

## Heber Public Utility District

1078 Dogwood Rd., Suite 103 • P. O. Box H  
Heber, CA 92249  
TEL. (760) 482-2440 • FAX (760) 353-9951  
[www.heber.ca.gov](http://www.heber.ca.gov)

Nov 06, 2017

Attention: Mrs. Fischer

Subject: October 2017 Monthly Report

On the billing cycles ending on the 22th of October 36,098,000 gallons of water were used by our consumers, an average of 1,203,000 gallons was used per day.

On October 20, 2017 at approximately 11:45am a power outage occurred causing the water distribution pumps to stop working. The water plant operators immediately notice the pressure drop and proceeded to turn the pumps in hand mode. The pressure drop lasted a couple of minutes and we received five customer complains. The distribution pumps were placed back in auto mode after the programmer troubleshooted the fault. In order to prevent this issue again, the programmer recommended to install an uninterruptible power supply (UPS) which will continue to power the programmable logic controller (PLC) in case of any power outages. Delta Engineer which design this system is also working to find a prompt solution.

If you have any questions, please contact me at (760) 427-4685

Sincerely,

A handwritten signature in blue ink, appearing to read "Francisco Rodriguez".

Francisco Rodriguez  
Chief Operator  
Heber Public Utility District



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Nov 06, 2017

Attention: Mrs. Fischer  
General Manager

Subject: Water Distribution Report October 2017

A) Water breaks (0)

B) Service Leak (1)  
1. 1003 Heber Ave

C) Work orders ( 51 )

Sincerely,

A handwritten signature in blue ink, appearing to read "Francisco Rodriguez".

Francisco Rodriguez  
Chief Operator  
Heber Public Utility District

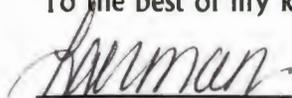


**HEBER PUBLIC UTILITY DISTRICT**  
**Water Treatment Plant and Billing Report**  
**Billing Period : September 22, 2017 thru October 22, 2017**

Mth. & Yr.	Water		HPUD Offices / Parks	Difference Water	Sewer	Invoiced	Invoiced	Invoiced	10% Senior Discount
	Gallons Produced	Gallons Invoiced	Gallons not invoiced	Water not accounted	Influent	Water	Sewer	Trash	# of Accounts receiving the discount
Oct-16	37,159,000	26,121,181	2,052,638	8,985,181	18,741,000	\$ 120,645.10	\$ 99,272.33	\$ 41,310.60	-
Nov-16	31,567,000	23,421,593	1,406,582	6,738,825	18,835,000	\$ 119,389.36	\$ 99,269.30	\$ 41,338.80	-
Dec-16	27,591,000	19,384,722	1,344,947	6,861,331	19,332,000	\$ 112,768.91	\$ 99,395.38	\$ 41,406.22	-
Jan-17	22,833,000	14,942,776	686,130	7,204,094	17,310,000	\$ 109,302.03	\$ 99,782.01	\$ 41,439.13	-
Feb-17	24,005,000	16,702,805	795,692	7,302,195	16,965,000	\$ 109,810.20	\$ 99,680.10	\$ 41,251.82	-
Mar-17	27,942,000	19,388,577	944,349	7,609,074	16,325,000	\$ 113,162.10	\$ 99,805.52	\$ 41,293.75	-
Apr-17	32,791,000	24,643,923	1,053,561	7,093,516	14,616,000	\$ 119,605.72	\$ 99,800.29	\$ 41,292.49	-
May-17	37,175,000	26,263,237	1,364,143	9,547,620	14,928,000	\$ 122,488.65	\$ 100,029.46	\$ 41,402.03	-
Jun-17	43,530,000	31,613,609	1,439,099	11,773,292	14,481,000	\$ 133,896.35	\$ 99,862.17	\$ 41,345.46	-
Jul-17	41,907,000	32,289,352	1,497,306	8,120,342	13,402,000	\$ 140,711.94	\$ 97,991.51	\$ 41,664.23	44 accounts
Aug-17	41,160,000	31,401,126	1,659,102	8,099,772	13,570,000	\$ 137,488.33	\$ 98,196.57	\$ 41,576.85	71 accounts
Sep-17	36,291,000	30,248,999	2,067,177	3,974,824	14,380,000	\$ 134,264.75	\$ 98,046.65	\$ 41,602.82	82 accounts
<b>Oct-17</b>	<b>36,098,000</b>	<b>27,671,827</b>	<b>3,021,435</b>	<b>8,426,173</b>	<b>15,075,000</b>	<b>\$ 123,123.13</b>	<b>\$ 97,468.14</b>	<b>\$ 41,383.34</b>	<b>99 accounts</b>

Totals includes billing for final accounts

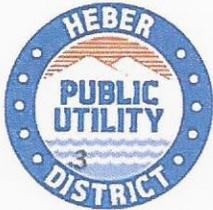
To the best of my knowledge, the information is true and correct.

  
 Liz German  
 Office Senior Clerk

11.7.2017  
 Date

## \*\*\*\* TOTALS BY JOB CODE \*\*\*\*

<u>JOB CODE</u>	<u>TOTAL COMPLETED</u>	<u>TOTAL OUTSTANDING</u>	<u>TOTAL NEW</u>	<u>TOTAL PENDING</u>	<u>TOTAL VOID</u>
DIS - DISCONNECT	5	0	0	0	5
CON - CONNECT	10	0	0	0	0
OCC - OCCUPANT CHANGE	6	0	0	0	0
INFO - TEST METER	17	2	0	0	0
LEAK - METER LEAK	4	0	0	0	0
MC - METER CHANGE	4	1	1	0	0
MISC - MISC REPORT	4	2	0	0	1
TEMP - TEMP SHUT OF FOR REPAI	1	0	0	0	0
TOTAL ALL CODES	51	5	1	0	6



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Heber, CA 92249

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November 7, 2017

Attention: Laura Fischer  
General Manager

SUBJECT: Heber W.W.T.P. Operations from September 22, 2017 to October 22, 2017

- A. Major violations: (NONE)
- B. Minor violations (NONE)
- C. Major sewer spills (NONE)
- D. Main sewer Plugs: (NONE)
- E. UV System: Operating fine. Self Cleaning. No Maintenance.
- F. Vactor Truck: 9/26 Influent lift station, Pipe repair. (8hrs)  
9/27 Influent lift station, Pipe repair. (8hrs)  
10/9 Drain Backwash Basin at Water Plant (4 hrs)  
10/21 Hydro excavated to repair water service and Fawcett and Heber Ave.(6 hrs)
  
- G. From September 22, 2017 through October 22, 2017:  
Heber Wastewater Plant received and treated 15.075 MG.
  
- H. HPUD did not exceed the daily maximum flow (1.2 MGD) as of  
October 22, 2017.

Sincerely,

A handwritten signature in blue ink that reads "Lucas G. Agatep".

Lucas G. Agatep  
Wastewater Plant Lead Operator

*Heber Public Utility District is an equal opportunity provider and employer*



November 2, 2017

Ms. Laura Fischer  
General Manager  
Heber Utility District  
1078 Dogwood Rd., Ste 103  
Heber, CA 92249

Re: 3<sup>rd</sup> Quarter Report for Integrated Solid Waste Management Services 2017

Dear Ms. Fischer,

As specified in Section 15 in the agreement between the Heber Utility District and CR&R Environmental Services, the 3<sup>rd</sup> Quarter 2017 report is hereby submitted. Outlined below is the 3<sup>rd</sup> Quarter 2017 report documentation.

#### Quarterly Reports

- Summaries of tonnage of recycled material collected, by material; ATTACHMENT 1
- Summaries of tonnages of non-recyclables; ATTACHMENT 1
- Average market prices for each material sold, and processing charges; ATTACHMENT 2
- Summaries of the number of service complaints by route, including the date, nature of complaint, and how it was resolved; ATTACHMENT 3

After your review of all attachments please do not hesitate to contact me with any questions or concerns you may have. I may be reached at (714) 381-6557 or by electronic mail at [tylerd@crrmail.com](mailto:tylerd@crrmail.com).

Sincerely,

Tyler Douthitt  
Sustainability Specialist  
714.381.6557

CC: Mr. Francisco Ochoa, CR&R Environmental Services  
Mr. Bob Douthitt, IVRMA

**CRSR**  
**CITY OF HEBER 2017**  
**SOLID WASTE & RECYCLING TONS SUMMARY REPORT**

**RESIDENTIAL**

MONTH	CURBSIDE DIVERTED	CURBSIDE LANDFILLED	TOTAL RESI DIVERSION %
Jan-17	103.74	146.65	41.43%
Feb-17	88.28	123.42	41.70%
Mar-17	93.25	122.54	43.21%
Apr-17	67.92	111.13	37.93%
May-17	79.15	154.04	33.94%
Jun-17	58.67	146.00	28.67%
Jul-17	96.14	146.67	39.59%
Aug-17	81.46	113.04	41.88%
Sep-17	96.16	119.76	44.54%
<b>3RD QTR TOTAL</b>	<b>273.76</b>	<b>379.47</b>	<b>41.91%</b>

**COMMERCIAL**

MONTH	2030			2030			
	COMMERCIAL DIVERTED	COM LANDFILLED	COM BIN DIVERSION %	COMMERCIAL ROLL OFF RECYCLE	COMM ROLL OFF RESIDUAL/DIRECT LANDFILLED	ROLL OFF DIVERSION %	TOTAL COM DIVERSION %
Jan-17	2.00	78.16	2.50%	4.77	32.42	12.83%	5.77%
Feb-17	1.94	75.03	2.52%	6.64	11.28	37.03%	9.04%
Mar-17	2.03	88.76	2.24%	24.47	16.32	60.00%	20.14%
Apr-17	1.55	74.61	2.04%	3.46	19.18	15.27%	5.07%
May-17	1.73	91.16	1.86%	0.00	2.30	0.00%	1.82%
Jun-17	1.70	83.49	2.00%	5.84	3.90	60.00%	7.95%
Jul-17	1.57	75.29	2.04%	10.48	9.39	52.75%	12.46%
Aug-17	1.73	79.19	2.14%	1.25	0.83	60.00%	3.59%
Sep-17	1.42	80.47	1.73%	3.98	4.97	44.51%	5.95%
<b>3RD QTR TOTAL</b>	<b>4.72</b>	<b>234.95</b>	<b>1.97%</b>	<b>15.71</b>	<b>15.19</b>	<b>50.85%</b>	<b>7.55%</b>

**C&D PROCESSING**

MONTH	4060		
	C&D ROLL OFF RECYCLE	C&D ROLL OFF LANDFILLED	C&D DIVERSION %
Jan-17	8.40	5.60	60.00%
Feb-17	0.00	0.00	0.00%
Mar-17	50.14	32.92	60.37%
Apr-17	0.51	0.00	100.00%
May-17	6.29	6.54	49.06%
Jun-17	10.52	9.04	53.77%
Jul-17	6.22	4.15	60.00%
Aug-17	0.98	0.66	60.00%
Sep-17	14.96	18.03	45.34%
<b>3RD QTR TOTAL</b>	<b>22.16</b>	<b>22.84</b>	<b>49.25%</b>

**OVERALL TOTAL**

MONTH	TOTAL DIVERTED	TOTAL LANDFILLED	OVERALL DIVERSION
Jan-17	118.91	262.83	31.15%
Feb-17	96.86	209.73	31.59%
Mar-17	169.90	260.53	39.47%
Apr-17	73.44	204.92	26.38%
May-17	87.17	254.04	25.55%
Jun-17	76.73	242.43	24.04%
Jul-17	114.41	235.50	32.70%
Aug-17	85.42	193.72	30.60%
Sep-17	116.52	223.23	34.30%
<b>3RD QTR TOTAL</b>	<b>316.36</b>	<b>652.44</b>	<b>32.65%</b>

THIS REPORT REFLECTS THE MOST UP-TO-DATE INFORMATION FOR ALL MONTHS LISTED.



environmental services  
HEBER PUBLIC UTILITY DISTRICT  
COMPLAINT SUMMARY  
7/1/17-9/30/17

**ACCOUNTS:**

CUSTOMER	ADDRESS	DATE
SOCORRO ORDUNO	12 DOVE CT	09/18/17

**NOTE**

CUSTOMER UPSET THAT DRIVER DID NOT PICK UP EWASTE AND CLAIMS DRIVER WAS RUDE. EWASTE WAS TOO HEAVY FOR DRIVER TO SERVICE. DRIVER REPREMANDED IN REGARDS TO HIS ATTITUDE.