirement since the data collected by the SCADA system is used to produce monthly and annual reports for the California Regional Water Quality Control Board.

The RSView/Factory Talk SCADA system will allow for a minimum of three user types; monitor, monitor and control, and administrator. The Monitor only user will not have any process control modification privileges and is restricted to viewing process data, trend charts, reports and alarms. The control user will be able to monitor all systems and issue control commands such as start/stop, setpoint changes, etc. The administrator user will have privileges to modify the SCADA system screens, reports and other programming parameters in addition to the monitor and control capability.

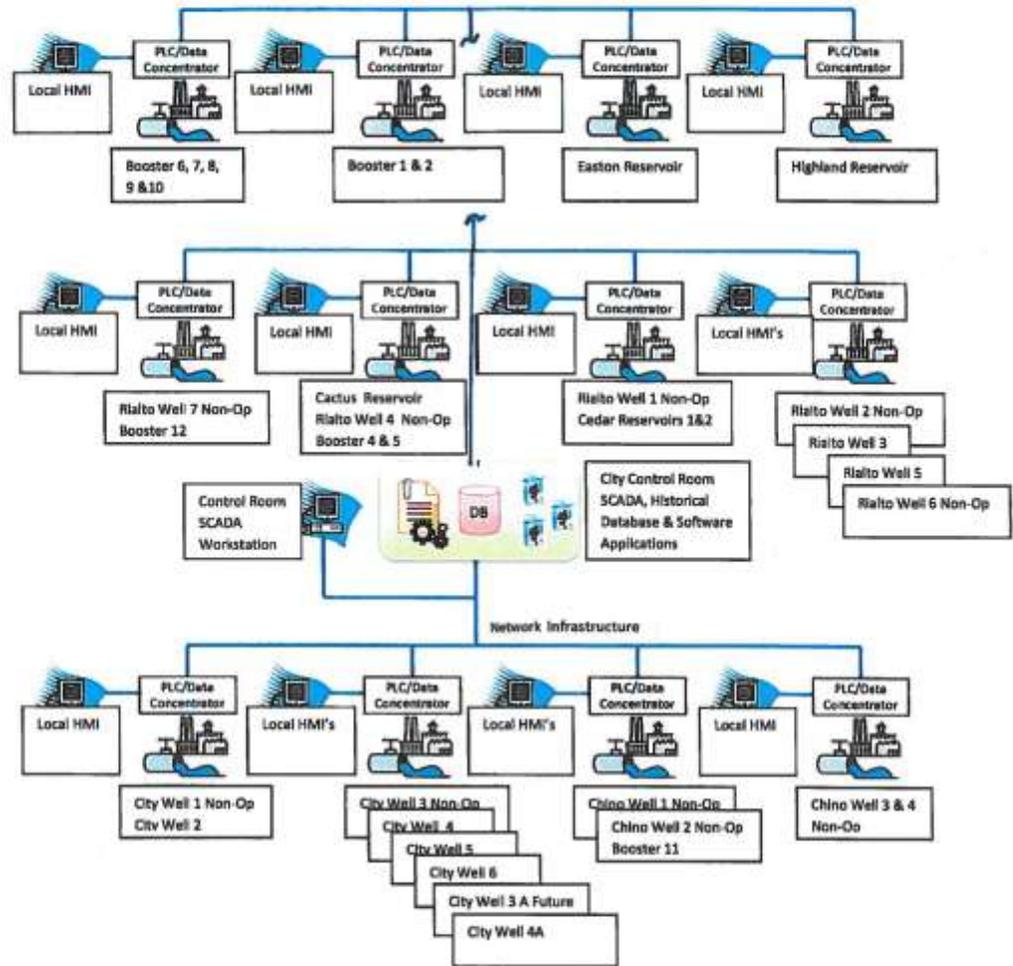


Figure W1. Proposed System Architecture

**Output and Benefits:**

The proposed project will result in a reliable and integrated SCADA system for the City's water system. This Comprehensive Planning Study recommends capital improvements that are necessary in order for City to provide safe, adequate and reliable service to its customers.

**Options:**

Doing nothing will result in the continued use of an unsupported, non-integrated, partially-operational SCADA system. Continued use of the existing SCADA system may cause additional O & M costs for facilities to be manually controlled vs. automatic control.

As discussed above under recommended solution, there are several different control strategies than can be implemented and the system should be customized based on the City's needs.

**Budget Discussion:**

Based on the proposed architecture, the cost of a retrofit system can be developed according to the following principal equipment/components.

The goal is to utilize as many of the existing sensor components as possible, provided they are in good condition, fully-operable in both the existing and new flow regimes, are compatible with the proposed control hardware and software, and can be sustained or supported by their manufacturers into the mid-term. Based on our experience, we would anticipate that at least 75% of the existing sensors, including ultrasonic level sensors, flow meters, pH and ORP probes, and transducers, would need to be replaced or upgraded. Until a comprehensive inventory of the existing and proposed equipment is completed during the design phase, this figure should be considered a target budget item. For the purposes of this estimate it is assumed that the installation and wiring of these sensors components can be performed by a single controls contractor.

Automate any valves on the main process lines which require manual operation on a repetitive or continuous basis. Such work would include valve installation, electrical power to the valve actuators, and control wiring to the valves. This component would also include the procurement and installation of any other electro-mechanical devices that may be required to supplement existing components. For the purposes of this planning estimate, it was assumed that at least one flow modulating or control valve will be required for each of the individual facility. The installation of these devices will require controls wiring terminations by the controls contractor and power service terminations by an electrical subcontractor.

Control wiring will be required from each existing and new sensor to a terminal board adjacent to the PLC/DC. Control wiring will need to be designed by the controls engineer and installed by an electrical subcontractor.

A new PLC and data collector will need to be procured, installed and programmed. The procurement and installation of the PLC and terminations of controls wiring from the individual components to the PLC/DC would be included under this cost item. Each of the new PLC/DC would need to be connected to the Main Control Room.

The main control room system consists of a main server with a main workstation. This system would require procurement of the controls hardware, computer, server and software, as well as power hard-wiring.

Software licenses and related expenses necessary to program the system are listed as a separate component although it is integral to multiple components.

Each individual PLC as well as the main server system would require detailed programming in advance of the field installation. The engineering for this work could be included in the design engineering for the whole system or performed by the controls contractor at the outset of the retrofit and upgrade work. Costs for this work would be included in this category.

As each PLC/DC is installed and brought on-line, significant effort is required to program, re-program or adjust, make terminations, field verify and test the hardware and software. Costs associated with the field programming during construction are included in this category.

For the purposes of this budget, a 30% contingency was assumed.

The total estimated cost for this project is \$1,092,000. Refer to 7-3 for a breakdown of the cost estimate and back-up data.

**Table 7-3**  
**SCADA Cost Estimate**

Item	Qty	Description	Cost
1	1	Local SCADA Upgrades & Services	\$575,000
2	1	Main Control Room SCADA Upgrades & Services	\$265,000
3	1	30% Contingency	\$252,000
<b>Total</b>			<b>\$1,092,000</b>

**W1 SCADA  
Main Bid Schedule**

Item No.	Description	Estimated	Unit	Bid Unit Price	Bid Price
1	Mobilization and preparatory Work as specified	1	LS	\$50,000	\$50,000
2	Disconnect, demolish and disposed of existing Remote Terminal Unit (RTU). Plant's down time	15	LS	\$2,000	\$30,000
3	Engineering and Design including but not limited to RTU and SCADA shop drawings, Instrumentation Plans, Site Visits, Coordination with Veolia and City of Rialto.	1	LS	\$25,000	\$25,000
4	Fabricate, Install, Wire, Configure, Troubleshoot, and Commission Remote Terminal Unit (RTU) control panel including but not limited to PLC, radio, touch screen for each of the remote sites.	15	EA	\$20,500	\$307,500
5	Fabricate, Install, Wire, Program, Configure, Troubleshoot, and Commission Master SCADA System including but not limited to Transaction, Data & Historian Servers, Backup Servers, Operator Workstation, Master Radio, Screens, Backup Drives, Data Concentrator, Managed	1	LS	\$130,000	\$130,000
6	Provide and install all the necessary software for the Master Station system.	1	LS	\$75,000	\$75,000
7	Provide all the necessary SCADA System programming including but not limited to the	1	LS	\$150,000	\$150,000
8	Provide, install, calibrate, wire, test, and commission instruments including but not limited to pressure transmitters (x2). Provide and install	15	LS	\$20,957	\$314,358
9	Modify motor control centers to effect design and controls of plant as indicated on the plans.	15	LS	NOT USED	
10	Provide all other Electrical, Instrumentation and Control items per Plans. Provide, install and test all	15	LS	\$4,568	\$68,525
11	Provide all other labor and materials necessary for complete functional system as intended.	1	LS	\$60,000	\$60,000
12	Provide all necessary start-up, testing, manuals and training. Provide Forty-Hour Classroom and Hands-	1	LS	\$83,000	\$83,000

**W1 SCADA  
Main Bid Schedule**

Item No.	Description	Estimated	Unit	Bid Unit Price	Bid Price
13	Professional Design Services	1	LS	\$25,000	\$25,000
14	Emergency Power During Construction	1	LS	\$6,300	\$6,300
15	Radio Survey	1	LS	\$25,000	\$25,000
16	Payment and Performance Bonds	1	LS	\$25,000	\$25,000
17	Insurance Requirements	1	LS	\$4,000	\$4,000
	<b>Total of All Bid Prices</b>				<b>\$1,378,683</b>
NOTES					
[1]	Contingency	10%			\$0
	O&M Project Development	1%			\$13,787
[2]	Detailed Design & Permitting/Bidding Support	6%			\$32,721
	Construction Phase and Engineering Services	5%			\$68,934
	O&M Project Management Services	8%			\$110,295
	RUA Design Review - Consultant - West Yost	1	LS	\$28,330	\$28,330
	RUA CM/Inspection - Consultant - West Yost	1	LS	\$54,956	\$54,956
				Total	<b>\$1,632,750</b>

[1] The Design Build Contract with TESCO is a confirmed NOT TO EXCEED COST for Design and Construction of the SCADA System Improvements; therefore Contingency for construction is built in to TESCO's NOT TO EXCEED COST of \$1,377,764.

[2] Six percent of Construction Cost for Design is \$82,665.86. The Design Build Contract with TESCO includes \$50,000 of design which is deducted from the \$82,665.86 for a net of \$32,665.86 for Design, Permitting, and Bidding Support allowed for Veolia's efforts.

Rec# 424790

**NOTICE OF EXEMPTION**

To:  Office of Planning and Research  
1400 Tenth Street, Room 121  
Sacramento, CA 95814

From: City of Rialto  
Development Services Department  
150 South Palm Avenue  
Rialto, CA 92376

Clerk of the Board  
County of San Bernardino  
385 North Arrowhead Avenue  
San Bernardino, CA 92415

**Project Title:** C.R. P. EAR 12-13 Project No. WI-SCADA Improvements

**Project Location (Specific):** Citywide

**Project Location (City):** City of Rialto

**Project Location (County):** San Bernardino

**Project Description:** Replace and standardize all existing equipment, including the radios, for integration with wastewater Supervisory Control & Data Acquisition (SCADA) remote computerized system. Tie in with American Water Enterprises Operations Service Center in O'Fallon, Missouri via a T1 line.

**Name of Public Agency Approving Project:** City of Rialto

**Name of Person or Agency Carrying Our Project:** Rialto Utility Authority/ American Water

**Exempt Status:** (check one)

- Ministerial (Sec. 21080(b) (1); 15268);
- Declared Emergency (Sec. 21080(b) (3); 15269(a));
- Emergency Project (Sec. 21080(b) (4); 15269 (b)(c));
- Categorical Exemption. State type and section number: 15301, Existing Facilities
- Statutory Exemptions. State code number:

CLERK OF THE BOARD OF SUPERVISORS  
12 JUN - 1 PM 3:40  
COUNTY OF SAN BERNARDINO  
CALIFORNIA

**Reasons why project is exempt:** Class 1 consists of the operation, repair, maintenance, permitting, leasing, licensing, or minor alteration of existing public or private structures, facilities, mechanical equipment, or topographical features, involving negligible or no expansion of use beyond that existing at the time of the lead agency's determination. The types of "existing facilities" itemized below are not intended to be all inclusive of the types of projects which might fall within Class 1. The key consideration is whether the project involves negligible or no expansion of an existing use. Examples include but are not limited to:

(b) Existing facilities of both investor and publicly owned utilities used to provide electric power, natural gas, sewerage, or other public utility services.

Lead Agency Contact Person: Gina M. Gibson, Senior Planner

Area Code/Telephone/Extension: (909) 421-7240

If filed by applicant:

- 1 Attach certified document of exemption finding.
- 2 Has a Notice of Exemption been filed by the public agency approving the project?  Yes  No

Signature:  Title: Senior Planner

Date: May 4, 2012

- Signed by Lead Agency
- Signed by Applicant

Date received for filing at OPR:

**DATE FILED & POSTED**



# Concession Agreement W1 – SCADA FCWA



Presented by:  
**Stephen Dopudja, PE**  
**West Yost Associates**

# Presentation Overview

- History
- Introduction/Project Scope
- Project Delivery
- Bid Phase
- Value Engineering
- Cost Variance
- Staff's Recommendation

# History

- *“The SCADA system for the water utility is outdated and has limited capacity to collect data and control operations. The existing facilities are old and, in some cases outdated, jeopardizing the water system. The current system is over 20 years old and requires replacement with the up to date SCADA control system.*
- *Much of the current equipment is discontinued and therefor difficult to service.*

# Introduction/Project Scope

- Project W1 – “SCADA,” identified in Schedule B.9 of the CA with the following recommended solution: *“Replace all existing equipment, including the radios, and standardize on a single PLC vendor with a single HMI Platform. System to be integrated with wastewater SCADA system.”*
- The total overall Project W1 - SCADA cost estimated at \$1,058,000 in the CA five-year CIP
  - The CA cost were reviewed by the City’s current Vendor (Tesco Controls, Inc.).

# Project Delivery

- The project was initiated by RWS as a traditional design bid build (DBB) approach
- After the conceptual design was completed, RWS changed the project delivery approach to design build (DB) in an effort to expedite the project.
- No objections to the DB approach, determine percent completion of the plans under DB
  - DB plans are typically 30% vs 100% for DBB
  - Under DB, the contractor completes the plans
  - Ensure the DBB plans did not exceed 30% to avoid duplicative effort and cost
  - RWS submitted documentation of approximately 30% complete plans.

# Bid Phase

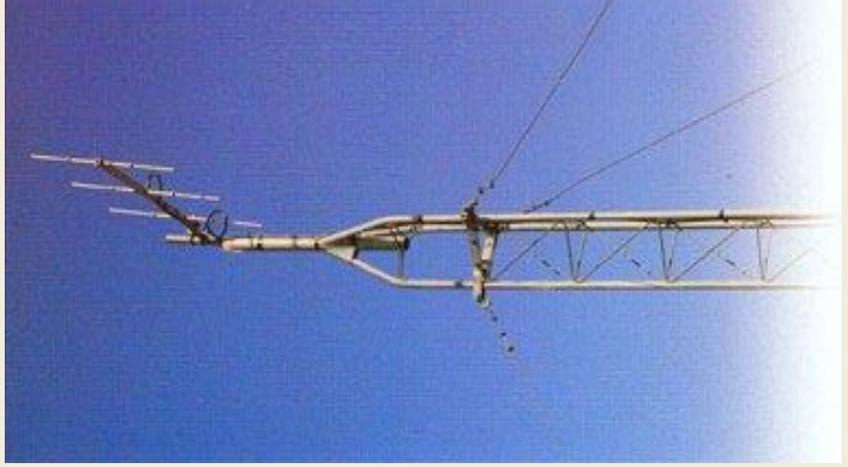
- The Substantially Complete Design (SCD) was submitted and approved for bidding on December 18, 2015
- In early December 2015 RWS informed the City the lowest responsive bidder was Tesco Controls, Inc.
- Tesco was the vendor for the City's current SCADA system
- The approximate project cost was \$3.4 million.
- Questions were raised on the appropriateness of the final scope of work.
- The scope of work was increase through addendums issued during the bid phase, and did not reflect the value engineering often provided through a DB approach.

# Value Engineering

- Intensive value engineering effort began with Tesco, RWS and the City/West Yost.
- The single largest cost increase was due to the addition of large 60' to 90' radio towers at many of the Water facility locations.
  - These towers would require structural design
  - Current SCADA system did not require these towers
- A dedicated secured cellular based system will be utilized
- I/O radios as an alternative to full Programmable Logic Controllers (PLCs). Monitoring vs. a need to control.
- Individual interface screens at each facility are replaced with mobile tablets (i.e. iPads)
- Tesco's institutional knowledge identified savings

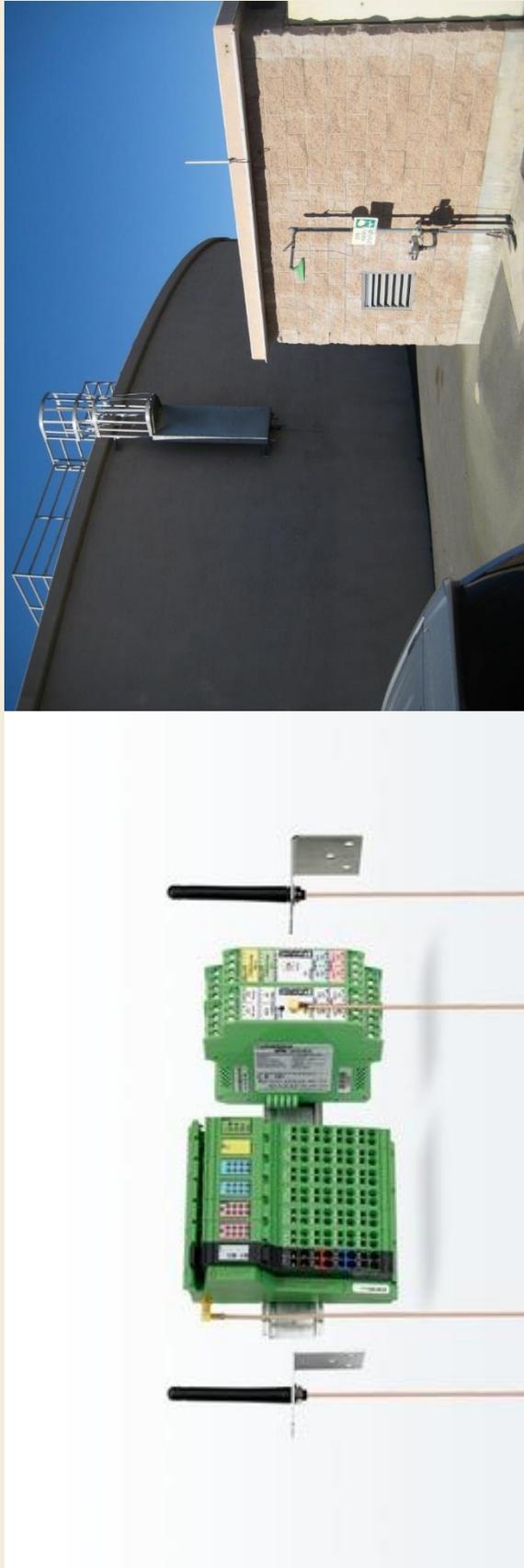
# Value Engineering

- Tower installations in Rialto could require structural footings and guide wires.



# Value Engineering

- I/O radios as an alternative to full Programmable Logic Controllers (PLCs).



# Cost Variance

- The variance between CA budget allocation of \$1,058,000 and FCWA cost estimate of \$1,687,750 is \$629,706.
- Of the \$629,706 variance, approximately \$380,417 is due to the following:
  - inclusion for potential site wiring and conduits of \$197,317
  - fifteen cell antennas and office tower of \$36,250
  - additional programming to accommodate a request by Veolia for Alan Bradley/Modicon PLCs of \$75,000
  - pressure transmitters requested by Veolia on fifteen sites of \$71,850

## **Cost Variance (cont'd)**

- The cost increase due to four years of project delays is \$249,289 or 24% of the original TESCO estimate prepared during the development of the Concession Agreement.
- This increase represents 4.3% of compounded annual interest over four years.

# Staff's Recommendation

Description	%	CA	FCWA	Notes	Variance
Design Build Contract		\$ 795,000	\$ 1,378,683		\$ 583,683
Contingency	10%	\$ 80,000	\$ -	[1]	\$ (80,000)
O&M Project Development	1%	\$ 8,000	\$ 13,787		\$ 5,787
Detailed Design and Permitting/Bidding Support	6%	\$ 48,000	\$ 32,721	[2]	\$ (15,279)
Construction Phase Engineering Services	5%	\$ 40,000	\$ 68,934		\$ 28,934
O&M Project Management Services	8%	\$ 64,000	\$ 110,295		\$ 46,295
RUA Design Review - Consultant - West Yost		\$ 23,000	\$ 28,330		\$ 5,330
RUA Construction Mgt/Inspection - Consultant - West Yost			\$ 54,956		\$ 54,956
<b>Total Cost</b>		<b>\$ 1,058,000</b>	<b>\$ 1,687,706</b>		<b>\$ 629,706</b>

[1] The Design Build Contract with TESCO is a confirmed NOT TO EXCEED COST for Design and Construction of the SCADA System Improvements; therefore Contingency for construction is built in to TESCO's NOT TO EXCEED COST of \$1,377,764.

[2] Six percent of Construction Cost for Design is \$82,665.86. The Design Build Contract with TESCO includes \$50,000 of design which is deducted from the \$82,665.86 for a net of \$32,665.86 for Design, Permitting, and Bidding Support allowed for Veolia's efforts.

**Staff's recommendation is to authorize the W1-SCADA FCWA in the amount of \$1,687,706.**



# ***CITY OF RIALTO***

## ***UTILITIES COMMISSION***

### ***2015 ANNUAL REPORT***



### ***TO THE CITY COUNCIL***

July 19, 2016

Dear Honorable Mayor and Council Members:

The Utilities Commission of the City of Rialto is pleased to submit the Annual Report for 2015. The Utilities Commission was established by the City Council on May 23, 1977 and is responsible for making recommendations on all aspects associated with the Rialto Utility Authority (RUA), including solid waste management. Our role is one of community oversight and recommendation.

During the past year the Commission has tackled many issues including the operations and management of the wastewater treatment plant, the maintenance of our citywide collection system, wastewater rates, water rates and solid waste/recycling rates. This Commission has been at the leading edge of groundwater pollution and treatment options for our community and has provided general community oversight for the utilities our community is supplied by the City.

Sincerely,

*Barbara Zrelak-Rickman, Chairperson*

*June D. Hayes, Vice Chairperson*

*Richard “Kim” Chitwood, Commissioner*

*Kevin C. Kobbe, Commissioner*

*James M. Shields, Commissioner*

City of Rialto Utilities Commission

## **2015 CITY STAFF:**

- Michael E. Story, City Administrator
- Robert Eisenbeisz, P.E., Public Work Director/ City Engineer
- George Harris, Director of Administrative Services
- Katie Nickel, Senior Administrative Analyst
- Susanne Wilcox, Administrative Analyst
- Amy Crow, Administrative Analyst
- Dayan Gutierrez, Commission Clerk

## **2015 STAFF CONSULTANTS:**

- Gene R. Klatt, Consultant Engineer – Lockwood Engineering
- Todd Brown, General Manager- Rialto Water Services
- Clarence C. Mansell, Jr., General Manager- Veolia Water
- Marshall Lock, Project Manager (Wastewater)- Veolia Water
- Paul Herman, Collections Supervisor- Veolia Water
- Andrew Coleman, Treatment Operator- Veolia Water
- David Terry, Project Manager (Water)- Veolia Water
- Neil Clifton, Director of Capital Improvement Program- Veolia Water
- Chip Greene, Industrial Pretreatment Coordinator- Veolia Water
- Daniel Villanueva, Project Manager (Wastewater)- Veolia Water
- Stephen Dopudja, Vice President- West Yost Associates
- Soomodh Abraham, Project Manager- Veolia Water
- La’Lisa Winfrey, Customer Service Manager- Veolia Water
- Richard Niño, Director, Municipal Services- Burrtec Waste Industries
- Jennifer Shaw-Menjivar, Region Manager-Southern California Edison.

ATTENDANCE ROSTER FOR 2015 UTILITIES COMMISSION REGULAR MEETINGS						
	Barbara Zrelak-Rickman	June Hayes Vice-Chairperson	Ayo Akingbemi	Richard Chitwood	Sarmad Syed	Kevin C. Kobbe
	Chairperson		Commissioner	Commissioner	Commissioner	Commissioner
January 20	PRESENT	PRESENT	PRESENT	PRESENT	ABSENT	-
February 17	PRESENT	PRESENT	PRESENT	PRESENT	ABSENT	-
March 17	PRESENT	PRESENT	PRESENT	PRESENT	ABSENT	-
April 21	PRESENT	PRESENT	PRESENT	PRESENT	ABSENT	-
May 19	ABSENT	PRESENT	PRESENT	PRESENT	-	-
June 16	PRESENT	PRESENT	PRESENT	PRESENT	-	PRESENT
July 21	CANCELLED	CANCELLED	CANCELLED	CANCELLED	-	CANCELLED
August 18	PRESENT	PRESENT	ON LEAVE	PRESENT	-	PRESENT
September 15	PRESENT	PRESENT	ON LEAVE	PRESENT	-	PRESENT
October 20	ABSENT	PRESENT	PRESENT	ABSENT	-	PRESENT
November 17	PRESENT	PRESENT	ABSENT	PRESENT	-	PRESENT
December 15	PRESENT	PRESENT	PRESENT	PRESENT	-	PRESENT

**NO SPECIAL MEETINGS SCHEDULED FOR 2015**

## LIST OF ACCOMPLISHMENTS 2014

- Reviewed and Discussed the Street Light Acquisition and Retrofit Project
- Recommended Water Conservation Requirements and Efforts
- Reviewed and Discussed the KORE Infrastructure Project and Facility Operation Agreement
- Discussed and Recommended the Burrtec Refuse Rate Increase
- Recommended the Santa Ana Watershed Project Authority Grant Funding
- Recommended the Approval of the San Bernardino Regional Energy Partnership
- Reviewed and Discussed Waste Management Monthly Reports.
- Reviewed and Discussed Veolia Operations and Maintenance Monthly Reports.
- Received Southern California Edison Periodic Updates.
- Recommended the Citywide Street Light Acquisition and Retrofit Project Financing schedule.
- Recommended the 2015 Annual Refuse Rate Review with Burrtec Waste Industries.
- Reviewed and Discussed the Water Conservation Rebate Program.
- Reviewed and recommended to move the Water Conservation Warning to Stage 3-B.
- Recommended the Revised Standard Plans for utility related projects.
- Recommended the approval of the Final Construction Work Authorization for Capital Project SA
- Recommended the approval of the Final Construction Work Authorization for Capital Project WB
- Recommended the approval of the Final Construction Work Authorization for Capital Project WA
- Reviewed and Discussed the Water Conservation Rebate Program.
- Reviewed and recommended to move the Water Conservation Warning to Stage 3-B.
- Recommended to approve the use of Operating Repair and Replacement Funds for eligible projects.

## **LIST OF ACCOMPLISHMENTS 2014 (Continued)**

- Recommended to approve the contract extension with Liquid Environmental Solutions to facilitate the delivery of fats, oils, and grease.
- Reviewed and Discussed the 2014 Annual Water and Wastewater Report.
- Recommended to approve the Extra-Territorial Wastewater Service Agreement with Taco Bell, Inc.
- Recommended to approve the Extra-Territorial Wastewater Service Agreement with Tuan D. Nguyen.
- Recommended to approve the Extra-Territorial Water Service Agreement with the City of San Bernardino.
- Recommended the “Ready to Serve” Charge Remedy.
- Reviewed and discussed the Revised 2010 Urban Water Management Plan.

### **FUTURE ACTIVITIES:**

Activities/Discussions planned for the Utilities Commission for 2015 include such items as:

- ◆ Continued Discussion on Final Construction Work Authorizations (FCWA)
- ◆ Continued Discussion on Water Conservation Efforts.
- ◆ Continued Monitoring of the Concession Agreement.
- ◆ Continued Monitoring of Veolia Operations and Maintenance.
- ◆ Continued Monitoring of Burrtec Refuse Rates.
- ◆ Continued Monitoring of Pavement Maintenance Fees
- ◆ Continued Monitoring of Waste Management efforts.
- ◆ Continued Monitoring Fats, Oils, and Grease Collection System Inspection and Monitoring
- ◆ Continued Discussion of the Streetlight Acquisition from Southern California Edison

# CITY OF RIALTO UTILITIES COMMISSION

## 2015 ANNUAL REPORT



# INTRODUCTION

The Utilities Commission plays an important role in the City's delivery of utility services to the community. The commission reviews and considers policies, rules, regulations and rates and makes related recommendations to the City Council. The Commission also advises the City Council regarding standards of service, utility operations, customer service, acquisitions, franchising, and other matters involving utilities that serve Rialto residents and businesses. The Commission additionally advises the City Council on policies regarding solid waste management, recycling, mandatory reductions and diversions, and other mandated programs.



# INTRODUCTION

The Commission has an important role in establishing long-term strategies and recommended policies, including water conservation measures, related to the reliability of the City's water supply. The Commission receives reports from operators regarding water supply; wastewater collection and treatment; refuse collection and disposal; electrical service; and other utility services offered to Rialto customers.

# Responsibilities of the Utilities Commission

- Responsible for making recommendations on all aspects associated with the Rialto Utility Authority (RUA), including solid waste management.
- Advises and makes recommendations to the City Council on matters of public relations, standards of service, acquisition and/or franchising of utilities, rules and regulations and such other issues.
- The Commission advises to the City Council matters relative to water supply, wastewater quality control, and policies affecting the utility operations.

# Responsibilities of the Utilities Commission

- The commission also acts as an advisor to the City Council and city administration on policies regarding solid waste, recycling, source reduction and other related state mandates.
- The Commission has considered and acted upon many issues including the operations and management of the wastewater treatment plant, the maintenance of our citywide collection system, wastewater rates, water rates and solid waste/recycling rates.
- The Commission provides oversight of utilities serving the community and leadership in considering groundwater pollution and treatment options.

# Utilities Commissioners

— Barbara Zrelak-Rickman, Chairperson —  
March 16, 1993 - PRESENT

— June Hayes, Vice-Chairperson —  
November 7, 1995- PRESENT

— Ayo Akingbemi —  
April 6, 1999 – December 31, 2015

— Richard Chitwood —  
July 18, 2000- PRESENT

— Sarmad Syed —  
March 22, 2011 - May 14, 2015

— Kevin C. Kobbe —  
May 12, 2015 – PRESENT

— James M. Shields —  
February 9, 2016- PRESENT

# 2015 City Staff Liaisons to the Utilities Commission

- Michael E. Story, City Administrator
- Robert Eisenbeisz, P.E., Public Work Director/ City Engineer
- George Harris, Director of Administrative Services
- Katie Nickel, Senior Administrative Analyst
- Susanne Wilcox, Administrative Analyst
- Amy Crow, Administrative Analyst
- Dayan Gutierrez, Commission Clerk

# 2014 Staff Consultants to the Utilities Commission

- Gene R. Klatt, Consultant Engineer – Lockwood Engineering
- Todd Brown, General Manager- Rialto Water Services
- Clarence C. Mansell, Jr., General Manager- Veolia Water
- Marshall Lock, Project Manager (Wastewater)- Veolia Water
- Paul Herman, Collections Supervisor- Veolia Water
- Andrew Coleman, Treatment Operator- Veolia Water
- David Terry, Project Manager (Water)- Veolia Water
- Neil Clifton, Director of Capital Improvement Program- Veolia Water
- Chip Greene, Industrial Pretreatment Coordinator- Veolia Water
- Daniel Villanueva, Project Manager (Wastewater)- Veolia Water
- Stephen Dopudja, Vice President- West Yost Associates
- Soomodh Abraham, Project Manager- Veolia Water
- La’Lisa Winfrey, Customer Service Manager- Veolia Water
- Richard Niño, Director, Municipal Services- Burrtec Waste Industries
- Jennifer Shaw-Menjivar, Region Manager-Southern California Edison

# Attendance Roster For 2015

## UTILITIES COMMISSION REGULAR MEETINGS

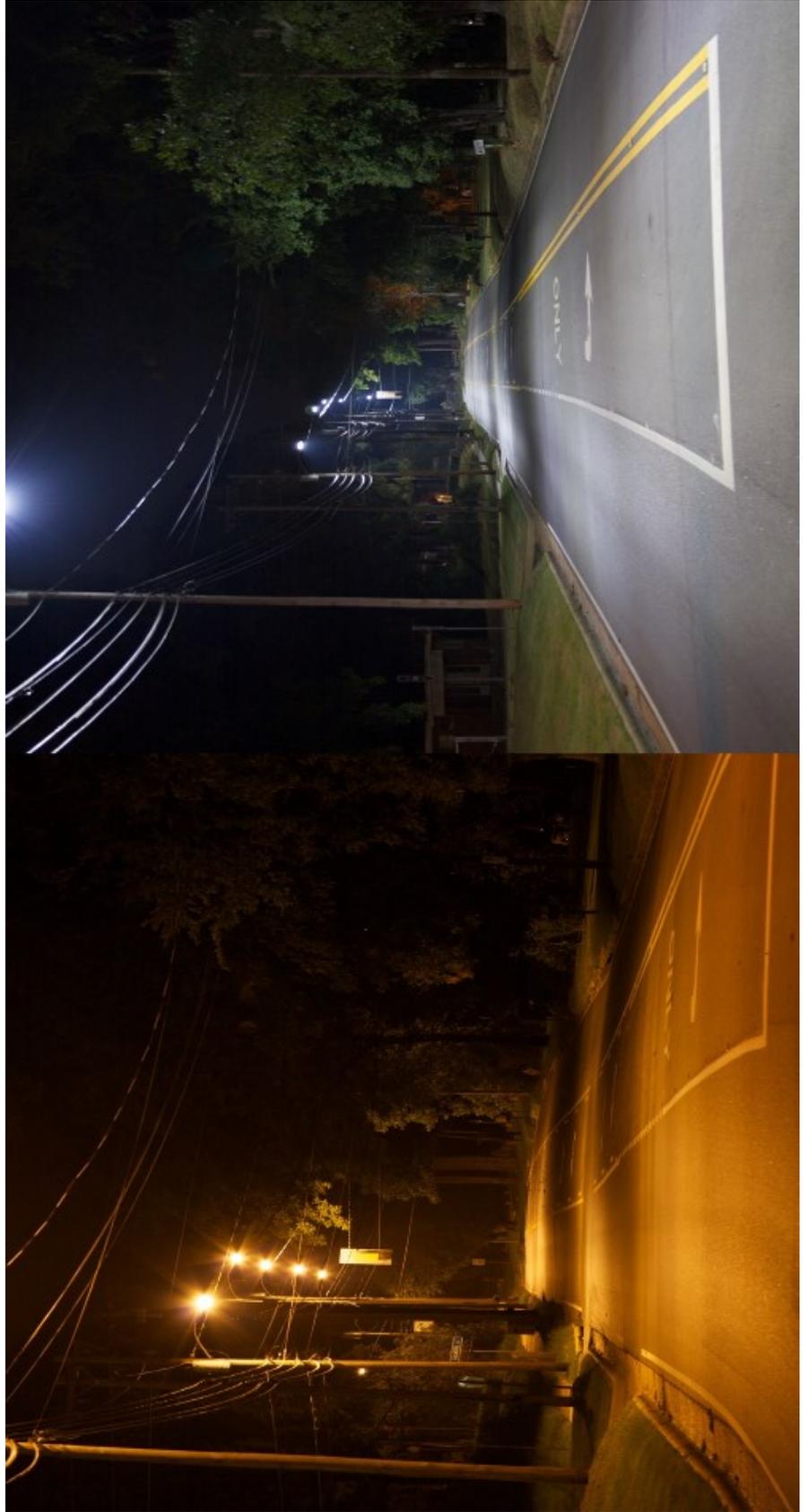
2015	Barbara Zrelak-Rickman Chair	June Hayes Vice-Chair	Ayo Akingbemi Commissioner	Richard Chitwood Commissioner	Sarmad Syed Commissioner	Kevin C. Kobbe Commissioner
January 20	Present	Present	Present	Present	Absent	-
February 17	Present	Present	Present	Present	Absent	-
March 17	Present	Present	Present	Present	Absent	-
April 21	Present	Present	Present	Present	Absent	-
May 19	Absent	Present	Present	Present	-	-
June 16	Present	Present	Present	Present	-	Present
July 21	Cancelled	Cancelled	Cancelled	Cancelled	-	Cancelled
August 18	Present	Present	On leave	Present	-	Present
September 15	Present	Present	On leave	Present	-	Present
October 20	Absent	Present	Present	Absent	-	Present
November 17	Present	Present	Absent	Present	-	Present
December 15	Present	Present	Present	Present	-	Present

NO SPECIAL MEETINGS WERE SCHEDULED FOR 2015

The background features a dark teal gradient with several overlapping circles in a lighter teal shade. A solid red rectangle is positioned in the top-left corner. The word "ACCOMPLISHMENTS" is written vertically in white, bold, sans-serif capital letters across the center of the page.

# ACCOMPLISHMENTS

# Reviewed and Discussed the Street Light Acquisition and Retrofit Project



# Recommended Water Conservation Requirements and Efforts

## STAGE 3-B WATER WARNING IS NOW IN EFFECT

On December 8, 2015, the City of Rialto declared a Stage 3-B Water Alert with additional watering restrictions. These conservation measures are necessary to help the City meet our state-mandated reduction.



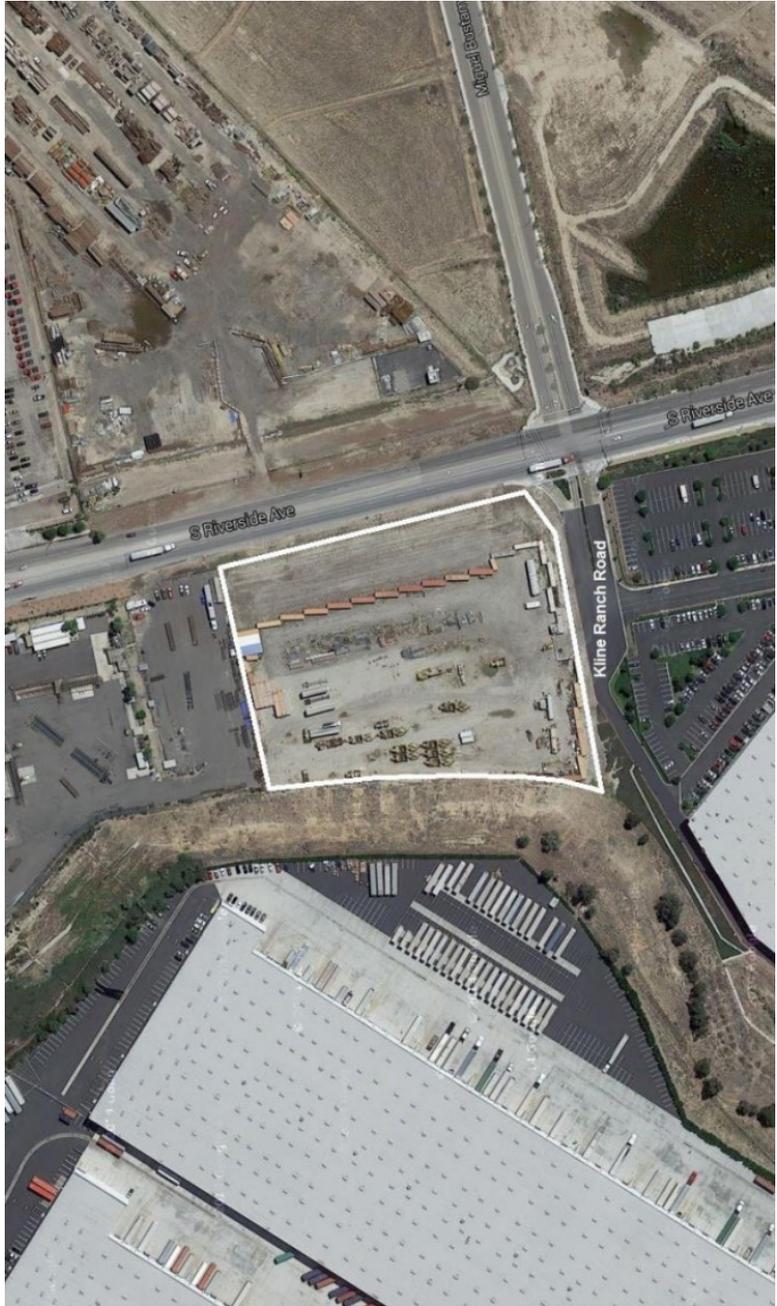
### Rialto Water Services is requiring customers to:

-  Reduce water use by 25 percent
-  Limit All landscape irrigation to two days per week between the hours of 8pm and 6am; 10 minutes per station maximum.
-  Prevent water waste from runoff, breaks and leaks.
-  No outdoor watering during, and within 48 hours after measurable precipitation.
-  Sweep hardscapes rather than using a hose.
-  Use a recirculator if you have a fountain or water feature
-  Repair leaks within 72 hours of notification.
-  Do not fill swimming pools or fountains that have been drained.

-  All restaurants and food establishments must only serve water upon request.
-  Hotels and Motels must provide their customers an option of daily cleaning of linens.

More information about these restrictions and other ways you can save precious water resources are available online at [WVWD.org](http://WVWD.org), [iEfficient.com](http://iEfficient.com) and [www.rialto.ca.gov](http://www.rialto.ca.gov)

# Reviewed and Discussed the KORE Infrastructure Project and Facility Operation Agreement



# Discussed and Recommended the Burrtec Refuse Rate Increase



**BURRTEC**  
**WASTE INDUSTRIES, INC.**  
*"We'll Take Care Of It"*



# Recommended the Santa Ana Watershed Project Authority Grant Funding



# Recommended the Approval of the San Bernardino Regional Energy Partnership



## Other Utility Related Items:

- ▶ Reviewed and Discussed Waste Management Monthly Reports.
- ▶ Reviewed and Discussed Veolia Operations and Maintenance Monthly Reports.
- ▶ Received Southern California Edison Periodic Updates.
- ▶ Recommended the Citywide Street Light Acquisition and Retrofit Project Financing schedule.
- ▶ Recommended the 2015 Annual Refuse Rate Review with Burrtec Waste Industries.
- ▶ Reviewed and Discussed the Water Conservation Rebate Program.
- ▶ Reviewed and recommended to move the Water Conservation Warning to Stage 3-B.
- ▶ Recommended the Revised Standard Plans for utility related projects.
- ▶ Recommended the approval of the Final Construction Work Authorization for Capital Project SA
- ▶ Recommended the approval of the Final Construction Work Authorization for Capital Project WB
- ▶ Recommended the approval of the Final Construction Work Authorization for Capital Project WA

## Other Utility Related Items:

- ▶ Reviewed and Discussed the Water Conservation Rebate Program.
- ▶ Reviewed and recommended to move the Water Conservation Warning to Stage 3-B.
- ▶ Recommended to approve the use of Operating Repair and Replacement Funds for eligible projects.
- ▶ Recommended to approve the contract extension with Liquid Environmental Solutions to facilitate the delivery of fats, oils, and grease.
- ▶ Reviewed and Discussed the 2014 Annual Water and Wastewater Report.
- ▶ Recommended to approve the Extra-Territorial Wastewater Service Agreement with Taco Bell, Inc.
- ▶ Recommended to approve the Extra-Territorial Wastewater Service Agreement with Tuan D. Nguyen.
- ▶ Recommended to approve the Extra-Territorial Water Service Agreement with the City of San Bernardino.
- ▶ Recommended the “Ready to Serve” Charge Remedy.
- ▶ Reviewed and discussed the Revised 2010 Urban Water Management Plan.

# Future Activities

Activities/Discussions planned for the Utilities Commission for 2016 include such items as:

- ▶ Continued Discussion on Final Construction Work Authorizations (FCWA)
- ▶ Continued Discussion on Water Conservation Efforts.
- ▶ Continued Monitoring of the Concession Agreement.
- ▶ Continued Monitoring of Veolia Operations and Maintenance.
- ▶ Continued Monitoring of Burrtec Refuse Rates.
- ▶ Continued Monitoring of Pavement Maintenance Fees
- ▶ Continued Monitoring of Waste Management efforts.
- ▶ Continued Monitoring Fats, Oils, and Grease Collection System Inspection and Monitoring
- ▶ Continued Discussion of the Streetlight Acquisition from Southern California Edison



City of Rialto  
Regular Utilities Commission Meeting  
JULY 19, 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