

Best Practices Score
Noorvik
Spring 2024

Category		O&M Scoring Criteria			Possible	Score	Explanation of Score	How to Improve Score	Contact
Technical	Operator Certification	Utility has more than one operator certified to the level of the water system			10	3	System Classification: Water Treatment 2 Primary Operator: <i>Elino Bantatua</i> Certification Level: <i>Operator holds no current certification</i> Backup Operator: <i>Jeremy Snyder</i> Certification Level: <i>WD 1</i> Jeremy Snyder and Eric Howarth hold certifications but not at the correct level. Elino Bantatua holds no certification.	Elino Bantatua, Jeremy Snyder, and Eric Howarth need to take and pass the WT 1 exam. Jeremy Snyder needs 1.8 CEUs by 12/31/24 to renew in 2024. Eric Howarth has the required CEUs to renew in 2025. Please see the enclosed flyer with more information about certification.	ADEC Operator Certification Program 465-1139
		Primary operator is certified to the level of the water system and the backup operator holds some level of certification in water treatment or distribution			7				
		Primary operator is certified to the level of the water system and the backup operator holds no certification or there is no backup operator			5				
		Utility has one or more operators certified at some level in water treatment or distribution			3				
		Utility has no certified operators			0				
	Preventive Maintenance Plan	Utility has a written PM plan; PM is performed on schedule; records of completion are submitted on a quarterly basis and have been verified			25	25	The operator is performing important maintenance on a regular basis and keeping records. Each month, the operator is submitting maintenance records to the assigned RMW.	Full points have been awarded in this category. Continue to perform maintenance according to the PM plan and send monthly records to the assigned RMW.	Bruce Nelson MHC RMW 442-7042
		Utility has a written PM plan; performance of PM and record keeping are not consistent			15				
		Utility has no PM plan or performs no PM			0				
	Compliance	Utility had no Monitoring and Reporting violations during the past year			10	0	The utility had 5 Drinking Water Monitoring and Reporting violations in 2023.	The Drinking Water Program provides you with an Annual Monitoring Summary with all of the required samples for your water system. All samples and reports must be collected and submitted in a timely manner.	Gretchen Keim ADEC Drinking Water Program 451-2231
		Utility had up to five Monitoring and Reporting violations during the past year			5				
		Utility had more than five Monitoring and Reporting violations during the last year			0				
Managerial	Utility Management Training	A person who holds a position of responsibility for management of the utility has completed a DCRA approved Utility Management course or other utility management training course within the last five years			5	5	Michelle Wells Brown attended Clerk's Management for Rural Utilities training on 8/19/2019.	To maintain the full points in this category, consider sending someone to one of the free RUBA trainings each year.	Rebecca Rein DCRA RUBA Program 269-4501
	Meetings of the Governing Body	The utility owner's governing body meets routinely consistent with the local ordinance/bylaw requirements and receives a current report from the operator			5	0	Documentation was not provided to RUBA during this reporting period.	The governing body needs to meet according to local ordinance and/or bylaw and submit minutes to RUBA. The meeting minutes should document that a report was made by the operator to the governing board. Contact your assigned LGS for assistance.	
		The utility owner's governing body meets routinely consistent with the local ordinance/bylaw requirements			2				
		The utility owner's governing body does not meet			0				
Financial	Budget	Utility owner and the Utility have each adopted a realistic budget and budget amendments are adopted as needed; Accurate monthly budget reports are prepared and submitted to the governing body			15	10	The utility owner and third-party utility manager has adopted an overall realistic and balanced budget, but accurate monthly financial reports have not been documented in the meeting minutes.	Provide RUBA with accurate monthly financial reports that are submitted to the council and documented in meeting minutes.	
		Either the Utility or the Utility owner has adopted and implemented a budget, the other has not			13				
		Either the Utility or the Utility owner has adopted a budget, but it is not being implemented			10				
		Utility owner and the Utility have not adopted a budget			0				
	Revenue	Utility is collecting revenue sufficient to cover the Utility's operating expenses and to contribute to a repair and replacement account			20	20	Financial reports show utility revenue is sufficient to cover expenses and a dedicated repair and replacement account is adequately funded.	Full points have been awarded. Keep up the great work.	
		Utility is collecting revenue sufficient to cover expenses			15				
		Utility has a fee schedule and a collection policy that is followed			5				
		Utility has no fee structure or collection policy			0				
	Worker's Compensation Insurance	Utility has had a worker's compensation policy for all employees for the past two years and has a current policy in place			5	2	Current coverage for utility owner was confirmed on 12/31/2023, but the insurance provider reported a break in coverage prior to 1/25/2023.	Full points can be awarded after the utility owner demonstrates that a workers' compensation policy has been in place for all employees for two full years.	
		Utility has a current worker's compensation policy in place for all employees			2				
		Utility has no worker's compensation policy			0				
Payroll Liability Compliance	Utility has no past due tax liabilities and is current with all tax obligations			5	0	Utility owner is not current with state tax reporting and/or payment requirements.	To receive points, the utility must either become current on all outstanding tax liabilities and filings, or enter into a repayment agreement for outstanding liabilities and remain current on payments.		
	Utility owes back taxes, but has a signed payment agreement, is current on that agreement, and is up-to-date with all other tax obligations			2					
	Utility is not current with its tax obligations and/or does not have a signed repayment agreement for back taxes owed			0					
CIP O&M Score		5			TOTAL SCORE	65			