

October 20, 2023

Mrs. Madeline Dessert
City Manager
Heber Public Utility District
1078 Dogwood Road #103
Heber, Ca 92249

RE: 3rd Quarter Reporting (2023)

Dear Mrs. Dessert:

As outlined in the Franchise Agreement, Article 8 section 8.3.2 Quarterly Reports, please see the following information:

8.3.2 Quarterly Reports

Attachment 1 – Gross Receipts for the Quarter by sector (Residential, Commercial, Roll-Off)

Attachment 2 – Tonnage Report

Attachment 3 – Collection and Subscription Report

Attachment 4 – Contamination Monitoring Report

Attachment 5 – Customer Service Report / Generator Waivers / Education Program Report / Discarded Material Evaluation Reports

Once you have reviewed this information please do not hesitate to contact me with any questions you may have.

Sincerely,

Matthew Gray
Sustainability Specialist II
CR&R Environmental Services
760-908-9882

cc: Maria Lazaruk, Senior Sustainability Manager, CR&R Environmental Services
Francisco Ochoa, General Manager, CR&R Environmental Services

11292 Western Ave.
P. O. Box 125
Stanton, CA 90680-2912

t: 800.826.9677
t: 714.826.9049
f: 714.890.6347

Cash Receipts

Attachment 1

3rd Quarter

HEBER CASH RECEIPTS SUMMARY
Q3 2023

Sum of CHAMT CHCYCL	CACTMY	2307	2308	2309	Grand Total
B1		\$ 568.30		\$ 568.30	\$ 568.30
CB		\$ 147,474.91	\$ 49,885.84		\$ 197,360.75
D1	\$ 2,003.64				\$ 2,003.64
DP		\$ 1,596.50	\$ 552.81		\$ 2,149.31
OI	\$ 462.27				\$ 462.27
R3		\$ 359.00	\$ 1,010.81		\$ 1,369.81
Grand Total	\$ 2,465.91	\$ 149,998.71	\$ 51,449.46		\$ 203,914.08

NO REFUNDS Q3

Total Less City Billing

	JUL	AUG	SEP	Total
Net	\$ 2,465.91	\$ 2,523.80	\$ 1,563.62	\$ 6,553.33

Diversion Report

Attachment 2

3rd Quarter

**HEBER PUBLIC UTILITY DISTRICT 2023
SOLID WASTE & RECYCLING TONS SUMMARY REPORT**

RESIDENTIAL

MONTH	CURBSIDE DIVERTED	CURBSIDE LANDFILLED	TOTAL RESI DIVERSION %
Jan-23	96.99	180.57	34.94%
Feb-23	84.12	147.08	36.38%
Mar-23	66.83	116.52	36.45%
Apr-23	87.00	153.02	36.25%
May-23	96.79	191.05	33.63%
Jun-23	73.92	136.67	35.10%
Jul-23	78.04	110.91	41.30%
Aug-23	77.68	133.84	36.72%
Sep-23	78.52	140.12	35.91%
Oct-23	0.00	0.00	#DIV/0!
Nov-23	0.00	0.00	#DIV/0!
Dec-23	0.00	0.00	#DIV/0!
2023 TOTAL	739.89	1,309.78	36.10%
1ST QTR TOTAL	247.94	444.17	35.82%
2ND QTR TOTAL	257.71	480.74	34.90%
3RD QTR TOTAL	234.24	384.87	37.83%
4TH QTR TOTAL	0.00	0.00	#DIV/0!

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-23	1.93	107.91	1.76%	0.00	18.40	0.00%	1.50%
Feb-23	1.54	82.18	1.84%	7.61	12.49	37.86%	8.81%
Mar-23	1.79	120.40	1.46%	8.01	25.40	23.97%	6.30%
Apr-23	1.36	76.32	1.75%	0.00	20.83	0.00%	1.38%
May-23	1.82	79.64	2.23%	7.98	19.09	29.48%	9.03%
Jun-23	2.00	74.93	2.60%	1.56	5.77	21.28%	4.23%
Jul-23	1.52	50.87	2.90%	5.27	19.60	21.19%	8.79%
Aug-23	2.22	71.96	2.99%	0.00	1.98	0.00%	2.91%
Sep-23	1.86	68.99	2.63%	0.00	0.00	#DIV/0!	2.63%
Oct-23	0.00	0.00	#DIV/0!	0.00	0.00	0.00%	0.00%
Nov-23	0.00	0.00	#DIV/0!	0.00	0.00	0.00%	0.00%
Dec-23	0.00	0.00	#DIV/0!	0.00	0.00	0.00%	0.00%
2023 TOTAL	16.04	733.20	2.14%	30.43	123.56	19.76%	5.14%
1ST QTR TOTAL	5.26	310.49	1.67%	15.62	56.29	21.72%	5.39%
2ND QTR TOTAL	5.18	230.89	2.19%	9.54	45.69	17.27%	5.05%
3RD QTR TOTAL	5.60	191.82	2.84%	5.27	21.58	19.63%	4.85%
4TH QTR TOTAL	0.00	0.00	#DIV/0!	0.00	0.00	#DIV/0!	#DIV/0!

C&D PROCESSING / TEMP

MONTH	4060			TEMP ROLL OFF RECYCLE	TEMP ROLL OFF LANDFILLED	TEMP DIVERSION %	SLUDGE
	C&D ROLL OFF RECYCLE	C&D ROLL OFF LANDFILLED	C&D DIVERSION %				
Jan-23	0.00	0.00	0.00%	2.36	35.16	6.29%	20.29
Feb-23	10.55	2.59	80.29%	0.00	8.08	0.00%	26.40
Mar-23	15.06	5.92	71.78%	4.86	45.23	9.70%	0.00
Apr-23	0.00	0.00	#DIV/0!	0.00	24.98	0.00%	0.00
May-23	0.00	0.00	#DIV/0!	2.79	11.94	18.94%	0.00
Jun-23	0.00	0.00	0.00%	0.00	6.27	0.00%	28.26
Jul-23	0.00	0.00	#DIV/0!	0.00	0.00	0.00%	0.00
Aug-23	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00
Sep-23	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00
Oct-23	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00
Nov-23	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00
Dec-23	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00
2023 TOTAL	25.61	8.51	75.06%	10.01	131.66	7.07%	74.95
1ST QTR TOTAL	25.61	8.51	75.06%	7.22	88.47	7.55%	46.69
2ND QTR TOTAL	0.00	0.00	#DIV/0!	2.79	43.19	6.07%	28.26
3RD QTR TOTAL	0.00	0.00	#DIV/0!	0.00	0.00	#DIV/0!	0.00
4TH QTR TOTAL	0.00	0.00	#DIV/0!	0.00	0.00	#DIV/0!	0.00

OVERALL TOTAL

MONTH	TOTAL DIVERTED	TOTAL LANDFILLED	OVERALL DIVERSION
Jan-23	101.28	342.04	22.85%
Feb-23	103.82	252.42	29.14%
Mar-23	96.55	313.47	23.55%
Apr-23	88.36	275.15	24.31%
May-23	109.38	301.72	26.61%
Jun-23	77.48	223.64	25.73%
Jul-23	84.83	181.38	31.87%
Aug-23	79.90	207.78	27.77%
Sep-23	80.38	209.11	27.77%
Oct-23	0.00	0.00	0.00%
Nov-23	0.00	0.00	0.00%
Dec-23	0.00	0.00	0.00%
2023 TOTAL	821.98	2,306.71	26.27%
1ST QTR TOTAL	301.65	907.93	24.94%
2ND QTR TOTAL	275.22	800.51	25.58%
3RD QTR TOTAL	245.11	598.27	29.06%
4TH QTR TOTAL	0.00	0.00	#DIV/0!

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



environmental services

the face of a greener generation

**HEBER PUBLIC UTILITY DISTRICT 2023
RESIDENTIAL SOLID WASTE & RECYCLING TONS**

MONTH	2000	3000	TOTAL RESIDENTIAL DIVERTED	2000	3000	RESI TRASH	TOTAL RESIDENTIAL LANDFILLED	RESI DIVERSION RATE
	CURBSIDE RECYCLE	GREEN RECYCLE		CURBSIDE RESIDUE	GREEN RESIDUE			
Jan-23	24.19	72.80	96.99	23.56	7.87	149.14	180.57	34.94%
Feb-23	20.48	63.64	84.12	19.94	6.88	120.26	147.08	36.38%
Mar-23	18.45	48.38	66.83	17.96	5.23	93.33	116.52	36.45%
Apr-23	21.80	65.20	87.00	21.24	7.04	124.74	153.02	36.25%
May-23	27.16	69.63	96.79	26.46	7.52	157.07	191.05	33.63%
Jun-23	18.65	55.27	73.92	18.16	5.97	112.54	136.67	35.10%
Jul-23	20.54	57.50	78.04	20.00	6.21	84.70	110.91	41.30%
Aug-23	18.54	59.14	77.68	17.94	6.39	109.51	133.84	36.72%
Sep-23	19.22	59.30	78.52	18.71	6.41	115.00	140.12	35.91%
Oct-23	0.00	0.00	0.00	0.00	0.00	0.00	0.00	#DIV/0!
Nov-23	0.00	0.00	0.00	0.00	0.00	0.00	0.00	#DIV/0!
Dec-23	0.00	0.00	0.00	0.00	0.00	0.00	0.00	#DIV/0!
2023 TOTAL	189.03	550.86	739.89	183.97	59.52	1,066.29	1309.78	36.10%
1S QTR TOTAL	63.12	184.82	247.94	61.46	19.98	362.73	444.17	35.82%
2ND QTR TOTAL	67.61	190.10	257.71	65.86	20.53	394.35	480.74	34.90%
3RD QTR TOTAL	58.30	175.94	234.24	56.65	19.01	309.21	384.87	37.83%
4TH QTR TOTAL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	#DIV/0!

Report Prepared By:
Matt Gray
CR&R Inc.
(877) 728-0446

Collection and Subscription Report

1st Quarter 2023

Attachment 3

Collection and Subscription Report

3rd Quarter (2023)

	Single Family	Multi Family	Commercial
Total Accounts	1329	8	38
Total Cart Gallons of Service	386,100	2,050	4,835
Total Bin Yards of Service	0	70	120
Total Roll off Tons of Service	0		
Total Compactor Tons of Service	0		
Average volume of service per gallon	290.52	256.25	127.24
Average volume of service per yard		9	3

Bulky Item Collections Performed	
Pickups	38
Item Amount	82

Cart and Bin Totals

Single Family	
Trash	1329
Recycle	1473
Green	1488

Commercial Bins by Levels of Service:	Trash	Recycle	Food Waste	Green Waste
35 Gallon				
65 Gallon			1	
90 Gallon	16	28		9
2 Yard	5			
3 Yard	21	4		
4 Yard	3			
5 Yard	1			
6 Yard	3	3		
Roll Off				

Multi Family Carts and Bins by Levels of Service:	Trash	Recycle	Food Waste	Green Waste
35 Gallon				
65 Gallon			6	2
90 Gallon	8	9		
2 Yard				
3 Yard	3	6		
4 Yard	7			
5 Yard	3			
6 Yard				

HPUD Commercial and Multi-Family Properties (2 cy and Above)

<u>Acct</u>	<u>Name</u>	<u>Address</u>
1	EL TORO LAND & CATTLE CO	96 E FAWCETT RD
2	ORMAT NEVADA INC	947 DOGWOOD RD
3	ORMAT NEVADA INC	855 DOGWOOD RD
8	JC DOMINGUEZ	99 MAIN ST
12	KENNEDY'S MARKET	70 MAIN ST
13	ORMAT NEVADA INC	895 PITZER RD
14	ORMAT NEVADA INC	895 PITZER RD #A
20	IMPERIAL COUNTY ROAD DEPT	1060 HEFFERNAN AVE
443	GIBSON & SCHAFFER	1143 ROCKWOOD RD
444	PYRAMID CONSTRUCTION	839 DOGWOOD
444	PYRAMID CONSTRUCTION	839 DOGWOOD
1837	SACRED HEART CHURCH HALL	46 MAIN ST
2163	LAGUNA SOLEADA LLC/MORALES	150 E MAIN
2293	IMPERIAL COUNTY OFFICE OF EDUC	1042 1/2 HEBER AVE
2305	IMPERIAL COUNTY	1132 HEBER AVE
2480	GARY ROBINSON	59 MC CABE RD
2571	U S POST OFFICE	71 MAIN ST
2921	SBMD PROPERTIES LLC	1126 ROCKWOOD AVE
3023	SHASTA MANAGEMENT	1131 YOURMAN RD
3067	FEDI TRANSPORT	89 MAIN ST
3127	NYDIA OLVERA	56 MAIN ST
3157	IMPERIAL CENTER LLC	1111 YOURMAN RD
3158	BINGHAM EQUIPMENT COMPANY	190 MAIN ST
3159	IMPERICAL CENTER CSO, LLC	1105 YOURMAN RD
3159	IMPERICAL CENTER CSO, LLC	1105 YOURMAN RD
3162	JORGE CONTRERAS	1044 HEFFERMAN
3168	NATURE JOY HARVEST LLC	1118 ROCKWOOD AVE
1341	HEBER SEWER PLANT	1184 ROCKWOOD
1342	HEBER UTILITY DIST	1078 DOGWOOD
1649	TITO HUERTA PARK	1165 PALM AVE
2070	HEBER PUBLIC UTILITY	84 W CORRELL
2071	HEBER PUBLIC UTILITY	1171 BLOOMFIELD ST
2072	HEBER PUBLIC UTILITY	1162/1172 N MAPLE AVE
2072	HEBER PUBLIC UTILITY	1162/1172 N MAPLE AVE
18	HEBER SCHOOL #3	1052 HEBER AVE
18	HEBER SCHOOL #3	1052 HEBER AVE
1513	DOGWOOD ELEMENTARY SCHOOL	44 E CORRELL RD
1513	DOGWOOD ELEMENTARY SCHOOL	44 E CORRELL RD
15	HEBER VILLAGE APT # II	1140 HEBER AVE
16	HEBER VILLAGE APT I	1146 HEBER AVE
800	HEBER FAMILY APTS	1137 DOGWOOD
800	HEBER FAMILY APTS	1137 DOGWOOD
1270	VILLA PALOMA APTS	15 W HAWK ST
1270	VILLA PALOMA APTS	15 W HAWK ST
1340	DESERT SUNRISE APTS	175 DESERT SUNRISE
1391	SUNSET GARDEN APTS	6 W HAWK ST

HPUD C&D Report
3rd Quarter 2023

CUST#	NAME	ADDRESS	DATE	Quantity	Diversion %
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NONE

Contamination Monitoring Report

Attachment 4

3rd Quarter 2023

Customer Service Report

Attachment 5

3rd Quarter 2023

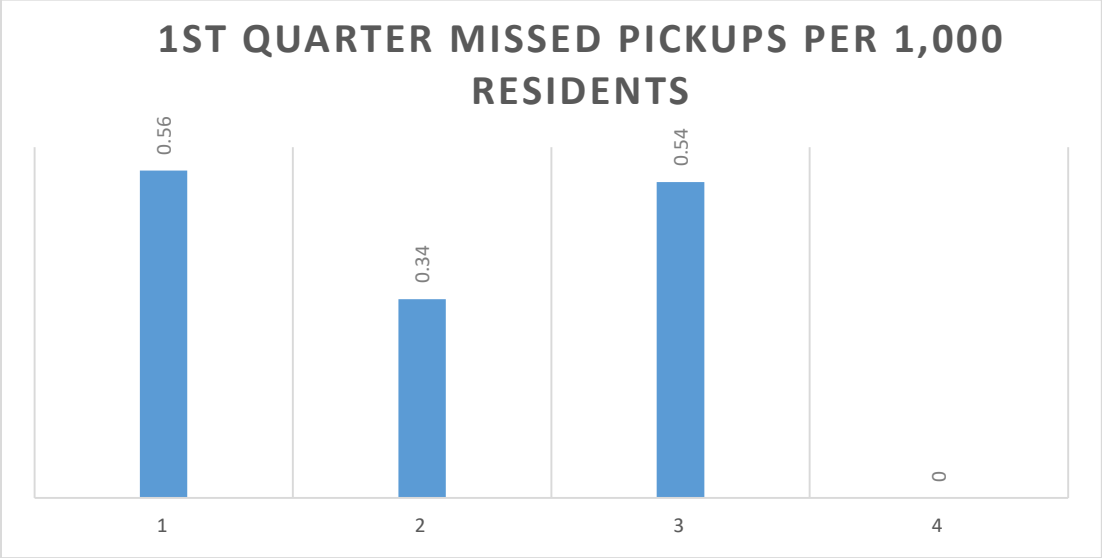
**HPUD Complaints
3rd Quarter 2023**

<u>Acct</u>	<u>Customer Name</u>		<u>Address</u>	<u>Date</u>	<u>Note</u>
146	MIGUEL & ANTONIA	AMADOR	1076 HEBER AVE	7/12/2023	CUST DOESNT GET GREEN WASTE PICK UP WANTS SERVICE CUST WALKED IN TO CITY TO COMPLAIN THAT HIS GW CART HASN'T BEEN SRVC FOR 2 WEEKS AND IS GOING ON 3RD WEEK
709	RENE	GONZALEZ	45 E CORRELL RD	8/1/2023	CUST CLAIMS THIS IS NOT THE FIRST TIME WAS MISSED AND HE IS VERY UPSET, HE DEMANDS THE MGR TO CALL HIM BACK PLS AS SOON AS POSSIBLE, CALL RENE GONZALEZ PN# 760 562 2532, PLEASE ASK THE MGR IF HE COULD GIVE THIS CUSTOMER A CALL BEFORE IT ESCALATES FURTHER, THANK YOU.
362	ALFREDO CASTRO	ANGULO	1108 HEFFERNAN AVE	8/25/2023	HI OPS CUST IS CALLING BCS WE HAVE BEEN MISING TRASH PICK UP FOR 3 WEEKS. CARTS IS OVERFLOW, WE HAD PROBLEMS ABOPUT THE LOCATION OF THE CART. CUST HAS BEEN TRYING TO LOCATE CART IN RIGHT PLACE BUT WE KEEP MISSING.
256	ISIDRO & YOLANDA	CUEN	6 DOVE CT	9/8/2023	CST ESCALATED TO LEADS QUEUE BECAUSE ORGANICS CART HAS NOT BEEN SRVC YET, MIPU WAS PREVIOUS ROUTED TO T1 (TRASH) BUT THAT IS THE ONLY CODE WE HAD ON THE ACCT, I WILL HAVE DATA ENTRY ADD IT WITH CORRECT CODE G1, AND I ENTERED A NEW MIPU FOR TODAY WITH CORRECT CODE, BUT CAN YOU PLS MAKE SURE MIPU GETS DONE TODAY, CST IS VERY UPSET.
256	ISIDRO & YOLANDA	CUEN	6 DOVE CT	9/8/2023	SCHEDULE MIPU AND CUST IS UPSET NO ONE HAS BEEN THERE TO SRVC AFTER MULTIPLE ATTEMPTS. CAN YOU PLS MAKE

Customer Service Report (Missed or Incomplete Collections)

Per 1,000 Residents

	<u>July</u>	<u>August</u>	<u>September</u>		
3rd Quarter	0.56	0.34	0.54		



HPUD New Service Request (2nd Quarter 2023)

<u>CUST#</u>	<u>SERV NAME</u>	<u>SERV ADR 1</u>
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NONE

Education Program Report

<u>Date</u>	<u>Commercial</u>	<u>Multi Family</u>	<u>Residential</u>	<u>Item</u>	<u>Notes</u>
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