



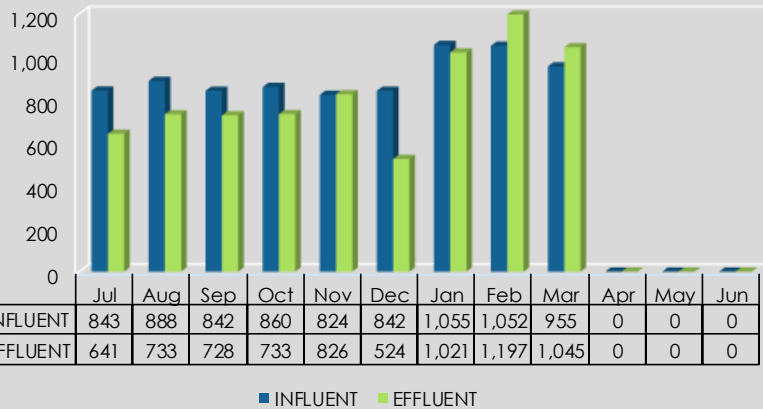
QUARTERLY OPERATIONS REPORT

3rd Quarter, January - March 2017

WASTEWATER

PERMIT COMPLIANCE

INFLUENT & EFFLUENT FLOW
Through March 2017

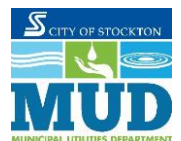


INFLUENT MONTHLY AVERAGE			
Month	Flow	CBOD	TSS
	MGD	mg/L	mg/L
July	27.2	350	320
August	28.6	360	320
September	29	350	320
October	27.7	330	330
November	27.5	320	340
December	27.2	310	320
January	28.5	340	290
February	37.6	250	290
March	30.8	280	280
April			
May			
June			

EFFLUENT MONTHLY AVERAGE

Parameter	Units	Permit Limit	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Flow	mgd	≤55	20.7	23.6	24.3	23.6	27.5	16.9	34	42.75	33.7			
cBOD	mg/l	<10	<2.1	<2.0	<2.2	<2.0	<2.0	<2.0	<2.2	<2.0	<2.0			
cBOD Removal	%	>85	>99.5	>99.5	>99.4	>99.5	>94.7	>99.6	>99.2	>99.0	>99.2			
TSS	mg/l	<10	<3.0	<3.2	<2.6	<2.6	<2.5	<2.8	<3.7	<3.2	<2.7			
TSS Removal	%	>85	>99.2	>99.2	>99.3	>99.3	>99.2	>99.5	>98.5	>98.7	>99.0			
Ammonia*	mg/l	≤1.2	0.7	0.7	0.6	0.7	0.7	2.6	4	2.4	<0.6			
Turbidity	NTU	<2	1.4	1.7	1.5	1.6	1.7	1.6	1.5	1.7	1.8			
pH		6.5-8.5	6.7-7.3	6.7-7.7	6.6-7.5	6.5-7.4	6.5-7.2	6.5-9.3	6.5-8.5	6.5-8.5	6.6-8.6			
Dissolved Oxygen	mg/l	>6	7.6	7.6	8.1	8.7	9.4	10.3	8.4	7.6	8.5			

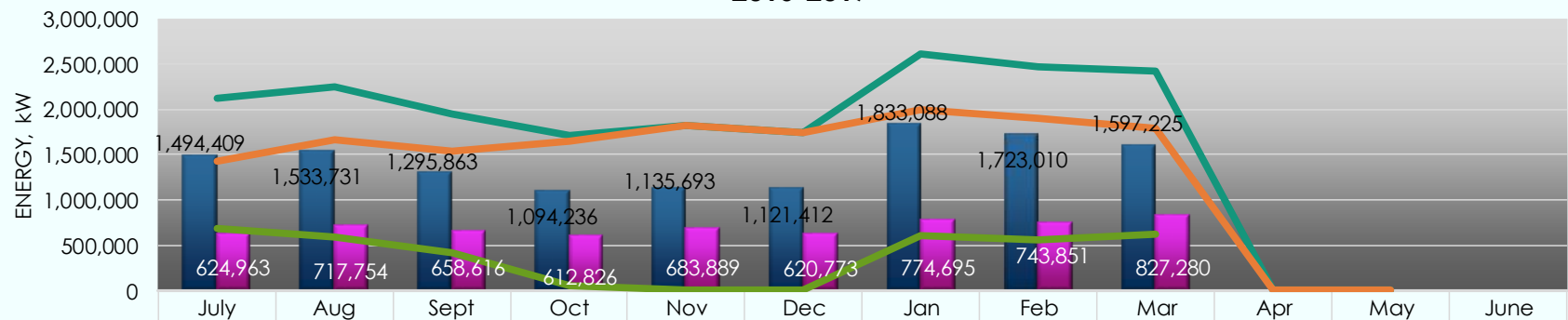
*Seasonal limits exist for Ammonia. Permit limit shown is specific for this reporting period.





WASTEWATER ENERGY CONSUMPTION/PRODUCTION

2016-2017

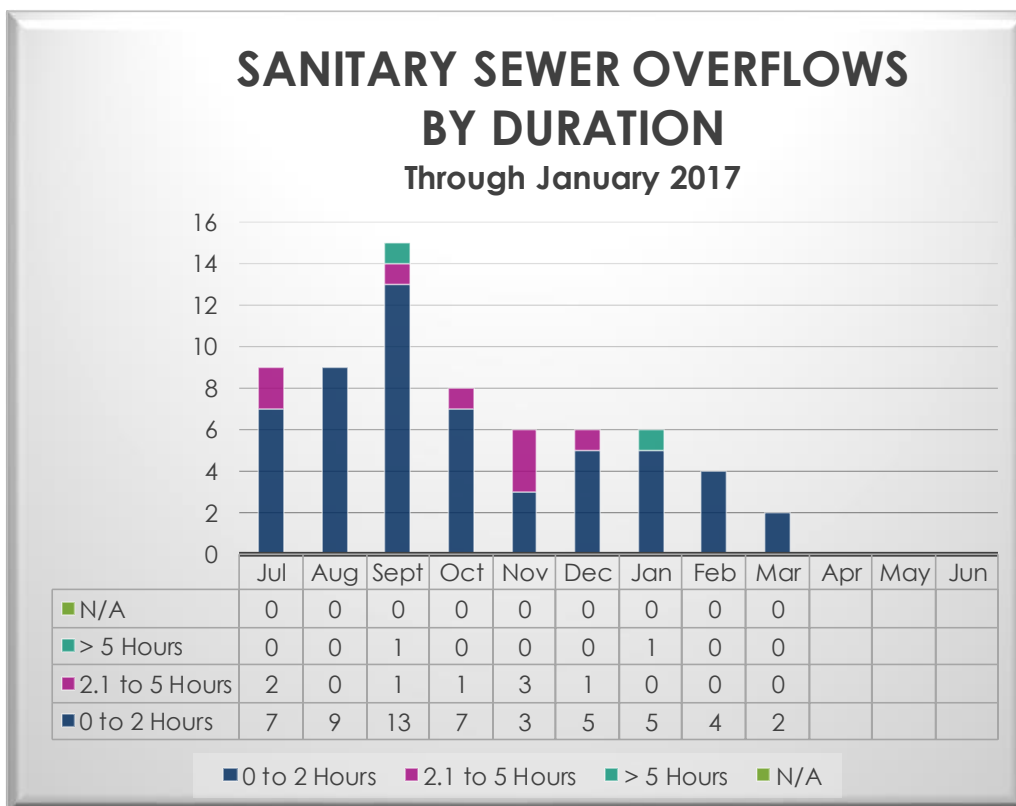
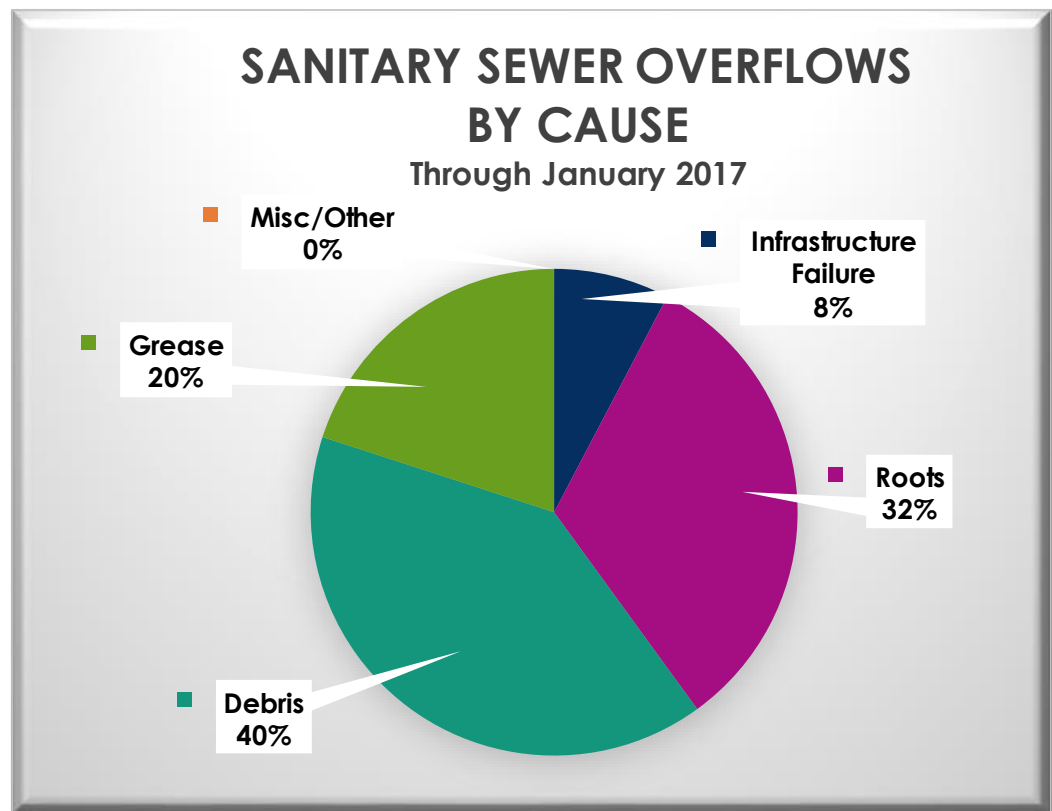


	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Main Facility Usage	1,494,409	1,533,731	1,295,863	1,094,236	1,135,693	1,121,412	1,833,088	1,723,010	1,597,225			
Tertiary Facility Usage	624,963	717,754	658,616	612,826	683,889	620,773	774,695	743,851	827,280			
Total Usage	2,119,372	2,251,485	1,954,479	1,707,062	1,819,582	1,742,185	2,607,783	2,466,861	2,424,505	0	0	
Co-Gen Production	684,552	588,394	422,109	61,117	0	0	613,602	563,330	624,942			
Energy Purchased	1,434,820	1,663,091	1,532,370	1,645,945	1,819,582	1,742,185	1,994,181	1,903,531	1,799,563	0	0	

MONTH



COLLECTIONS





QUARTERLY OPERATIONS REPORT

3rd Quarter, January - March 2017

WATER

WATER PRODUCTION, MG

2016-2017

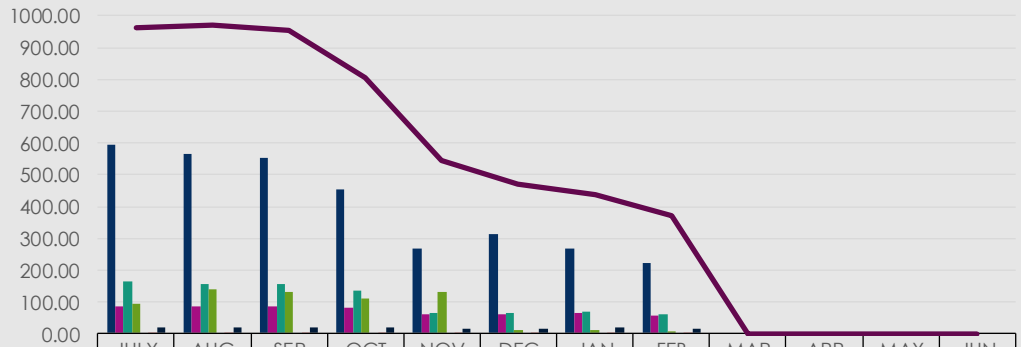


	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
SEWD WP	7.50	8.24	7.04	6.35	5.58	5.04	5.70	6.22	7.44			
So. Sys	4.54	0.00	0.26	9.58	0.01	0.05	3.33	0.00	0.00			
No. Sys	194.10	198.87	186.15	52.66	3.62	10.56	17.22	2.05	9.09			
SEWD/South	197.31	198.23	187.76	140.98	94.97	68.01	64.56	72.46	57.38			
DWTP	760.97	752.29	648.49	569.24	418.58	382.81	355.32	326.96	400.33			
SEWD/North	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
Total	1,164.42	1,157.63	1,029.70	778.81	522.76	466.47	446.13	407.69	474.24	0.00	0.00	0.00

Meter Size	Residential	Industrial	Commercial & Institutional	Irrigation
5/8"	1790	0	16	15
3/4"	25165	14	214	72
1"	18686	0	250	152
1½"	259	0	233	161
2"	255	2	611	437
3"	14	0	68	25
4"	5	3	47	20
6"	5	1	17	2
8"	0	0	5	0
10"	0	0	2	0
12"	0	0	2	0
Totals	46179	20	1465	884
Total Number of Connections:			48,548	



**CITY METERED CONSUMPTION, MG
2016-2017**

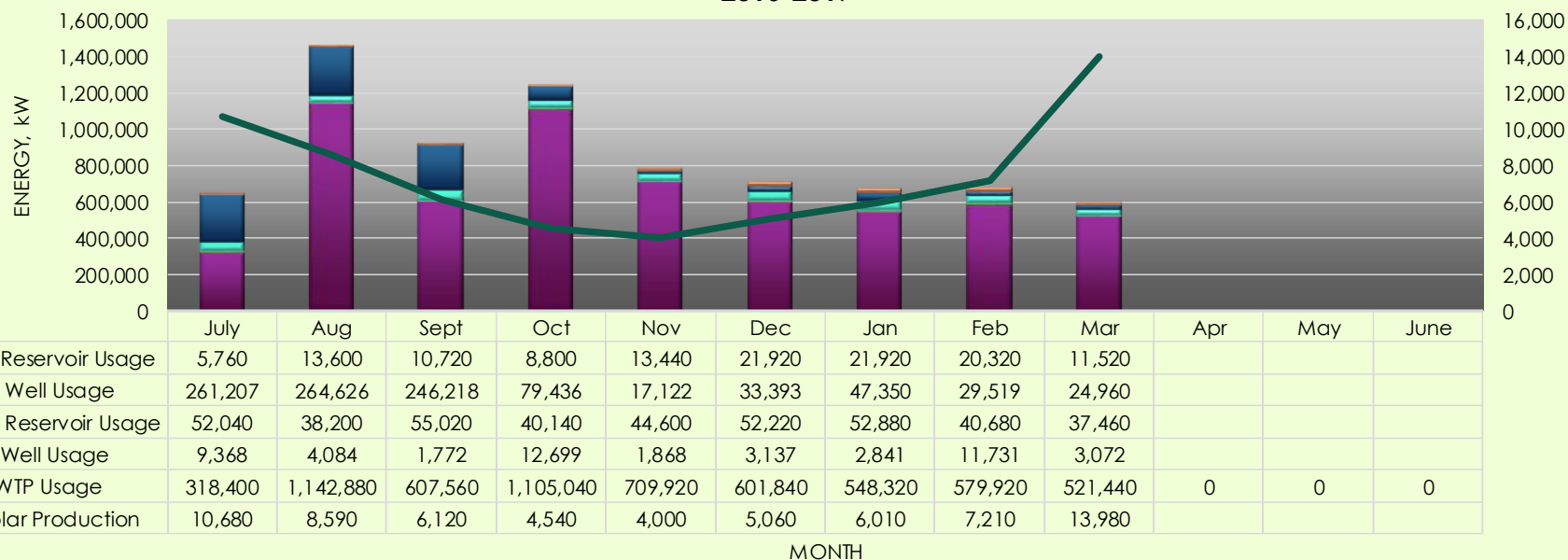


	JULY	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Single Family Residential	595.37	565.33	552.79	455.59	266.78	312.41	267.10	224.28				
Multi-family Residential	88.01	86.13	87.78	81.33	62.96	62.98	67.07	59.43				
Commercial/Institutional	163.39	155.67	157.97	135.88	63.63	63.63	69.99	61.23				
Irrigation	93.97	138.82	133.36	110.26	133.36	12.85	10.16	7.56				
Non-potable Water	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				
Const/Hydr/Jmpr/LC*	1.50	3.16	1.26	0.46	0.27	0.74	0.02	0.01	0.14			
Other (Industrial)	21.30	20.86	22.23	21.69	17.64	17.64	21.89	17.28				
Total	963.54	969.97	955.39	805.21	544.64	470.25	436.23	369.79	0.14	0.00	0.00	0.00



WATER ENERGY CONSUMPTION

2016-2017





QUARTERLY OPERATIONS REPORT

3rd Quarter, January - March 2017

STORMWATER

PERMIT COMPLIANCE

PROGRAM/ACTIVITY	SMP GOAL	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Enforcement Actions													
<i>Administrative</i>													
No Action Taken													
Verbal Warning		10	8	7	6	9	14	5	7	9			
Administrative Citation		0	3	0	0	0	0	3	1	0			
Corrective Order		4	8	0	4	6	6	4	4	10			
Notice to Clean		3	5	4	4	8	8	5	5	14			
Notice of Violation		2	1	0	0	1	1	0	0	4			
Stop Work Order													
Cease and Desist Order													
Referred to RWQCB		1	1	0	0	0	0	2	0	1			
Not Available													
<i>Criminal Enforcement</i>													
Misdemeanor													
Infraction													
Inspections													
# of Potential Illicit Discharges		N/A	N/A	N/A	N/A	N/A	14	6	7	16			
# Verified Illicit Discharges		N/A	N/A	N/A	N/A	N/A	2	0	2	6			
Water Pollution Investigations													
# Complaints		N/A	N/A	N/A	N/A	N/A	10	7	12	16			
# Verified		N/A	N/A	N/A	N/A	N/A	9	7	10	12			
# Requiring Clean-Up		N/A	N/A	N/A	N/A	N/A	7	6	12	12			
Training Activities													
Training Module		N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	1			
Training Module		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
Training Module		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
Public Outreach													
Educational Mat'l's Distributed		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
Mixed Media Campaign		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
Community-Wide Events		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1			
School Outreach		N/A	N/A	N/A	N/A	N/A	N/A	N/A	2	N/A			
Business Outreach		N/A	N/A	N/A	N/A	N/A	1	2	3	3			



SUPPORT SERVICES

ENGINEERING

**COMING SOON
CIEMP UPDATES**



LAB

THREE SPECIES CHRONIC TOXICITY TESTING

WASTEWATER SAMPLE 3rd Quarter	ALGAE	CERIODAPHNIA		LARVAL FATHEAD MINNOW	
		Survival	Reproduction	Survival	Reproduction
No Observable Effect Level, NOEL	100%	<100%	<100%	100%	100%
Toxicity Unit, TUc	1.0	1.0	1.0	1.0	1.0

Permit requires additional monitoring at >1TUc

COLIFORM TESTING

WATER COLIFORM MONITORING 3rd Quarter	SAMPLES		POSITIVE RESULTS	
	# Required	# Taken	Total Coliform	E. Coli
January 2017				
North System	120	120	0	0
Walnut Plant	1	1	0	0
South System	24	24	0	0
February 2017				
North System	120	138	0	0
Walnut Plant	1	1	0	0
South System	24	24	0	0
March 2017				
North System	120	138	0	0
Walnut Plant	1	1	0	0
South System	24	30	0	0

Results >0 indicate contamination



ENVIRONMENTAL CONTROL

PROGRAM/ACTIVITY 2016-2017	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Pretreatment Program												
Industrial Inspections	26	38	36	32	34	50	37	53	66			
Industrial Sampling	23	31	20	27	24	43	43	46	50			
Discharge Permits Issued/Relssued	2	0	1	2	7	1	0	0	1			
Pretreatment Enforcement Actions	1	11	6	3	5	6	7	4				
Waste Hauler Program												
Trucked-in Waste Loads	241	214	267	200	201	271	201	280				
Trucked-in Waste Gallons	749,656	679,794	836,275	657,711	643,084	839,922	666,352	851,720				
FOG Program												
FOG Initial Inspections	66	76	59	43	22	1	103	113	116			
FOG Enforcement Actions	55	80	69	56	20	0	39	68	81			
FOG Follow-up Inspections	25	45	37	35	28	25	13	16	39			



CUSTOMER SERVICE

WATER

Taste / Odor

- January
 - 1 - Complaint of water tasting like chlorine. Operator spoke to customer. Customer satisfied.
 - 1 - Complaint of foul odor. Operator observed odor coming from sinks. Customer had cleaned p-traps. Operator advised customer of possible venting problem.
 - 1 - Complaint of air bubbles causing weird aftertaste. Customer wanted assurance water was safe. Operator spoke to customer and customer is satisfied.
- March
 - 1 - Complaint of water tasting like chlorine. Operator spoke to customer. Customer satisfied.
 - 2- Dirty water taste and odor. Operator flushed front hose bib and advised customer to have service on the hot water heater.

Color

- January
 - 1 - Complaint of brownish water in bathroom sink only that lasted one day. Operator spoke to customer about possible causes. Customer to flush front hose bib, bathroom faucet and clean aerators.
- February
 - 1 - Complaint of rust colored water. Customer just moved into home, advised to flush all interior lines.
 - 1 - Complaint of brown colored water. Customer advised to flush front hose bib and to give a return call if the problem persists. No return phone call.
 - 1 - Complaint of black water at bathroom sink only. Removed aerator and flushed.
 - 1 - Complaint of sand in water. Flushed front hose bib and advised customer to flush water heater.
- March
 - 3 - Complaint of light brown problem. The problem corrected itself before staff arrived no corrective action needed.
 - 2- Plumber was working on pipes in home and issue resolved itself following the work no corrective action needed.
 - 1- Color was determined by Operator and homeowner to be caused by in home lighting. No corrective action required.



Pressure

- January
 - 1 - Complaint of low water pressure and colored particles in water. Operator determined cause of problem was from water softener. Customer to have water softener looked at.
 - 1 - Complaint of low pressure. Operator observed normal pressure at front hose bib and normal flow. Problem appeared to be in kitchen and bathroom sink. Customer to clean aerators.
- February
 - 1 - Complaint of low pressure at bathroom sink only. Pressure at front hose bib was 53 psi with good flow. Removed aerator and flushed. Pressure restored to normal at sink.
- March
 - 2 – Complaints of low pressure. Operator observed normal pressure and flow at front hose bib. Operator advised customer to clean aerators.
 - 1 – Complaint of low pressure. Operator found customer house valve almost fully closed. Operator opened house valve and pressure returned to normal.

WASTEWATER

Service Calls

- January
 - 705-Customer service calls received and responded to this month.
 - 745- USA Requests received and responded to this month.
- February
 - 877 Customer service calls received and responded to this month.
- March
 - 791 Customer service calls received and responded to this month.
 - 888 USA Requests received and responded to this month.

Spills / SSOs

- January
 - 1 Category 1 spill occurred at Plymouth Rd & Kelley Dr.
 - 5 Category 3 spills throughout service area.
- February
 - 4 Category 3 spills throughout service area.
- March
 - 2 Category 3 spills throughout service area.



STORMWATER

Enforcement Actions

- January
 - 3 – Notice of Violation issued.
- February
 - 1 - Notice of Violation issued.
- March
 - None

Flooding

- January
 - 492 – Calls for street flooding due to excessive rainfall were recorded.
- February
 - 430 – Calls for street flooding due to excessive rainfall were recorded.
- March
 - 156 – Calls for street flooding due to above average rainfall were recorded.



FINANCE

OPERATIONS & MAINTENANCE REVENUE/EXPENSE REVIEW

Through March 2017	WATER FUND			WASTEWATER FUND			STORMWATER FUND		
	FY 16-17 Budgeted	YTD Actual	Quarterly Actual	FY 16-17 Budgeted	YTD Actual	Quarterly Actual	FY 16-17 Budgeted	YTD Actual	Quarterly Actual
Revenues	\$39,627,926	45,207,101	10,558,651	\$66,644,329	55,484,448	17,105,520	\$5,990,295	4,063,718	1,360,712
Expenditures	\$52,385,434	33,688,365	3,354,339	\$65,860,721	35,316,701	10,278,524	\$6,380,878	3,656,555	1,518,928
Balance	(\$12,757,508)	\$11,518,736	\$7,204,312	\$783,608	\$20,167,747	\$6,826,996	(\$390,583)	\$407,162	(\$158,216)



ADMINISTRATION

SAFETY 2017	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Calendar Year-To- Date*
Reported Unsafe Acts	2	2	1										5
No-Fault Vehicle Accidents	1	0	0										1
At-Fault Vehicle Accidents	1	1	0										2
Total Vehicle Accidents	2	1	0	0	0	0	0	0	0	0	0	0	3
Total # Injuries & Accidents	2	1	1										4
Lost Time Events	2	0	0										2
Work Restriction Events	2	1	0										3
Total OSHA Reportable Events	4	1	0	0	0	0	0	0	0	0	0	0	5
*OSHA reporting is on a calendar year													