## 2017 Best Practices Score
### Twin Hills
**August 22, 2017**

<table>
<thead>
<tr>
<th>Category</th>
<th>O&amp;M Scoring Criteria</th>
<th>Possible</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operator Certification</strong></td>
<td>Utility has more than one operator certified to the level of the water system</td>
<td>10</td>
<td></td>
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<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>
<td></td>
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<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>
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<tr>
<td></td>
<td>Utility has one or more operators certified at some level in water treatment or distribution</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Utility has no certified operators</td>
<td>0</td>
<td></td>
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<tr>
<td><strong>Technical</strong></td>
<td></td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>System Classification:</td>
<td>Small Untreated</td>
<td></td>
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<tr>
<td>Primary Operator:</td>
<td>Julius Henry Certification Level: Small Untreated</td>
<td></td>
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<tr>
<td>Backup Operator:</td>
<td>William Page Certification Level: Small Untreated</td>
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<tr>
<td><strong>Preventive Maintenance Plan</strong></td>
<td>Utility has a written PM plan; PM is performed on schedule; records of completion are submitted on a quarterly basis and have been verified</td>
<td>25</td>
<td>15</td>
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<tr>
<td></td>
<td>Utility has a written PM plan; performance of PM and record keeping are not consistent</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Utility has no PM plan or performs no PM</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td><strong>Compliance</strong></td>
<td>Utility had no Monitoring and Reporting violations during the past year</td>
<td>10</td>
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<tr>
<td></td>
<td>Utility had up to five Monitoring and Reporting violations during the past year</td>
<td>5</td>
<td></td>
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<tr>
<td></td>
<td>Utility had more than five Monitoring and Reporting violation during the last year</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td><strong>2 Monitoring and Reporting Violations in 2016</strong></td>
<td>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</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td><strong>Managerial</strong></td>
<td></td>
<td></td>
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<tr>
<td>Meetings of the Governing Body</td>
<td>The utility owner's governing body meets routinely consistent with the local ordinance/bylaw requirements and receives a current report from the operator</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The utility owner’s governing body meets routinely consistent with the local ordinance/bylaw requirements</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The utility owner’s governing body does not meet</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td><strong>Budget</strong></td>
<td>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</td>
<td>15</td>
<td>10</td>
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<tr>
<td></td>
<td>Either the Utility or the Utility owner has adopted and implemented a budget, the other has not</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Either the Utility or the Utility owner has adopted a budget, but it is not being implemented</td>
<td>10</td>
<td></td>
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<tr>
<td></td>
<td>Utility owner and the Utility have not adopted a budget</td>
<td>0</td>
<td></td>
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<tr>
<td><strong>Revenue</strong></td>
<td>Utility is collecting revenue sufficient to cover the Utility's operating expenses and to contribute to a repair and replacement account</td>
<td>20</td>
<td></td>
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<tr>
<td></td>
<td>Utility is collecting revenue sufficient to cover expenses</td>
<td>15</td>
<td></td>
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<tr>
<td></td>
<td>Utility has a fee schedule and a collection policy that is followed</td>
<td>5</td>
<td></td>
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<tr>
<td></td>
<td>Utility has no fee structure or collection policy</td>
<td>0</td>
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<tr>
<td><strong>Worker’s Compensation Insurance</strong></td>
<td>Utility has had a worker’s compensation policy for all employees for the past two years and has a current policy in place</td>
<td>5</td>
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<tr>
<td></td>
<td>Utility has a current worker’s compensation policy in place for all employees</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Utility has no worker’s compensation policy</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td><strong>Payroll Liability Compliance</strong></td>
<td>Utility has no past due tax liabilities and is current with all tax obligations</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>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</td>
<td>2</td>
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<tr>
<td></td>
<td>Utility is not current with its tax obligations and/or does not have a signed repayment agreement for back taxes owed</td>
<td>0</td>
<td></td>
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<tr>
<td>CIP O&amp;M Score</td>
<td>5</td>
<td></td>
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<tr>
<td>SDS O&amp;M Score</td>
<td>10</td>
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<tr>
<td><strong>TOTAL SCORE</strong></td>
<td></td>
<td></td>
<td>65</td>
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