## 2018 Best Practices Score

**Dillingham**  
March 1, 2018

<table>
<thead>
<tr>
<th>Category</th>
<th>O&amp;M Scoring Criteria</th>
<th>Possible Score</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Technical</strong></td>
<td>Utility has more than one operator certified to the level of the water system</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>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</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Primary operator is certified to the level of the water system and the backup operator holds no certification or there is no backup operator</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Utility has one or more operators certified at some level in water treatment or distribution</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Utility has no certified operators</td>
<td>0</td>
</tr>
</tbody>
</table>

### Utility System Classification:
- Water Treatment 1

### Primary Operator:
- **Albert Savo**  
  **Certification Level:** WD 1

### Backup Operator:
- **Darrell Tilden**  
  **Certification Level:** Operator holds no current certification

### 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 |
- Utility has a written PM plan; performance of PM and record keeping are not consistent | 0 |
- Utility has no PM plan or performs no PM | 0 |

### Compliance
- Utility had no Monitoring and Reporting violations during the past year | 10 |
- 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 |

### 0 Monitoring and Reporting Violations in 2017

### 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 |

**Attendee:** Francisco Garcia  
**Course:** Organizational Management  
**Date:** 12/7/2015

### Managerial 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 |
- 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 |

### Managerial 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 |
- 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 |

### Managerial Revenue
- Utility is collecting revenue sufficient to cover the Utility's operating expenses and to contribute to a repair and replacement account | 20 |
- 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 |

### Managerial 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 |
- Utility has a current worker’s compensation policy in place for all employees | 2 |
- Utility has no worker’s compensation policy | 0 |

### Managerial Payroll Liability Compliance
- Utility has no past due tax liabilities and is current with all tax obligations | 5 |
- 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 |

<table>
<thead>
<tr>
<th>CIP O&amp;M Score</th>
<th>SDS O&amp;M Score</th>
<th>TOTAL SCORE</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>10</td>
<td>63</td>
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</table>