

2017 Best Practices Score

Northway Village

August 22, 2017

Category		O&M Scoring Criteria	Possible	Score	
Technical	Operator Certification	Utility has more than one operator certified to the level of the water system	10	5	
		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: Small Treated Primary Operator: <i>Terry Albert</i> Certification Level: <i>Small Treated</i> Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</i>				
	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	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		
	Compliance	Utility had no Monitoring and Reporting violations during the past year	10	10	
		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		
	0 Monitoring and Reporting Violations in 2016				
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	
	Attendee: <i>Nichol Rollo</i> Course: <i>Financial</i> Date: <i>11/17/2015</i>				
	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	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			
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	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		
	Revenue	Utility is collecting revenue sufficient to cover the Utility's operating expenses and to contribute to a repair and replacement account	20	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		
	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	5	
		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	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		
CIP O&M Score	25	SDS O&M Score	14	TOTAL SCORE	85