

**CITY OF RIALTO  
UTILITIES COMMISSION  
REGULAR MEETING  
AGENDA**

<b>Civic Center Council Chambers 150 S. Palm Avenue Rialto, CA 92376</b>	<b>Tuesday October 18, 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>	<b>Present</b>	<b>Absent</b>
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 September 20, 2016**

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

<b><u>NEW BUSINESS ITEMS</u></b>		
<b><u>WASTE MANAGEMENT REPORT</u></b>	ITEM	<u>1</u>
<i>Amy Crow, City of Rialto</i> <b>RECEIVE AND FILE- NO ACTION</b>		
<b><u>VEOLIA OPERATIONS AND MAINTENANCE REPORT</u></b>	ITEM	<u>2</u>
<i>WATER/WASTEWATER/CUSTOMER SERVICE/FACILITY IMPROVEMENT PROJECT UPDATE</i> <i>Staff, Veolia Water</i> <b>RECEIVE AND FILE – NO ACTION</b>		
<b><u>OLD BUSINESS</u></b>		
<b><u>PREVIOUS DISCUSSION UPDATES</u></b>	ITEM	<u>3</u>
<ol style="list-style-type: none"> <li>1. Consolidation of Water and Wastewater Resolutions</li> <li>2. Streetlight Acquisition Project</li> <li>3. Budget Based Rate Study</li> <li>4. Rialto Water Services' Customer Update- Gale Blankenship</li> <li>5. Emergency Switchgear at the Wastewater Treatment Plant <ol style="list-style-type: none"> <li>A. Preferred Emergency Gear Agreement</li> <li>B. Alternative Energy Source research</li> </ol> </li> </ol>		
<b><u>TO DO LIST</u></b>	ITEM	<u>4</u>
<b><u>COMMISSIONER'S REPORT</u></b>	ITEM	<u>5</u>
<b><u>ADJOURNMENT</u></b>	Motion	<u>        </u>
	Second	<u>        </u>
	Vote	<u>        </u>
	Time	<u>        </u>
<b><u>ATTACHMENTS/HANDOUTS</u></b>		
<ol style="list-style-type: none"> <li>1. Monthly Waste Management Report- September 2016</li> <li>2. Veolia Water Operations and Maintenance Report – September 2016</li> <li>3. To Do List- October 2016</li> </ol>		
<b><u>CITY STAFF</u></b>		
Robert Eisenbeisz, Public Works Director/ City Engineer Katie Nickel, Public Works Program Coordinator Amy Crow, Administrative Analyst Dayan Malfavon, Commission Clerk		

# REGULAR MEETING OF THE UTILITIES COMMISSION

## 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, September 20, 2016.
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	This meeting was in accordance with the provision of the Government Code §54956 of the State of California.
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CALL TO ORDER	Chairperson Zrelak-Rickman called the meeting to order at 6:15 P.M.
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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. Staff present: Robert Eisenbeisz, Katie Nickel, and Dayan Malfavon. Also present: Rolf Ohlemutz, Clarence Mansell, Aaron Kraft, Marlon Brando, and Alejandro Juarez.
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PLEDGE OF ALLEGIANCE	Chairperson Zrelak-Rickman led the pledge of allegiance.
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MOMENT OF SILENCE/ INVOCATION	Commissioner Chitwood led the Invocation.
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APPROVAL OF MINUTES – <b>Regular Meeting August 16, 2016</b>	<ul style="list-style-type: none"> <li>◆ Vice-Chairperson Hayes provided corrections to the minutes.</li> <li>◆ Commissioner Shields moved to approve the minutes of the Regular Meeting of August 16, 2016 with corrections.</li> <li>◆ Commissioner Kobbe seconded the motion.</li> <li>◆ Motion carried.</li> <li>◆ VOTE: <u>5</u> to <u>0</u> in favor of approval of the minutes with corrections.</li> </ul>
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ORAL COMMUNICATIONS	◆ None.
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NEW BUSINESS ITEMS	
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Item 1- Falcon Ridge Project Presentation <b>RECEIVE AND FILE- NO ACTION</b>	<ul style="list-style-type: none"> <li>◆ Bob Stiens, Southern California Edison (SCE) Government Affairs Representative, reviewed a PowerPoint presentation he provided copies for to the Commission at the meeting.</li> <li>◆ Stiens provided a brief summary to the Commission on each of the topics below in regard to the Falcon Ridge Project: <ul style="list-style-type: none"> <li>• The purpose of building a new substation in Fontana and how that impacts Rialto.</li> <li>• The project components: new construction and modification to existing facilities.</li> <li>• The project timeline.</li> </ul> </li> <li>◆ Stiens informed the Commission he met with Robert Eisenbeisz two weeks prior to the September Regular Utilities Commission meeting to discuss the Falcon Ridge project and would be meeting with the Planning Division the following week.</li> </ul>

- ◆ Commissioner Chitwood inquired about the several planned outages in his neighborhood to which Stiens offered to investigate further into and provide an answer at a later time.
- ◆ Stiens introduced Marcus Dedeaux and Vince Allen to discuss the emergency gear agreement with the Commission concerning the switchgear at the Wastewater Treatment Plant.
- ◆ Dedeaux provided a brief summary about the recent inspection performed by SCE at the Wastewater Treatment Plant where the Preferred Emergency (PE) Gear was determined to be no longer operational.
- ◆ Dedeaux stated the PE Gear Agreement includes replacement coverage to replace the gear with the latest standard gear but does not include the reserve line capacity needed to automatically rollover to a secondary power source in cases of emergency, and therefore, SCE cannot guarantee the PE Gear will work as intended.
- ◆ Dedeaux clarified to the Commission there are two separate power sources, “City of Colton”, which has its own utility service, and the “Colton” substation. The Commission stated they have been repeatedly told it is “City of Colton”.
- ◆ Robert Eisenbeisz clarified that once the equipment is replaced, the switchgear will not automatically switch to the secondary power source unless there is a reserve line capacity. Otherwise, the switchgear will require a manual switch.
- ◆ Dedeaux and Allen provided answers to questions and comments from the Commission in regard to the following:
  - The Commission inquired about two previous occasions in which the PE gear did not rollover to City of Colton for backup. Dedeaux stated that because the gear is not operational, the switch would not occur if the events were recent.
  - Commissioner Chitwood inquired about a claim made in the previous regular meeting where the Commission was informed SCE stated the City was not paying a recurring “fee” to make that switchgear available for use. Dedeaux clarified there it is no recurring “fee” associated with operating the switchgear and that the problem lies with the reserve line capacity not being included in the PE Gear Agreement.
  - The frequency in which the inspections are performed to which Dedeaux stated the inspection is performed every three years.
  - The frequency in which the agreement is revised to find items that are not included to which Dedeaux stated that the agreement is filed until something needs to be revised.
  - A new agreement that will include the reserve line capacity. Allen stated there is no “new” agreement. A separate agreement for the reserve line capacity will be added to the existing agreement.
  - The timeline to complete the work order. Allen stated it would be 6-12 weeks in design and 72 days to acquire the equipment but may be prolonged by the holiday season.
  - The accessibility to a power source once the equipment is replaced. Allen stated both power sources are accessible.
- ◆ Allen, SCE Technical Specialist, provided a status of the work order to the Commission concerning the replacement of the inoperable switchgear and the steps SCE has taken to meet with Veolia to resolve the problem.

	<ul style="list-style-type: none"> <li>◆ The Commission noted that, although it was recently discovered that the switchgear is non-operational, there have been incidents dating back several years where the switchgear failed to operate as intended.</li> <li>◆ The Commission requested an explanation for the failure of the equipment and an explanation for SCE's failure to notice there was no reserve line capacity in the agreement. Allen did not provide an answer but assured the Commission SCE is working on completing the work order and resolving the error in the agreement.</li> <li>◆ The Commission thanked SCE for attending.</li> </ul>
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Item 2- Waste Management Report <b>RECEIVE AND FILE- NO ACTION</b>	<ul style="list-style-type: none"> <li>◆ Item was not discussed during the meeting.</li> </ul>
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Item 3- Budget Based Rate Study Update <b>RECEIVE AND FILE- NO ACTION</b>	<ul style="list-style-type: none"> <li>◆ Katie Nickel provided a brief update to the Commission in regards to the Budget Based Rate Study.</li> <li>◆ Vice-Chairperson Hayes asked Nickel if the budget based rates will be completed when Year 5 of the water rate increase commences. Nickel stated the proposed budget based rates will be presented to the Commission in January and to Council in February.</li> <li>◆ Dennis Barton, resident, inquired about the base year the City is using to generate budget-based rates.</li> <li>◆ A discussion ensued regarding the factors used to determine the budget based rate per zone and the accuracy of the determined budgets for each property.</li> <li>◆ The Commission thanked Barton for attending.</li> <li>◆ The Commission received and accepted the report.</li> </ul>
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Item 4- Veolia Asset Management Program Presentation <b>RECEIVE AND FILE- NO ACTION</b>	<ul style="list-style-type: none"> <li>◆ Rold Ohlemutz provided a brief background of the Veolia Asset Management Program and introduced Melissa Demsky and Amparo Muñoz to review the PowerPoint presentation that reflected the document provided to the Commission in the agenda packet.</li> <li>◆ Demsky and Muñoz provided answers to questions and comments from the Commission in regards to the following: <ul style="list-style-type: none"> <li>• The possible existence of lead pipes and what Veolia's response would be if proof were provided. Muñoz stated Veolia has not found any lead pipes but would investigate further and if the existence of lead is proven and, at that point, will determine what actions to take.</li> <li>• The lack of proper maintenance of the chlorine contact chamber affecting the Cyanide levels and the how that is related to asset management. Demsky stated she would follow up with the operations staff.</li> </ul> </li> <li>◆ The Commission requested a schedule of when the protective coating will occur at the treatment plant.</li> <li>◆ The Commission received and accepted the report.</li> </ul>
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Item 5- Final Construction Work Authorization (FCWA)- S3	<ul style="list-style-type: none"> <li>◆ Alejandro Juarez reviewed the Final Construction Work Authorization (FCWA) - for project S3 Sewer Main Replacement on Sycamore Avenue with the Commission.</li> </ul>

	<ul style="list-style-type: none"> <li>◆ Juarez provided handouts to the Commission that included a staff report, the project cost table, project meeting minutes from October 14, 2016, and a Notice of Exemption.</li> <li>◆ Juarez reviewed the cost, location, and timeline of the construction schedule for S3.</li> <li>◆ Juarez informed the Commission that the FCWA for S3 would be presented for approval at the City Council meeting of September 27, 2016 for approval with the recommendation of the Commission.</li> <li>◆ Vice-Chairperson Hayes inquired about the traffic impact during construction. Juarez stated that the presentation of the FCWA for Council' approval is still under development but will add traffic impact information.</li> <li>◆ Nickel explained to the Commission that FCWA's are still under development when presented to the Commission as staff also prepares to present them to Council.</li> <li>◆ Vice-Chairperson Hayes moved to recommend the approval of the FCWA- for project S3 Sewer Main Replacement on Sycamore Avenue to Council.</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 recommendation.</li> </ul>
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Item 6- Final Construction Work Authorization (FCWA)- S4	<ul style="list-style-type: none"> <li>◆ Alejandro Juarez reviewed the Final Construction Work Authorization (FCWA) - for project S4- Sewer Main Replacement on Willow Avenue with the Commission.</li> <li>◆ Juarez provided handouts to the Commission that included a staff report and the project cost table.</li> <li>◆ Juarez reviewed the cost, location, and timeline of the construction schedule for S4.</li> <li>◆ Juarez provided answers to questions from the Commission in regards to the following: <ul style="list-style-type: none"> <li>• The purpose for upsizing the selected lines. Juarez stated the lines were selected after a flow study identified the lines as good candidates.</li> <li>• The high cost per linear foot. Juarez stated the general contractor awarded the project provided the itemized costs with their bid.</li> <li>• The replacement of an existing 8-inch sewer line with a 12-inch line possibly affecting the "hot spot" section of Sycamore just south of the project location. Juarez stated it may be best to ask Paul Herman but does not believe it will have an impact.</li> </ul> </li> <li>◆ Vice-Chairperson Hayes moved to recommend the approval of the FCWA- for project S4- Sewer Main Replacement on Willow Avenue to Council.</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 recommendation.</li> </ul>
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Item 7- Veolia Operations And Maintenance Report <b>RECEIVE AND FILE- NO ACTION</b>	<ul style="list-style-type: none"> <li>◆ Item was not discussed during the meeting.</li> </ul>
Item 4 - Old Business	<ul style="list-style-type: none"> <li>◆ The Commission reviewed the Previous Discussion Updates.</li> </ul>

<p>“To Do List”</p>	<ul style="list-style-type: none"> <li>◆ Vice- Chairperson Hayes provided a brief update to the Consolidation of Water and Wastewater Resolutions and informed the Commission a few options will be offered to Council for approval.</li> <li>◆ Eisenbeisz provided a brief update to the Commission concerning the Streetlight Acquisition and informed the Commission the City will be moving forward to recommend the LED conversion done through Siemens in November.</li> <li>◆ The “To Do List” was reviewed and discussed.</li> <li>◆ The Commission inquired about the iPad training for the Commissioners to transition to an electronic format of the agenda packet. Dayan Malfavon stated a meeting was schedule for the following Monday to discuss the training and will provide an update at the next meeting.</li> <li>◆ The Commission requested to have shirts with the City seal made for each Commissioner. Eisenbeisz stated he would instruct Michele Aguirre, Executive Assistant, to contact the Commissioners to determine sizes and color.</li> <li>◆ Following a discussion regarding the performance of the SCE switchgear at the Wastewater Treatment Plant, the Commission requested Thomas Crowley, City of Rialto Utilities Manager, follow up with the investigation of replacing the SCE switchgear with generators.</li> <li>◆ The Commission requested staff review the Preferred Energy Agreement with SCE and conclude what power source the switchgear has been connected to. Eisenbeisz stated he would contact West Yost to aid in the research.</li> <li>◆ Commissioner Chitwood reported to Eisenbeisz an abandoned shopping cart at the southwest corner of Third and Magnolia. Eisenbeisz stated he would follow up and have the shopping cart picked up.</li> </ul>
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<p>Item 5- Commissioner’s Report</p>	<ul style="list-style-type: none"> <li>◆ Vice-Chairperson Hayes informed the Commission that bringing every FCWA to the Commission for recommendation might require special meetings to receive as much information possible before approval at Council.</li> <li>◆ The Commission discussed how much data is sufficient to make a recommendation to Council in regards to the FCWA’s.</li> <li>◆ Commissioner Kobbe commented he did not see Rialto Water Services at the Family Festival on September 17, 2016.</li> <li>◆ Commissioner Chitwood commented he dropped off documents to shred at the Family Festival and experienced rapid service from a City Clerk’s office employee.</li> </ul>
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<p><b><u>ADJOURNMENT</u></b></p>	<ul style="list-style-type: none"> <li>◆ Commissioner Chitwood made a motion to adjourn the meeting.</li> <li>◆ Commissioner Shields seconded motion.</li> <li>◆ Motion Carried.</li> <li>◆ Meeting adjourned at 8:38 P.M.</li> </ul>

# CITY OF RIALTO

## UTILITIES COMMISSION

### AGENDA REPORT

For the Meeting of October 18, 2016

TO: Honorable Utilities Commission Members

FROM: Amy Crow, Administrative Analyst

SUBJECT: Monthly Activity Report for City of Rialto Waste Management Services

DATE: October 10, 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 sixty-one (161) residents served during the month of September. Items collected included the following:
  - 605 gallons of used motor oil,
  - 1 pallet of paint,
  - 5 drums of miscellaneous poisons and other toxic liquids,
  - 8 barrels of sharps, including needles, lancets, and syringes used by residents for their home healthcare and medical needs.
- During the month of October, the Household Hazardous Waste site was open on 14<sup>th</sup> and 15<sup>th</sup> and will be open on the 28<sup>th</sup> and 29<sup>th</sup> from 8 am until 12 noon.
- Community Clean-Up Day - October 29, 2016, 8:00 am to 3:00 pm
  - Shred Fest
  - Household Hazardous Waste
  - Used Tires

- Electronic Waste
- Usable Items – The Salvation Army
- Special Collection – The Links, Incorporated – T-Shirts

Burrtec Waste Tonnage Report –

- The reports for July 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 – September 2016
- Burrtec Scavenging Report – September 2016
- Rialto Code Enforcement Scavenging Report – September 2016

**RECOMMENDATION:**

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

Attachments:

1. Burrtec Waste Tonnage Reports – July, 2016
2. Links Incorporated Flyer

Report Prepared by: Amy Crow, Administrative Analyst

BURRTEC WASTE INDUSTRIES  
RIALTO

CIWMB Program Code	Description	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Y-T-D
<b>Refuse</b>									
	Residential Refuse	1,889.95	1,778.93	2,083.98	1,894.99	1,945.42	2,153.73	1,953.08	13,700.08
	Residential Refuse (residue)	158.19	136.76	174.08	155.52	172.50	180.34	160.00	1,137.39
	Special Collection - Bulky	35.72	51.11	69.25	56.55	60.84	86.52	63.08	423.07
	Government Refuse								0.00
	School Refuse	176.18	168.25	189.48	186.79	188.76	162.31	132.65	1,204.42
	Residential Bin Refuse	5.78	5.79	6.58	6.44	6.29	5.55	5.25	41.68
	Residential Bin Refuse (residue)								0.00
	Multi-Family Refuse	877.05	906.21	1,008.98	916.60	955.13	876.03	815.91	6,355.91
	Multi-Family Refuse (residue)	6.57	7.47	7.92	7.10	8.02	6.97	4.68	48.73
	Commercial Refuse	1,016.37	1,019.25	1,166.79	1,098.60	1,133.64	1,051.11	968.84	7,454.60
	Rolloff Refuse	883.11	830.71	842.52	783.40	772.82	843.95	797.79	5,754.30
	Commercial Refuse (residue)	30.31	34.50	36.56	36.07	40.78	35.44	23.80	237.46
	Rolloff Refuse (residue)	16.31	15.41	25.81	22.84	22.29	20.83	19.77	143.26
	<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>5,306.49</b>	<b>5,422.78</b>	<b>4,944.85</b>	<b>36,500.90</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>Recycling (Net of Residue)</b>									
2000-RC-CRB	Residential Curbside Recycling	361.82	313.60	345.00	308.05	341.62	356.81	316.22	2,343.12
2010-RC-DRP	Residential Drop-Off Recycling								0.00
2020-RC-BYB	Residential Buy-Back Centers								0.00
2030-RC-OSP	Commercial On-Site Pickup	47.00	53.49	56.69	55.02	62.21	54.05	36.29	364.75
2040-RC-SFC	Commercial Self Haul Recycling								0.00
2050-RC-SCH	School Recycling	13.20	15.01	15.91	15.45	17.46	15.17	10.19	102.39
2060-RC-GOV	Government Recycling								0.00
2070-RC-SNL	Special Collection - Seasonal	46.50	0.00	0.00	0.00	0.00	0.00	0.00	46.50
2080-RC-SPE	Special Collection - Events								0.00
2090-RC-OTH	Other Recycling-Pre Sorted Roll-off	16.57	9.71	15.33	18.19	15.89	13.27	9.14	98.10
	<b>Recycling Totals</b>	<b>485.09</b>	<b>391.81</b>	<b>432.93</b>	<b>396.71</b>	<b>437.18</b>	<b>439.30</b>	<b>371.84</b>	<b>2,954.86</b>
<b>Composting</b>									
3000-CM-RCG	Residential Curbside Greenwaste	625.77	767.93	1,164.35	931.63	953.06	972.01	949.27	6,364.02
3010-CM-RSG	Residential Self Haul Greenwaste								0.00
3020-CM-COG	Commercial On-Site Greenwaste	27.07	18.97	12.10	5.80	24.06	19.38	7.24	114.62
3030-CM-CSG	Commercial Self Haul Greenwaste								0.00
3040-CM-FWC	Food Waste Composting	0.00	0.00	0.00	0.00	0.00	0.00	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>977.12</b>	<b>991.39</b>	<b>956.51</b>	<b>6,478.64</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	0.09	0.11	0.18	0.73
4030-SP-WHG	White Goods	2.96	3.05	3.42	3.83	4.97	3.76	4.49	26.48
4040-SP-SCM	Scrap Metal	3.47	0.04	0.17	0.28	3.59	0.34	0.21	8.10
4050-SP-WDW	Wood Waste	80.11	68.81	84.66	80.23	92.19	83.37	107.56	596.93
4060-SP-CAR	Concrete/Asphalt/Rubble	34.97	64.98	111.97	74.13	94.47	82.22	73.10	535.84
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	74.80	61.95	69.29	466.13
	<b>Special Waste Totals</b>	<b>172.67</b>	<b>188.39</b>	<b>286.48</b>	<b>229.98</b>	<b>270.11</b>	<b>231.75</b>	<b>254.83</b>	<b>1,634.21</b>

BURRTEC WASTE INDUSTRIES  
 RIALTO

CIWMB Program Code	Description	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-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>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>Facility Recovery</b>									
7000-FR-MRF	Material Recovery Facility	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
7010-FR-LAN	Landfill								0.00
7020-FR-TST	Transfer Station	0.48	13.33	0.27	0.28	0.32	0.00	0.02	14.70
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>0.32</b>	<b>0.00</b>	<b>0.02</b>	<b>14.70</b>
<b>Transformation</b>									
8000-TR-WTE	Waste-to-Energy				5.93	0.00	11.31	6.22	23.46
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>0.00</b>	<b>11.31</b>	<b>6.22</b>	<b>23.46</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	2.26	2.10	1.39	12.72
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>2.26</b>	<b>2.10</b>	<b>1.39</b>	<b>12.72</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>1,686.99</b>	<b>1,675.85</b>	<b>1,590.81</b>	<b>11,118.59</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>5,306.49</b>	<b>5,422.78</b>	<b>4,944.85</b>	<b>36,500.90</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>6,993.48</b>	<b>7,098.63</b>	<b>6,535.66</b>	<b>47,619.49</b>
<b>Multi Family Net Diverted Tonnage</b>									
2030-RC-OSP	Multi Family Curbside Recycling	10.72	12.20	12.93	11.58	13.10	11.38	7.64	79.55
3020-CM-COG	Multi Family Curbside Greenwaste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

# Utility Commission Report

September 2016



Operated By



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

### **Compliance Statement**

In September 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 September 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 September was 6.8 Million Gallons per Day (MGD). Based on influent flow meter reads, a total of 202 MGD entered the facility for treatment this month.

There were 754.99 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 September were \$36,239.52.

### **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. Pump #1 has been repaired and pump #2 is out for repairs.

Five 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. Mixer #8 was replaced (new); mixer #4 has been repaired. Mixer #1 will be repaired next followed by #5 then #6.

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

Plant 5 mixed liquor return pump #2 and VFD #2 failed. Veolia ordered a new VFD.

Plant 2 handrails upgrade in progress.

Multiple FLU failures occurred in July due to excessive heat. FLU failures are being addressed with OR&R project.

On September 19, 2016 FOG deliveries were stopped due to the digester being upset. The

Digester 2 Volatile Acid/Alkalinity (VA) Ratio returned to normal and the digester is able to receive FOG deliveries the week of September 26, 2016.

FOG deliveries are suspended now due the condensate tank needing repairs. The condensate tank on the gas line coming off of the blending tank is out of service due to holes in the tank. The condensate tank is out for repairs.

Digester #1 leak investigation continues. Staff is investigating all pipes coming to and from the digester. Staff is also collecting and reviewing different plans to check all piping.

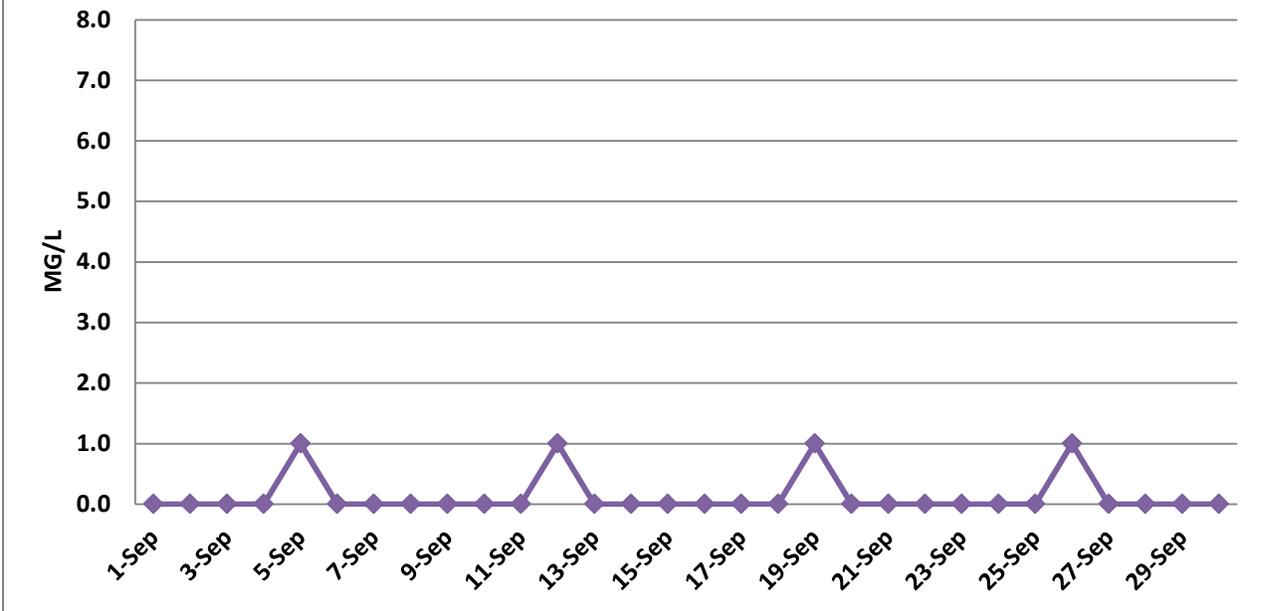
October samples will be taken on the 12<sup>th</sup>, will begin a new sample method to be performed for available Cyanide with Babcock Laboratory. Available means the test will measure free Cyanide plus any Cyanide in loose chemical bonds. This method is EPA approved for available Cyanide and not free Cyanide. No local labs perform the free Cyanide test as required by the EPA and the state. Permission from the Regional Board is necessary. Prior tests ran in Irvine Ca. was not a true Free Cyanide test. The test also measured free Cyanide, plus any Cyanide in loose chemical bonds. Using that method the WWTP was compliant 85 out of 89 months from January 2007 to June 2014. The samples shipped to Edison New Jersey for the WWTP was non-compliant for 21 out of 28 months from June 2014 to present.

### Plant Data Overview

Final Effluent Data	Min.	Max.	Avg.	Permit Limit	Permit Compliant
Effluent Flow, MGD	5.8	7.2	6.3	11.7 MGD	Yes
Turbidity, NTU (Daily Avg)	0.34	0.91	0.45	< 2.0 Daily Avg	Yes
Coliform, MPN (7 - Day Median)	< 1.8	<1.8	< 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	8.90	8.90	8.90	10 mg/L - 12 Mo. Avg.	Yes
TDS, mg/L (Pre-Disinfection)	490	490	490	490 - 12 Month Rolling Avg Filter Eff	No*
TDS, mg/L (Post-Disinfection)	538	538	538	490 - 12 Month Rolling Avg Final Eff	No*
pH, Standard Units	7.32	7.55	7.44	6.5 – 8.5	Yes
BOD, mg/L	1.8	3.5	2.7	20	Yes
TSS, mg/L	0.4	0.9	0.6	20	Yes
Cyanide, µg/L	14.0	14.0	14.0	4.2	No*

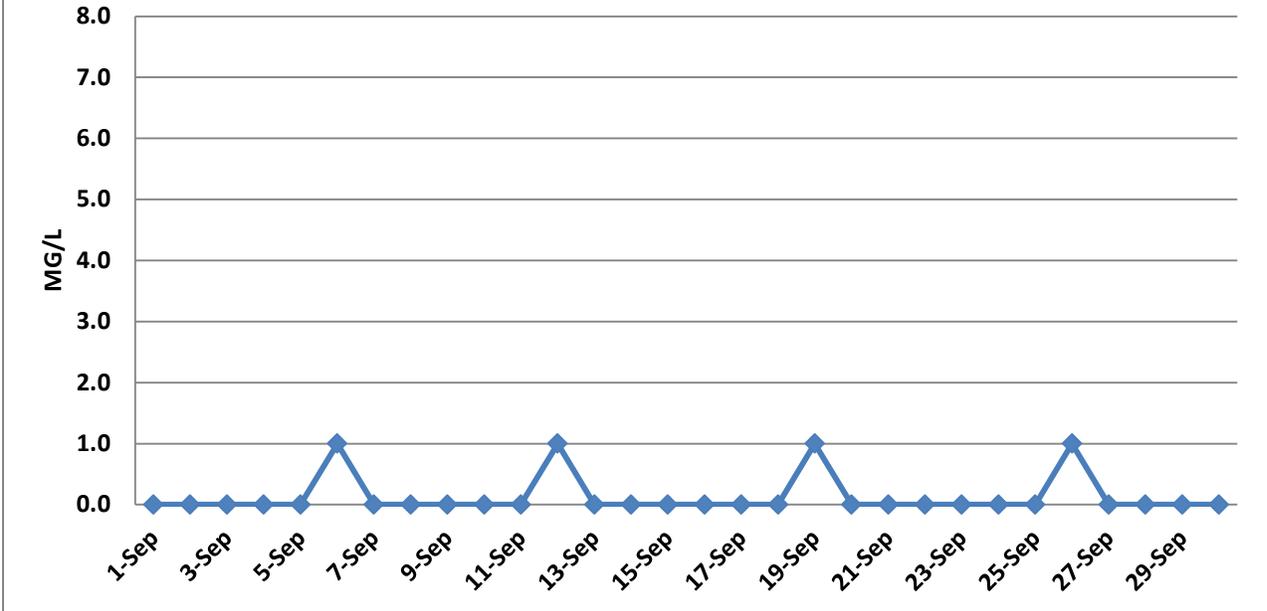
Additional Facility Data	Min.	Max.	Avg.	Permit Limit	Permit Compliant
Influent Flow, MDG	6.3	7.5	6.8	11.7	Yes
Influent BOD, mg/L (Monthly Avg.)	200	310	263	N/A	N/A
Influent TSS, mg/ (Monthly Avg.)	158	234	201	N/A	N/A
BOD Percent Removal (Monthly Avg.)	98.7	99.4	99.0	> 85%	Yes
TSS Percent Removal (Monthly Avg.)	99.6	99.8	99.7	> 85%	Yes
Reclaimed Water (Mgals)	0	0.097	0.029	N/A	N/A
Natural Gas Use (cf/day)	800	16,800	8,233	N/A	N/A
Digester Gas Production (cf/day)	99,609	181,451	133,339	N/A	N/A
Sodium Hypochlorite Use (Gals/Day)	594	1613	863	N/A	N/A
Sodium Bisulfite Use (Gals/Day)	176	412	319	N/A	N/A
Ferrous Chloride Use (Gals/Day)	67	2,760	236	N/A	N/A
Polymer Use, Gravity Belt (Gals/Day)	4	8	6	N/A	N/A
Polymer Use, Belt Press (Gals/Day)	2	22	13	N/A	N/A
Aluminum Sulfate Use (Gals/Day)	4	4	4	N/A	N/A

### September 2016 Effluent BOD



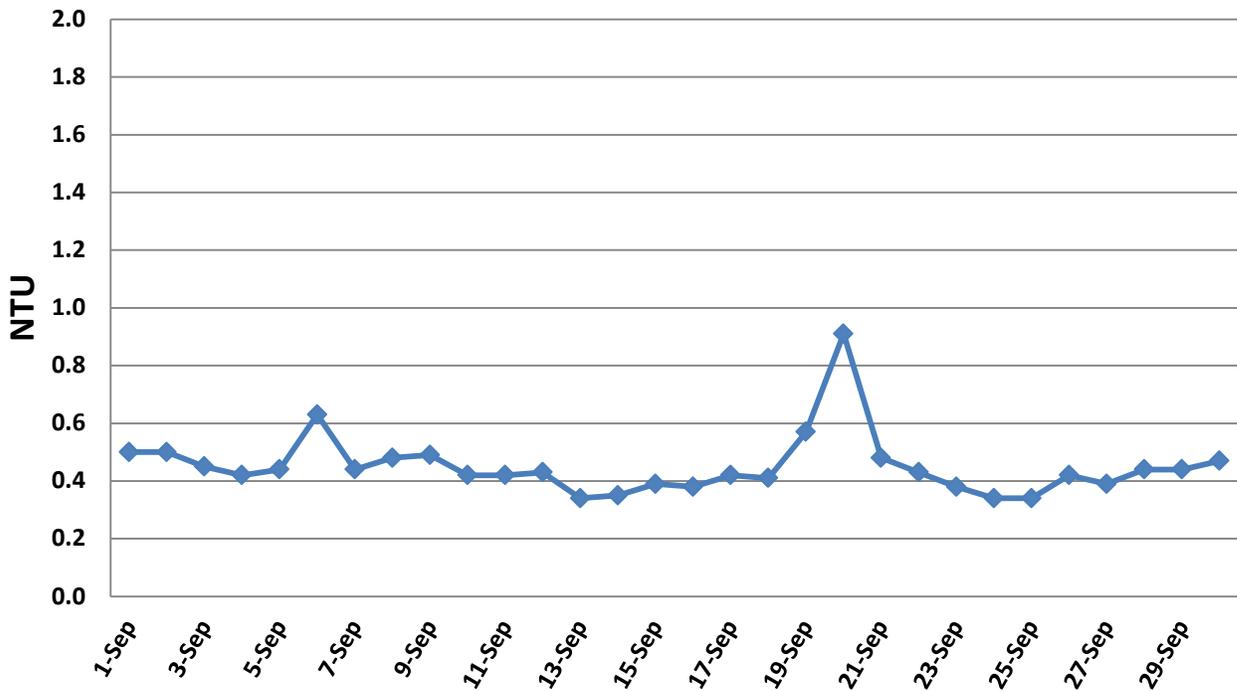
\*Only sample dates will show peaks. Sample dates are on Mondays.

### September 2016 Effluent TSS



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

## September 2016 Effluent NTU



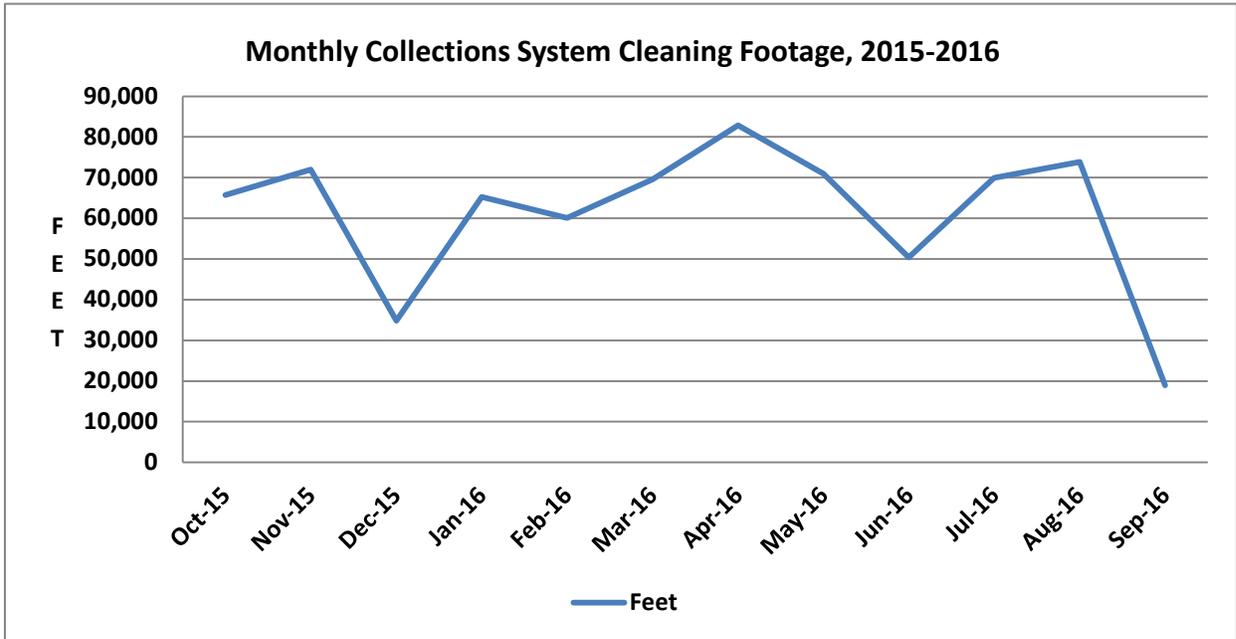
### PLANNED AND CORRECTIVE (UNPLANNED) MAINTENANCE

There were 289 PM's completed in September 2016 and 49 Corrective (Unplanned) Maintenance completed on-schedule for an 86% completion rate. A total of 451 man-hours were spent on PM tasks and a total of 263 man-hours spent on CM tasks for a total of 714 hours and 37% hours spent.

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.

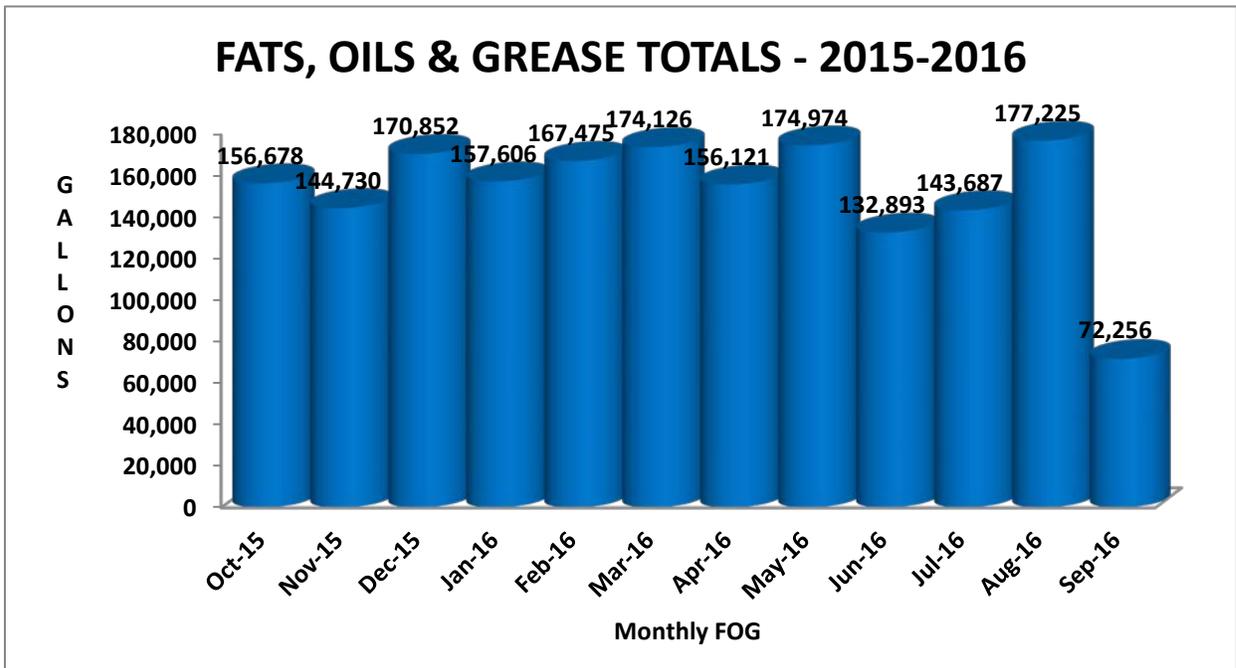
### Collections Cleaning Footage for September 2016:

- 18,971 feet of sewer line was cleaned. The Hot List total cleaning footage was 7,536 feet. This footage is included in the overall totals. In September the Collections Crew performed seven confined space entries. Four of the confined space entries were in the lift station as Sycamore, Lilac, Ramrod and Agua Mansa. Confined space was also performed at the filtrate sump pit, the FOG sump pit and the FOG blend tank. The Collection Crew also cleaned out Digester#2 heat exchanger.
- Veolia inspected 7,885 feet of sewer with CCTV for a total of 1.49 miles. Manhole inspection quota has been met for the year. Veolia conducted 138 Underground Utility Inspections and Markings.

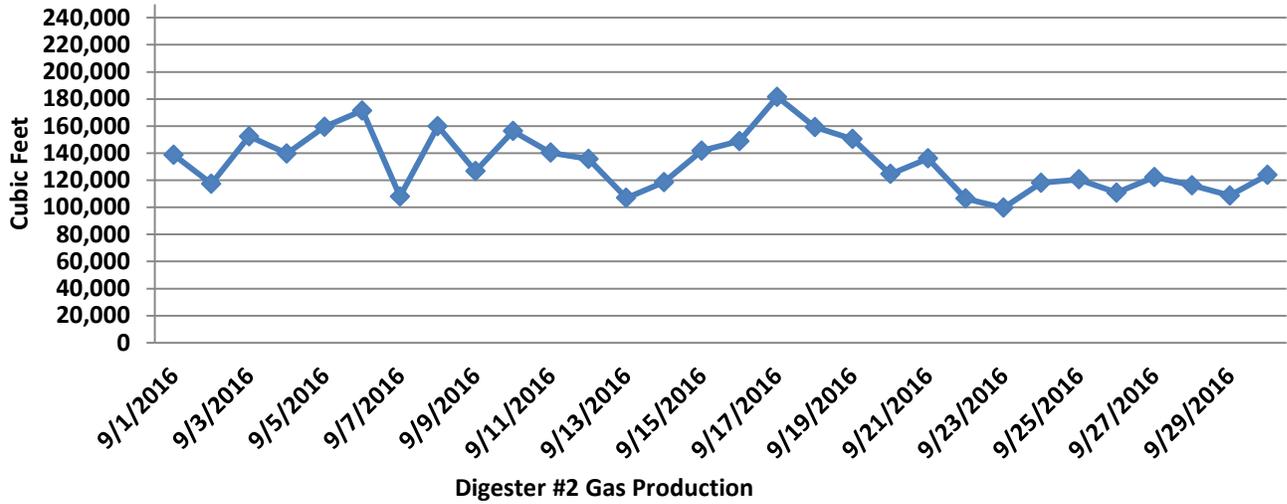


#### FOG Information (Fats, Oils & Grease)

- Total Monthly FOG received was 72,256 gallons.



### Rialto Digester Gas Totals September 2016



### Collection System Report

There were four (4) sewer call-outs this month.

Date	Address	Comments	Personnel	Manhole	To Manhole
9/8/16	1036 S. Spruce	Collections Crew was called and checked the main line at manhole #328-24-00. Main line was found clear and running normal. Crew observed several large trees in residence yard that could be slowing their lateral flow. Resident was advised they may want to re-snake their lateral line to help with flow.	B.V.	328-24-00	328-24-00
9/26/16	Cornell Avenue	Collection Crew received a call that resident line was blocked beyond the curb of the property. Crew arrived and checked the main line. The main line was jetted as a precaution. Resident was advised that they would need to snake the line to the middle of the street, past the curb.	B.V.	251-62-00	251-62-00
9/27/16	3359 Carnation	Collections Crew received a call that some of residents bathrooms were backing up and some were not. Crew arrived and jetted the main line at manhole #101-28-00 as a precaution. Crew advised resident that lateral may need to be snaked to remove any blockage in their line.	B.V.	101-28-00	101-28-00

**Environmental Testing/Monitoring by Local, State or Federal Agencies**

No additional information or changes for this month.

**Staffing Level**

Veolia is currently interviewing for a Grade I or higher Operator to replace an open position.

**Administrative**

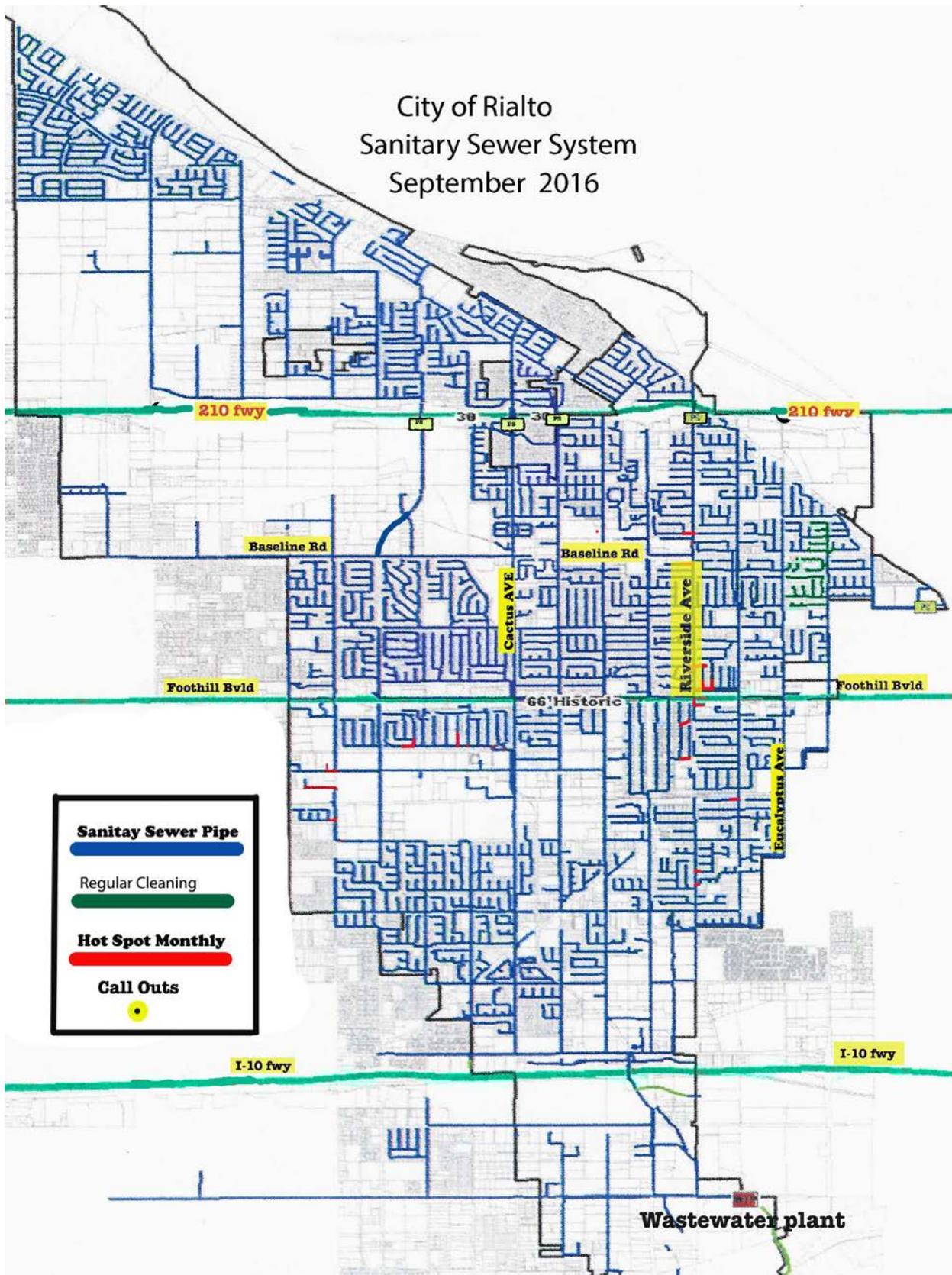
No New Safety Work Orders generated in September 2016.

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

- Fall Protection

Next month: Excavation for Construction

City of Rialto  
Sanitary Sewer System  
September 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
- V/A Ratio: Volatile Acid/Alkalinity Ratio
- VWNA: 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	992.01	908.40	785.00			
2015's monthly Prod. Acre Feet	694.77	607.01	746.93	714.28	729.99	861.47	821.75	933.46	1,039.53			
Max. Water Day ( MGD )	6.6	8.3	7.8	9.2	7.7	11.7	11.6	10.6	10.4			

**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'	411'	411'	410'			
Chino # 2 (550 ft)	360'	337'	342'	346'	346'	359'	341'	353'	349'	349'			
City # 1 (260 ft) Dry	392'	290'	349'	294'	294'	361'	361'	361'	360'	373'			
City # 2 (480 ft)	402'	out of service	358'	340'	340'	338'	358'	370'	389'	381'			
City # 3 (525 ft)	475'	428'	437'	441'	441'	441'	432'	426'	428'	428'			
City # 4 (360 ft)	285'	309'	313'	313'	313'	315'	323'	324'	338'	334'			
City # 5 (385 ft) Out of service	355'	315'	315'	316'	316'	319'	319'	320'	319'	319'			
City # 6 (306 ft) Out of service	288'	263'	263'	264'	264'	267'	272'	274'	272'	273'			
Rialto # 1 (650 ft) In-active well	588'	549'	549'	551'	551'	550'	553'	558'	546'	546'			
Rialto # 2 (550 ft) Out of service	482'	482'	480'	481'	481'	483'	483'	481'	484'	483'			
Rialto # 3 (480 ft)	447'	450'	450'	450'	450'	450'	449'	451'	451'	453'			
Rialto # 4 (450 ft) In-active	413'	393'	393'	393'	393'	394'	395'	392'	394'	394'			
Rialto # 5 (580 ft)	361'	365'	362'	362'	362'	361'	365'	361'	363'	364'			
Rialto # 6 Leased to West Valley	375'	out of service											
Rialto Well # 7 Out of service	342'	343'	340'	340'	340'	342'	344'	340'	340'	340'			
Miro # 3 (400 ft)			454'	452'	452'	451'	453'	450'	458'	455'			

**Total For Each Basin**

	Entitlement	Total amount to Date
Lyle Creek ( City Wells )	3,683 Acre feet	1,162.42
Stream ( Filter Plant )	1,676 Acre feet	730.74
Rialto Basin ( Rialto Wells )	1,568.88 Acre Feet*	923.34
Chino Riverside Basin	No restrictions	949.65
SBVMWD ( Perris / 9 th St ) - City Well 4A	Baseline Feeder	1,072.88
SBMWD ( inflow meter )	Meter site	
Bunkerhill ( City # 4 )	Meter site	1,568.20
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>6,407.23</b>
<b>Total for 2015 ( Acre ft. )</b>		<b>8,771.21</b>

\* 4,366 x 32% = 1,397.12 ac ft  
 4,366 - 1,397.12 = 2,968.88 ac ft  
 2,968.88 - 1,600 (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)	0.00
Average Rainfall This month per Day ( inches)	0.00
Average Rainfall From July-June per Day ( inches)	0

**Weather station report**

Day Time		Night time	
High	Avg Day	High	Avg night
104	72	72	53
	88		62.5

Monthly totals Year to date totals

Service Lines	2	59
Fire Hydrants	2	8

**CITY OF RIALTO  
RAINFALL FOR FIVE YEARS**

SEASON	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	TOTAL
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
2016-17	0.00	0.00	0.00										0.00

July 16- June 17 = 0.00 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	0.00	0.00	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	257.54	228.29	232.12			

To supplement these groundwater and surface water supplies, the City has a contract with the San Bernardino Valley Municipal Water District (SBVMWD) to obtain water through the Baseline Feeder, which has comparable TDS to the WVWD supply. The Baseline Feeder conveys flow from the SBVMWD system to the City’s Cactus reservoir, which is located at West Baseline Road and North Cactus Avenue.

1. Groundwater Basins

The Rialto water system groundwater basins and associated facilities are summarized in **Table 1**.

**Table 1. Rialto Groundwater Basin Summary**

Basin Name	Bordering Streets	Associated City Wells	Water Rights (Dry Year) from Veolia (AF/Y)	Water Rights (Dry Year) from Veolia (GPM)	Water Quality Comments
Rialto	N: Interstate 15 S: W Merrill Ave	Rialto 1	1,582	980	8 wells, of which 3 are operational. One of the operating wells has perchlorate treatment.
		Rialto 2			
		Rialto 3			
		Rialto 4			
		Rialto 5			
		Rialto 6			
		Miro Well 2			
		Miro Well 3			
Chino	N: Highway 210 E: S Lilac Ave	Chino 1	No Adjudication	No Adjudication	One well, out of service
No. Riverside	N: W Merrill Ave W: S Lilac Ave	Chino 2			One well in operation with perchlorate treatment.
Lytle Creek	Not in Master Plan shapefile	City 1	9,992	6,190	Five wells, one of which is operational.
		City 2			
		City 3			
		City 5 & 6			
Bunker Hill	W: N Sycamore Ave	City 3A	2,000	1,239	Three wells of which one is operational with high TDS.
		City 4A			
		City 6			
Total:			13,574	8,409	

2. Surface Water Supply

Rialto receives 1,680 AF/Y of surface water from its 25 percent share of the Oliver Roemer surface water treatment plant that is operated by the West Valley Water District. This supply is delivered from the West Valley distribution system to Zone 1A of the Rialto system. This water

From: **SWRCB Office Research, Planning & Performance** <[drinc@waterboards.ca.gov](mailto:drinc@waterboards.ca.gov)>  
Date: 3 October 2016 at 14:31  
Subject: Monitoring Report Acknowledgement for 0916  
To: [stephanee.stafford@veolia.com](mailto:stephanee.stafford@veolia.com)

Hello stephanee stafford,

Thank you for your Monitoring Report. Below is the information you have submitted for the month of 0916. If this information is incorrect, please re-submit your report for the month with the corrected information. We use your most recently submitted monthly report in our calculations.

Reporter	stephanee stafford
Urban Water Supplier/Number	Rialto City of (750)
Reporting Month	0916
Stage/Mandatory	2 Yes
Days Outside Irrigation	4
Total Potable Water Production	785.00 AF
2013 Same Month Production	1039.53 AF
CII Water	174.79 AF
Commercial Agricultural Water	AF
Commercial Agricultural Water 2013	AF
Recycled Water	2.73 AF
Non-revenue Water	AF
Residential Use Percentage	70 %
Population	54453
Estimated R-GPCD	110.24
Number Complaints	0
Number Follow-ups	0
Number Warnings	0
Rate Penalties	0
Other Penalties	0
Enforcement Actions	

Raised rates, Reduced allowed outdoor irrigation days, Restricted allowed outdoor irrigation times, Instituted new prohibitions on specific water uses

Implementation  
Comments

All customers are asked for a voluntary minimum of 15% reduction in their water consumption over their last year's consumption, unless otherwise stated. Washing of automobiles, trucks, trailers, boats, airplanes and other types of mobile equipment is prohibited. Washing of the above listed vehicles or mobile equipment shall be done only at a commercial car wash where recycled water is being utilized. Such washing's are exempt from these regulations when the health, safety, and welfare of the public is contingent upon frequent vehicle cleaning such as garbage trucks and vehicles used to transport food and perishables. New water service shall be installed but water shall be used before occupancy for essential construction only and for testing of landscape irrigation systems. The installation of new landscaping for all new development/projects must be approved by the city. Commercial nurseries shall use water only between the hours of eleven p.m. and six a.m., and only with hand-held devices or with drip irrigation, and consumption shall be reduced to 15% less than the customer's last year's comparable billing period unless they are using reclaimed water. School grounds shall be watered only on odd numbered days except where they are equipped with electronic moisture sensor control systems and/or drip irrigation systems. All watering shall be done between the hours of 6 p.m. and 8 a.m. and consumption shall be reduced to 15% less than the customer's last year's comparable billing period unless they are using reclaimed water. All other publicly

owned lawns, landscape, parks and freeways shall be watered on even-numbered days unless equipped with electronic moisture sensor control system and/or drip irrigation system. All watering shall be done only between the hours of 6 p.m. and 8 a.m. and consumption shall be reduced to 15% less than the customer's last year's comparable billing period unless they are using reclaimed water. Water being used during repair or maintenance of a watering system is exempt from this section. All other lawn and landscape irrigation (including residential) shall be done as follows: users with house numbers ending in an even number shall water on even numbered days only. Users with house number ending in an odd number shall water on odd numbered days only, except where equipped with electronic moisture sensor control system and/or drip irrigation systems. All watering shall be done between the hours of 6pm and 8 am. Swimming pools, ornamental ponds, fountains, and artificial lakes shall not be filled or refilled after being drained. All restaurants are prohibited from serving water to their customers except when specifically requested by the customer. Water used for compaction, dust control, and other types of construction shall be by permit only and will be limited to conditions of the permit or may be prohibited as determined by the city administrator, or his/her designee.

## Qualification

State Water Resources Control Board  
Office of Research, Planning & Performance



**WATER CONSERVATION INFORMATION**

Calendar Year 2016

City of Rialto  
150 S PALM  
RIALTO, CA 92376  
PWS# 3610038 SD

**1. General Information**

Please follow the guidelines on the back of this form.

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

**2. Active Service Connections**

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

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

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

	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Potable Wells	228.42	232.77	174.23	277.22	248.84	421.98	489.27	413.58	353.90	423.62				3035.41
OPRTP	111.80	93.45	89.76	95.98	102.93	70.96	55.78	77.79	74.18	69.91				730.74
Baseline Feeder (BLF)	209.31	89.82	11.38	181.97	285.07	172.78	230.23	280.25	183.58	15.91				1450.99
Booster 6-9 (BLF)	28.83	82.20	229.71	1.08	1.88	0.07	82.46	220.39	296.74	275.56				1190.09
<b>Total Potable</b>	<b>578.36</b>	<b>498.24</b>	<b>505.08</b>	<b>556.25</b>	<b>638.72</b>	<b>665.79</b>	<b>857.74</b>	<b>992.01</b>	<b>908.40</b>	<b>785.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>6407.23</b>
2013 Total Potable		614.30	574.67	724.98	859.80	959.53	1020.99	1158.71	1125.52	1039.53	913.61	741.10	620.29	10353.03
2013/2016 % Change		18.89%	12.11%	23.27%	25.71%	30.61%	15.99%	14.39%	19.29%	24.49%	100.00%	100.00%	100.00%	

<b>Cumulative Reduction % June 1, 2015</b>	20%	19%	19%	20%	21%	21%	20%	20%	20%	20%				
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1 - Potable wholesale supplier(s):

SBMWD

Units of production: acre feet

<b>Total City Well 4A (shared line -BLF)</b>	112.34	240.41	0.14	234.24	104.47	81.06	232.90	286.83	275.81					1568.20
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Units of delivery:

<b>Total Re-cycled Water</b>	1.52	1.33	0.92	1.53	1.32	1.28	1.99	2.91	2.73					15.53
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2 - Recycled wholesale supplier(s):

CITY OF RIALTO

Level of treatment:

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
A. Single Family Residential (SFR)	390.92	303.81	331.36	422.59	366.87	423.44	638.27	541.27	536.57				3955.10
B. Commercial/Institutional	113.69	88.29	107.41	135.29	123.79	134.10	190.26	167.27	174.79				1234.89
C. Landscape Irrigation	18.60	7.70	11.79	17.43	25.29	32.85	51.49	51.65	51.56				268.36
D. Hydrant Meters	7.51	66.64	-13.02	18.65	14.55	13.51	19.42	18.28	12.52				158.06
<b>E. Total Urban Retail (A thru D)</b>	<b>530.72</b>	<b>466.44</b>	<b>437.54</b>	<b>593.96</b>	<b>530.50</b>	<b>603.90</b>	<b>899.44</b>	<b>778.47</b>	<b>775.44</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>5616.41</b>
F. Wholesale (to Marygold)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Metered Sales (E thru F)</b>	<b>530.72</b>	<b>466.44</b>	<b>437.54</b>	<b>593.96</b>	<b>530.50</b>	<b>603.90</b>	<b>899.44</b>	<b>778.47</b>	<b>775.44</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>5616.41</b>
Meter Sales - Recycled Water	1.52	1.33	0.92	1.53	1.32	1.28	1.99	2.91	2.73				15.53

2016 GPCD	72.49	79.82	79.03	93.64	91.38	122.85	139.02	124.85	110.24				
2013 GPCD	144.99	84.12	55.94	131.83	120.31	177.28	153.83	157.13	198.47	136.97	154.45	94.81	
2013/2016 % Change	50.00%	5.11%	-41.28%	28.97%	24.05%	30.70%	9.63%	20.54%	44.46%	100.00%	100.00%	100.00%	

<b>Cumulative GPCD Reduction % June 1, 2015</b>	32%	30%	27%	28%	27%	28%	26%	26%	27%				
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## **CUSTOMER SERVICE UTILITY SEPTEMBER 2016 COMMISSION REPORT**

### **BILLING**

There were a total of 20,954 bills produced by the Customer Service billing department this month. Billing accuracy percentage objective is 99% and the reported objective for the current reporting period is 99.95%. This value indicates that eleven adjustments were necessary.

### **BILLED CONSUMPTION**

The total net billed amount in September 2016 for water was \$1,102,833.84 and the total net billed amount for sewer was \$1,642,063.23. In comparison, the total net billed amount in September 2015 for water was \$1,005,815.67 and the total net billed amount for sewer was \$1,649,279.65.

The net billed amount for water increased by 9.6% this month when compared against the net billed amount for September 2015, and the net billed amount for sewer decreased by 0.4% when compared against the net billed amounts for September 2015.

#### **Analysis:**

Replacement of aging meters under the Capital Improvement Program (CIP) has likely enhanced water revenues.

### **CALL CENTER METRICS – September 2016**

The Call Center Queue (CSQ) received 5,780 calls resulting in an 8.9% decrease in call volumes when compared against the past month (August 2016).

YTD (year to date) total calls equal 49,862. The total number of abandoned calls for the reporting period was 942, which represents 16.3% of the total incoming calls offered. Average speed of answer (ASA) was four minutes and fifty-three seconds and the percentage of calls answered by agents was 4,657, which translates into 4,657 calls answered by agents.

The Telephone Service Factor (TSF) for the current reporting period was 26.5% 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 CS staff.

## **AGENT WRAP CODES**

During the current reporting period 31% of the total calls answered by agents were for customers who wanted to make a payment only using the assistance of a CSR. This means that 1,801 calls were made by customers requesting to make a payment by phone. Once these calls are redirected to an IVR, call volumes may decrease on average by up to 30% or more each month.

## **BAD DEBT**

There were 76 accounts moved to bad debt and submitted to collection during the month of September totaling \$21,146.66, not including accounts sent to bad debt after being placed on property tax roll.

## **AGING BALANCES**

Aging balances for water decreased by 28% and aging sewer balances decreased by 19% when compared against the previous month.

There was a decrease in water Aging balances over 30 days from the previous month by 13%.

There was an increase in sewer Aging balances over 30 days from the previous month by 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.

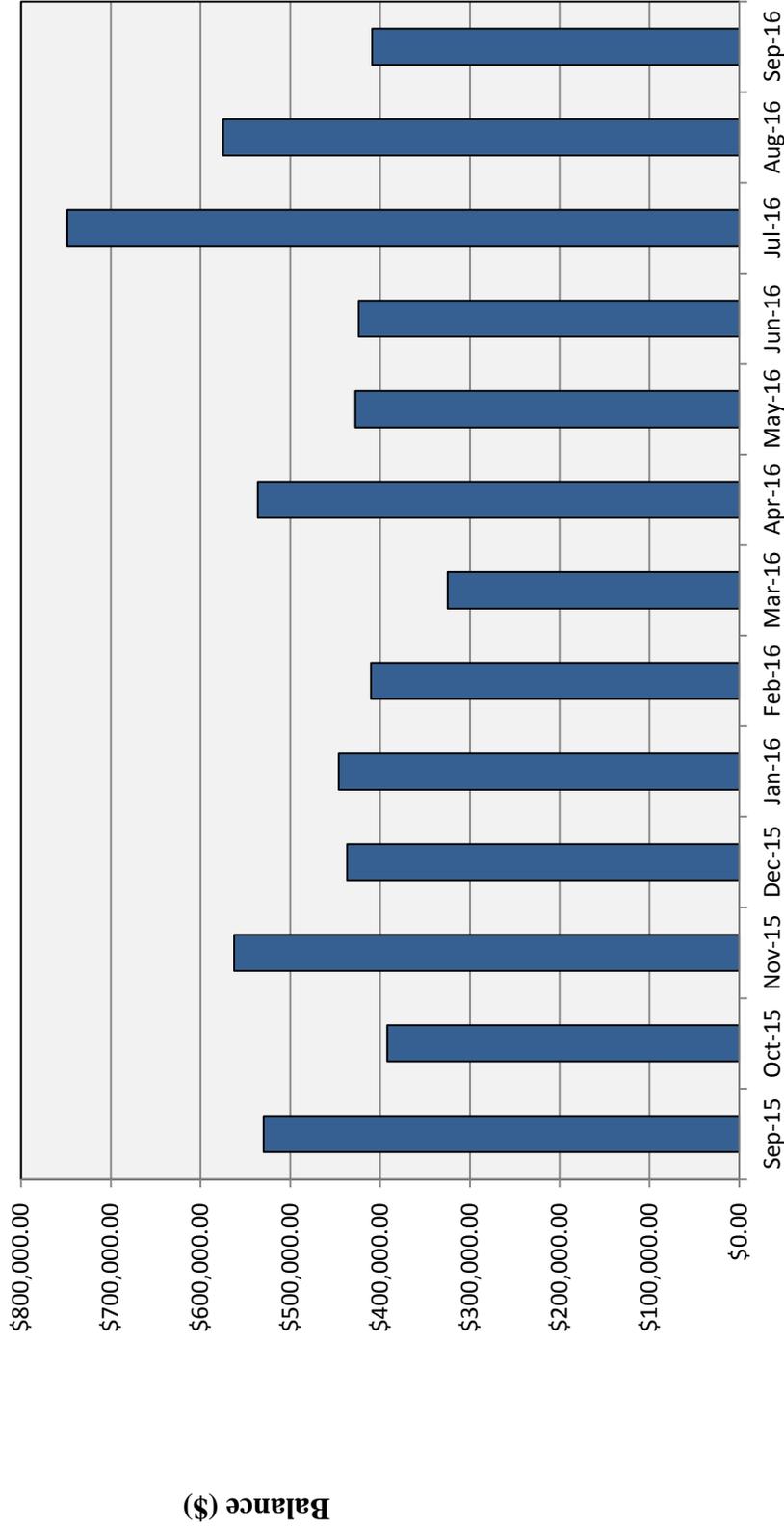
## **CUSTOMER SERVICE TRAINING:**

Internal staff training is continuously provided to improve customer satisfaction and efficiency.

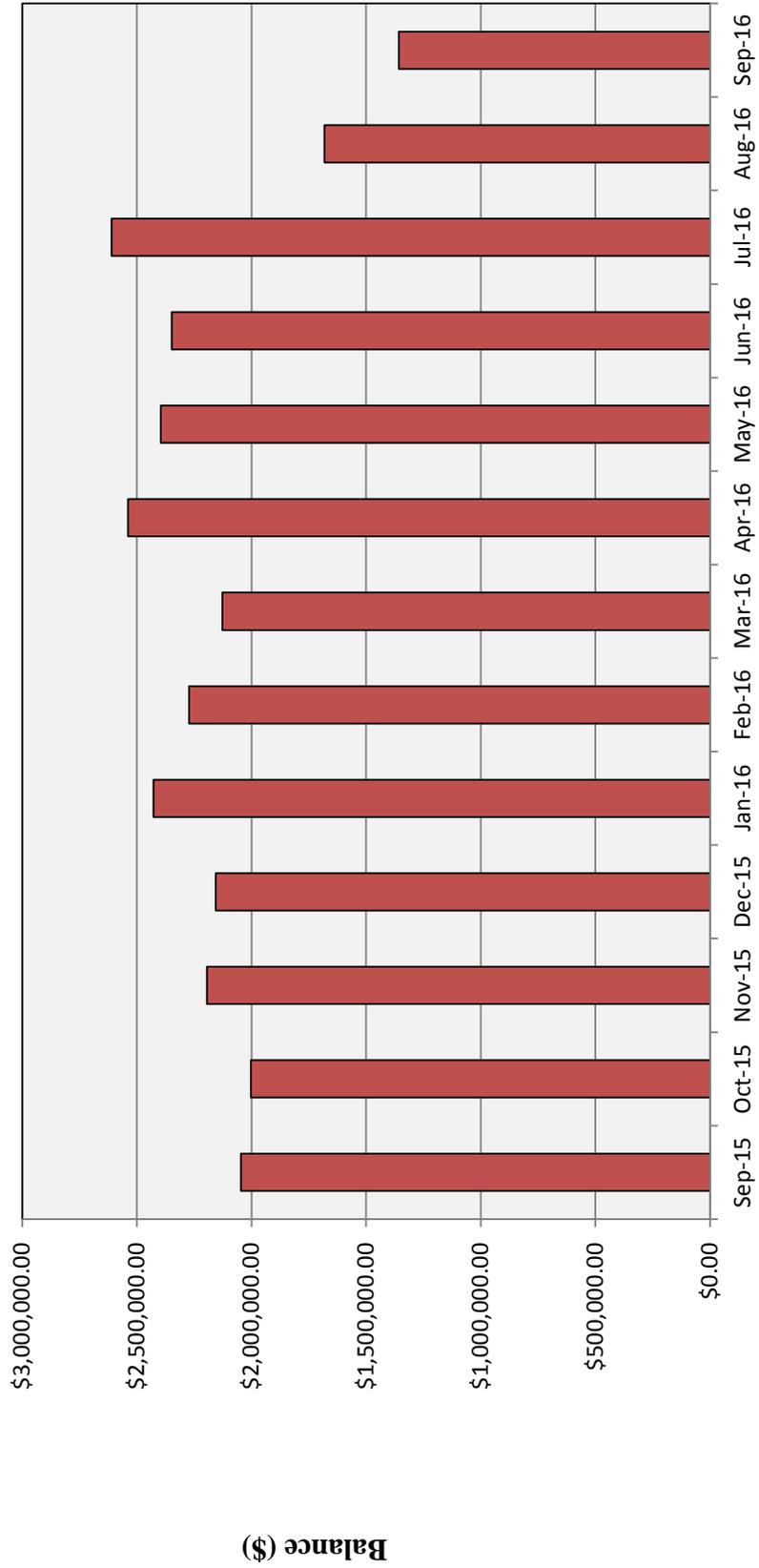
## **IVR AND CUSTOMER PORTAL:**

An agreement to implement the new IVR (pay by phone interface) and customer portal should be formalized in Q4 2016.

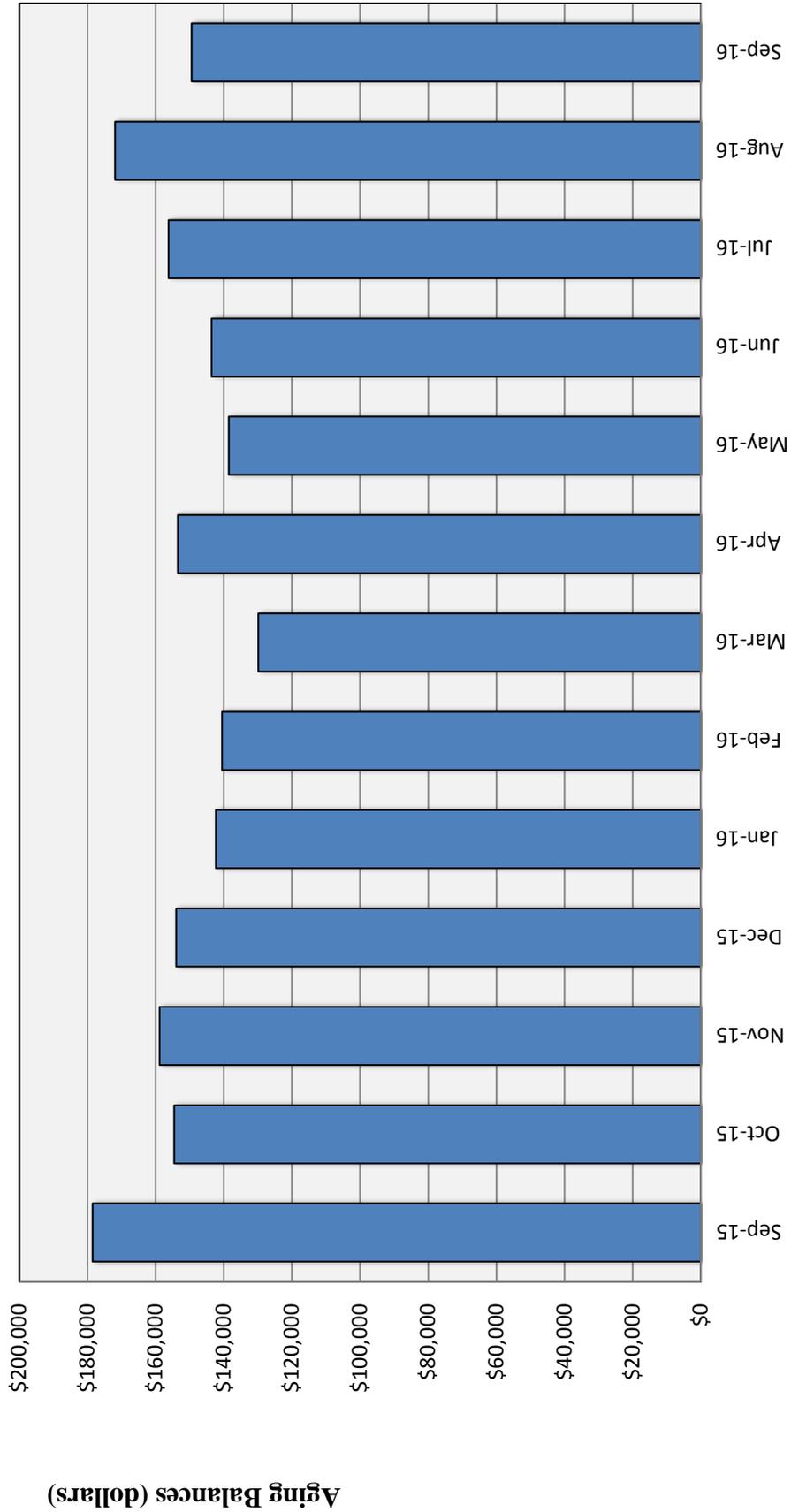
**Water Aging Balances**



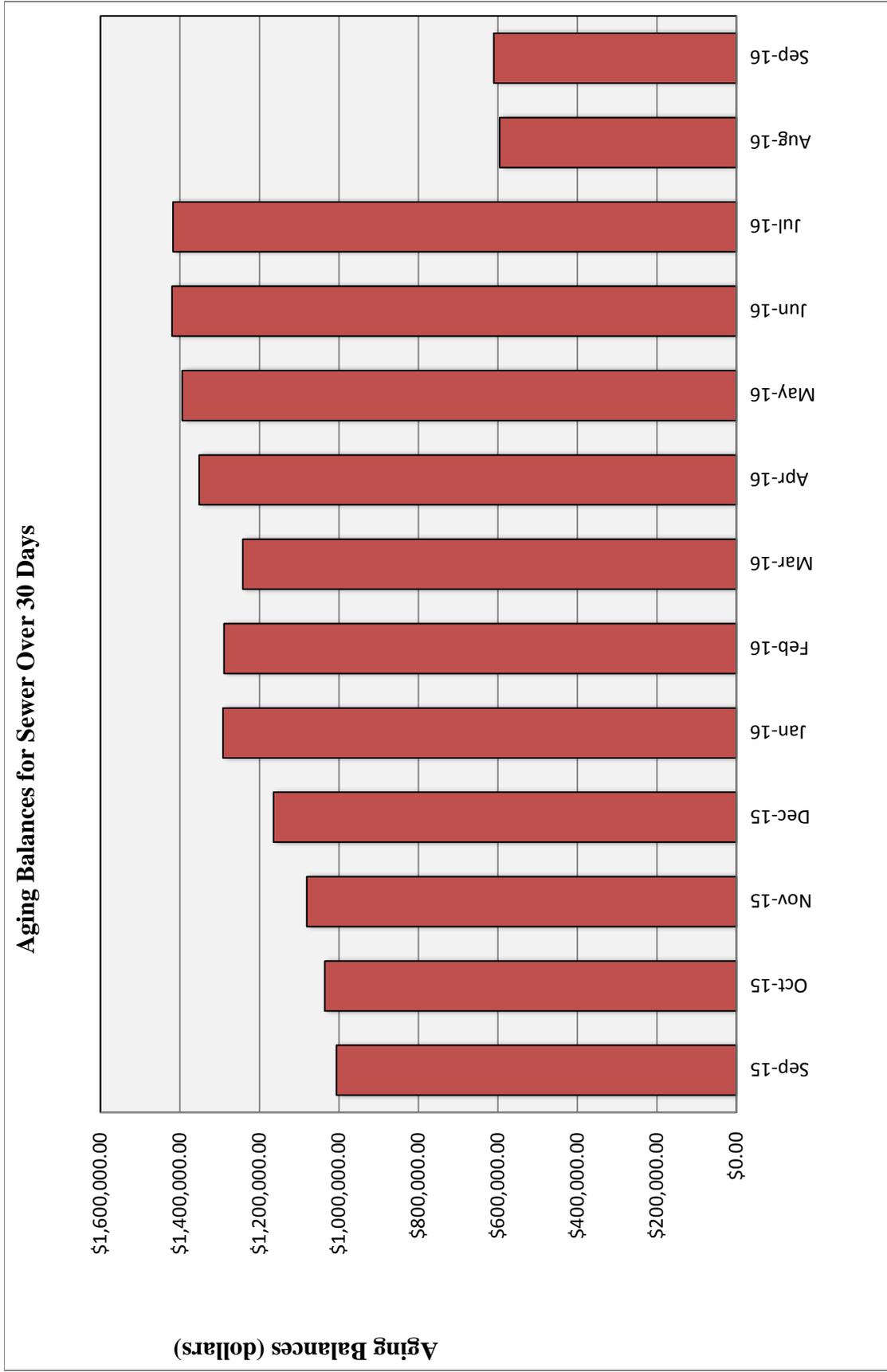
**Sewer Aging Balances**



**Aging Balances for Water Over 30 Days**



**Aging Balances for Sewer Over 30 Days**



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

### Active Projects

**WA – Meter Replacement – (Year 4)** In the month of September, 110 meters were replaced. Replacements will continue through the end of the year.

**WC - Small Diameter Galvanized Main Replacement** – Veolia provided the City with a Conceptual Design (CD) memo on July 8, 2016 with a preliminary cost and schedule. The City responded to the memo on July 27, 2016 requesting further detail in the breakdown of the costs. Veolia responded on September 7, 2016 with a revised CD memo to the City.

### **WD - Small Dead End Mains (Looping) Project**

Veolia submitted a revised SCD addressing both locations to the City on September 21, 2016.

*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. City submitted the application for permit on September 6, 2016 to SANBAG.

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

**WE - Large Valve Replacement** – Veolia provided a memo with recommendations to the City on December 1, 2015 to fix four broken valves. The project Substantially Complete Design (SCD) was approved on March 27, 2015. Valve shutdowns have been completed with one pending. Veolia solicited bids and received one complete bid in February 2016. The project was rebid on May 11th through a local bid house. Five contractors showed interest and only one bid. A Final Cost Work Authorization (FCWA) was submitted to the City by July 5, 2016. The project was approved by Council on August 9, 2016. The contractor is currently in the process of obtaining permits from the City, and physical construction should begin in early November 2016.

**SB - Mainline Repair and Lining** – Last year, in order to support 2016 project recommendations, Veolia inspected 127,484 lineal feet (24.14 miles) of pipe and Murgreen and Houston & Harris, two third- party contractors, also inspected approximately 9.96 miles of pipe.

Data for 14.4 miles of pipe was reviewed (the remaining pipe had no substantial issues). 49 point repairs and 10 to 16 pipe segment replacements were identified and recommended for repair. Collections returned the CD memo with comments for inclusion of hotspots in July. The memo will be revised and submitted in October 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 to date for 2016.

**S1 - Wastewater Treatment Plant upgrade** – AECOM submitted a Draft Technical Memorandum to the City on June 28, 2016. West Yost provided comments on July 15, 2016. Veolia distributed AECOM submitted its Task 2 Technical Memorandum on August 2, 2016. ARUP, RWS's consultant, returned their review of the memo with minor comments on August 29, 2016. City Council approved Task 2A or 2B costs and scope to move forward with the project on September 27, 2016.

**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 the lowest responsible bidder was chosen. City Council approved this and project S4 together on September 27, 2016.

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

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

**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. Notice to Proceed for design only will be provided until these additional issues are resolved.

**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 when the water demand is lower.

**W5 - Seismic Improvements to Cedar Reservoir** – The project as described in the CA has already been completed. This was first observed after an internal inspection revealed a concrete reinforcing wall internal to the tank. However, Veolia was instructed to proceed with, and completed a design. Subsequent to completion of design, documentation confirmed that the scoped work had been completed. In light of this information, the City requested that Veolia develop a cost to inspect the tank internal wall to confirm the presence of reinforcing steel, and to develop a project concept that will protect the tank outlet pipe in the event the tank cover fails during a seismic event, and falls into the tank, obstructing the outlet pipe. On March 29, 2016, Veolia, West Yost, and a DN Tanks representative walked the site to assess the tank. The findings from the job walk were more extensive than anticipated. Only improvements directly needed to fulfill the City’s updated project scope are being considered and will be presented in a Memo in October 2016.

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

**WG – Engineering Study 1 – Wellhead Treatment Study** – This study will include testing of all City-operated wells to determine constituents of concern, development of treatment options to address these constituents, and development of conceptual cost estimates for wellhead treatment. The objective is to later use this information to develop a plan that may utilize wellhead treatment in lieu of potentially costly facilities needed to reduce source water TDS. A CD is being prepared and will be submitted in October 2016.

**W6 – City Wells 1 and 2** – Veolia completed an urgent well rehab project for Well 2 using OR&R funds. The selected contractor completed the first portion of the work and the remainder of the Well 2 improvement project is in the design phase. A CD was presented to the City for review on September 6, 2016. Comments were received and addressed, and a CDR meeting will

be held on 10/4/2016. Construction of the FIP project for City Well 2 would need to occur in Fall 2016. The Well 1 improvements are on hold, pending resolution of the City's water resources needs as discussed above. Well 1 may not be the most cost effective solution satisfying the City's water demand.

**SA - Manhole Rehabilitation (Year 4)** – Veolia prepared a FCWA with Year 4 maps in May 2016. The FCWA package was submitted to the City by June 21, 2016. The project was approved on July 26, 2016. A pre-construction meeting with City representation was held on July 27, 2016. Traffic control plans were reviewed and comments received. The Contractor is revising the traffic control plans for resubmittal in October.

### **Completed Projects**

**WA – Meter Replacement (Year 3)** – Veolia completed 800 meter replacements. The City continues to inspect the final list of meters that was submitted on September 7, 2016.

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

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

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

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

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

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

### **Projects Removed from FIP by Consensus**

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

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

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

**WF – Hydrant Replacement** – Determined by City not to be a priority, currently suspended.

City of Rialto  
Regular Utilities Commission Meeting  
October 18, 2016

**TO DO LIST**

**Upcoming Agenda Items**

- ◆ Concession Agreement Overview- November 2016

**Future Agenda Items**

- ◆ Consolidation of Water and Wastewater Resolutions
- ◆ Budget Based Rates Proposal
- ◆ San Bernardino Valley Municipal Water District Update- January 2017
- ◆ Trash Rate Comparison Study