

## 2018 Best Practices Score

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Category		O&M Scoring Criteria	Possible	Score				
<b>Technical</b>	<b>Operator Certification</b>	Utility has more than one operator certified to the level of the water system	10	3				
		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					
	System Classification: Water Treatment 2 Primary Operator: <i>John Carter</i> Certification Level: <i>Operator holds no current certification</i> Backup Operator: <i>Theodosius Paul</i> Certification Level: <i>Small Treated</i>							
	<b>Preventive Maintenance Plan</b>	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	15				
		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					
	<b>Compliance</b>	Utility had no Monitoring and Reporting violations during the past year	10	0				
Utility had up to five Monitoring and Reporting violation during the past year		5						
Utility had more than five Monitoring and Reporting violation during the last year		0						
<b>33 Monitoring and Reporting Violations in 2017</b>								
<b>Managerial</b>	<b>Utility Management Training</b>	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				
	Attendee: <i>John Carter</i> Course: <i>Financial Management</i> Date: <i>3/20/2015</i>							
	<b>Meetings of the Governing Body</b>	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				
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						
<b>Financial</b>	<b>Budget</b>	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	0				
		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					
	<b>Revenue</b>	Utility is collecting revenue sufficient to cover the Utility's operating expenses and to contribute to a repair and replacement account	20	0				
		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					
	<b>Worker's Compensation Insurance</b>	Utility has had a worker's compensation policy for all employees for the past two years and has a current policy in place	5	0				
		Utility has a current worker's compensation policy in place for all employees	2					
Utility has no worker's compensation policy		0						
<b>Payroll Liability Compliance</b>	Utility has no past due tax liabilities and is current with all tax obligations	5	0					
	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						
<b>CIP O&amp;M Score</b>		0	<b>SDS O&amp;M Score</b>		4	<b>TOTAL SCORE</b>		23