

Private operations Case Studies

<u>Project Identification</u>	
Where (country/City):	Rialto, California, USA
When and contact length :	30 year public-private partnership with the city of Rialto and Rialto water services since 2012 (concession agreement)
Goal: construction and or operations?	Operations & Maintenance
Scope: water/ Wastewater?	Wastewater Treatment / Wastewater Collection / Water Distribution System / Customer Billing & Collection
Scope: plant and or network?	Wastewater Treatment plant: 11.7 MGD ~260 miles of collection system
People served:	105,000 people served
Briefly describe the project (200 Word max)	
<p>Veolia has been operating in California for 50 years and treating the City of Rialto’s wastewater for nearly 20 years. The company delivers water and wastewater services to 105,000 people in Southern California as part of a much celebrated public-private partnership with the City of Rialto and Rialto Water Services. The concession agreement executed in 2012 added operation and maintenance (O&M) of the water distribution system and customer service billing & collections department.</p>	
Is this project unusual or different compared to others? (150 words max)	
<p>This partnership has provided the city with \$172 million in total financing, allowing it to accelerate much-needed infrastructure improvements. Such concessions provide immediate capital to municipalities through long-term leases of public-utility services to private entities, while the public sector continues to own its assets and set rates. Veolia oversees a \$41 million capital improvement program to upgrade aging facilities.</p> <p>The City of Rialto, in partnership with Rialto Water Services and Veolia, is in the process of designing and installing a microgrid powered through a unique combination of biogas cogeneration, solar power and backup battery storage to supply electricity for its wastewater treatment plant. (one of the first of its kind in California)</p>	
What have been the major outcomes or success so far? (150 words max)	
<p>SYSTEMWIDE UPGRADES TO SEWER AND WATER SYSTEMS Veolia has made numerous improvements to the city’s water and wastewater systems. They include retiring four of five obsolete wastewater treatment plants and expanding and updating a fifth, built in 2000. Veolia implemented a best in class asset management</p>	

program, updated the Supervisory Control and Data Acquisition (SCADA) systems, electrical systems, and an automated billing system.
 In addition, Veolia developed and implemented a robust Industrial Pretreatment Program (IPP) to meet the Environmental Protection Agency (EPA) standards.

MAJOR IMPROVEMENTS AT THE RIALTO WASTEWATER TREATMENT PLANT
 In 2020, Veolia North America completed the largest capital project — \$29 million — four months ahead of schedule with no violations. This was the upgrade and expansion of the wastewater treatment plant in Rialto, which handles all of the city’s effluent. In order for the facility to be used during construction, a new expansion, including new filters and a disinfection unit, was built but kept offline until it could be tied into the influent line.

Has “working in partnership” helped to make the project successful? (100 words max)

The Rialto partnership (Veolia, the City of Rialto and Rialto Water Services) has delivered strong results for the utility and the city as a whole. Utility operations have performed well for the first five years, and a new proactive asset management plan is in place for identifying and prioritizing repairs and upgrades as they arise.

Contribution to the United Nations goals

1) What does the project contribute to (cf. UN “interactive Dialogues”)?

Water for Health: Access to safe drinking water, hygiene and sanitation

YES
 As the dominant feature of this project is sanitation and treatment of wastewater.

Water for Development: Valuing Water, Water-Energy-Food Nexus and Sustainable Economic and Urban Development

YES
Energy:
 The City of Rialto, in partnership with Rialto Water Services and Veolia, is in the process of designing and installing a microgrid powered through a unique combination of biogas cogeneration, solar power and backup battery storage to supply electricity for its wastewater treatment plant.
 This innovative project, one of the first of its kind in California, is highly impactful as it is expected to save the city about \$355,440 a year in energy costs, with an anticipated return on investment in about eight years. This will also bring the city greater energy independence, resilience and efficiency to protect its essential plant.

<p>Water for Climate, Resilience and Environment: Source to Sea, Biodiversity, Climate, Resilience and Disaster Risk Reduction</p>	<p>YES In 2010, Veolia was recognized for its work preserving California’s water quality by the California Water Environment Association (CWEA) and by its Colorado River Basin Section. The company took home the Collection System of the Year Award for operating and managing the wastewater collection system in Palm Springs. Administered by the CWEA, the award is given to California facilities that achieve “state-of-the-art wastewater collection” status.</p> <p>In addition, Veolia attends and participates in various community events, such as Earth Day and the Pollution Prevention Fair, to help educate citizens on conservation and water and wastewater treatment.</p>
<p>What topic of the “Global Acceleration Framework” does the project contribute to?</p>	
<p>1. Optimized financing – did you improve targeting or utilize existing resources more efficiently, or mobilize additional funds</p>	<p>YES/NO/ HOW Yes, Financial performance has been better than planned, and the City of Rialto has received 32% in excess performance dividends in the first five years, allowing it to defer rate increases, fund a conservation program, and add a dedicated utility director.”</p>
<p>2. Improved data and information – how did you use data and information to improve the service and increase accountability and transparency</p>	<p>YES Veolia implemented a best in class asset management program, updated the Supervisory Control and Data Acquisition (SCADA) systems, electrical systems, and an automated billing system.</p>
<p>3. Capacity development - did you create new jobs or developed local people’s skills and talents?</p>	<p>YES This infrastructure upgrade brings over 400 construction jobs to the local economy.</p>
<p>4. Innovation – how have you used innovation and technologies to make the service better?</p>	<p>YES Veolia was also honored with a 2019 SEAL (Sustainability, Environmental Achievement and Leadership) Environmental Initiative Award for its innovative Hubgrade smart monitoring system, which helps buildings better manage their energy use.</p>

<p>5. Governance – what have you done to maintain and strengthen governance around the project?</p>	<p>YES The City of Rialto used a 30 year concession agreement to improve operations of its water and wastewater systems and to raise a significant amount of capital from private equity partners and capital finance markets. This strengthened governance as it allowed the City to accelerate capital improvements, pay itself deferred utility system lease payments, and fund several strategic reserve funds. Veolia continues to work under the public private partnership to ensure the City and Client’s goals (i.e. next generation of capital improvements, system reliability, etc) are met by utilizing technical and managerial competence, reliability, accountability, transparency and active participation in the local, state and federal issues to strengthen governance.</p>
<p>Has the project in any way supported the development and involvement of young people and/or supported gender equality, and if yes, how ? (100 words)</p>	
<p>Rialto Water Services and Veolia are committed to providing convenient opportunities for students of all ages to learn about water resources. Partnering with the Rialto Unified School District, Veolia offers a number of ways for teachers and students to participate in hands-on experiences designed to educate and inspire them to protect the environment.</p>	