

## 2016 Best Practices Score

**Adak**

August 15, 2016

| 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                 | 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: <i>Small Treated</i><br>Primary Operator: <i>Peter Dushkin</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</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                 | 5  |
| 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  |                    |    |
| <i>2 Monitoring and Reporting Violations in 2015</i>  |   |  |                    |    |
| <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                  | 0  |
|   | Attendee:<br>Course: Date:  |  |                    |    |
|   | <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                  | 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  |                    |    |
| <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                 | 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                  |    |
|   | <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                 | 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                  |    |
|   | <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                  | 5  |
|   |   | 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                  | 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  |                    |    |
| <b>CIP O&amp;M Score</b>  |   | 300  |                    |    |
| <b>SDS O&amp;M Score</b>  |   | 12   | <b>TOTAL SCORE</b> |    |
|   |   |  | 75                 |    |

## 2016 Best Practices Score

### Akhiok

August 15, 2016

| 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                       | 7  |   |                    |  |    |
|   |   | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Dan McCoy</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Speridon Simeonoff</i> Certification Level: <i>WD P</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  |                          |    |   |                    |  |    |
| <i>19 Monitoring and Reporting Violations in 2015</i>   |   |  |                          |    |   |                    |  |    |
| <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                        | 0  |   |                    |  |    |
|   | Attendee:<br>Course: Date:  |  |                          |    |   |                    |  |    |
|   | <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                       | 10 |   |                    |  |    |
|   |   | 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                       | 5  |   |                    |  |    |
|   |   | 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                        | 5  |   |                    |  |    |
|   |   | 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                        | 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  |                          |    |   |                    |  |    |
| <b>CIP O&amp;M Score</b>  |   | 188  | <b>SDS O&amp;M Score</b> |    | 8 | <b>TOTAL SCORE</b> |  | 47 |

## 2016 Best Practices Score

**Akiachak**

August 15, 2016

| 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Ronald Nose</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>Henry Pasitnak</i> Certification Level: <i>WD P</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  |                          |    |   |                    |  |    |
| <i>8 Monitoring and Reporting Violations in 2015</i>  |  |  |                          |    |   |                    |  |    |
| <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>George Fritz</i><br>Course: <i>personnel</i> Date: <i>3/18/2016 8:00:00 AM</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                       | 10 |   |                    |  |    |
|   |  | 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                       | 15 |   |                    |  |    |
|   |  | 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>  |  | 192  | <b>SDS O&amp;M Score</b> |    | 8 | <b>TOTAL SCORE</b> |  | 48 |

## 2016 Best Practices Score

Akiak

August 15, 2016

| 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            | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Nelson Owen</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Calvin Charles</i> Certification Level: <i>Small Treated</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            | 5     |             |    |
| 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  |               |       |             |    |
| <i>1 Monitoring and Reporting Violations in 2015</i>  |  |  |               |       |             |    |
| 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>Shiela Carl</i><br>Course: <i>financial</i> Date: <i>3/16/2015 8:00:00 AM</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             | 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  |               |       |             |    |
| 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            | 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             |       |             |    |
|   | Revenue  | 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             |       |             |    |
|   | 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             | 0     |             |    |
|   |  | 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 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   |  | 112  | SDS O&M Score | 4     | TOTAL SCORE | 28 |

## 2016 Best Practices Score

### Akutan

August 15, 2016

| 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    | 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: <i>Small Treated</i><br>Primary Operator: <i>Matthew Bereskin</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>Joseph Bereskin</i> Certification Level: <i>Operator holds no current certification</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  |       |    |
| <i>6 Monitoring and Reporting Violations in 2015</i>  |   |  |       |    |
| <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>Rachel Tcheripanoff</i><br>Course: <i>clerks</i> Date: <i>9/7/2015 8:00:00 AM</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     | 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  |       |    |
| <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    | 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     |    |
|   | <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    | 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     |    |
|   | <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     | 5  |
|   |   | 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  | 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  |       |    |
| <b>CIP O&amp;M Score</b>  |   | 300  |       |    |
| <b>SDS O&amp;M Score</b>  |   | 12   |       |    |
| <b>TOTAL SCORE</b>  |   |  | 75    |    |

## 2016 Best Practices Score

### Alakanuk

August 15, 2016

| 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Cyprian Augline</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>Kevin Joseph</i> Certification Level: <i>Operator holds no current certification</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  |                    |    |
| <i>36 Monitoring and Reporting Violations in 2015</i>   |   |  |                    |    |
| <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                  | 0  |
|   | Attendee:<br>Course: Date:  |  |                    |    |
|   | <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                  | 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  |                    |    |
| <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                 | 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                  |    |
|   | <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                 | 15 |
|   |   | 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                  | 5  |
|   |   | 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                  | 2  |
| 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>  |   | 240  |                    |    |
| <b>SDS O&amp;M Score</b>  |   | 10   | <b>TOTAL SCORE</b> |    |
|   |   |  | 60                 |    |

## 2016 Best Practices Score

### Alatna

August 15, 2016

| 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    | 10 |
|   |   | 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: <i>Community has no public water system</i><br>Primary Operator: <i>No certified operator required Certification Level: N/A</i><br>Backup Operator: <i>No certified operator required Certification Level: N/A</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    | 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  |       |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |       |    |
| <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>Dena Sam</i><br>Course: <i>personnel</i> Date: <i>3/24/2014 8:00:00 AM</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     | 5  |
|   |   | 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>  |   | 180  |       |    |
| <b>SDS O&amp;M Score</b>  |   | 7  |       |    |
| <b>TOTAL SCORE</b>  |   |  | 45    |    |

## 2016 Best Practices Score

**Aleknagik**

August 15, 2016

| 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                       | 10 |    |                    |  |    |
|   |   | 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: <i>Community has no public water system</i><br>Primary Operator: <i>No certified operator required Certification Level: N/A</i><br>Backup Operator: <i>No certified operator required Certification Level: N/A</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                       | 25 |    |                    |  |    |
|   |   | 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                       | 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  |                          |    |    |                    |  |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |                          |    |    |                    |  |    |
| <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>Carolyn Smith</i><br>Course: <i>electedofficials</i> Date: <i>11/2/2015 9:00:00 AM</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                        | 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  |                          |    |    |                    |  |    |
| <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                       | 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                        |    |    |                    |  |    |
|   | <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                       | 15 |    |                    |  |    |
|   |   | 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                        | 5  |    |                    |  |    |
|   |   | 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  | 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  |                          |    |    |                    |  |    |
| <b>CIP O&amp;M Score</b>  |   | 380  | <b>SDS O&amp;M Score</b> |    | 15 | <b>TOTAL SCORE</b> |  | 95 |



## 2016 Best Practices Score

### Allakaket

August 15, 2016

| 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    | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Floyd Saunders</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</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    | 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  |       |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |       |    |
| <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>Steven Strassburg</i><br>Course: <i>personnel</i> Date: <i>11/17/2015 9:00:00 AM</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>  |   | 140  |       |    |
| <b>SDS O&amp;M Score</b>  |   | 6  |       |    |
| <b>TOTAL SCORE</b>  |   |  | 35    |    |

## 2016 Best Practices Score

Ambler

August 15, 2016

| 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            | 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: <i>Small Treated</i><br>Primary Operator: <i>Anthony Tickett</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>John Ramoth</i> Certification Level: <i>Operator holds no current certification</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            | 5  |    |             |  |    |
| 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  |               |    |    |             |  |    |
| <i>1 Monitoring and Reporting Violations in 2015</i>  |  |  |               |    |    |             |  |    |
| <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>Crystal Ticket, City Clerk</i><br>Course: <i>clerks</i> Date: <i>6/20/2016 8:00:00 AM</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             | 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  |               |    |    |             |  |    |
| <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            | 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             |    |    |             |  |    |
|   | <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            | 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             |    |    |             |  |    |
|   | <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             | 5  |    |             |  |    |
|   |  | 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  | 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   |  | 320  | SDS O&M Score |    | 13 | TOTAL SCORE |  | 80 |

## 2016 Best Practices Score

### Anaktuvak Pass

August 15, 2016

| 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                 | 10 |
|   |  | 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: <i>Water Distribution 2</i><br>Primary Operator: <i>Gregory Wagner</i> Certification Level: <i>WD 4</i><br>Backup Operator: <i>Dan Pillars</i> Certification Level: <i>WD 2</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                 | 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  |                    |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |  |  |                    |    |
| <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                  | 0  |
|   | Attendee:<br>Course: Date:   |  |                    |    |
|   | <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                  | 2  |
|   |  | 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                  | 5  |
|   |  | 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>  |  | 168  |                    |    |
| <b>SDS O&amp;M Score</b>  |  | 7  | <b>TOTAL SCORE</b> |    |
|   |  |  | 42                 |    |

## 2016 Best Practices Score

### Anchor Point

August 15, 2016

| 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Roy Dalaker</i> Certification Level: <i>WT P</i><br>Backup Operator: <i>Dorothy Flint</i> Certification Level: <i>WT 1</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    | 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  |       |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |  |  |       |    |
| <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>Dorothy Flint</i><br>Course: <i>financial</i> Date: <i>12/10/2012 9:00:00 AM</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    | 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     |    |
|   | <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     | 5  |
|   |  | 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>  |  | 232  |       |    |
| <b>SDS O&amp;M Score</b>  |  | 9  |       |    |
| <b>TOTAL SCORE</b>  |  |  | 58    |    |

## 2016 Best Practices Score

**Anderson**

August 15, 2016

| 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                 | 10 |
|   |   | 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: <i>Community has no public water system</i><br>Primary Operator: <i>No certified operator required Certification Level: N/A</i><br>Backup Operator: <i>No certified operator required Certification Level: N/A</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                 | 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  |                    |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |                    |    |
| <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                  | 0  |
|   | Attendee:<br>Course: Date:  |  |                    |    |
|   | <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                  | 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  |                    |    |
| <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                 | 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                  |    |
|   | <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                 | 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                  |    |
|   | <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                  | 5  |
|   |   | 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                  | 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  |                    |    |
| <b>CIP O&amp;M Score</b>  |   | 340  |                    |    |
| <b>SDS O&amp;M Score</b>  |   | 14   | <b>TOTAL SCORE</b> |    |
|   |   |  | 85                 |    |

## 2016 Best Practices Score

### Angoon

August 15, 2016

| 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Paul Thomas</i> Certification Level: <i>Operator holds no current certification</i><br>Backup Operator: <i>Daniel Fredrickson</i> Certification Level: <i>WT P</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                       | 0  |   |                    |  |    |
|   |  | 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  |                          |    |   |                    |  |    |
| <i>27 Monitoring and Reporting Violations in 2015</i>   |  |  |                          |    |   |                    |  |    |
| <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>Lawrence George</i><br>Course: <i>clerks</i> Date: <i>9/8/2015 8:00:00 AM</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                        | 2  |   |                    |  |    |
| 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                       | 10 |   |                    |  |    |
|   |  | 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                        | 5  |   |                    |  |    |
|   |  | 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>  |  | 100  | <b>SDS O&amp;M Score</b> |    | 4 | <b>TOTAL SCORE</b> |  | 25 |

## 2016 Best Practices Score

Aniak

August 15, 2016

| 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            | 10 |    |             |  |     |
|   |   | 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: <i>Community has no public water system</i><br>Primary Operator: <i>No certified operator required Certification Level: N/A</i><br>Backup Operator: <i>No certified operator required Certification Level: N/A</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            | 25 |    |             |  |     |
|   |   | 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            | 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  |               |    |    |             |  |     |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |               |    |    |             |  |     |
| <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>Lenore Kameroff</i><br>Course: <i>clerks</i> Date: <i>9/7/2015 8:00:00 AM</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             | 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  |               |    |    |             |  |     |
| <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            | 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             |    |    |             |  |     |
|   | <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            | 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             |    |    |             |  |     |
|   | <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             | 5  |    |             |  |     |
|   |   | 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  | 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   |   | 400  | SDS O&M Score |    | 16 | TOTAL SCORE |  | 100 |

## 2016 Best Practices Score

Anvik

August 15, 2016

| 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                 | 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: <i>Small Treated</i><br>Primary Operator: <i>Clifford Jerue</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>William Nicholi</i> Certification Level: <i>Operator holds no current certification</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  |                    |    |
| <i>7 Monitoring and Reporting Violations in 2015</i>                               |   |  |                    |    |
| <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>Christine Elswick</i><br>Course: <i>clerks</i> Date: <i>2/27/2015 9:00:00 AM</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                 | 10 |
|  |   | 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                  | 5  |
|  |   | 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  | 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  |                    |    |
| <b>CIP O&amp;M Score</b>   |   | 180  |                    |    |
| <b>SDS O&amp;M Score</b>   |   | 7  | <b>TOTAL SCORE</b> |    |
|  |   |  | 45                 |    |



## 2016 Best Practices Score

### Arctic Village

August 15, 2016

| 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        | 10 |
|   |   | 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: <i>Small Treated</i><br>Primary Operator: <i>George Pitka-Yatlin</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Robert Erick</i> Certification Level: <i>WT P</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>22 Monitoring and Reporting Violations in 2015</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>David Henry</i><br>Course: <i>personnel</i> Date: <i>3/24/2014 8:00:00 AM</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         | 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  |           |    |
| <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        | 10 |
|   |   | 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        | 5  |
|   |   | 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         | 5  |
|   |   | 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>  |   | 220  |           |    |
| <b>SDS O&amp;M Score</b>  |   | 9  |           |    |
| <b>TOTAL SCORE</b>  |   |  | <b>55</b> |    |

## 2016 Best Practices Score

Atka

August 15, 2016

| 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    | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Christopher Maly</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Jonathan Zaachney</i> Certification Level: <i>Operator holds no current certification</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  |       |    |
| <i>20 Monitoring and Reporting Violations in 2015</i>   |  |  |       |    |
| <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>Dennis Golodoff</i><br>Course: <i>clerks</i> Date: <i>9/11/2015 8:00:00 AM</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     | 5  |
|   |  | 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>  |  | 120  |       |    |
| <b>SDS O&amp;M Score</b>  |  | 5  |       |    |
| <b>TOTAL SCORE</b>  |  |  | 30    |    |

## 2016 Best Practices Score

### Atmautluak

August 15, 2016

| 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Matthew Gilman</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>David Sims</i> Certification Level: <i>Operator holds no current certification</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  |                          |    |   |                    |  |    |
| <i>8 Monitoring and Reporting Violations in 2015</i>  |  |  |                          |    |   |                    |  |    |
| <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>Daniel Waska</i><br>Course: <i>organizational</i> Date: <i>9/15/2014 8:00:00 AM</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                       | 10 |   |                    |  |    |
|   |  | 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>  |  | 132  | <b>SDS O&amp;M Score</b> |    | 5 | <b>TOTAL SCORE</b> |  | 33 |

## 2016 Best Practices Score

**Atqasuk**

August 15, 2016

| 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                       | 10 |   |                    |  |    |
|   |  | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Ed York Certification Level: WT 3</i><br>Backup Operator: <i>Dan Pillars Certification Level: WT 3</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                       | 5  |   |                    |  |    |
| 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  |                          |    |   |                    |  |    |
| <i>2 Monitoring and Reporting Violations in 2015</i>  |  |  |                          |    |   |                    |  |    |
| <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                        | 0  |   |                    |  |    |
|   | Attendee:<br>Course: Date:   |  |                          |    |   |                    |  |    |
|   | <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                        | 2  |   |                    |  |    |
|   |  | 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                        | 5  |   |                    |  |    |
|   |  | 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>  |  | 148  | <b>SDS O&amp;M Score</b> |    | 6 | <b>TOTAL SCORE</b> |  | 37 |

## 2016 Best Practices Score

### Barrow

August 15, 2016

| 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    | 10 |
|   |  | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>James Murphy</i> Certification Level: <i>WT 4</i><br>Backup Operator: <i>Thomas Drake</i> Certification Level: <i>WT 3</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    | 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  |       |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |  |  |       |    |
| <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     | 0  |
|   | Attendee:<br>Course: Date:   |  |       |    |
|   | <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     | 2  |
|   |  | 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    | 15 |
|   |  | 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     | 5  |
|   |  | 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>  |  | 228  |       |    |
| <b>SDS O&amp;M Score</b>  |  | 9  |       |    |
| <b>TOTAL SCORE</b>  |  |  | 57    |    |

## 2016 Best Practices Score

### Beaver

August 15, 2016

| 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                 | 7  |
|   |   | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Paul Petruska</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Aaron Petruska</i> Certification Level: <i>WT P</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  |                    |    |
| <i>6 Monitoring and Reporting Violations in 2015</i>  |   |  |                    |    |
| <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>Vivian Juneby</i><br>Course: <i>clerks</i> Date: <i>2/10/2015 9:00:00 AM</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>  |   | 108  |                    |    |
| <b>SDS O&amp;M Score</b>  |   | 4  | <b>TOTAL SCORE</b> |    |
|   |   |  | 27                 |    |

## 2016 Best Practices Score

### Bethel

August 15, 2016

| 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                 | 7  |
|   |  | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>William Stuart</i> Certification Level: <i>WT 2</i><br>Backup Operator: <i>Shawn Ahlo</i> Certification Level: <i>WT 1</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                 | 5  |
| 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  |                    |    |
| <i>2 Monitoring and Reporting Violations in 2015</i>  |  |  |                    |    |
| <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>Thomas Bobo</i><br>Course: <i>intro</i> Date: <i>2/16/2016 9:00:00 AM</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                  | 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  |                    |    |
| <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                 | 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                  |    |
|   | <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                  | 5  |
|   |  | 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  | 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  |                    |    |
| <b>CIP O&amp;M Score</b>  |  | 268  |                    |    |
| <b>SDS O&amp;M Score</b>  |  | 11   | <b>TOTAL SCORE</b> |    |
|   |  |  | 67                 |    |

## 2016 Best Practices Score

### Birch Creek

August 15, 2016

| 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    | 10 |
|   |   | 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: <i>No certified operator required</i><br>Primary Operator: <i>N/A</i> Certification Level: <i>N/A</i><br>Backup Operator: <i>N/A</i> Certification Level: <i>N/A</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    | 0  |
|   |   | 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    | 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  |       |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |       |    |
| <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     | 0  |
|   | Attendee:<br>Course: Date:  |  |       |    |
|   | <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     | 5  |
|   |   | 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>  |   | 100  |       |    |
| <b>SDS O&amp;M Score</b>  |   | 4  |       |    |
| <b>TOTAL SCORE</b>  |   |  | 25    |    |



## 2016 Best Practices Score

### Brevig Mission

August 15, 2016

| 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    | 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: <i>Small Treated</i><br>Primary Operator: <i>Carl Rock Certification Level: Small Treated</i><br>Backup Operator: <i>No record of a backup operator Certification Level: N/A</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    | 0  |
|   |   | 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    | 5  |
| 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  |       |    |
| <i>2 Monitoring and Reporting Violations in 2015</i>  |   |  |       |    |
| <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     | 0  |
|   | Attendee:<br>Course: Date:  |  |       |    |
|   | <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     | 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  |       |    |
| <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    | 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     |    |
|   | <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    | 5  |
|   |   | 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>  |   | 140  |       |    |
| <b>SDS O&amp;M Score</b>  |   | 6  |       |    |
| <b>TOTAL SCORE</b>  |   |  | 35    |    |

## 2016 Best Practices Score

### Buckland

August 15, 2016

| 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                 | 10 |
|   |  | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Erik Weber</i> Certification Level: <i>WT 2</i><br>Backup Operator: <i>Evans Thomas</i> Certification Level: <i>WT 2</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                 | 25 |
|   |  | 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                 | 5  |
| 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  |                    |    |
| <i>3 Monitoring and Reporting Violations in 2015</i>  |  |  |                    |    |
| <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>Cheryl Ticket, City Administrator</i><br>Course: <i>clerks</i> Date: <i>6/20/2016 8:00:00 AM</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                  | 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  |                    |    |
| <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                 | 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                  |    |
|   | <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                 | 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                  |    |
|   | <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                  | 5  |
|   |  | 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  | 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  |                    |    |
| <b>CIP O&amp;M Score</b>  |  | 380  |                    |    |
| <b>SDS O&amp;M Score</b>  |  | 15   | <b>TOTAL SCORE</b> |    |
|   |  |  | 95                 |    |

## 2016 Best Practices Score

**Cantwell**

August 15, 2016

| 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                       | 10 |    |                    |  |     |
|   |   | 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: <i>No certified operator required</i><br>Primary Operator: <i>No certified operator required</i> Certification Level: <i>N/A</i><br>Backup Operator: <i>No certified operator required</i> Certification Level: <i>N/A</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                       | 25 |    |                    |  |     |
|   |   | 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                       | 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  |                          |    |    |                    |  |     |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |                          |    |    |                    |  |     |
| <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:<br>Course: Date:  |  |                          |    |    |                    |  |     |
|   | <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                        | 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  |                          |    |    |                    |  |     |
| <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                       | 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                        |    |    |                    |  |     |
|   | <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                       | 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                        |    |    |                    |  |     |
|   | <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                        | 5  |    |                    |  |     |
|   |   | 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                        | 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  |                          |    |    |                    |  |     |
| <b>CIP O&amp;M Score</b>  |   | 400  | <b>SDS O&amp;M Score</b> |    | 16 | <b>TOTAL SCORE</b> |  | 100 |

## 2016 Best Practices Score

### Chalkyitsik

August 15, 2016

| 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    | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Larry Henry</i> Certification Level: <i>WT 2</i><br>Backup Operator: <i>Brian Joseph</i> Certification Level: <i>Operator holds no current certification</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    | 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  |       |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |  |  |       |    |
| <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>Tamara Henry</i><br>Course: <i>personnel</i> Date: <i>3/24/2014 8:00:00 AM</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     | 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  |       |    |
| <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    | 5  |
|   |  | 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     | 5  |
|   |  | 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  | 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  |       |    |
| <b>CIP O&amp;M Score</b>  |  | 220  |       |    |
| <b>SDS O&amp;M Score</b>  |  | 9  |       |    |
| <b>TOTAL SCORE</b>  |  |  | 55    |    |

## 2016 Best Practices Score

### Chefornak

August 15, 2016

| 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: <i>Small Untreated</i><br>Primary Operator: <i>Thomas Mael</i> Certification Level: <i>Small Treated</i><br>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            | 5     |             |    |
| 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  |               |       |             |    |
| <i>2 Monitoring and Reporting Violations in 2015</i>  |   |  |               |       |             |    |
| 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>Magdalene Mathew</i><br>Course: <i>clerks</i> Date: <i>9/7/2015 8:00:00 AM</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            | 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             |       |             |    |
|   | Revenue   | Utility is collecting revenue sufficient to cover the Utility's operating expenses and to contribute to a repair and replacement account   | 20            | 15    |             |    |
|   |   | 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   |   | 240  | SDS O&M Score | 10    | TOTAL SCORE | 60 |

## 2016 Best Practices Score

### Chenega Bay

August 15, 2016

| 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    | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>George Eleshansky</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</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>18 Monitoring and Reporting Violations in 2015</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>Normal Selanoff</i><br>Course: <i>financial</i> Date: <i>3/16/2015 8:00:00 AM</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     | 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  |       |    |
| <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    | 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     |    |
|   | <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    | 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     |    |
|   | <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     | 5  |
|   |  | 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     | 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  |       |    |
| <b>CIP O&amp;M Score</b>  |  | 300  |       |    |
| <b>SDS O&amp;M Score</b>  |  | 12   |       |    |
| <b>TOTAL SCORE</b>  |  |  | 75    |    |

## 2016 Best Practices Score

**Chevak**

August 15, 2016

| 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                 | 10 |
|   |  | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>John Atchak</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Patrick Patrick</i> Certification Level: <i>WT 1</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                 | 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  |                    |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |  |  |                    |    |
| <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>Andrew Charles</i><br>Course: <i>electedofficials</i> Date: <i>2/23/2015 9:00:00 AM</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                 | 10 |
|   |  | 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                 | 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                  |    |
|   | <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                  | 5  |
|   |  | 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>  |  | 300  |                    |    |
| <b>SDS O&amp;M Score</b>  |  | 12   | <b>TOTAL SCORE</b> |    |
|   |  |  | 75                 |    |

## 2016 Best Practices Score

### Chignik

August 15, 2016

| 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                       | 10 |    |                    |  |    |
|  |  | 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: <i>Small Treated</i><br>Primary Operator: <i>Alexander King</i> Certification Level: <i>ST</i><br>Backup Operator: <i>Herb Brown</i> Certification Level: <i>WT P</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  |                          |    |    |                    |  |    |
| <i>25 Monitoring and Reporting Violations in 2015</i>                              |  |  |                          |    |    |                    |  |    |
| <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>Becky Boettcher, City Clerk</i><br>Course: <i>personnel</i> Date: <i>9/9/2013 8:00:00 AM</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                        | 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  |                          |    |    |                    |  |    |
| <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                       | 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                        |    |    |                    |  |    |
|  | <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                       | 15 |    |                    |  |    |
|  |  | 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                        | 5  |    |                    |  |    |
|  |  | 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  | 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  |                          |    |    |                    |  |    |
| <b>CIP O&amp;M Score</b>   |  | 300  | <b>SDS O&amp;M Score</b> |    | 12 | <b>TOTAL SCORE</b> |  | 75 |



## 2016 Best Practices Score

### Chignik Lagoon

August 15, 2016

| 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                       | 7  |    |                    |  |    |
|   |  | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Larry McCormick</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Jeremy Billadeau</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                       | 5  |    |                    |  |    |
| 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  |                          |    |    |                    |  |    |
| <i>3 Monitoring and Reporting Violations in 2015</i>  |  |  |                          |    |    |                    |  |    |
| <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>Delissa McCormick</i><br>Course: <i>financial</i> Date: <i>4/11/2016 8:00:00 AM</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                       | 10 |    |                    |  |    |
|   |  | 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                       | 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                        |    |    |                    |  |    |
|   | <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                        | 5  |    |                    |  |    |
|   |  | 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  | 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  |                          |    |    |                    |  |    |
| <b>CIP O&amp;M Score</b>  |  | 288  | <b>SDS O&amp;M Score</b> |    | 12 | <b>TOTAL SCORE</b> |  | 72 |

## 2016 Best Practices Score

### Chignik Lake

August 15, 2016

| 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    | 10 |
|   |   | 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: <i>Small Untreated</i><br>Primary Operator: <i>Willard Lind</i> Certification Level: <i>Small Untreated</i><br>Backup Operator: <i>Jacob Kalmakoff</i> Certification Level: <i>Small Untreated</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    | 5  |
| 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  |       |    |
| <i>1 Monitoring and Reporting Violations in 2015</i>  |   |  |       |    |
| <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>Tanya Garner</i><br>Course: <i>financial</i> Date: <i>4/10/2016 8:00:00 AM</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     | 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  |       |    |
| <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    | 13 |
|   |   | 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     | 5  |
|   |   | 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>  |   | 232  |       |    |
| <b>SDS O&amp;M Score</b>  |   | 9  |       |    |
| <b>TOTAL SCORE</b>  |   |  | 58    |    |

## 2016 Best Practices Score

**Chistochina**

August 15, 2016

| 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                       | 0  |   |                    |  |    |
|   |  | 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: <i>Small Untreated</i><br>Primary Operator: <i>Freddy Nicolai</i> Certification Level: <i>N/A</i><br>Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</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                       | 25 |   |                    |  |    |
|   |  | 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                       | 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  |                          |    |   |                    |  |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |  |  |                          |    |   |                    |  |    |
| <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                        | 0  |   |                    |  |    |
|   | Attendee:<br>Course: Date:   |  |                          |    |   |                    |  |    |
|   | <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                        | 5  |   |                    |  |    |
|   |  | 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>  |  | 160  | <b>SDS O&amp;M Score</b> |    | 6 | <b>TOTAL SCORE</b> |  | 40 |

## 2016 Best Practices Score

### Chuathbaluk

August 15, 2016

| 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            | 10    |             |    |
|   |   | 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: <i>Small Treated</i><br>Primary Operator: <i>Carl Nesbit</i> Certification Level: <i>WT P</i><br>Backup Operator: <i>William Nesbit</i> Certification Level: <i>WD P</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  |               |       |             |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |               |       |             |    |
| 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>Kathriine Phillip</i><br>Course: <i>financial</i> Date: <i>11/15/2015 9:00:00 AM</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  | 2             |       |             |    |
|   | 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   |   | 348  | SDS O&M Score | 14    | TOTAL SCORE | 87 |

## 2016 Best Practices Score

### Circle

August 15, 2016

| 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                 | 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: <i>Small Treated</i><br>Primary Operator: <i>Lawrence Crow</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>Timothy George</i> Certification Level: <i>Operator holds no current certification</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                 | 5  |
| 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  |                    |    |
| <i>1 Monitoring and Reporting Violations in 2015</i>  |   |  |                    |    |
| <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                  | 0  |
|   | Attendee:<br>Course: Date:  |  |                    |    |
|   | <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>  |   | 100  |                    |    |
| <b>SDS O&amp;M Score</b>  |   | 4  | <b>TOTAL SCORE</b> |    |
|   |   |  | 25                 |    |

## 2016 Best Practices Score

### Clark's Point

August 15, 2016

| 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: <i>Small Untreated</i><br>Primary Operator: <i>William Norbert</i> Certification Level: <i>WT P</i><br>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            | 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  |               |       |             |    |
| <i>15 Monitoring and Reporting Violations in 2015</i>   |  |  |               |       |             |    |
| 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>Betty Gardiner</i><br>Course: <i>electedofficials</i> Date: <i>4/10/2015 8:00:00 AM</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             | 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  |               |       |             |    |
| 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    |             |    |
|   |  | 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            | 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             |       |             |    |
|   | 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     |             |    |
|   |  | 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 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   |  | 148  | SDS O&M Score | 6     | TOTAL SCORE | 37 |

## 2016 Best Practices Score

### Coffman Cove

August 15, 2016

| 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                       | 7  |    |                    |  |    |
|   |   | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Ronald Rusher</i> Certification Level: <i>WT 2</i><br>Backup Operator: <i>Mark Higgins</i> Certification Level: <i>WT P</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                       | 5  |    |                    |  |    |
| 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  |                          |    |    |                    |  |    |
| <i>2 Monitoring and Reporting Violations in 2015</i>  |   |  |                          |    |    |                    |  |    |
| <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>Jean Soderberg</i><br>Course: <i>clerks</i> Date: <i>4/6/2012 8:00:00 AM</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                        | 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  |                          |    |    |                    |  |    |
| <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                       | 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                        |    |    |                    |  |    |
|   | <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                       | 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                        |    |    |                    |  |    |
|   | <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                        | 5  |    |                    |  |    |
|   |   | 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                        | 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  |                          |    |    |                    |  |    |
| <b>CIP O&amp;M Score</b>  |   | 328  | <b>SDS O&amp;M Score</b> |    | 13 | <b>TOTAL SCORE</b> |  | 82 |

## 2016 Best Practices Score

### Cold Bay

August 15, 2016

| 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    | 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: <i>Small Treated</i><br>Primary Operator: <i>Kurt Uttecht</i> Certification Level: <i>WT P</i><br>Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</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    | 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  |       |                    |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |       |                    |    |
| <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>Angela Simpson</i><br>Course: <i>organizational</i> Date: <i>12/7/2015 9:00:00 AM</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     | 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  |       |                    |    |
| <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    | 10                 |    |
|   |   | 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    | 5                  |    |
|   |   | 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     | 5                  |    |
|   |   | 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  | 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  |       |                    |    |
| <b>CIP O&amp;M Score</b>  | 260   | <b>SDS O&amp;M Score</b>   | 10    | <b>TOTAL SCORE</b> | 65 |



## 2016 Best Practices Score

Craig

August 15, 2016

| 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                 | 10 |
|   |   | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Leslie Nelson</i> Certification Level: <i>WT 3</i><br>Backup Operator: <i>David Nelson</i> Certification Level: <i>WT 2</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                 | 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  |                    |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |                    |    |
| <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>Kassi Bateman/Knock</i><br>Course: <i>clerks</i> Date: <i>4/6/2012 8:00:00 AM</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                  | 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  |                    |    |
| <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                 | 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                  |    |
|   | <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                 | 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                  |    |
|   | <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                  | 5  |
|   |   | 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  | 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  |                    |    |
| <b>CIP O&amp;M Score</b>  |   | 360  |                    |    |
| <b>SDS O&amp;M Score</b>  |   | 14   | <b>TOTAL SCORE</b> |    |
|   |   |  | 90                 |    |

## 2016 Best Practices Score

### Crooked Creek

August 15, 2016

| 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                       | 0  |   |                    |  |    |
|   |  | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Charles Fletcher</i> Certification Level: <i>Operator holds no current certification</i><br>Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</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                       | 5  |   |                    |  |    |
| 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  |                          |    |   |                    |  |    |
| <i>3 Monitoring and Reporting Violations in 2015</i>  |  |  |                          |    |   |                    |  |    |
| <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>Alison Zaukar</i><br>Course: <i>electedofficials</i> Date: <i>11/2/2015 9:00:00 AM</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                        | 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  |                          |    |   |                    |  |    |
| <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                       | 5  |   |                    |  |    |
|   |  | 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                        | 2  |   |                    |  |    |
|   |  | 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  | 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  |                          |    |   |                    |  |    |
| <b>CIP O&amp;M Score</b>  |  | 168  | <b>SDS O&amp;M Score</b> |    | 7 | <b>TOTAL SCORE</b> |  | 42 |

## 2016 Best Practices Score

### Deering

August 15, 2016

| 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                 | 10 |
|   |   | 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: <i>Small Treated</i><br>Primary Operator: <i>Fletcher Gregg</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>Bruce Barr</i> Certification Level: <i>WD P</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  |                    |    |
| <i>8 Monitoring and Reporting Violations in 2015</i>  |   |  |                    |    |
| <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>Selma Moto, Utility Clerk</i><br>Course: <i>clerks</i> Date: <i>6/20/2016 8:00:00 AM</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                  | 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  |                    |    |
| <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                 | 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                  |    |
|   | <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                 | 15 |
|   |   | 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                  | 5  |
|   |   | 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  | 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  |                    |    |
| <b>CIP O&amp;M Score</b>  |   | 300  |                    |    |
| <b>SDS O&amp;M Score</b>  |   | 12   | <b>TOTAL SCORE</b> |    |
|   |   |  | 75                 |    |

## 2016 Best Practices Score

### Dillingham

August 15, 2016

| 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                 | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Herman Shade</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</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                 | 5  |
| 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  |                    |    |
| <i>2 Monitoring and Reporting Violations in 2015</i>  |   |  |                    |    |
| <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>Garcia Francisco</i><br>Course: <i>organizational</i> Date: <i>12/7/2015 9:00:00 AM</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                  | 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  |                    |    |
| <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                 | 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                  |    |
|   | <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                 | 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                  |    |
|   | <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                  | 5  |
|   |   | 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>  |   | 300  |                    |    |
| <b>SDS O&amp;M Score</b>  |   | 12   | <b>TOTAL SCORE</b> |    |
|   |   |  | 75                 |    |

## 2016 Best Practices Score

**Diomedes**

August 15, 2016

| 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    | 0  |
|  |  | 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: <i>Small Treated</i><br>Primary Operator: <i>Robert Omiak</i> Certification Level: <i>Operator holds no current certification</i><br>Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</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    | 0  |
|  |  | 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  |       |    |
| <i>29 Monitoring and Reporting Violations in 2015</i>                              |  |  |       |    |
| <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>Charles Menadelook and others</i><br>Course: <i>personnel</i> Date: <i>3/14/2016 8:00:00 AM</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     | 2  |
|  |  | 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    | 10 |
|  |  | 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    | 5  |
|  |  | 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     | 5  |
|  |  | 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>   |  | 108  |       |    |
| <b>SDS O&amp;M Score</b>   |  | 4  |       |    |
| <b>TOTAL SCORE</b>   |  |  | 27    |    |

## 2016 Best Practices Score

### Dot Lake Village

August 15, 2016

| 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                       | 10 |   |                    |  |    |
|   |  | 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: <i>Community has no public water system</i><br>Primary Operator: <i>Gary Deeter</i> Certification Level: <i>Small Untreated</i><br>Backup Operator: <i>No certified operator required</i> Certification Level: <i>N/A</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                       | 0  |   |                    |  |    |
|   |  | 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                       | 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  |                          |    |   |                    |  |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |  |  |                          |    |   |                    |  |    |
| <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                        | 0  |   |                    |  |    |
|   | Attendee:<br>Course: Date:   |  |                          |    |   |                    |  |    |
|   | <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>  |  | 80   | <b>SDS O&amp;M Score</b> |    | 3 | <b>TOTAL SCORE</b> |  | 20 |

## 2016 Best Practices Score

**Eagle (City)**

August 15, 2016

| 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    | 10 |
|   |  | 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: <i>Small Untreated</i><br>Primary Operator: <i>Steven Hamilton</i> Certification Level: <i>Small Untreated</i><br>Backup Operator: <i>Joel Helmer</i> Certification Level: <i>Small Untreated</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    | 0  |
|   |  | 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    | 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  |       |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |  |  |       |    |
| <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     | 0  |
|   | Attendee: <i>N/A</i><br>Course: <i>N/A</i> Date: <i>12:00:00 AM</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>  |  | 80   |       |    |
| <b>SDS O&amp;M Score</b>  |  | 3  |       |    |
| <b>TOTAL SCORE</b>  |  |  | 20    |    |

## 2016 Best Practices Score

Eek

August 15, 2016

| 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Adolph Carter Certification Level: WT 1</i><br>Backup Operator: <i>No record of a backup operator Certification Level: N/A</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                       | 25 |
|   |  | 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                       | 5  |
| 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  |                          |    |
| <i>5 Monitoring and Reporting Violations in 2015</i>  |  |  |                          |    |
| <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                        | 0  |
|   | Attendee:<br>Course: Date:   |  |                          |    |
|   | <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                       | 10 |
|   |  | 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                       | 15 |
|   |  | 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                        | 5  |
|   |  | 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>  |  | 252  | <b>SDS O&amp;M Score</b> |    |
|   |  | 10   | <b>TOTAL SCORE</b>       |    |
|   |  |  | 63                       |    |



## 2016 Best Practices Score

**Egegik**

August 15, 2016

| 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                 | 10 |
|   |   | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Mike Gravelle</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Don Strand</i> Certification Level: <i>WT 1</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                 | 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  |                    |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |                    |    |
| <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>Don Strand</i><br>Course: <i>financial</i> Date: <i>11/3/2014 9:00:00 AM</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                  | 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  |                    |    |
| <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                 | 10 |
|   |   | 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                 | 5  |
|   |   | 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                  | 5  |
|   |   | 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  | 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  |                    |    |
| <b>CIP O&amp;M Score</b>  |   | 280  |                    |    |
| <b>SDS O&amp;M Score</b>  |   | 11   | <b>TOTAL SCORE</b> |    |
|   |   |  | 70                 |    |

## 2016 Best Practices Score

Ekwok

August 15, 2016

| 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            | 10    |             |    |
|   |   | 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: <i>Community has no public water system</i><br>Primary Operator: <i>No certified operator required Certification Level: N/A</i><br>Backup Operator: <i>No certified operator required Certification Level: 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  |               |       |             |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |               |       |             |    |
| 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>Karen Hanson</i><br>Course: <i>electedofficials</i> Date: <i>4/6/2015 8:00:00 AM</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            | 15    |             |    |
|   |   | 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   |   | 340  | SDS O&M Score | 14    | TOTAL SCORE | 85 |

## 2016 Best Practices Score

### Elfin Cove

August 15, 2016

| 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            | 0  |    |             |  |    |
|   |  | 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: <i>Small Untreated</i><br>Primary Operator: <i>Dennis Meier</i> Certification Level: <i>N/A</i><br>Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</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            | 0  |    |             |  |    |
|   |  | 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            | 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  |               |    |    |             |  |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |  |  |               |    |    |             |  |    |
| <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>Tod Richards</i><br>Course: <i>financial</i> Date: <i>1/15/2016 9:00:00 AM</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             | 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  |               |    |    |             |  |    |
| <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            | 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             |    |    |             |  |    |
|   | <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            | 15 |    |             |  |    |
|   |  | 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             | 5  |    |             |  |    |
|   |  | 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  | 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   |  | 240  | SDS O&M Score |    | 10 | TOTAL SCORE |  | 60 |

## 2016 Best Practices Score

Elim

August 15, 2016

| 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    | 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: <i>Small Treated</i><br>Primary Operator: <i>Roy Daniels</i> Certification Level: <i>WT P</i><br>Backup Operator: <i>David Nakarak</i> Certification Level: <i>Operator holds no current certification</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    | 0  |
|   |   | 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    | 5  |
| 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  |       |    |
| <i>2 Monitoring and Reporting Violations in 2015</i>  |   |  |       |    |
| <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     | 0  |
|   | Attendee:<br>Course: Date:  |  |       |    |
|   | <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     | 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  |       |    |
| <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    | 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     |    |
|   | <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    | 15 |
|   |   | 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     | 5  |
|   |   | 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     | 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  |       |    |
| <b>CIP O&amp;M Score</b>  |   | 220  |       |    |
| <b>SDS O&amp;M Score</b>  |   | 9  |       |    |
| <b>TOTAL SCORE</b>  |   |  | 55    |    |

## 2016 Best Practices Score

### Emmonak

August 15, 2016

| 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Arthur Redfox</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>Emmanuel Mike</i> Certification Level: <i>Operator holds no current certification</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  |                          |    |   |                    |  |    |
| <i>25 Monitoring and Reporting Violations in 2015</i>   |  |  |                          |    |   |                    |  |    |
| <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>Cheryl Andrew</i><br>Course: <i>financial</i> Date: <i>1/11/2016 9:00:00 AM</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                        | 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  |                          |    |   |                    |  |    |
| <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                       | 15 |   |                    |  |    |
|   |  | 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                        | 5  |   |                    |  |    |
|   |  | 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  | 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  |                          |    |   |                    |  |    |
| <b>CIP O&amp;M Score</b>  |  | 212  | <b>SDS O&amp;M Score</b> |    | 8 | <b>TOTAL SCORE</b> |  | 53 |

## 2016 Best Practices Score

**False Pass**

August 15, 2016

| 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Stephen Madej</i> Certification Level: <i>WT P</i><br>Backup Operator: <i>Monte Chitty</i> Certification Level: <i>Operator holds no current certification</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    | 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  |       |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |  |  |       |    |
| <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>Chris Emrich</i><br>Course: <i>personnel</i> Date: <i>1/28/2013 9:00:00 AM</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     | 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  |       |    |
| <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    | 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     |    |
|   | <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    | 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     |    |
|   | <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     | 5  |
|   |  | 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  | 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  |       |    |
| <b>CIP O&amp;M Score</b>  |  | 332  |       |    |
| <b>SDS O&amp;M Score</b>  |  | 13   |       |    |
| <b>TOTAL SCORE</b>  |  |  | 83    |    |

## 2016 Best Practices Score

### Fort Yukon

August 15, 2016

| 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Eric Tremblay</i> Certification Level: <i>WT 3</i><br>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            | 5     |             |    |
| 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  |               |       |             |    |
| <i>1 Monitoring and Reporting Violations in 2015</i>  |  |  |               |       |             |    |
| 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>Shawn Phillips</i><br>Course: <i>organizational</i> Date: <i>12/7/2015 9:00:00 AM</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  | 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  |               |       |             |    |
| CIP O&M Score   |  | 300  | SDS O&M Score | 12    | TOTAL SCORE | 75 |

## 2016 Best Practices Score

Galena

August 15, 2016

| 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                 | 10 |
|   |  | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Howard Beasley</i> Certification Level: <i>WT 2</i><br>Backup Operator: <i>Charles Miller</i> Certification Level: <i>WT 2</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                 | 0  |
|   |  | 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                 | 5  |
| 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  |                    |    |
| <i>1 Monitoring and Reporting Violations in 2015</i>  |  |  |                    |    |
| <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                  | 0  |
|   | Attendee:<br>Course: Date:   |  |                    |    |
|   | <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                  | 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  |                    |    |
| <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                 | 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                  |    |
|   | <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                 | 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                  |    |
|   | <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                  | 5  |
|   |  | 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>  |  | 240  |                    |    |
| <b>SDS O&amp;M Score</b>  |  | 10   | <b>TOTAL SCORE</b> |    |
|   |  |  | 60                 |    |



## 2016 Best Practices Score

### Gambell

August 15, 2016

| 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Jan Campbell</i> Certification Level: <i>WD P</i><br>Backup Operator: <i>Reubin Tunjiyan</i> Certification Level: <i>Operator holds no current certification</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            | 0  |   |             |  |    |
|   |  | 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            | 5  |   |             |  |    |
| 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  |               |    |   |             |  |    |
| <i>3 Monitoring and Reporting Violations in 2015</i>  |  |  |               |    |   |             |  |    |
| <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>Ramona Tunjiyan</i><br>Course: <i>clerks</i> Date: <i>6/20/2016 8:00:00 AM</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             | 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  |               |    |   |             |  |    |
| <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            | 13 |   |             |  |    |
|   |  | 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            | 5  |   |             |  |    |
|   |  | 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             | 5  |   |             |  |    |
|   |  | 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  | 2             |    |   |             |  |    |
|   | 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   |  | 172  | SDS O&M Score |    | 7 | TOTAL SCORE |  | 43 |

## 2016 Best Practices Score

**Golovin**

August 15, 2016

| 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Wayne Henry</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Dale Aukongak</i> Certification Level: <i>Operator holds no current certification</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        | 0  |
|  |   | 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  |           |    |
| <i>26 Monitoring and Reporting Violations in 2015</i>                              |   |  |           |    |
| <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>Julia Randall</i><br>Course: <i>organizational</i> Date: <i>7/1/2016 8:00:00 AM</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         | 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  |           |    |
| <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        | 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         |    |
|  | <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        | 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         |    |
|  | <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         | 5  |
|  |   | 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  | 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  |           |    |
| <b>CIP O&amp;M Score</b>   |   | 232  |           |    |
| <b>SDS O&amp;M Score</b>   |   | 9  |           |    |
| <b>TOTAL SCORE</b>   |   |  | <b>58</b> |    |

## 2016 Best Practices Score

### Goodnews Bay

August 15, 2016

| 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                 | 7  |
|   |   | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Larry Small</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Roy Roberts</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  |                    |    |
| <i>22 Monitoring and Reporting Violations in 2015</i>   |   |  |                    |    |
| <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                  | 0  |
|   | Attendee:<br>Course: Date:  |  |                    |    |
|   | <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                  | 2  |
|   |   | 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                 | 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                  |    |
|   | <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                 | 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                  |    |
|   | <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                  | 5  |
|   |   | 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                  | 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  |                    |    |
| <b>CIP O&amp;M Score</b>  |   | 276  |                    |    |
| <b>SDS O&amp;M Score</b>  |   | 11   | <b>TOTAL SCORE</b> |    |
|   |   |  | 69                 |    |

## 2016 Best Practices Score

### Grayling

August 15, 2016

| 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: <i>Small Treated</i><br>Primary Operator: <i>Paul Howard</i> Certification Level: <i>Operator holds no current certification</i><br>Backup Operator: <i>Joshua Koyukuk</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>48 Monitoring and Reporting Violations in 2015</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>Ann Short</i><br>Course: <i>financial</i> Date: <i>1/11/2016 9:00:00 AM</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        | 5  |
|   |   | 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         | 5  |
|   |   | 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>  |   | 132  |           |    |
| <b>SDS O&amp;M Score</b>  |   | 5  |           |    |
| <b>TOTAL SCORE</b>  |   |  | <b>33</b> |    |

## 2016 Best Practices Score

### Gulkana

August 15, 2016

| 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: <i>Water Treatment 2</i><br>Primary Operator: <i>John Dye</i> Certification Level: <i>WT P</i><br>Backup Operator: <i>Samson Frank</i> Certification Level: <i>WT P</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  |                    |    |
| <i>9 Monitoring and Reporting Violations in 2015</i>  |  |  |                    |    |
| <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>Eveline Frank</i><br>Course: <i>financial</i> Date: <i>4/22/2016 8:00:00 AM</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                  | 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  |                    |    |
| <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                 | 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                  |    |
|   | <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                 | 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                  |    |
|   | <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                  | 5  |
|   |  | 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  | 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  |                    |    |
| <b>CIP O&amp;M Score</b>  |  | 292  |                    |    |
| <b>SDS O&amp;M Score</b>  |  | 12   | <b>TOTAL SCORE</b> |    |
|   |  |  | 73                 |    |

## 2016 Best Practices Score

**Gustavus**

August 15, 2016

| 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    | 10 |
|   |  | 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: <i>No certified operator required</i><br>Primary Operator: <i>N/A</i> Certification Level: <i>N/A</i><br>Backup Operator: <i>No certified operator required</i> Certification Level: <i>N/A</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    | 25 |
|   |  | 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    | 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  |       |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |  |  |       |    |
| <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:<br>Course: Date:   |  |       |    |
|   | <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     | 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  |       |    |
| <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    | 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     |    |
|   | <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    | 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     |    |
|   | <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     | 5  |
|   |  | 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     | 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  |       |    |
| <b>CIP O&amp;M Score</b>  |  | 400  |       |    |
| <b>SDS O&amp;M Score</b>  |  | 16   |       |    |
| <b>TOTAL SCORE</b>  |  |  | 100   |    |

## 2016 Best Practices Score

### Healy Lake

August 15, 2016

| 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            | 10 |    |             |  |     |
|  |   | 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: <i>No certified operator required</i><br>Primary Operator: <i>No certified operator required</i> Certification Level: <i>N/A</i><br>Backup Operator: <i>No certified operator required</i> Certification Level: <i>N/A</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            | 25 |    |             |  |     |
|  |   | 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            | 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  |               |    |    |             |  |     |
| <i>0 Monitoring and Reporting Violations in 2015</i>                               |   |  |               |    |    |             |  |     |
| <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:<br>Course: Date:  |  |               |    |    |             |  |     |
|  | <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             | 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  |               |    |    |             |  |     |
| <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            | 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             |    |    |             |  |     |
|  | <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            | 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             |    |    |             |  |     |
|  | <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             | 5  |    |             |  |     |
|  |   | 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  | 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  |   | 400  | SDS O&M Score |    | 16 | TOTAL SCORE |  | 100 |

## 2016 Best Practices Score

### Holy Cross

August 15, 2016

| 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                       | 10 |    |                    |  |    |
|   |   | 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: <i>Small Treated</i><br>Primary Operator: <i>David Walker</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>Ernest Peters</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                       | 5  |    |                    |  |    |
| 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  |                          |    |    |                    |  |    |
| <i>1 Monitoring and Reporting Violations in 2015</i>  |   |  |                          |    |    |                    |  |    |
| <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>David Walker</i><br>Course: <i>financial</i> Date: <i>4/18/2016 8:00:00 AM</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                       | 10 |    |                    |  |    |
|   |   | 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                       | 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                        |    |    |                    |  |    |
|   | <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                        | 5  |    |                    |  |    |
|   |   | 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>  |   | 280  | <b>SDS O&amp;M Score</b> |    | 11 | <b>TOTAL SCORE</b> |  | 70 |



## 2016 Best Practices Score

### Hoonah

August 15, 2016

| 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            | 7  |    |             |  |    |
|   |   | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Ronny Roberts</i> Certification Level: <i>WT 2</i><br>Backup Operator: <i>Billy Miller</i> Certification Level: <i>WT 1</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            | 5  |    |             |  |    |
| 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  |               |    |    |             |  |    |
| <i>3 Monitoring and Reporting Violations in 2015</i>  |   |  |               |    |    |             |  |    |
| <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>Ken Skafelstad</i><br>Course: <i>clerks</i> Date: <i>2/23/2015 9:00:00 AM</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             | 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  |               |    |    |             |  |    |
| <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            | 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             |    |    |             |  |    |
|   | <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            | 15 |    |             |  |    |
|   |   | 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             | 5  |    |             |  |    |
|   |   | 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  | 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   |   | 308  | SDS O&M Score |    | 12 | TOTAL SCORE |  | 77 |

## 2016 Best Practices Score

### Hooper Bay

August 15, 2016

| 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            | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Patrick Condello</i> Certification Level: <i>WT 2</i><br>Backup Operator: <i>Aloysius Olson</i> Certification Level: <i>Operator holds no current certification</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            | 5  |   |             |  |    |
| 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  |               |    |   |             |  |    |
| <i>1 Monitoring and Reporting Violations in 2015</i>  |   |  |               |    |   |             |  |    |
| <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>Jeanie Smith</i><br>Course: <i>financial</i> Date: <i>12/10/2012 9:00:00 AM</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             | 2  |   |             |  |    |
| 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            | 13 |   |             |  |    |
|   |   | 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            | 5  |   |             |  |    |
|   |   | 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  | 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   |   | 220  | SDS O&M Score |    | 9 | TOTAL SCORE |  | 55 |

## 2016 Best Practices Score

**Hughes**

August 15, 2016

| 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                       | 10 |    |                    |  |    |
|   |  | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Arlo Beetus</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Hugh Bifelt</i> Certification Level: <i>WT 1</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                       | 5  |    |                    |  |    |
| 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  |                          |    |    |                    |  |    |
| <i>1 Monitoring and Reporting Violations in 2015</i>  |  |  |                          |    |    |                    |  |    |
| <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>Arlo Beetus</i><br>Course: <i>financial</i> Date: <i>11/17/2015 9:00:00 AM</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                        | 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  |                          |    |    |                    |  |    |
| <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                       | 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                        |    |    |                    |  |    |
|   | <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                       | 15 |    |                    |  |    |
|   |  | 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                        | 5  |    |                    |  |    |
|   |  | 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                        | 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  |                          |    |    |                    |  |    |
| <b>CIP O&amp;M Score</b>  |  | 320  | <b>SDS O&amp;M Score</b> |    | 13 | <b>TOTAL SCORE</b> |  | 80 |

## 2016 Best Practices Score

Huslia

August 15, 2016

| 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    | 7  |
|   |  | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Darrell Vent Sr.</i> Certification Level: <i>WT 2</i><br>Backup Operator: <i>Darrell Vent Jr.</i> Certification Level: <i>WT P</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    | 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  |       |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |  |  |       |    |
| <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>Elsie Vent</i><br>Course: <i>operations</i> Date: <i>12/2/2014 9:00:00 AM</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     | 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  |       |    |
| <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    | 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     |    |
|   | <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    | 15 |
|   |  | 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     | 5  |
|   |  | 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  | 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  |       |    |
| <b>CIP O&amp;M Score</b>  |  | 328  |       |    |
| <b>SDS O&amp;M Score</b>  |  | 13   |       |    |
| <b>TOTAL SCORE</b>  |  |  | 82    |    |

## 2016 Best Practices Score

### Hydaburg

August 15, 2016

| 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    | 0  |
|   |   | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Donald Bell</i> Certification Level: <i>Operator holds no current certification</i><br>Backup Operator: <i>Travis Gresham</i> Certification Level: <i>Operator holds no current certification</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  |       |    |
| <i>45 Monitoring and Reporting Violations in 2015</i>   |   |  |       |    |
| <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>Natasha Peele</i><br>Course: <i>electedofficials</i> Date: <i>12/17/2015 9:00:00 AM</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     | 2  |
| 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    | 10 |
|   |   | 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    | 5  |
|   |   | 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     | 5  |
|   |   | 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  | 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  |       |    |
| <b>CIP O&amp;M Score</b>  |   | 188  |       |    |
| <b>SDS O&amp;M Score</b>  |   | 8  |       |    |
| <b>TOTAL SCORE</b>  |   |  | 47    |    |

## 2016 Best Practices Score

**Igiugig**

August 15, 2016

| 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: <i>WT 1</i><br>Primary Operator: <i>Terek Anelon</i> Certification Level: <i>Operator holds no current certification</i><br>Backup Operator: <i>AlexAnna Salmon</i> Certification Level: <i>WT P</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    | 25 |
|   |   | 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    | 5  |
| 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  |       |    |
| <i>4 Monitoring and Reporting Violations in 2015</i>  |   |  |       |    |
| <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>Sandra Alvarez</i><br>Course: <i>organizational</i> Date: <i>7/15/2016 8:00:00 AM</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     | 2  |
| 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    | 5  |
|   |   | 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     | 5  |
|   |   | 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  | 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  |       |    |
| <b>CIP O&amp;M Score</b>  |   | 220  |       |    |
| <b>SDS O&amp;M Score</b>  |   | 9  |       |    |
| <b>TOTAL SCORE</b>  |   |  | 55    |    |

## 2016 Best Practices Score

Iliamna

August 15, 2016

| 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                 | 10 |
|   |   | 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: <i>Community has no public water system</i><br>Primary Operator: <i>No certified operator required Certification Level: N/A</i><br>Backup Operator: <i>No certified operator required Certification Level: N/A</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                 | 0  |
|   |   | 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                 | 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  |                    |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |                    |    |
| <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>Brenda Hill</i><br>Course: <i>organizational</i> Date: <i>12/17/2015 9:00:00 AM</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                  | 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  |                    |    |
| <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                 | 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                  |    |
|   | <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                 | 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                  |    |
|   | <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                  | 5  |
|   |   | 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  | 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  |                    |    |
| <b>CIP O&amp;M Score</b>  |   | 300  |                    |    |
| <b>SDS O&amp;M Score</b>  |   | 12   | <b>TOTAL SCORE</b> |    |
|   |   |  | 75                 |    |

## 2016 Best Practices Score

### Ivanof Bay

August 15, 2016

| 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                       | 10 |    |                    |  |     |
|   |   | 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: <i>No certified operator required</i><br>Primary Operator: <i>No certified operator required</i> Certification Level: <i>N/A</i><br>Backup Operator: <i>No certified operator required</i> Certification Level: <i>N/A</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                       | 25 |    |                    |  |     |
|   |   | 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                       | 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  |                          |    |    |                    |  |     |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |                          |    |    |                    |  |     |
| <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:<br>Course: Date:  |  |                          |    |    |                    |  |     |
|   | <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                        | 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  |                          |    |    |                    |  |     |
| <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                       | 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                        |    |    |                    |  |     |
|   | <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                       | 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                        |    |    |                    |  |     |
|   | <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                        | 5  |    |                    |  |     |
|   |   | 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                        | 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  |                          |    |    |                    |  |     |
| <b>CIP O&amp;M Score</b>  |   | 400  | <b>SDS O&amp;M Score</b> |    | 16 | <b>TOTAL SCORE</b> |  | 100 |



## 2016 Best Practices Score

### Kachemak Selo

August 15, 2016

| 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    | 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: <i>Small Untreated</i><br>Primary Operator: <i>Lazar Reutov</i> Certification Level: <i>Small Untreated</i><br>Backup Operator: <i>Dionici Reutov</i> Certification Level: <i>Operator holds no current certification</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    | 0 |
|   |  | 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    | 5 |
| 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  |       |   |
| <i>3 Monitoring and Reporting Violations in 2015</i>  |  |  |       |   |
| <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     | 0 |
|   | Attendee:<br>Course: Date:   |  |       |   |
|   | <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     | 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  |       |   |
| <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     | 5 |
|   |  | 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>  |  | 80   |       |   |
| <b>SDS O&amp;M Score</b>  |  | 3  |       |   |
| <b>TOTAL SCORE</b>  |  |  | 20    |   |

## 2016 Best Practices Score

Kake

August 15, 2016

| 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Clifton Howard</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Roy Kadake</i> Certification Level: <i>Operator holds no current certification</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>12 Monitoring and Reporting Violations in 2015</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>Tessa Cavanaugh</i><br>Course: <i>financial</i> Date: <i>1/15/2016 9:00:00 AM</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         | 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  |           |    |
| <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        | 10 |
|   |   | 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        | 15 |
|   |   | 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         | 5  |
|   |   | 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         | 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  |           |    |
| <b>CIP O&amp;M Score</b>  |   | 252  |           |    |
| <b>SDS O&amp;M Score</b>  |   | 10   |           |    |
| <b>TOTAL SCORE</b>  |   |  | <b>63</b> |    |

## 2016 Best Practices Score

**Kaktovik**

August 15, 2016

| 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                 | 10 |
|   |  | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Ed York</i> Certification Level: <i>WT 3</i><br>Backup Operator: <i>Dan Pillars</i> Certification Level: <i>WT 3</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                 | 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  |                    |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |  |  |                    |    |
| <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                  | 0  |
|   | Attendee:<br>Course: Date:   |  |                    |    |
|   | <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                  | 2  |
|   |  | 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                  | 5  |
|   |  | 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>  |  | 168  |                    |    |
| <b>SDS O&amp;M Score</b>  |  | 7  | <b>TOTAL SCORE</b> |    |
|   |  |  | 42                 |    |

## 2016 Best Practices Score

Kaltag

August 15, 2016

| 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    | 0  |
|   |   | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Jeremy Semaken</i> Certification Level: <i>Operator holds no current certification</i><br>Backup Operator: <i>Richard Burnham</i> Certification Level: <i>Operator holds no current certification</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>13 Monitoring and Reporting Violations in 2015</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>Jackie Nicholas</i><br>Course: <i>organizational</i> Date: <i>12/2/2014 9:00:00 AM</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     | 5  |
|   |   | 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>  |   | 100  |       |    |
| <b>SDS O&amp;M Score</b>  |   | 4  |       |    |
| <b>TOTAL SCORE</b>  |   |  | 25    |    |

## 2016 Best Practices Score

Karluk

August 15, 2016

| 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: <i>Small Treated</i><br>Primary Operator: <i>Joyce Jones</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>Christine Reft</i> Certification Level: <i>Operator holds no current certification</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  |               |       |             |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |               |       |             |    |
| 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>Joyce Jones</i><br>Course: <i>financial</i> Date: <i>3/22/2016 8:00:00 AM</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            | 10    |             |    |
|   |   | 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            | 5     |             |    |
|   |   | 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   |   | 260  | SDS O&M Score | 10    | TOTAL SCORE | 65 |

## 2016 Best Practices Score

Kasaan

August 15, 2016

| 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            | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Timothy Willis</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Zach West</i> Certification Level: <i>Operator holds no current certification</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  |               |    |             |    |
| <i>24 Monitoring and Reporting Violations in 2015</i>   |  |  |               |    |             |    |
| <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>Bonnie Hamar</i><br>Course: <i>clerks</i> Date: <i>2/27/2015 9:00:00 AM</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             | 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  |               |    |             |    |
| <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            | 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             |    |             |    |
|   | <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            | 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             |    |             |    |
|   | <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             | 5  |             |    |
|   |  | 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  | 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   |  | 300  | SDS O&M Score | 12 | TOTAL SCORE | 75 |

## 2016 Best Practices Score

**Kasigluk**

August 15, 2016

| 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: <i>Water Treatment 2</i><br>Primary Operator: <i>David Brink</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>Nickefer Nicholas</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                       | 5  |   |                    |  |    |
| 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  |                          |    |   |                    |  |    |
| <i>1 Monitoring and Reporting Violations in 2015</i>  |  |  |                          |    |   |                    |  |    |
| <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>Abigail Tinker</i><br>Course: <i>planning</i> Date: <i>2/11/2013 9:00:00 AM</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>  |  | 112  | <b>SDS O&amp;M Score</b> |    | 4 | <b>TOTAL SCORE</b> |  | 28 |

## 2016 Best Practices Score

Kiana

August 15, 2016

| 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            | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Rollyn Jackson</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>Matthew Westlake</i> Certification Level: <i>Operator holds no current certification</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            | 25    |             |    |
|   |  | 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            | 5     |             |    |
| 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  |               |       |             |    |
| <i>2 Monitoring and Reporting Violations in 2015</i>  |  |  |               |       |             |    |
| 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>Clara Stein, City Clerk</i><br>Course: <i>clerks</i> Date: <i>6/20/2016 8:00:00 AM</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   |  | 352  | SDS O&M Score | 14    | TOTAL SCORE | 88 |



## 2016 Best Practices Score

### King Cove

August 15, 2016

| 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            | 7  |   |             |  |    |
|   |  | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Rodney Calver</i> Certification Level: <i>WT 2</i><br>Backup Operator: <i>Christopher Lewis</i> Certification Level: <i>WT 1</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            | 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  |               |    |   |             |  |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |  |  |               |    |   |             |  |    |
| <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>Cheryl Berntsen</i><br>Course: <i>clerks</i> Date: <i>9/8/2015 8:00:00 AM</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            | 10 |   |             |  |    |
|   |  | 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            | 5  |   |             |  |    |
|   |  | 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             | 5  |   |             |  |    |
|   |  | 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  |               |    |   |             |  |    |
| CIP O&M Score   |  | 228  | SDS O&M Score |    | 9 | TOTAL SCORE |  | 57 |

## 2016 Best Practices Score

**Kipnuk**

August 15, 2016

| 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Marin Jimmy</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>Fred Fox</i> Certification Level: <i>Operator holds no current certification</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  |                          |    |   |                    |  |    |
| <i>7 Monitoring and Reporting Violations in 2015</i>  |   |  |                          |    |   |                    |  |    |
| <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>Elizabeth Bower</i><br>Course: <i>clerks</i> Date: <i>9/7/2015 8:00:00 AM</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                       | 5  |   |                    |  |    |
|   |   | 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                        | 5  |   |                    |  |    |
|   |   | 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  | 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  |                          |    |   |                    |  |    |
| <b>CIP O&amp;M Score</b>  |   | 152  | <b>SDS O&amp;M Score</b> |    | 6 | <b>TOTAL SCORE</b> |  | 38 |

## 2016 Best Practices Score

Kivalina

August 15, 2016

| 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            | 10    |             |    |
|   |   | 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: <i>Small Treated</i><br>Primary Operator: <i>Joseph Swan</i> Certification Level: <i>WT P</i><br>Backup Operator: <i>Dennis Swan</i> Certification Level: <i>Small Treated</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            | 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  |               |       |             |    |
| <i>12 Monitoring and Reporting Violations in 2015</i>   |   |  |               |       |             |    |
| 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>Janet Mitchell, City Administrator</i><br>Course: <i>financial</i> Date: <i>5/13/2013 8:00:00 AM</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            | 15    |             |    |
|   |   | 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             | 0     |             |    |
|   |   | 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   |   | 280  | SDS O&M Score | 11    | TOTAL SCORE | 70 |

## 2016 Best Practices Score

**Klawock**

August 15, 2016

| 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                 | 7  |
|   |  | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Bennett Charles</i> Certification Level: <i>WT 2</i><br>Backup Operator: <i>Harry Jackson</i> Certification Level: <i>WT 1</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  |                    |    |
| <i>26 Monitoring and Reporting Violations in 2015</i>   |  |  |                    |    |
| <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>Leslie Isaacs</i><br>Course: <i>personnel</i> Date: <i>3/18/2016 8:00:00 AM</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                  | 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  |                    |    |
| <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                 | 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                  |    |
|   | <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                 | 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                  |    |
|   | <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                  | 5  |
|   |  | 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  | 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  |                    |    |
| <b>CIP O&amp;M Score</b>  |  | 308  |                    |    |
| <b>SDS O&amp;M Score</b>  |  | 12   | <b>TOTAL SCORE</b> |    |
|   |  |  | 77                 |    |

## 2016 Best Practices Score

Klukwan

August 15, 2016

| 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            | 7     |             |    |
|   |   | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Johnnie Gamble</i> Certification Level: <i>WT 2</i><br>Backup Operator: <i>Patricia Warren</i> Certification Level: <i>WT P</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            | 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  |               |       |             |    |
| <i>6 Monitoring and Reporting Violations in 2015</i>  |   |  |               |       |             |    |
| 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>Beverly Klnaott</i><br>Course: <i>electedofficials</i> Date: <i>12/1/2014 9:00:00 AM</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            | 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             |       |             |    |
|   | Revenue   | Utility is collecting revenue sufficient to cover the Utility's operating expenses and to contribute to a repair and replacement account   | 20            | 5     |             |    |
|   |   | 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   |   | 188  | SDS O&M Score | 8     | TOTAL SCORE | 47 |

## 2016 Best Practices Score

**Kobuk**

August 15, 2016

| 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    | 0  |
|   |  | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Kris McKay</i> Certification Level: <i>Operator holds no current certification</i><br>Backup Operator: <i>Quentin Horner</i> Certification Level: <i>Operator holds no current certification</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    | 5  |
| 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  |       |    |
| <i>2 Monitoring and Reporting Violations in 2015</i>  |  |  |       |    |
| <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>Elmer Ward, Organizational Management</i><br>Course: <i>intro</i> Date: <i>5/11/2015 8:00:00 AM</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     | 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  |       |    |
| <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    | 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     |    |
|   | <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    | 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     |    |
|   | <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     | 5  |
|   |  | 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     | 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  |       |    |
| <b>CIP O&amp;M Score</b>  |  | 300  |       |    |
| <b>SDS O&amp;M Score</b>  |  | 12   |       |    |
| <b>TOTAL SCORE</b>  |  |  | 75    |    |

## 2016 Best Practices Score

### Kokhanok

August 15, 2016

| 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    | 10 |
|   |  | 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: <i>Small Treated</i><br>Primary Operator: <i>Joe Woods</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>Jason Nowatak</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>12 Monitoring and Reporting Violations in 2015</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     | 0  |
|   | Attendee:<br>Course: Date:   |  |       |    |
|   | <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     | 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  |       |    |
| <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    | 5  |
|   |  | 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     | 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  |       |    |
| <b>CIP O&amp;M Score</b>  |  | 160  |       |    |
| <b>SDS O&amp;M Score</b>  |  | 6  |       |    |
| <b>TOTAL SCORE</b>  |  |  | 40    |    |

## 2016 Best Practices Score

**Koliganek**

August 15, 2016

| 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                       | 10    |                    |    |
|   |  | 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: <i>Small Untreated</i><br>Primary Operator: <i>Charlie H. Nelson</i> Certification Level: <i>Small Untreated</i><br>Backup Operator: <i>Charlie A. Nelson</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                       | 5     |                    |    |
| 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  |                          |       |                    |    |
| <i>4 Monitoring and Reporting Violations in 2015</i>  |  |  |                          |       |                    |    |
| <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>Robert Langlotz</i><br>Course: <i>intro</i> Date: <i>4/13/2012 8:00:00 AM</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                        | 2     |                    |    |
| 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                        | 5     |                    |    |
|   |  | 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  | 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  |                          |       |                    |    |
| <b>CIP O&amp;M Score</b>  |  | 188  | <b>SDS O&amp;M Score</b> | 8     | <b>TOTAL SCORE</b> | 47 |



## 2016 Best Practices Score

### Kongiganak

August 15, 2016

| 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            | 0     |             |    |
|  |  | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>John Phillip</i> Certification Level: <i>Operator holds no current certification</i><br>Backup Operator: <i>James Tikiun</i> Certification Level: <i>Operator holds no current certification</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            | 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  |               |       |             |    |
| <i>31 Monitoring and Reporting Violations in 2015</i>                              |  |  |               |       |             |    |
| 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>John Phillip</i><br>Course: <i>personnel</i> Date: <i>3/9/2012 9:00:00 AM</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             | 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  |               |       |             |    |
| 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            | 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             |       |             |    |
|  | Revenue  | Utility is collecting revenue sufficient to cover the Utility's operating expenses and to contribute to a repair and replacement account   | 20            | 5     |             |    |
|  |  | 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  | 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  |               |       |             |    |
| CIP O&M Score  |  | 120  | SDS O&M Score | 5     | TOTAL SCORE | 30 |

## 2016 Best Practices Score

Kotlik

August 15, 2016

| 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Wilbur Tonuchuk</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Ryan Prince</i> Certification Level: <i>Operator holds no current certification</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  |       |    |
| <i>27 Monitoring and Reporting Violations in 2015</i>   |   |  |       |    |
| <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>MaryAnn Mike</i><br>Course: <i>electedofficials</i> Date: <i>12/8/2014 9:00:00 AM</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    | 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     |    |
|   | <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     | 5  |
|   |   | 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>  |   | 192  |       |    |
| <b>SDS O&amp;M Score</b>  |   | 8  |       |    |
| <b>TOTAL SCORE</b>  |   |  | 48    |    |

## 2016 Best Practices Score

**Kotzebue**

August 15, 2016

| 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                       | 10 |    |                    |  |    |
|   |   | 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: <i>Water Treatment 3</i><br>Primary Operator: <i>Matthew Lazarus</i> Certification Level: <i>WT 4</i><br>Backup Operator: <i>Lloyd Walker</i> Certification Level: <i>WT 3</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                       | 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  |                          |    |    |                    |  |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |                          |    |    |                    |  |    |
| <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>Linda Greene, City Clerk</i><br>Course: <i>clerks</i> Date: <i>5/13/2013 8:00:00 AM</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                        | 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  |                          |    |    |                    |  |    |
| <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                       | 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                        |    |    |                    |  |    |
|   | <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                       | 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                        |    |    |                    |  |    |
|   | <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                        | 5  |    |                    |  |    |
|   |   | 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  | 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  |                          |    |    |                    |  |    |
| <b>CIP O&amp;M Score</b>  |   | 360  | <b>SDS O&amp;M Score</b> |    | 14 | <b>TOTAL SCORE</b> |  | 90 |

## 2016 Best Practices Score

### Koyuk

August 15, 2016

| 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                       | 0  |   |                    |  |    |
|   |  | 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: <i>Small Treated</i><br>Primary Operator: <i>Steve Hoogendorn</i> Certification Level: <i>Operator holds no current certification</i><br>Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</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                       | 0  |   |                    |  |    |
|   |  | 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>13 Monitoring and Reporting Violations in 2015</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>Tracey Kimoktoak and other</i><br>Course: <i>clerks</i> Date: <i>8/27/2012 8:00:00 AM</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                        | 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  |                          |    |   |                    |  |    |
| <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                       | 10 |   |                    |  |    |
|   |  | 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                       | 5  |   |                    |  |    |
|   |  | 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                        | 5  |   |                    |  |    |
|   |  | 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>  |  | 120  | <b>SDS O&amp;M Score</b> |    | 5 | <b>TOTAL SCORE</b> |  | 30 |

## 2016 Best Practices Score

**Koyukuk**

August 15, 2016

| 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Brian Erickson</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>Jason Malemute</i> Certification Level: <i>WT P</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    | 0 |
|   |   | 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  |       |   |
| <i>15 Monitoring and Reporting Violations in 2015</i>   |   |  |       |   |
| <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>Kathryn Quirk</i><br>Course: <i>organizational</i> Date: <i>12/2/2013 9:00:00 AM</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     | 5 |
|   |   | 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>  |   | 52   |       |   |
| <b>SDS O&amp;M Score</b>  |   | 2  |       |   |
| <b>TOTAL SCORE</b>  |   |  | 13    |   |

## 2016 Best Practices Score

**Kwethluk**

August 15, 2016

| 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                 | 0  |
|   |  | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Evan Olick</i> Certification Level: <i>Operator holds no current certification</i><br>Backup Operator: <i>Frank Alfred</i> Certification Level: <i>Operator holds no current certification</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  |                    |    |
| <i>64 Monitoring and Reporting Violations in 2015</i>   |  |  |                    |    |
| <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>Kelly Ayapan</i><br>Course: <i>clerks</i> Date: <i>2/23/2015 9:00:00 AM</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                  | 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  |                    |    |
| <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                 | 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                  |    |
|   | <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                 | 15 |
|   |  | 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                  | 5  |
|   |  | 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                  | 2  |
| 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>  |  | 248  |                    |    |
| <b>SDS O&amp;M Score</b>  |  | 10   | <b>TOTAL SCORE</b> |    |
|   |  |  | 62                 |    |

## 2016 Best Practices Score

### Kwigillingok

August 15, 2016

| 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: <i>Water Treatment 2</i><br>Primary Operator: <i>John Carter</i> Certification Level: <i>WD P</i><br>Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</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  |                          |    |   |                    |  |    |
| <i>29 Monitoring and Reporting Violations in 2015</i>   |  |  |                          |    |   |                    |  |    |
| <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><br>Course: <i>financial</i> Date: <i>3/16/2015 8:00:00 AM</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                       | 15 |   |                    |  |    |
|   |  | 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                        | 5  |   |                    |  |    |
|   |  | 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  | 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  |                          |    |   |                    |  |    |
| <b>CIP O&amp;M Score</b>  |  | 192  | <b>SDS O&amp;M Score</b> |    | 8 | <b>TOTAL SCORE</b> |  | 48 |

## 2016 Best Practices Score

**Larsen Bay**

August 15, 2016

| 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            | 10 |    |             |  |    |
|   |  | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Sam Kenoyer</i> Certification Level: <i>WT 2</i><br>Backup Operator: <i>Hugh Kennen</i> Certification Level: <i>WT 1</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            | 5  |    |             |  |    |
| 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  |               |    |    |             |  |    |
| <i>2 Monitoring and Reporting Violations in 2015</i>  |  |  |               |    |    |             |  |    |
| <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>Sam Kenoyer</i><br>Course: <i>electedofficials</i> Date: <i>12/12/2014 9:00:00 AM</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             | 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  |               |    |    |             |  |    |
| <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            | 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             |    |    |             |  |    |
|   | <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            | 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             |    |    |             |  |    |
|   | <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             | 2  |    |             |  |    |
|   |  | 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  | 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   |  | 328  | SDS O&M Score |    | 13 | TOTAL SCORE |  | 82 |



## 2016 Best Practices Score

### Levelock

August 15, 2016

| 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    | 10 |
|   |   | 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: <i>No certified operator required</i><br>Primary Operator: <i>No certified operator required</i> Certification Level: <i>N/A</i><br>Backup Operator: <i>No certified operator required</i> Certification Level: <i>N/A</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    | 25 |
|   |   | 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    | 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  |       |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |       |    |
| <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:<br>Course: Date:  |  |       |    |
|   | <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     | 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  |       |    |
| <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    | 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     |    |
|   | <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    | 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     |    |
|   | <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     | 5  |
|   |   | 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     | 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  |       |    |
| <b>CIP O&amp;M Score</b>  |   | 400  |       |    |
| <b>SDS O&amp;M Score</b>  |   | 16   |       |    |
| <b>TOTAL SCORE</b>  |   |  | 100   |    |

## 2016 Best Practices Score

### Lime Village

August 15, 2016

| 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    | 10 |
|   |   | 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: <i>No certified operator required</i><br>Primary Operator: <i>No certified operator required</i> Certification Level: <i>N/A</i><br>Backup Operator: <i>No certified operator required</i> Certification Level: <i>N/A</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    | 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  |       |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |       |    |
| <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     | 0  |
|   | Attendee:<br>Course: Date:  |  |       |    |
|   | <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>  |   | 140  |       |    |
| <b>SDS O&amp;M Score</b>  |   | 6  |       |    |
| <b>TOTAL SCORE</b>  |   |  | 35    |    |

## 2016 Best Practices Score

### Lower Kalskag

August 15, 2016

| 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                       | 10 |    |                    |  |    |
|   |   | 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: <i>Small Treated</i><br>Primary Operator: <i>Paul Evan</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>Moses Levi</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>6 Monitoring and Reporting Violations in 2015</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>Paul Evan Jr.</i><br>Course: <i>financial</i> Date: <i>1/15/2016 9:00:00 AM</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                        | 2  |    |                    |  |    |
| 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                       | 13 |    |                    |  |    |
|   |   | 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                       | 15 |    |                    |  |    |
|   |   | 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                        | 5  |    |                    |  |    |
|   |   | 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  | 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  |                          |    |    |                    |  |    |
| <b>CIP O&amp;M Score</b>  |   | 280  | <b>SDS O&amp;M Score</b> |    | 11 | <b>TOTAL SCORE</b> |  | 70 |

## 2016 Best Practices Score

### Manley

August 15, 2016

| 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    | 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: <i>Small Untreated</i><br>Primary Operator: <i>Pamela Redington</i> Certification Level: <i>Small Untreated</i><br>Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</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    | 0 |
|   |  | 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    | 5 |
| 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  |       |   |
| <i>1 Monitoring and Reporting Violations in 2015</i>  |  |  |       |   |
| <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     | 0 |
|   | Attendee:<br>Course: Date:   |  |       |   |
|   | <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>  |  | 40   |       |   |
| <b>SDS O&amp;M Score</b>  |  | 2  |       |   |
| <b>TOTAL SCORE</b>  |  |  | 10    |   |

## 2016 Best Practices Score

### Manokotak

August 15, 2016

| 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                       | 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: <i>Small Untreated</i><br>Primary Operator: <i>Reuben Andrew</i> Certification Level: <i>Small Untreated</i><br>Backup Operator: <i>Alexie Mochin</i> Certification Level: <i>Operator holds no current certification</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                       | 5     |                    |    |
| 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  |                          |       |                    |    |
| <i>2 Monitoring and Reporting Violations in 2015</i>  |  |  |                          |       |                    |    |
| <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>Flora Gloko</i><br>Course: <i>personnel</i> Date: <i>3/14/2016 8:00:00 AM</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                        | 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  |                          |       |                    |    |
| <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                       | 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                        |       |                    |    |
|   | <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                       | 5     |                    |    |
|   |  | 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                        | 5     |                    |    |
|   |  | 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  | 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  |                          |       |                    |    |
| <b>CIP O&amp;M Score</b>  |  | 260  | <b>SDS O&amp;M Score</b> | 10    | <b>TOTAL SCORE</b> | 65 |

## 2016 Best Practices Score

### Marshall

August 15, 2016

| 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            | 7  |    |             |  |    |
|   |   | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Michael Duny</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Thomas Fitka</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            | 5  |    |             |  |    |
| 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  |               |    |    |             |  |    |
| <i>1 Monitoring and Reporting Violations in 2015</i>  |   |  |               |    |    |             |  |    |
| <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>Jalene Fitka</i><br>Course: <i>organizational</i> Date: <i>12/11/2015 9:00:00 AM</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             | 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  |               |    |    |             |  |    |
| <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            | 13 |    |             |  |    |
|   |   | 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            | 5  |    |             |  |    |
|   |   | 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             | 5  |    |             |  |    |
|   |   | 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  |               |    |    |             |  |    |
| CIP O&M Score   |   | 240  | SDS O&M Score |    | 10 | TOTAL SCORE |  | 60 |

## 2016 Best Practices Score

**McGrath**

August 15, 2016

| 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Christopher Fredricks</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Tom Parker</i> Certification Level: <i>Operator holds no current certification</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                       | 5  |    |                    |  |    |
| 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  |                          |    |    |                    |  |    |
| <i>2 Monitoring and Reporting Violations in 2015</i>                               |  |  |                          |    |    |                    |  |    |
| <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>Sarah McClennan</i><br>Course: <i>financial</i> Date: <i>4/22/2016 8:00:00 AM</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                        | 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  |                          |    |    |                    |  |    |
| <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                       | 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                        |    |    |                    |  |    |
|  | <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                       | 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                        |    |    |                    |  |    |
|  | <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                        | 5  |    |                    |  |    |
|  |  | 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  | 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  |                          |    |    |                    |  |    |
| <b>CIP O&amp;M Score</b>   |  | 312  | <b>SDS O&amp;M Score</b> |    | 12 | <b>TOTAL SCORE</b> |  | 78 |

## 2016 Best Practices Score

### Mekoryuk

August 15, 2016

| 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Jack Williams</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>Mark Peterson</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  |                          |    |   |                    |  |    |
| <i>22 Monitoring and Reporting Violations in 2015</i>   |  |  |                          |    |   |                    |  |    |
| <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>Howard T. Amos</i><br>Course: <i>personnel</i> Date: <i>3/18/2016 8:00:00 AM</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                       | 5  |   |                    |  |    |
|   |  | 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                        | 5  |   |                    |  |    |
|   |  | 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                        | 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  |                          |    |   |                    |  |    |
| <b>CIP O&amp;M Score</b>  |  | 152  | <b>SDS O&amp;M Score</b> |    | 6 | <b>TOTAL SCORE</b> |  | 38 |



## 2016 Best Practices Score

### Metlakatla

August 15, 2016

| 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                       | 0  |   |                    |  |    |
|   |  | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Gerald Johnson</i> Certification Level: <i>Operator holds no current certification</i><br>Backup Operator: <i>Mike Guthrie</i> Certification Level: <i>Operator holds no current certification</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                       | 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  |                          |    |   |                    |  |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |  |  |                          |    |   |                    |  |    |
| <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                        | 0  |   |                    |  |    |
|   | Attendee:<br>Course: Date:   |  |                          |    |   |                    |  |    |
|   | <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                        | 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  |                          |    |   |                    |  |    |
| <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                       | 5  |   |                    |  |    |
|   |  | 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                        | 5  |   |                    |  |    |
|   |  | 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>  |  | 160  | <b>SDS O&amp;M Score</b> |    | 6 | <b>TOTAL SCORE</b> |  | 40 |

## 2016 Best Practices Score

Minto

August 15, 2016

| 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: <i>Small Treated</i><br>Primary Operator: <i>Jeremy Charlie</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>Dudley Smith</i> Certification Level: <i>Operator holds no current certification</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            | 5     |             |    |
| 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  |               |       |             |    |
| <i>3 Monitoring and Reporting Violations in 2015</i>  |  |  |               |       |             |    |
| 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>Melanie Titus</i><br>Course: <i>personnel</i> Date: <i>3/24/2014 8:00:00 AM</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             | 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  |               |       |             |    |
| 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            | 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             |       |             |    |
|   | Revenue  | 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             |       |             |    |
|   | 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  | 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  |               |       |             |    |
| CIP O&M Score   |  | 140  | SDS O&M Score | 6     | TOTAL SCORE | 35 |

## 2016 Best Practices Score

### Mountain Village

August 15, 2016

| 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: <i>Water Distribution 2</i><br>Primary Operator: <i>Edward Aguchak</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>Stephan Eubank</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  |       |    |
| <i>13 Monitoring and Reporting Violations in 2015</i>   |   |  |       |    |
| <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>Bibiana Sage</i><br>Course: <i>electedofficials</i> Date: <i>1/14/2014 9:00:00 AM</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     | 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  |       |    |
| <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    | 15 |
|   |   | 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     | 5  |
|   |   | 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>  |   | 192  |       |    |
| <b>SDS O&amp;M Score</b>  |   | 8  |       |    |
| <b>TOTAL SCORE</b>  |   |  | 48    |    |

## 2016 Best Practices Score

**Nanwalek**

August 15, 2016

| 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Kelly Yeaton</i> Certification Level: <i>Operator holds no current certification</i><br>Backup Operator: <i>Daniel Hetrick</i> Certification Level: <i>WT 1</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  |                          |    |   |                    |  |    |
| <i>35 Monitoring and Reporting Violations in 2015</i>   |   |  |                          |    |   |                    |  |    |
| <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>Alex Hetrick</i><br>Course: <i>clerks</i> Date: <i>9/7/2015 8:00:00 AM</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                       | 5  |   |                    |  |    |
|   |   | 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                        | 5  |   |                    |  |    |
|   |   | 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                        | 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  |                          |    |   |                    |  |    |
| <b>CIP O&amp;M Score</b>  |   | 152  | <b>SDS O&amp;M Score</b> |    | 6 | <b>TOTAL SCORE</b> |  | 38 |

## 2016 Best Practices Score

### Napakiak

August 15, 2016

| 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Gregory Aluskak</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>Wassillie Pavilla</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  |       |    |
| <i>8 Monitoring and Reporting Violations in 2015</i>  |  |  |       |    |
| <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>Tina Black</i><br>Course: <i>financial</i> Date: <i>1/15/2016 9:00:00 AM</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     | 2  |
| 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    | 10 |
|   |  | 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    | 5  |
|   |  | 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     | 5  |
|   |  | 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>  |  | 180  |       |    |
| <b>SDS O&amp;M Score</b>  |  | 7  |       |    |
| <b>TOTAL SCORE</b>  |  |  | 45    |    |

## 2016 Best Practices Score

### Napaskiak

August 15, 2016

| 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Nelson Egoak</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</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>16 Monitoring and Reporting Violations in 2015</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     | 0  |
|   | Attendee:<br>Course: Date:   |  |       |    |
|   | <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     | 5  |
|   |  | 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>  |  | 92   |       |    |
| <b>SDS O&amp;M Score</b>  |  | 4  |       |    |
| <b>TOTAL SCORE</b>  |  |  | 23    |    |

## 2016 Best Practices Score

### Nelson Lagoon

August 15, 2016

| 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            | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Merle Brandell</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</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  |               |    |   |             |  |    |
| <i>28 Monitoring and Reporting Violations in 2015</i>                              |   |  |               |    |   |             |  |    |
| <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>Samantha McNeley</i><br>Course: <i>financial</i> Date: <i>4/10/2016 8:00:00 AM</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            | 5  |   |             |  |    |
|  |   | 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             | 5  |   |             |  |    |
|  |   | 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  | 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  |   | 160  | SDS O&M Score |    | 6 | TOTAL SCORE |  | 40 |

## 2016 Best Practices Score

### Nenana

August 15, 2016

| 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                 | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Roger Knutsen</i> Certification Level: <i>WT 2</i><br>Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</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                 | 5  |
| 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  |                    |    |
| <i>1 Monitoring and Reporting Violations in 2015</i>  |  |  |                    |    |
| <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                  | 0  |
|   | Attendee:<br>Course: Date:   |  |                    |    |
|   | <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                  | 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  |                    |    |
| <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                 | 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                  |    |
|   | <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                 | 15 |
|   |  | 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                  | 5  |
|   |  | 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>  |  | 260  |                    |    |
| <b>SDS O&amp;M Score</b>  |  | 10   | <b>TOTAL SCORE</b> |    |
|   |  |  | 65                 |    |



## 2016 Best Practices Score

### New Stuyahok

August 15, 2016

| 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: <i>Water Distribution 2</i><br>Primary Operator: <i>Nick Epchook</i> Certification Level: <i>WD P</i><br>Backup Operator: <i>Nick Suskuk</i> Certification Level: <i>WD P</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                       | 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  |                          |    |    |                    |  |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |  |  |                          |    |    |                    |  |    |
| <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>Dennis Andrew, Sr.</i><br>Course: <i>financial</i> Date: <i>4/22/2016 8:00:00 AM</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                        | 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  |                          |    |    |                    |  |    |
| <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                       | 13 |    |                    |  |    |
|   |  | 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                       | 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                        |    |    |                    |  |    |
|   | <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                        | 5  |    |                    |  |    |
|   |  | 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  | 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  |                          |    |    |                    |  |    |
| <b>CIP O&amp;M Score</b>  |  | 324  | <b>SDS O&amp;M Score</b> |    | 13 | <b>TOTAL SCORE</b> |  | 81 |

## 2016 Best Practices Score

### Newhalen

August 15, 2016

| 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                 | 10 |
|   |   | 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: <i>Small Untreated</i><br>Primary Operator: <i>Nick Johnson</i> Certification Level: <i>Small Untreated</i><br>Backup Operator: <i>Paul Askoak</i> Certification Level: <i>Small Untreated</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  |                    |    |
| <i>10 Monitoring and Reporting Violations in 2015</i>   |   |  |                    |    |
| <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>Greg Anelon</i><br>Course: <i>financial</i> Date: <i>1/11/2016 9:00:00 AM</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                  | 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  |                    |    |
| <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                 | 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                  |    |
|   | <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                 | 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                  |    |
|   | <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                  | 5  |
|   |   | 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>  |   | 300  |                    |    |
| <b>SDS O&amp;M Score</b>  |   | 12   | <b>TOTAL SCORE</b> |    |
|   |   |  | 75                 |    |

## 2016 Best Practices Score

Newtok

August 15, 2016

| 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            | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Alexie Kilongak</i> Certification Level: <i>Small Treated</i><br>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            | 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  |               |       |             |    |
| <i>7 Monitoring and Reporting Violations in 2015</i>  |   |  |               |       |             |    |
| 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>Louie Andy</i><br>Course: <i>electedofficials</i> Date: <i>2/27/2015 9:00:00 AM</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             | 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  |               |       |             |    |
| 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            | 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             |       |             |    |
|   | Revenue   | 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             |       |             |    |
|   | 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             | 0     |             |    |
|   |   | 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 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   |   | 92   | SDS O&M Score | 4     | TOTAL SCORE | 23 |

## 2016 Best Practices Score

### Nightmute

August 15, 2016

| 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                 | 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: <i>Small Untreated</i><br>Primary Operator: <i>Matthew Hardy</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</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  |                    |    |
| <i>8 Monitoring and Reporting Violations in 2015</i>  |   |  |                    |    |
| <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                  | 0  |
|   | Attendee:<br>Course: Date:  |  |                    |    |
|   | <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                  | 5  |
|   |   | 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>  |   | 100  |                    |    |
| <b>SDS O&amp;M Score</b>  |   | 4  | <b>TOTAL SCORE</b> |    |
|   |   |  | 25                 |    |

## 2016 Best Practices Score

Nikolaevsk

August 15, 2016

| 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                       | 7  |    |                    |  |    |
|   |  | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Karson Dorvall</i> Certification Level: <i>WT 2</i><br>Backup Operator: <i>Vasily Yakunin</i> Certification Level: <i>WT 1</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                       | 5  |    |                    |  |    |
| 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  |                          |    |    |                    |  |    |
| <i>1 Monitoring and Reporting Violations in 2015</i>  |  |  |                          |    |    |                    |  |    |
| <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>Vasily Yakunin</i><br>Course: <i>organizational</i> Date: <i>9/19/2014 8:00:00 AM</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                        | 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  |                          |    |    |                    |  |    |
| <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                       | 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                        |    |    |                    |  |    |
|   | <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                       | 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                        |    |    |                    |  |    |
|   | <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                        | 5  |    |                    |  |    |
|   |  | 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  | 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  |                          |    |    |                    |  |    |
| <b>CIP O&amp;M Score</b>  |  | 328  | <b>SDS O&amp;M Score</b> |    | 13 | <b>TOTAL SCORE</b> |  | 82 |

## 2016 Best Practices Score

Nikolai

August 15, 2016

| 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            | 10    |             |    |
|   |   | 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: <i>No certified operator required</i><br>Primary Operator: <i>No certified operator required</i> Certification Level: <i>N/A</i><br>Backup Operator: <i>No certified operator required</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            | 0     |             |    |
|   |   | 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  |               |       |             |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |               |       |             |    |
| 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>Tamara Roberts</i><br>Course: <i>intro</i> Date: <i>2/19/2016 9:00:00 AM</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            | 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             |       |             |    |
|   | Revenue   | 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             |       |             |    |
|   | 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             | 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  |               |       |             |    |
| CIP O&M Score   |   | 140  | SDS O&M Score | 6     | TOTAL SCORE | 35 |

## 2016 Best Practices Score

Nikolski

August 15, 2016

| 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    | 0  |
|   |  | 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: <i>Small Treated</i><br>Primary Operator: <i>Andrew Lestenkof</i> Certification Level: <i>Operator holds no current certification</i><br>Backup Operator: <i>Tanya Kyle</i> Certification Level: <i>Operator holds no current certification</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    | 0  |
|   |  | 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    | 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  |       |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |  |  |       |    |
| <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     | 0  |
|   | Attendee:<br>Course: Date:   |  |       |    |
|   | <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>  |  | 40   |       |    |
| <b>SDS O&amp;M Score</b>  |  | 2  |       |    |
| <b>TOTAL SCORE</b>  |  |  | 10    |    |

## 2016 Best Practices Score

Ninilchik

August 15, 2016

| 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                 | 10 |
|   |   | 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: <i>No certified operator required</i><br>Primary Operator: <i>No certified operator required</i> Certification Level: <i>N/A</i><br>Backup Operator: <i>No certified operator required</i> Certification Level: <i>N/A</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                 | 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  |                    |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |                    |    |
| <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                  | 0  |
|   | Attendee:<br>Course: Date:  |  |                    |    |
|   | <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                  | 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  |                    |    |
| <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                 | 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                  |    |
|   | <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                 | 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                  |    |
|   | <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                  | 5  |
|   |   | 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                  | 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  |                    |    |
| <b>CIP O&amp;M Score</b>  |   | 340  |                    |    |
| <b>SDS O&amp;M Score</b>  |   | 14   | <b>TOTAL SCORE</b> |    |
|   |   |  | 85                 |    |



## 2016 Best Practices Score

### Noatak

August 15, 2016

| 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                 | 7  |
|   |   | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Paul Walton</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>John Williams</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                 | 5  |
| 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  |                    |    |
| <i>5 Monitoring and Reporting Violations in 2015</i>  |   |  |                    |    |
| <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>Victor Onalik, Tribal Clerk</i><br>Course: <i>clerks</i> Date: <i>6/20/2016 8:00:00 AM</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                  | 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  |                    |    |
| <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                 | 10 |
|   |   | 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                 | 5  |
|   |   | 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                  | 2  |
|   |   | 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>  |   | 216  |                    |    |
| <b>SDS O&amp;M Score</b>  |   | 9  | <b>TOTAL SCORE</b> |    |
|   |   |  | 54                 |    |

## 2016 Best Practices Score

Nome

August 15, 2016

| 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            | 10 |    |             |  |    |
|   |   | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Jay Wieler</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Jerome West</i> Certification Level: <i>WT 1</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            | 0  |    |             |  |    |
|   |   | 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            | 5  |    |             |  |    |
| 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  |               |    |    |             |  |    |
| <i>2 Monitoring and Reporting Violations in 2015</i>  |   |  |               |    |    |             |  |    |
| <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             | 0  |    |             |  |    |
|   | Attendee:<br>Course: Date:  |  |               |    |    |             |  |    |
|   | <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             | 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  |               |    |    |             |  |    |
| <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            | 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             |    |    |             |  |    |
|   | <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            | 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             |    |    |             |  |    |
|   | <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             | 5  |    |             |  |    |
|   |   | 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             | 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   |   | 260  | SDS O&M Score |    | 10 | TOTAL SCORE |  | 65 |

## 2016 Best Practices Score

### Nondalton

August 15, 2016

| 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                       | 10 |    |                    |  |    |
|   |  | 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: <i>Small Treated</i><br>Primary Operator: <i>Ricco Joseph</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>Gary Marttila</i> Certification Level: <i>WT P</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>14 Monitoring and Reporting Violations in 2015</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>Alexie Gorden</i><br>Course: <i>clerks</i> Date: <i>9/11/2015 8:00:00 AM</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                        | 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  |                          |    |    |                    |  |    |
| <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                       | 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                        |    |    |                    |  |    |
|   | <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                       | 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                        |    |    |                    |  |    |
|   | <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                        | 5  |    |                    |  |    |
|   |  | 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                        | 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  |                          |    |    |                    |  |    |
| <b>CIP O&amp;M Score</b>  |  | 320  | <b>SDS O&amp;M Score</b> |    | 13 | <b>TOTAL SCORE</b> |  | 80 |

## 2016 Best Practices Score

**Noorvik**

August 15, 2016

| 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            | 7  |    |             |  |    |
|   |   | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Eric Howarth</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Jeremy Snyder</i> Certification Level: <i>WD P</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            | 5  |    |             |  |    |
| 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  |               |    |    |             |  |    |
| <i>1 Monitoring and Reporting Violations in 2015</i>  |   |  |               |    |    |             |  |    |
| <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>Lisa Cleveland, City Clerk</i><br>Course: <i>clerks</i> Date: <i>6/20/2016 8:00:00 AM</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             | 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  |               |    |    |             |  |    |
| <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            | 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             |    |    |             |  |    |
|   | <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            | 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             |    |    |             |  |    |
|   | <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             | 5  |    |             |  |    |
|   |   | 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  | 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   |   | 328  | SDS O&M Score |    | 13 | TOTAL SCORE |  | 82 |

## 2016 Best Practices Score

### Northway Village

August 15, 2016

| 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            | 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: <i>Small Treated</i><br>Primary Operator: <i>Terry Albert</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</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            | 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  |               |    |    |             |  |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>                               |  |  |               |    |    |             |  |    |
| <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>Nichol Rollo</i><br>Course: <i>financial</i> Date: <i>11/17/2015 9:00:00 AM</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             | 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  |               |    |    |             |  |    |
| <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            | 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             |    |    |             |  |    |
|  | <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            | 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             |    |    |             |  |    |
|  | <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             | 5  |    |             |  |    |
|  |  | 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  | 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  |  | 340  | SDS O&M Score |    | 14 | TOTAL SCORE |  | 85 |

## 2016 Best Practices Score

### Nuiqsut

August 15, 2016

| 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                       | 10 |   |                    |  |    |
|   |  | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Ed York</i> Certification Level: <i>WT 3</i><br>Backup Operator: <i>Dan Pillars</i> Certification Level: <i>WT 3</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                       | 5  |   |                    |  |    |
| 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  |                          |    |   |                    |  |    |
| <i>2 Monitoring and Reporting Violations in 2015</i>  |  |  |                          |    |   |                    |  |    |
| <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                        | 0  |   |                    |  |    |
|   | Attendee:<br>Course: Date:   |  |                          |    |   |                    |  |    |
|   | <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                        | 2  |   |                    |  |    |
|   |  | 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                        | 5  |   |                    |  |    |
|   |  | 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>  |  | 148  | <b>SDS O&amp;M Score</b> |    | 6 | <b>TOTAL SCORE</b> |  | 37 |

## 2016 Best Practices Score

### Nulato

August 15, 2016

| 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    | 10 |
|   |  | 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: <i>Small Treated</i><br>Primary Operator: <i>Gregory Patsey</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Mark Huntington</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    | 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  |       |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |  |  |       |    |
| <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>Maurice McGinty</i><br>Course: <i>clerks</i> Date: <i>12/5/2014 9:00:00 AM</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>  |  | 160  |       |    |
| <b>SDS O&amp;M Score</b>  |  | 6  |       |    |
| <b>TOTAL SCORE</b>  |  |  | 40    |    |

## 2016 Best Practices Score

**Nunam Iqua**

August 15, 2016

| 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Matthew Ignatius</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Justin Ignatius</i> Certification Level: <i>Operator holds no current certification</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  |                          |       |                    |    |
| <i>61 Monitoring and Reporting Violations in 2015</i>   |  |  |                          |       |                    |    |
| <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>Johanna Murphy</i><br>Course: <i>financial</i> Date: <i>1/11/2016 9:00:00 AM</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                        | 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  |                          |       |                    |    |
| <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                       | 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                        |       |                    |    |
|   | <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                       | 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                        |       |                    |    |
|   | <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                        | 5     |                    |    |
|   |  | 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  | 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  |                          |       |                    |    |
| <b>CIP O&amp;M Score</b>  |  | 292  | <b>SDS O&amp;M Score</b> | 12    | <b>TOTAL SCORE</b> | 73 |



## 2016 Best Practices Score

### Nunapitchuk

August 15, 2016

| 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Molly Berlin</i> Certification Level: <i>Operator holds no current certification</i><br>Backup Operator: <i>Vincent Wassillie</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    | 25                 |    |
|   |   | 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    | 5                  |    |
| 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  |       |                    |    |
| <i>2 Monitoring and Reporting Violations in 2015</i>  |   |  |       |                    |    |
| <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>Juliana Wassillie</i><br>Course: <i>personnel</i> Date: <i>3/18/2016 8:00:00 AM</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     | 2                  |    |
| 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    | 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     |                    |    |
|   | <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    | 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     |                    |    |
|   | <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     | 5                  |    |
|   |   | 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  | 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  |       |                    |    |
| <b>CIP O&amp;M Score</b>  | 340   | <b>SDS O&amp;M Score</b>   | 14    | <b>TOTAL SCORE</b> | 85 |

## 2016 Best Practices Score

### Old Harbor

August 15, 2016

| 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            | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Russell Fox</i> Certification Level: <i>WT 2</i><br>Backup Operator: <i>Simon Ferkingstad</i> Certification Level: <i>Operator holds no current certification</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  |               |    |   |             |  |    |
| <i>6 Monitoring and Reporting Violations in 2015</i>                               |   |  |               |    |   |             |  |    |
| <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>Zora Inga</i><br>Course: <i>clerks</i> Date: <i>2/27/2015 9:00:00 AM</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             | 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  |               |    |   |             |  |    |
| <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            | 10 |   |             |  |    |
|  |   | 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            | 5  |   |             |  |    |
|  |   | 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             | 5  |   |             |  |    |
|  |   | 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  | 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  |   | 220  | SDS O&M Score |    | 9 | TOTAL SCORE |  | 55 |

## 2016 Best Practices Score

### Oscarville

August 15, 2016

| 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                 | 10 |
|   |   | 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: <i>Community has no public water system</i><br>Primary Operator: <i>No certified operator required Certification Level: N/A</i><br>Backup Operator: <i>No certified operator required Certification Level: N/A</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                 | 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  |                    |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |                    |    |
| <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:<br>Course: Date:  |  |                    |    |
|   | <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                  | 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  |                    |    |
| <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                 | 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                  |    |
|   | <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                 | 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                  |    |
|   | <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                  | 5  |
|   |   | 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  | 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  |                    |    |
| <b>CIP O&amp;M Score</b>  |   | 360  |                    |    |
| <b>SDS O&amp;M Score</b>  |   | 14   | <b>TOTAL SCORE</b> |    |
|   |   |  | 90                 |    |

## 2016 Best Practices Score

### Ouzinkie

August 15, 2016

| 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                 | 7  |
|  |  | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Clifford Panamarioff</i> Certification Level: <i>WT 2</i><br>Backup Operator: <i>Robert Katelnikoff</i> Certification Level: <i>WT P</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  |                    |    |
| <i>10 Monitoring and Reporting Violations in 2015</i>                              |  |  |                    |    |
| <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>Jennifer Torsen</i><br>Course: <i>clerks</i> Date: <i>9/11/2015 8:00:00 AM</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                  | 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  |                    |    |
| <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                 | 13 |
|  |  | 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                 | 15 |
|  |  | 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                  | 2  |
|  |  | 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  | 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  |                    |    |
| <b>CIP O&amp;M Score</b>   |  | 268  |                    |    |
| <b>SDS O&amp;M Score</b>   |  | 11   | <b>TOTAL SCORE</b> |    |
|  |  |  | 67                 |    |

## 2016 Best Practices Score

### Pedro Bay

August 15, 2016

| 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                       | 10 |    |                    |  |     |
|   |   | 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: <i>No certified operator required</i><br>Primary Operator: <i>No certified operator required</i> Certification Level: <i>N/A</i><br>Backup Operator: <i>No certified operator required</i> Certification Level: <i>N/A</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                       | 25 |    |                    |  |     |
|   |   | 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                       | 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  |                          |    |    |                    |  |     |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |                          |    |    |                    |  |     |
| <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:<br>Course: Date:  |  |                          |    |    |                    |  |     |
|   | <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                        | 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  |                          |    |    |                    |  |     |
| <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                       | 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                        |    |    |                    |  |     |
|   | <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                       | 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                        |    |    |                    |  |     |
|   | <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                        | 5  |    |                    |  |     |
|   |   | 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  | 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  |                          |    |    |                    |  |     |
| <b>CIP O&amp;M Score</b>  |   | 400  | <b>SDS O&amp;M Score</b> |    | 16 | <b>TOTAL SCORE</b> |  | 100 |

## 2016 Best Practices Score

### Pelican

August 15, 2016

| 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            | 7  |    |             |  |    |
|   |  | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Allen Stewart</i> Certification Level: <i>WT 2</i><br>Backup Operator: <i>Quintin Hafendorfer</i> Certification Level: <i>WT P</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            | 5  |    |             |  |    |
| 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  |               |    |    |             |  |    |
| <i>1 Monitoring and Reporting Violations in 2015</i>  |  |  |               |    |    |             |  |    |
| <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>Cheyenne Bean</i><br>Course: <i>financial</i> Date: <i>3/16/2015 8:00:00 AM</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             | 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  |               |    |    |             |  |    |
| <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            | 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             |    |    |             |  |    |
|   | <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            | 15 |    |             |  |    |
|   |  | 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             | 5  |    |             |  |    |
|   |  | 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  | 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   |  | 308  | SDS O&M Score |    | 12 | TOTAL SCORE |  | 77 |

## 2016 Best Practices Score

### Perryville

August 15, 2016

| 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    | 10 |
|   |  | 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: <i>Small Treated</i><br>Primary Operator: <i>Thomas Phillips</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>Alec Phillips</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    | 0  |
|   |  | 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 2015</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     | 0  |
|   | Attendee:<br>Course: Date:   |  |       |    |
|   | <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     | 5  |
|   |  | 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>  |  | 60   |       |    |
| <b>SDS O&amp;M Score</b>  |  | 2  |       |    |
| <b>TOTAL SCORE</b>  |  |  | 15    |    |

## 2016 Best Practices Score

### Pilot Point

August 15, 2016

| 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            | 10 |    |             |  |     |
|   |   | 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: <i>Community has no public water system</i><br>Primary Operator: <i>No certified operator required Certification Level: N/A</i><br>Backup Operator: <i>No certified operator required Certification Level: N/A</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            | 25 |    |             |  |     |
|   |   | 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            | 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  |               |    |    |             |  |     |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |               |    |    |             |  |     |
| <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>Monica Etuckmelra</i><br>Course: <i>financial</i> Date: <i>1/11/2016 9:00:00 AM</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             | 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  |               |    |    |             |  |     |
| <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            | 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             |    |    |             |  |     |
|   | <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            | 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             |    |    |             |  |     |
|   | <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             | 5  |    |             |  |     |
|   |   | 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  | 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   |   | 400  | SDS O&M Score |    | 16 | TOTAL SCORE |  | 100 |



## 2016 Best Practices Score

### Pilot Station

August 15, 2016

| 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                       | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Rex Nick</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</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                       | 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  |                          |    |    |                    |  |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |                          |    |    |                    |  |    |
| <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>Ruth Borromeo</i><br>Course: <i>financial</i> Date: <i>3/23/2012 8:00:00 AM</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                        | 2  |    |                    |  |    |
| 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                       | 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                        |    |    |                    |  |    |
|   | <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                       | 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                        |    |    |                    |  |    |
|   | <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                        | 5  |    |                    |  |    |
|   |   | 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>  |   | 308  | <b>SDS O&amp;M Score</b> |    | 12 | <b>TOTAL SCORE</b> |  | 77 |

## 2016 Best Practices Score

### Pitkas Point

August 15, 2016

| 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                       | 10 |    |                    |  |    |
|   |  | 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: <i>Small Treated</i><br>Primary Operator: <i>Jimmy Kozevnikoff</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>Paul Lamont</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                       | 5  |    |                    |  |    |
| 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  |                          |    |    |                    |  |    |
| <i>1 Monitoring and Reporting Violations in 2015</i>  |  |  |                          |    |    |                    |  |    |
| <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>Karen Thompson</i><br>Course: <i>financial</i> Date: <i>3/11/2013 8:00:00 AM</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                       | 10 |    |                    |  |    |
|   |  | 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                       | 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                        |    |    |                    |  |    |
|   | <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>  |  | 260  | <b>SDS O&amp;M Score</b> |    | 10 | <b>TOTAL SCORE</b> |  | 65 |

## 2016 Best Practices Score

### Platinum

August 15, 2016

| 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                       | 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: <i>Small Untreated</i><br>Primary Operator: <i>Marvin Kelila</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</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>16 Monitoring and Reporting Violations in 2015</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>Letha Moyle</i><br>Course: <i>financial</i> Date: <i>6/30/2017 8:00:00 AM</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                       | 10 |   |                    |  |    |
|   |   | 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                        | 2  |   |                    |  |    |
|   |   | 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>  |   | 148  | <b>SDS O&amp;M Score</b> |    | 6 | <b>TOTAL SCORE</b> |  | 37 |

## 2016 Best Practices Score

### Point Hope

August 15, 2016

| 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            | 10 |   |             |  |    |
|   |  | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Ed York</i> Certification Level: <i>WT 3</i><br>Backup Operator: <i>Dan Pillars</i> Certification Level: <i>WT 3</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            | 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  |               |    |   |             |  |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |  |  |               |    |   |             |  |    |
| <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             | 0  |   |             |  |    |
|   | Attendee:<br>Course: Date:   |  |               |    |   |             |  |    |
|   | <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             | 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  |               |    |   |             |  |    |
| <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            | 10 |   |             |  |    |
|   |  | 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  |               |    |   |             |  |    |
| CIP O&M Score   |  | 200  | SDS O&M Score |    | 8 | TOTAL SCORE |  | 50 |

## 2016 Best Practices Score

### Point Lay

August 15, 2016

| 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    | 10 |
|   |  | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Ed York Certification Level: WT 3</i><br>Backup Operator: <i>Dan Pillars Certification Level: WT 3</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    | 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  |       |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |  |  |       |    |
| <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     | 0  |
|   | Attendee:<br>Course: Date:   |  |       |    |
|   | <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    | 10 |
|   |  | 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    | 5  |
|   |  | 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>  |  | 200  |       |    |
| <b>SDS O&amp;M Score</b>  |  | 8  |       |    |
| <b>TOTAL SCORE</b>  |  |  | 50    |    |

## 2016 Best Practices Score

### Port Alexander

August 15, 2016

| 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                       | 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: <i>Small Treated</i><br>Primary Operator: <i>Shanna Smith</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Ryan Martin</i> Certification Level: <i>Operator holds no current certification</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>55 Monitoring and Reporting Violations in 2015</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                        | 0  |    |                    |  |    |
|   | Attendee:<br>Course: Date:   |  |                          |    |    |                    |  |    |
|   | <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                        | 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  |                          |    |    |                    |  |    |
| <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                       | 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                        |    |    |                    |  |    |
|   | <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                       | 15 |    |                    |  |    |
|   |  | 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                        | 5  |    |                    |  |    |
|   |  | 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  | 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  |                          |    |    |                    |  |    |
| <b>CIP O&amp;M Score</b>  |  | 260  | <b>SDS O&amp;M Score</b> |    | 10 | <b>TOTAL SCORE</b> |  | 65 |

## 2016 Best Practices Score

### Port Graham

August 15, 2016

| 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            | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Wes Breedlove</i> Certification Level: <i>WT 2</i><br>Backup Operator: <i>Ricky Yeaton</i> Certification Level: <i>Operator holds no current certification</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  |               |    |    |             |  |    |
| <i>10 Monitoring and Reporting Violations in 2015</i>                              |  |  |               |    |    |             |  |    |
| <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             | 0  |    |             |  |    |
|  | Attendee:<br>Course: Date:   |  |               |    |    |             |  |    |
|  | <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             | 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  |               |    |    |             |  |    |
| <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            | 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             |    |    |             |  |    |
|  | <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            | 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             |    |    |             |  |    |
|  | <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             | 5  |    |             |  |    |
|  |  | 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  | 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  |  | 280  | SDS O&M Score |    | 11 | TOTAL SCORE |  | 70 |

## 2016 Best Practices Score

### Port Heiden

August 15, 2016

| 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    | 10 |
|   |   | 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: <i>Community has no public water system</i><br>Primary Operator: <i>No certified operator required Certification Level: N/A</i><br>Backup Operator: <i>No certified operator required Certification Level: N/A</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    | 25 |
|   |   | 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    | 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  |       |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |       |    |
| <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>Maxine Christensen</i><br>Course: <i>financial</i> Date: <i>4/22/2016 8:00:00 AM</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     | 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  |       |    |
| <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    | 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     |    |
|   | <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    | 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     |    |
|   | <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     | 5  |
|   |   | 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  | 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  |       |    |
| <b>CIP O&amp;M Score</b>  |   | 400  |       |    |
| <b>SDS O&amp;M Score</b>  |   | 16   |       |    |
| <b>TOTAL SCORE</b>  |   |  | 100   |    |



## 2016 Best Practices Score

### Port Lions

August 15, 2016

| 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Lisa Pennington</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Jordon Covarrubias</i> Certification Level: <i>WT P</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                 | 5  |
| 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  |                    |    |
| <i>2 Monitoring and Reporting Violations in 2015</i>  |   |  |                    |    |
| <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                  | 0  |
|   | Attendee:<br>Course: Date:  |  |                    |    |
|   | <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                  | 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  |                    |    |
| <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                 | 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                  |    |
|   | <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                 | 15 |
|   |   | 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                  | 2  |
|   |   | 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                  | 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  |                    |    |
| <b>CIP O&amp;M Score</b>  |   | 260  |                    |    |
| <b>SDS O&amp;M Score</b>  |   | 10   | <b>TOTAL SCORE</b> |    |
|   |   |  | 65                 |    |

## 2016 Best Practices Score

### Port Protection

August 15, 2016

| 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                 | 10 |
|   |   | 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: <i>Small Untreated</i><br>Primary Operator: <i>Jack Mason</i> Certification Level: <i>Small Untreated</i><br>Backup Operator: <i>Terri Metcalf</i> Certification Level: <i>Small Untreated</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                 | 0  |
|   |   | 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                 | 5  |
| 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  |                    |    |
| <i>2 Monitoring and Reporting Violations in 2015</i>  |   |  |                    |    |
| <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                  | 0  |
|   | Attendee:<br>Course: Date:  |  |                    |    |
|   | <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                  | 5  |
|   |   | 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                  | 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  |                    |    |
| <b>CIP O&amp;M Score</b>  |   | 100  |                    |    |
| <b>SDS O&amp;M Score</b>  |   | 4  | <b>TOTAL SCORE</b> |    |
|   |   |  | 25                 |    |

## 2016 Best Practices Score

### Portage Creek

August 15, 2016

| 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    | 10 |
|   |   | 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: <i>No certified operator required</i><br>Primary Operator: <i>No certified operator required</i> Certification Level: <i>N/A</i><br>Backup Operator: <i>No certified operator required</i> Certification Level: <i>N/A</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    | 25 |
|   |   | 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    | 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  |       |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |       |    |
| <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:<br>Course: Date:  |  |       |    |
|   | <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     | 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  |       |    |
| <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    | 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     |    |
|   | <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    | 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     |    |
|   | <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     | 5  |
|   |   | 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     | 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  |       |    |
| <b>CIP O&amp;M Score</b>  |   | 400  |       |    |
| <b>SDS O&amp;M Score</b>  |   | 16   |       |    |
| <b>TOTAL SCORE</b>  |   |  | 100   |    |

## 2016 Best Practices Score

### Quinhagak

August 15, 2016

| 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Frank Jones</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Patrick Cleveland</i> Certification Level: <i>WT P</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                 | 25 |
|   |  | 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>13 Monitoring and Reporting Violations in 2015</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                  | 0  |
|   | Attendee:<br>Course: Date:   |  |                    |    |
|   | <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                  | 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  |                    |    |
| <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                 | 13 |
|   |  | 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                 | 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                  |    |
|   | <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                  | 5  |
|   |  | 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>  |  | 284  |                    |    |
| <b>SDS O&amp;M Score</b>  |  | 11   | <b>TOTAL SCORE</b> |    |
|   |  |  |                    | 71 |

## 2016 Best Practices Score

### Rampart

August 15, 2016

| 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Michael Wiehl</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</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            | 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  |               |    |    |             |  |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>                               |   |  |               |    |    |             |  |    |
| <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>Floyd Green</i><br>Course: <i>personnel</i> Date: <i>3/24/2014 8:00:00 AM</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             | 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  |               |    |    |             |  |    |
| <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            | 13 |    |             |  |    |
|  |   | 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            | 15 |    |             |  |    |
|  |   | 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             | 2  |    |             |  |    |
|  |   | 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  | 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  |   | 292  | SDS O&M Score |    | 12 | TOTAL SCORE |  | 73 |

## 2016 Best Practices Score

**Ruby**

August 15, 2016

| 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                       | 0  |                    |    |
|   |  | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Clifford Cleaver</i> Certification Level: <i>Operator holds no current certification</i><br>Backup Operator: <i>James Esmailka</i> Certification Level: <i>Operator holds no current certification</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  |                          |    |                    |    |
| <i>6 Monitoring and Reporting Violations in 2015</i>  |  |  |                          |    |                    |    |
| <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>Jennie Peter</i><br>Course: <i>financial</i> Date: <i>11/17/2015 9:00:00 AM</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                        | 2  |                    |    |
|   |  | 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                       | 10 |                    |    |
|   |  | 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>  |  | 128  | <b>SDS O&amp;M Score</b> | 5  | <b>TOTAL SCORE</b> | 32 |

## 2016 Best Practices Score

### Russian Mission

August 15, 2016

| 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            | 10    |             |    |
|   |   | 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: <i>Small Untreated</i><br>Primary Operator: <i>Fred Tinker</i> Certification Level: <i>WT P</i><br>Backup Operator: <i>James Housler</i> Certification Level: <i>Small Treated</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            | 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  |               |       |             |    |
| <i>6 Monitoring and Reporting Violations in 2015</i>  |   |  |               |       |             |    |
| 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>Anastasia Larson</i><br>Course: <i>clerks</i> Date: <i>9/11/2015 8:00:00 AM</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             | 2     |             |    |
| 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            | 13    |             |    |
|   |   | 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            | 5     |             |    |
|   |   | 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             | 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  |               |       |             |    |
| CIP O&M Score   |   | 220  | SDS O&M Score | 9     | TOTAL SCORE | 55 |

## 2016 Best Practices Score

### Saint George

August 15, 2016

| 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    | 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: <i>Small Untreated</i><br>Primary Operator: <i>Laurence Prokopiou</i> Certification Level: <i>WD P</i><br>Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</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>13 Monitoring and Reporting Violations in 2015</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     | 0  |
|   | Attendee:<br>Course: Date:  |  |       |    |
|   | <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     | 5  |
|   |   | 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>  |   | 100  |       |    |
| <b>SDS O&amp;M Score</b>  |   | 4  |       |    |
| <b>TOTAL SCORE</b>  |   |  | 25    |    |



## 2016 Best Practices Score

### Saint Mary's

August 15, 2016

| 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                       | 7  |    |                    |  |    |
|   |  | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Andrew Journey</i> Certification Level: <i>WT 3</i><br>Backup Operator: <i>Jack Westdahl</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                       | 5  |    |                    |  |    |
| 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  |                          |    |    |                    |  |    |
| <i>1 Monitoring and Reporting Violations in 2015</i>  |  |  |                          |    |    |                    |  |    |
| <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                        | 0  |    |                    |  |    |
|   | Attendee:<br>Course: Date:   |  |                          |    |    |                    |  |    |
|   | <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                        | 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  |                          |    |    |                    |  |    |
| <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                       | 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                        |    |    |                    |  |    |
|   | <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                       | 15 |    |                    |  |    |
|   |  | 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                        | 5  |    |                    |  |    |
|   |  | 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                        | 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  |                          |    |    |                    |  |    |
| <b>CIP O&amp;M Score</b>  |  | 288  | <b>SDS O&amp;M Score</b> |    | 12 | <b>TOTAL SCORE</b> |  | 72 |

## 2016 Best Practices Score

### Saint Michael

August 15, 2016

| 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: <i>Small Treated</i><br>Primary Operator: <i>Norbert Otten</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Alex Tom</i> Certification Level: <i>Operator holds no current certification</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            | 0     |             |    |
|   |  | 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            | 5     |             |    |
| 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  |               |       |             |    |
| <i>4 Monitoring and Reporting Violations in 2015</i>  |  |  |               |       |             |    |
| 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>Bobbi Andrews and other</i><br>Course: <i>electedofficials</i> Date: <i>4/29/2013 8:00:00 AM</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             | 2     |             |    |
| 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            | 13    |             |    |
|   |  | 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  | 2             |       |             |    |
|   | 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   |  | 228  | SDS O&M Score | 9     | TOTAL SCORE | 57 |

## 2016 Best Practices Score

### Saint Paul

August 15, 2016

| 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            | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Dimitri Zacharof</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Mark Rukovishnikoff</i> Certification Level: <i>Operator holds no current certification</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            | 5  |    |             |  |    |
| 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  |               |    |    |             |  |    |
| <i>2 Monitoring and Reporting Violations in 2015</i>  |  |  |               |    |    |             |  |    |
| <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             | 0  |    |             |  |    |
|   | Attendee:<br>Course: Date:   |  |               |    |    |             |  |    |
|   | <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             | 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  |               |    |    |             |  |    |
| <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            | 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             |    |    |             |  |    |
|   | <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            | 15 |    |             |  |    |
|   |  | 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             | 5  |    |             |  |    |
|   |  | 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             | 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   |  | 280  | SDS O&M Score |    | 11 | TOTAL SCORE |  | 70 |

## 2016 Best Practices Score

### Sand Point

August 15, 2016

| 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                       | 7  |    |                    |  |    |
|   |   | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Allen Hill</i> Certification Level: <i>WT 2</i><br>Backup Operator: <i>Allen Young</i> Certification Level: <i>WT P</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                       | 25 |    |                    |  |    |
|   |   | 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                       | 5  |    |                    |  |    |
| 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  |                          |    |    |                    |  |    |
| <i>1 Monitoring and Reporting Violations in 2015</i>  |   |  |                          |    |    |                    |  |    |
| <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                        | 0  |    |                    |  |    |
|   | Attendee:<br>Course: Date:  |  |                          |    |    |                    |  |    |
|   | <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                        | 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  |                          |    |    |                    |  |    |
| <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                       | 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                        |    |    |                    |  |    |
|   | <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                       | 15 |    |                    |  |    |
|   |   | 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                        | 5  |    |                    |  |    |
|   |   | 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                        | 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  |                          |    |    |                    |  |    |
| <b>CIP O&amp;M Score</b>  |   | 328  | <b>SDS O&amp;M Score</b> |    | 13 | <b>TOTAL SCORE</b> |  | 82 |

## 2016 Best Practices Score

### Savoonga

August 15, 2016

| 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            | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Scott Kingeekuk</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Scott Toolie</i> Certification Level: <i>Operator holds no current certification</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            | 0  |    |             |  |    |
|   |  | 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            | 5  |    |             |  |    |
| 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  |               |    |    |             |  |    |
| <i>1 Monitoring and Reporting Violations in 2015</i>  |  |  |               |    |    |             |  |    |
| <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             | 0  |    |             |  |    |
|   | Attendee:<br>Course: Date:   |  |               |    |    |             |  |    |
|   | <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             | 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  |               |    |    |             |  |    |
| <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            | 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             |    |    |             |  |    |
|   | <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            | 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             |    |    |             |  |    |
|   | <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             | 5  |    |             |  |    |
|   |  | 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             | 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   |  | 240  | SDS O&M Score |    | 10 | TOTAL SCORE |  | 60 |

## 2016 Best Practices Score

Saxman

August 15, 2016

| 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Matthew Calves</i> Certification Level: <i>WT 2</i><br>Backup Operator: <i>Ryan Off</i> Certification Level: <i>Operator holds no current certification</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            | 25    |             |    |
|   |   | 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            | 5     |             |    |
| 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  |               |       |             |    |
| <i>5 Monitoring and Reporting Violations in 2015</i>  |   |  |               |       |             |    |
| 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>Roxann R Byron</i><br>Course: <i>planning</i> Date: <i>3/18/2016 8:00:00 AM</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   |   | 360  | SDS O&M Score | 14    | TOTAL SCORE | 90 |

## 2016 Best Practices Score

### Scammon Bay

August 15, 2016

| 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Carlie George</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Stanley Charlie</i> Certification Level: <i>Operator holds no current certification</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>23 Monitoring and Reporting Violations in 2015</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>Jessica Hunter</i><br>Course: <i>clerks</i> Date: <i>9/7/2015 8:00:00 AM</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         | 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  |           |    |
| <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        | 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         |    |
|   | <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        | 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         |    |
|   | <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         | 5  |
|   |   | 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>  |   | 272  |           |    |
| <b>SDS O&amp;M Score</b>  |   | 11   |           |    |
| <b>TOTAL SCORE</b>  |   |  | <b>68</b> |    |

## 2016 Best Practices Score

Selawik

August 15, 2016

| 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: <i>Water Treatment 3</i><br>Primary Operator: <i>Ralph Ramoth Certification Level: Small Treated</i><br>Backup Operator: <i>Larry Jones Certification Level: Operator holds no current certification</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            | 5  |   |             |  |    |
| 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  |               |    |   |             |  |    |
| <i>2 Monitoring and Reporting Violations in 2015</i>  |   |  |               |    |   |             |  |    |
| <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>James Beylund, City Council</i><br>Course: <i>clerks</i> Date: <i>6/10/2013 8:00:00 AM</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             | 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  |               |    |   |             |  |    |
| <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            | 10 |   |             |  |    |
|   |   | 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            | 5  |   |             |  |    |
|   |   | 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             | 5  |   |             |  |    |
|   |   | 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  |               |    |   |             |  |    |
| CIP O&M Score   |   | 212  | SDS O&M Score |    | 8 | TOTAL SCORE |  | 53 |



## 2016 Best Practices Score

Seldovia

August 15, 2016

| 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            | 10    |             |    |
|   |  | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Tyler Tucker Certification Level: WT 1</i><br>Backup Operator: <i>Randall Bond Certification Level: WT 1</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            | 5     |             |    |
| 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  |               |       |             |    |
| <i>3 Monitoring and Reporting Violations in 2015</i>  |  |  |               |       |             |    |
| 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             | 0     |             |    |
|   | Attendee:<br>Course: Date:   |  |               |       |             |    |
|   | 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   |  | 320  | SDS O&M Score | 13    | TOTAL SCORE | 80 |

## 2016 Best Practices Score

**Shageluk**

August 15, 2016

| 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    | 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: <i>Small Treated</i><br>Primary Operator: <i>John Hamilton, Sr. Certification Level: Small Treated</i><br>Backup Operator: <i>No record of a backup operator Certification Level: N/A</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  |       |    |
| <i>10 Monitoring and Reporting Violations in 2015</i>   |  |  |       |    |
| <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>Marlene Madros</i><br>Course: <i>organizational Date: 12/5/2014 9:00:00 AM</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     | 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  |       |    |
| <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    | 5  |
|   |  | 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     | 5  |
|   |  | 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  | 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  |       |    |
| <b>CIP O&amp;M Score</b>  |  | 180  |       |    |
| <b>SDS O&amp;M Score</b>  |  | 7  |       |    |
| <b>TOTAL SCORE</b>  |  |  | 45    |    |

## 2016 Best Practices Score

### Shaktoolik

August 15, 2016

| 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    | 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: <i>Small Treated</i><br>Primary Operator: <i>Edward Jackson</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</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    | 0  |
|   |   | 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    | 5  |
| 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  |       |    |
| <i>2 Monitoring and Reporting Violations in 2015</i>  |   |  |       |    |
| <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>Isabelle Jackson, City Clerk</i><br>Course: <i>financial</i> Date: <i>7/1/2013 8:00:00 AM</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     | 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  |       |    |
| <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    | 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     |    |
|   | <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    | 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     |    |
|   | <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     | 5  |
|   |   | 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  | 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  |       |    |
| <b>CIP O&amp;M Score</b>  |   | 260  |       |    |
| <b>SDS O&amp;M Score</b>  |   | 10   |       |    |
| <b>TOTAL SCORE</b>  |   |  | 65    |    |

## 2016 Best Practices Score

**Shishmaref**

August 15, 2016

| 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Jeffrey Nayokpuk</i> Certification Level: <i>Operator holds no current certification</i><br>Backup Operator: <i>Kenneth Orrison</i> Certification Level: <i>WT P</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                       | 0  |   |                    |  |    |
|   |  | 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  |                          |    |   |                    |  |    |
| <i>14 Monitoring and Reporting Violations in 2015</i>   |  |  |                          |    |   |                    |  |    |
| <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>William Jones</i><br>Course: <i>electedofficials</i> Date: <i>7/1/2016 8:00:00 AM</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                        | 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  |                          |    |   |                    |  |    |
| <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                       | 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                        |    |   |                    |  |    |
|   | <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                       | 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                        |    |   |                    |  |    |
|   | <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                        | 5  |   |                    |  |    |
|   |  | 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  | 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  |                          |    |   |                    |  |    |
| <b>CIP O&amp;M Score</b>  |  | 232  | <b>SDS O&amp;M Score</b> |    | 9 | <b>TOTAL SCORE</b> |  | 58 |

## 2016 Best Practices Score

**Shungnak**

August 15, 2016

| 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                       | 0  |    |                    |  |    |
|   |  | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>No record of a primary operator Certification Level: N/A</i><br>Backup Operator: <i>Water Douglas Certification Level: Operator holds no current certification</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                       | 5  |    |                    |  |    |
| 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  |                          |    |    |                    |  |    |
| <i>1 Monitoring and Reporting Violations in 2015</i>  |  |  |                          |    |    |                    |  |    |
| <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>Helen Mitchell, City Administrator</i><br>Course: <i>intro</i> Date: <i>5/18/2015 8:00:00 AM</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                        | 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  |                          |    |    |                    |  |    |
| <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                       | 13 |    |                    |  |    |
|   |  | 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                       | 15 |    |                    |  |    |
|   |  | 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                        | 5  |    |                    |  |    |
|   |  | 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>  |  | 252  | <b>SDS O&amp;M Score</b> |    | 10 | <b>TOTAL SCORE</b> |  | 63 |

## 2016 Best Practices Score

Slana

August 15, 2016

| 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    | 10 |
|   |   | 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: <i>No certified operator required</i><br>Primary Operator: <i>No certified operator required</i> Certification Level: <i>N/A</i><br>Backup Operator: <i>No certified operator required</i> Certification Level: <i>N/A</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    | 25 |
|   |   | 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    | 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  |       |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |       |    |
| <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:<br>Course: Date:  |  |       |    |
|   | <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     | 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  |       |    |
| <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    | 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     |    |
|   | <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    | 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     |    |
|   | <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     | 5  |
|   |   | 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  | 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  |       |    |
| <b>CIP O&amp;M Score</b>  |   | 400  |       |    |
| <b>SDS O&amp;M Score</b>  |   | 16   |       |    |
| <b>TOTAL SCORE</b>  |   |  | 100   |    |

## 2016 Best Practices Score

### Sleetmute

August 15, 2016

| 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                       | 0  |   |                    |  |    |
|   |  | 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: <i>Small Treated</i><br>Primary Operator: <i>Scott Greger</i> Certification Level: <i>Operator holds no current certification</i><br>Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</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>28 Monitoring and Reporting Violations in 2015</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                        | 0  |   |                    |  |    |
|   | Attendee:<br>Course: Date:   |  |                          |    |   |                    |  |    |
|   | <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                       | 10 |   |                    |  |    |
|   |  | 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                       | 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                        |    |   |                    |  |    |
|   | <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                        | 5  |   |                    |  |    |
|   |  | 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>  |  | 200  | <b>SDS O&amp;M Score</b> |    | 8 | <b>TOTAL SCORE</b> |  | 50 |

## 2016 Best Practices Score

### South Naknek

August 15, 2016

| 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                       | 10 |    |                    |  |    |
|   |  | 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: <i>Small Untreated</i><br>Primary Operator: <i>Karl Rawson</i> Certification Level: <i>WT P</i><br>Backup Operator: <i>Thomas Thaler</i> Certification Level: <i>WT P</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                       | 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  |                          |    |    |                    |  |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |  |  |                          |    |    |                    |  |    |
| <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                        | 0  |    |                    |  |    |
|   | Attendee:<br>Course: Date:   |  |                          |    |    |                    |  |    |
|   | <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                       | 10 |    |                    |  |    |
|   |  | 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                       | 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                        |    |    |                    |  |    |
|   | <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                        | 5  |    |                    |  |    |
|   |  | 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  | 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  |                          |    |    |                    |  |    |
| <b>CIP O&amp;M Score</b>  |  | 300  | <b>SDS O&amp;M Score</b> |    | 12 | <b>TOTAL SCORE</b> |  | 75 |



## 2016 Best Practices Score

### Stebbins

August 15, 2016

| 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                 | 0  |
|   |  | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Peter Martin</i> Certification Level: <i>Operator holds no current certification</i><br>Backup Operator: <i>Ryan Nashoanak</i> Certification Level: <i>Operator holds no current certification</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                 | 0  |
|   |  | 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                 | 5  |
| 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  |                    |    |
| <i>2 Monitoring and Reporting Violations in 2015</i>  |  |  |                    |    |
| <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>Nora Tom, City Administrator</i><br>Course: <i>financial</i> Date: <i>7/1/2016 8:00:00 AM</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                  | 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  |                    |    |
| <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                 | 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                  |    |
|   | <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                 | 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                  |    |
|   | <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                  | 5  |
|   |  | 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  | 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  |                    |    |
| <b>CIP O&amp;M Score</b>  |  | 240  |                    |    |
| <b>SDS O&amp;M Score</b>  |  | 10   | <b>TOTAL SCORE</b> |    |
|   |  |  | 60                 |    |

## 2016 Best Practices Score

### Stevens Village

August 15, 2016

| 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                       | 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: <i>Small Treated</i><br>Primary Operator: <i>Henry Smoke</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</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                       | 5  |    |                    |  |    |
| 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  |                          |    |    |                    |  |    |
| <i>1 Monitoring and Reporting Violations in 2015</i>  |   |  |                          |    |    |                    |  |    |
| <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>Jessica Kozevnikoff</i><br>Course: <i>clerks</i> Date: <i>2/10/2015 9:00:00 AM</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                        | 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  |                          |    |    |                    |  |    |
| <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                       | 10 |    |                    |  |    |
|   |   | 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                       | 5  |    |                    |  |    |
|   |   | 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                        | 5  |    |                    |  |    |
|   |   | 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  | 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  |                          |    |    |                    |  |    |
| <b>CIP O&amp;M Score</b>  |   | 240  | <b>SDS O&amp;M Score</b> |    | 10 | <b>TOTAL SCORE</b> |  | 60 |

## 2016 Best Practices Score

### Stony River

August 15, 2016

| 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                 | 10 |
|   |   | 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: <i>Community has no public water system</i><br>Primary Operator: <i>No certified operator required Certification Level: N/A</i><br>Backup Operator: <i>No certified operator required Certification Level: N/A</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                 | 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  |                    |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |                    |    |
| <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:<br>Course: Date:  |  |                    |    |
|   | <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                  | 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  |                    |    |
| <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                 | 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                  |    |
|   | <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                 | 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                  |    |
|   | <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                  | 5  |
|   |   | 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  | 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  |                    |    |
| <b>CIP O&amp;M Score</b>  |   | 360  |                    |    |
| <b>SDS O&amp;M Score</b>  |   | 14   | <b>TOTAL SCORE</b> |    |
|   |   |  | 90                 |    |

## 2016 Best Practices Score

### Takotna

August 15, 2016

| 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                       | 10 |   |                    |  |    |
|   |  | 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: <i>Small Treated</i><br>Primary Operator: <i>Doug Heath</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>Robert Perkins</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  |                          |    |   |                    |  |    |
| <i>6 Monitoring and Reporting Violations in 2015</i>  |  |  |                          |    |   |                    |  |    |
| <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>Doug Heath</i><br>Course: <i>financial</i> Date: <i>4/22/2016 8:00:00 AM</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>  |  | 120  | <b>SDS O&amp;M Score</b> |    | 5 | <b>TOTAL SCORE</b> |  | 30 |

## 2016 Best Practices Score

### Tanacross

August 15, 2016

| 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    | 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: <i>Small Untreated</i><br>Primary Operator: <i>John Lillie</i> Certification Level: <i>Small Untreated</i><br>Backup Operator: <i>Jerry Isaac</i> Certification Level: <i>Operator holds no current certification</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    | 5  |
| 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  |       |    |
| <i>2 Monitoring and Reporting Violations in 2015</i>  |  |  |       |    |
| <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>Herbert Denit</i><br>Course: <i>financial</i> Date: <i>2/19/2016 9:00:00 AM</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>  |  | 120  |       |    |
| <b>SDS O&amp;M Score</b>  |  | 5  |       |    |
| <b>TOTAL SCORE</b>  |  |  | 30    |    |

## 2016 Best Practices Score

Tanana

August 15, 2016

| 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            | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Dennis Charley</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Robert Wright</i> Certification Level: <i>WT 1</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            | 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  |               |       |             |    |
| <i>12 Monitoring and Reporting Violations in 2015</i>   |   |  |               |       |             |    |
| 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>Clarissa Gunter</i><br>Course: <i>intro</i> Date: <i>2/16/2016 9:00:00 AM</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            | 15    |             |    |
|   |   | 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     |             |    |
|   |   | 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   |   | 260  | SDS O&M Score | 10    | TOTAL SCORE | 65 |

## 2016 Best Practices Score

### Tatitlek

August 15, 2016

| 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            | 10 |    |             |  |    |
|   |   | 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: <i>Small Treated</i><br>Primary Operator: <i>Curtis Kompkoff</i> Certification Level: <i>WT P</i><br>Backup Operator: <i>Daylan Geffe</i> Certification Level: <i>WD P</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            | 5  |    |             |  |    |
| 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  |               |    |    |             |  |    |
| <i>2 Monitoring and Reporting Violations in 2015</i>  |   |  |               |    |    |             |  |    |
| <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>Katherine Kompkoff</i><br>Course: <i>personnel</i> Date: <i>2/1/2013 9:00:00 AM</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             | 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  |               |    |    |             |  |    |
| <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            | 13 |    |             |  |    |
|   |   | 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            | 15 |    |             |  |    |
|   |   | 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             | 5  |    |             |  |    |
|   |   | 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  | 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   |   | 312  | SDS O&M Score |    | 12 | TOTAL SCORE |  | 78 |

## 2016 Best Practices Score

Tazlina

August 15, 2016

| 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                       | 10 |    |                    |  |     |
|   |   | 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: <i>No certified operator required</i><br>Primary Operator: <i>N/A</i> Certification Level: <i>N/A</i><br>Backup Operator: <i>N/A</i> Certification Level: <i>N/A</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                       | 25 |    |                    |  |     |
|   |   | 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                       | 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  |                          |    |    |                    |  |     |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |                          |    |    |                    |  |     |
| <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:<br>Course: Date:  |  |                          |    |    |                    |  |     |
|   | <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                        | 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  |                          |    |    |                    |  |     |
| <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                       | 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                        |    |    |                    |  |     |
|   | <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                       | 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                        |    |    |                    |  |     |
|   | <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                        | 5  |    |                    |  |     |
|   |   | 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  | 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  |                          |    |    |                    |  |     |
| <b>CIP O&amp;M Score</b>  |   | 400  | <b>SDS O&amp;M Score</b> |    | 16 | <b>TOTAL SCORE</b> |  | 100 |



## 2016 Best Practices Score

### Teller

August 15, 2016

| 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            | 10    |             |    |
|   |   | 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: <i>Small Treated</i><br>Primary Operator: <i>Jerry Okbaok</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Norman Ongtawasruk</i> Certification Level: <i>Small Treated</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            | 0     |             |    |
|   |   | 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     |             |    |
| 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  |               |       |             |    |
| <i>20 Monitoring and Reporting Violations in 2015</i>   |   |  |               |       |             |    |
| 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>Blanche Okbaok-Garnie</i><br>Course: <i>personnel</i> Date: <i>3/14/2016 8:00:00 AM</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             | 2     |             |    |
| 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    |             |    |
|   |   | 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            | 5     |             |    |
|   |   | 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  | 2             |       |             |    |
|   | 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   |   | 156  | SDS O&M Score | 6     | TOTAL SCORE | 39 |

## 2016 Best Practices Score

Tetlin

August 15, 2016

| 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                 | 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: <i>Small Untreated</i><br>Primary Operator: <i>Michael Sam</i> Certification Level: <i>Small Untreated</i><br>Backup Operator: <i>Wallace Joe</i> Certification Level: <i>Operator holds no current certification</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                 | 5  |
| 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  |                    |    |
| <i>3 Monitoring and Reporting Violations in 2015</i>  |  |  |                    |    |
| <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                  | 0  |
|   | Attendee:<br>Course: Date:   |  |                    |    |
|   | <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                  | 5  |
|   |  | 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>  |  | 120  |                    |    |
| <b>SDS O&amp;M Score</b>  |  | 5  | <b>TOTAL SCORE</b> |    |
|   |  |  | 30                 |    |

## 2016 Best Practices Score

**Thorne Bay**

August 15, 2016

| 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                 | 10 |
|   |   | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Jason Blair</i> Certification Level: <i>WT 2</i><br>Backup Operator: <i>Billy Phillips</i> Certification Level: <i>WT 2</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  |                    |    |
| <i>7 Monitoring and Reporting Violations in 2015</i>  |   |  |                    |    |
| <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>Wayne Benner</i><br>Course: <i>personnel</i> Date: <i>4/12/2013 8:00:00 AM</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                  | 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  |                    |    |
| <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                 | 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                  |    |
|   | <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                 | 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                  |    |
|   | <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                  | 5  |
|   |   | 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  | 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  |                    |    |
| <b>CIP O&amp;M Score</b>  |   | 320  |                    |    |
| <b>SDS O&amp;M Score</b>  |   | 13   | <b>TOTAL SCORE</b> |    |
|   |   |  | 80                 |    |

## 2016 Best Practices Score

**Togiak**

August 15, 2016

| 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                 | 7  |
|   |  | 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: <i>Water Distribution 2</i><br>Primary Operator: <i>Darryl Thompson</i> Certification Level: <i>WD 3</i><br>Backup Operator: <i>Mickey Atakitlig</i> Certification Level: <i>WD 1</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                 | 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  |                    |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |  |  |                    |    |
| <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>Fannie M. Dock</i><br>Course: <i>financial</i> Date: <i>4/18/2016 8:00:00 AM</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                 | 10 |
|   |  | 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                  | 5  |
|   |  | 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>  |  | 208  |                    |    |
| <b>SDS O&amp;M Score</b>  |  | 8  | <b>TOTAL SCORE</b> |    |
|   |  |  | 52                 |    |

## 2016 Best Practices Score

### Toksook Bay

August 15, 2016

| 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            | 10    |             |    |
|   |  | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Richard Curtis</i> Certification Level: <i>WT 2</i><br>Backup Operator: <i>Jeffrey Curtis</i> Certification Level: <i>WT 1</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  |               |       |             |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |  |  |               |       |             |    |
| 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>Henry Simons</i><br>Course: <i>personnel</i> Date: <i>3/14/2016 8:00:00 AM</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             | 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  |               |       |             |    |
| 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    |             |    |
|   |  | 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  | 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  |               |       |             |    |
| CIP O&M Score   |  | 300  | SDS O&M Score | 12    | TOTAL SCORE | 75 |

## 2016 Best Practices Score

### Tuluksak

August 15, 2016

| 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            | 0  |   |             |  |    |
|   |  | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Carl Peter Certification Level: Operator holds no current certification</i><br>Backup Operator: <i>No record of a backup operator Certification Level: N/A</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  |               |    |   |             |  |    |
| <i>17 Monitoring and Reporting Violations in 2015</i>   |  |  |               |    |   |             |  |    |
| <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             | 0  |   |             |  |    |
|   | Attendee:<br>Course: Date:   |  |               |    |   |             |  |    |
|   | <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  |               |    |   |             |  |    |
| CIP O&M Score   |  | 60   | SDS O&M Score |    | 2 | TOTAL SCORE |  | 15 |

## 2016 Best Practices Score

### Tuntutuliak

August 15, 2016

| 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: <i>Water Treatment 1</i><br>Primary Operator: <i>No record of a primary operator Certification Level: N/A</i><br>Backup Operator: <i>John White Certification Level: 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  |                          |       |                    |    |
| <i>8 Monitoring and Reporting Violations in 2015</i>  |   |  |                          |       |                    |    |
| <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                        | 0     |                    |    |
|   | Attendee:<br>Course: Date:  |  |                          |       |                    |    |
|   | <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                        | 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  |                          |       |                    |    |
| <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                       | 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                        |       |                    |    |
|   | <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                       | 15    |                    |    |
|   |   | 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                        | 5     |                    |    |
|   |   | 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                        | 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  |                          |       |                    |    |
| <b>CIP O&amp;M Score</b>  |   | 252  | <b>SDS O&amp;M Score</b> | 10    | <b>TOTAL SCORE</b> | 63 |

## 2016 Best Practices Score

**Tununak**

August 15, 2016

| 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                       | 10 |   |                    |  |    |
|   |   | 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: <i>Community has no public water system</i><br>Primary Operator: <i>No certified operator required Certification Level: N/A</i><br>Backup Operator: <i>No certified operator required Certification Level: N/A</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                       | 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  |                          |    |   |                    |  |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |                          |    |   |                    |  |    |
| <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>Urban Albert</i><br>Course: <i>clerks</i> Date: <i>5/6/2011 8:00:00 AM</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                        | 5  |   |                    |  |    |
|   |   | 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>  |   | 180  | <b>SDS O&amp;M Score</b> |    | 7 | <b>TOTAL SCORE</b> |  | 45 |



## 2016 Best Practices Score

### Twin Hills

August 15, 2016

| 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                 | 10 |
|   |  | 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: <i>Small Untreated</i><br>Primary Operator: <i>Julius Henry</i> Certification Level: <i>Small Untreated</i><br>Backup Operator: <i>William Page</i> Certification Level: <i>Small Untreated</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                 | 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  |                    |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |  |  |                    |    |
| <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>Julius Henry and others</i><br>Course: <i>electedofficials</i> Date: <i>11/2/2015 9:00:00 AM</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                  | 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  |                    |    |
| <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                 | 5  |
|   |  | 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                  | 5  |
|   |  | 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  | 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  |                    |    |
| <b>CIP O&amp;M Score</b>  |  | 240  |                    |    |
| <b>SDS O&amp;M Score</b>  |  | 10   | <b>TOTAL SCORE</b> |    |
|   |  |  | 60                 |    |

## 2016 Best Practices Score

**Tyonek**

August 15, 2016

| 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                 | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Samuel Bartels</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Crystal Jones</i> Certification Level: <i>Operator holds no current certification</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                 | 5  |
| 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  |                    |    |
| <i>3 Monitoring and Reporting Violations in 2015</i>  |  |  |                    |    |
| <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>Karen Standifer</i><br>Course: <i>financial</i> Date: <i>4/11/2016 8:00:00 AM</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                 | 10 |
|   |  | 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                 | 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                  |    |
|   | <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>  |  | 240  |                    |    |
| <b>SDS O&amp;M Score</b>  |  | 10   | <b>TOTAL SCORE</b> |    |
|   |  |  | 60                 |    |

## 2016 Best Practices Score

### Unalakleet

August 15, 2016

| 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: <i>Water Treatment 2</i><br>Primary Operator: <i>Roger Nicholas</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Dwayne Johnson</i> Certification Level: <i>WT P</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        | 0  |
|   |  | 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>11 Monitoring and Reporting Violations in 2015</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         | 0  |
|   | Attendee:<br>Course: Date:   |  |           |    |
|   | <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         | 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  |           |    |
| <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        | 10 |
|   |  | 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        | 5  |
|   |  | 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         | 5  |
|   |  | 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         | 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  |           |    |
| <b>CIP O&amp;M Score</b>  |  | 132  |           |    |
| <b>SDS O&amp;M Score</b>  |  | 5  |           |    |
| <b>TOTAL SCORE</b>  |  |  | <b>33</b> |    |

## 2016 Best Practices Score

### Upper Kalskag

August 15, 2016

| 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    | 10 |
|   |   | 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: <i>Community has no public water system</i><br>Primary Operator: <i>No certified operator required Certification Level: N/A</i><br>Backup Operator: <i>No certified operator required Certification Level: N/A</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    | 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  |       |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |       |    |
| <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     | 0  |
|   | Attendee:<br>Course: Date:  |  |       |    |
|   | <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    | 10 |
|   |   | 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    | 5  |
|   |   | 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     | 2  |
|   |   | 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>  |   | 208  |       |    |
| <b>SDS O&amp;M Score</b>  |   | 8  |       |    |
| <b>TOTAL SCORE</b>  |   |  | 52    |    |

## 2016 Best Practices Score

### Venetie

August 15, 2016

| 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    | 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: <i>Small Treated</i><br>Primary Operator: <i>Curtis Frank</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>John Frank</i> Certification Level: <i>Operator holds no current certification</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  |       |    |
| <i>15 Monitoring and Reporting Violations in 2015</i>   |  |  |       |    |
| <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>Tilissia Sisto</i><br>Course: <i>intro</i> Date: <i>2/15/2016 9:00:00 AM</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     | 5  |
|   |  | 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>  |  | 120  |       |    |
| <b>SDS O&amp;M Score</b>  |  | 5  |       |    |
| <b>TOTAL SCORE</b>  |  |  | 30    |    |

## 2016 Best Practices Score

Voznesenka

August 15, 2016

| 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            | 7     |             |    |
|   |   | 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: <i>Water Treatment 1</i><br>Primary Operator: <i>Wlas Reutov</i> Certification Level: <i>WT 1</i><br>Backup Operator: <i>Zahar Reutov</i> Certification Level: <i>WT P</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            | 5     |             |    |
| 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  |               |       |             |    |
| <i>1 Monitoring and Reporting Violations in 2015</i>  |   |  |               |       |             |    |
| 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>Zack Reutov</i><br>Course: <i>electedofficials</i> Date: <i>4/22/2016 8:00:00 AM</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            | 15    |             |    |
|   |   | 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   |   | 308  | SDS O&M Score | 12    | TOTAL SCORE | 77 |

## 2016 Best Practices Score

### Wainwright

August 15, 2016

| 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                       | 10 |   |                    |  |    |
|   |  | 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: <i>Water Treatment 2</i><br>Primary Operator: <i>James Allen</i> Certification Level: <i>WT3</i><br>Backup Operator: <i>Edward York</i> Certification Level: <i>WT3</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                       | 5  |   |                    |  |    |
| 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  |                          |    |   |                    |  |    |
| <i>1 Monitoring and Reporting Violations in 2015</i>  |  |  |                          |    |   |                    |  |    |
| <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                        | 0  |   |                    |  |    |
|   | Attendee:<br>Course: Date:   |  |                          |    |   |                    |  |    |
|   | <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>  |  | 120  | <b>SDS O&amp;M Score</b> |    | 5 | <b>TOTAL SCORE</b> |  | 30 |

## 2016 Best Practices Score

### Wales

August 15, 2016

| 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                       | 0  |   |                    |  |    |
|   |  | 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: <i>Small Treated</i><br>Primary Operator: <i>Zachary Milligrock</i> Certification Level: <i>Operator holds no current certification</i><br>Backup Operator: <i>Timothy Milligrock</i> Certification Level: <i>Operator holds no current certification</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                       | 0  |   |                    |  |    |
|   |  | 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  |                          |    |   |                    |  |    |
| <i>8 Monitoring and Reporting Violations in 2015</i>  |  |  |                          |    |   |                    |  |    |
| <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                        | 0  |   |                    |  |    |
|   | Attendee:<br>Course: Date:   |  |                          |    |   |                    |  |    |
|   | <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                        | 2  |   |                    |  |    |
|   |  | 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                       | 10 |   |                    |  |    |
|   |  | 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                       | 5  |   |                    |  |    |
|   |  | 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                        | 5  |   |                    |  |    |
|   |  | 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>  |  | 88   | <b>SDS O&amp;M Score</b> |    | 4 | <b>TOTAL SCORE</b> |  | 22 |



## 2016 Best Practices Score

### White Mountain

August 15, 2016

| 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: <i>Small Treated</i><br>Primary Operator: <i>James Ione</i> Certification Level: <i>Small Treated</i><br>Backup Operator: <i>Edward Titus</i> Certification Level: <i>Operator holds no current certification</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            | 0     |             |    |
|   |  | 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            | 5     |             |    |
| 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  |               |       |             |    |
| <i>3 Monitoring and Reporting Violations in 2015</i>  |  |  |               |       |             |    |
| 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>Yvonne Gregg</i><br>Course: <i>financial</i> Date: <i>3/16/2015 8:00:00 AM</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  | 2             |       |             |    |
|   | 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   |  | 248  | SDS O&M Score | 10    | TOTAL SCORE | 62 |

## 2016 Best Practices Score

**Whittier**

August 15, 2016

| 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                 | 10 |
|   |   | 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: <i>Small Untreated</i><br>Primary Operator: <i>Christopher Bender</i> Certification Level: <i>WD 2</i><br>Backup Operator: <i>Maina Turituri</i> Certification Level: <i>Small Untreated</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                 | 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  |                    |    |
| <i>0 Monitoring and Reporting Violations in 2015</i>  |   |  |                    |    |
| <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>Scott Korbe</i><br>Course: <i>organizational</i> Date: <i>12/14/2015 9:00:00 AM</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                  | 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  |                    |    |
| <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                 | 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                  |    |
|   | <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                 | 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                  |    |
|   | <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                  | 5  |
|   |   | 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  | 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  |                    |    |
| <b>CIP O&amp;M Score</b>  |   | 360  |                    |    |
| <b>SDS O&amp;M Score</b>  |   | 14   | <b>TOTAL SCORE</b> |    |
|   |   |  | 90                 |    |

## 2016 Best Practices Score

### Yakutat

August 15, 2016

| 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                       | 7  |    |                    |  |    |
|   |   | 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: <i>Water Distribution 1</i><br>Primary Operator: <i>Michael Jensen</i> Certification Level: <i>WD 1</i><br>Backup Operator: <i>Ronald Beattie</i> Certification Level: <i>WD P</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                       | 5  |    |                    |  |    |
| 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  |                          |    |    |                    |  |    |
| <i>3 Monitoring and Reporting Violations in 2015</i>  |   |  |                          |    |    |                    |  |    |
| <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>Martha Indreland</i><br>Course: <i>financial</i> Date: <i>6/1/2014 8:00:00 AM</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                        | 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  |                          |    |    |                    |  |    |
| <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                       | 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                        |    |    |                    |  |    |
|   | <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                       | 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                        |    |    |                    |  |    |
|   | <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                        | 5  |    |                    |  |    |
|   |   | 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  | 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  |                          |    |    |                    |  |    |
| <b>CIP O&amp;M Score</b>  |   | 328  | <b>SDS O&amp;M Score</b> |    | 13 | <b>TOTAL SCORE</b> |  | 82 |

## 2016 Best Practices Score

August 15, 2016

| 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   |   |  |
|   |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |   |  |
|   | <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   |   |  |
|   |   | 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   |   |  |
|   |   | 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  |   |  |
|   | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |   |  |
|   | <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 |  |
|   |   | Attendee:<br>Course: Date:   |  |   |  |
| <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  |   |  |
|   |   | 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   |   |  |
|   |   | 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   |   |  |
|   |   | 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  |   |  |
|   |   | 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  |   |  |
| 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   |   | SDS O&M Score  | TOTAL SCORE  |   |  |

## 2016 Best Practices Score

August 15, 2016

| 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   |             |  |
|                                       |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |             |  |
|                                       | <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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |             |  |
|                                       | <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           |  |
|                                       |   | Attendee:<br>Course: Date:   |  |             |  |
| <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  |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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   |  | SDS O&M Score  | TOTAL SCORE |  |

## 2016 Best Practices Score

August 15, 2016

| 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   |   |  |
|   |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |   |  |
|   | <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   |   |  |
|   |   | 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   |   |  |
|   |   | 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  |   |  |
|   | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |   |  |
|   | <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 |  |
|   |   | Attendee:<br>Course: Date:   |  |   |  |
| <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  |   |  |
|   |   | 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   |   |  |
|   |   | 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   |   |  |
|   |   | 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  |   |  |
|   |   | 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  |   |  |
| 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   |   | SDS O&M Score  | TOTAL SCORE  |   |  |

## 2016 Best Practices Score

August 15, 2016

| 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   |   |  |
|   |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |   |  |
|   | <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   |   |  |
|   |   | 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   |   |  |
|   |   | 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  |   |  |
|   | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |   |  |
|   | <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 |  |
|   |   | Attendee:<br>Course: Date:   |  |   |  |
| <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  |   |  |
|   |   | 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   |   |  |
|   |   | 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   |   |  |
|   |   | 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  |   |  |
|   |   | 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  |   |  |
| 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   |   | SDS O&M Score  | TOTAL SCORE  |   |  |

## 2016 Best Practices Score

August 15, 2016

| 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   |   |  |
|   |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |   |  |
|   | <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   |   |  |
|   |   | 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   |   |  |
|   |   | 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  |   |  |
|   | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |   |  |
|   | <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 |  |
|   |   | Attendee:<br>Course: Date:   |  |   |  |
| <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  |   |  |
|   |   | 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   |   |  |
|   |   | 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   |   |  |
|   |   | 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  |   |  |
|   |   | 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  |   |  |
| 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   |   | SDS O&M Score  | TOTAL SCORE  |   |  |



## 2016 Best Practices Score

August 15, 2016

| 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   |             |  |
|                                       |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |             |  |
|                                       | <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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |             |  |
|                                       | <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           |  |
|                                       |   | Attendee:<br>Course: Date:   |  |             |  |
| <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  |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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   |  | SDS O&M Score  | TOTAL SCORE |  |

## 2016 Best Practices Score

August 15, 2016

| 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   |             |  |
|                                       |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |             |  |
|                                       | <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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |             |  |
|                                       | <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           |  |
|                                       |   | Attendee:<br>Course: Date:   |  |             |  |
| <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  |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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   |             |  |
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|                                       | <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   |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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   |  | SDS O&M Score  | TOTAL SCORE |  |

## 2016 Best Practices Score

August 15, 2016

| 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   |             |  |
|                                       |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |             |  |
|                                       | <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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |             |  |
|                                       | <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           |  |
|                                       |   | Attendee:<br>Course: Date:   |  |             |  |
| <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  |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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   |  | SDS O&M Score  | TOTAL SCORE |  |

## 2016 Best Practices Score

August 15, 2016

| 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   |   |  |
|   |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |   |  |
|   | <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   |   |  |
|   |   | 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   |   |  |
|   |   | 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  |   |  |
|   | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |   |  |
|   | <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 |  |
|   |   | Attendee:<br>Course: Date:   |  |   |  |
| <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  |   |  |
|   |   | 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   |   |  |
|   |   | 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   |   |  |
|   |   | 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  |   |  |
|   |   | 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  |   |  |
| 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   |   | SDS O&M Score  | TOTAL SCORE  |   |  |

## 2016 Best Practices Score

August 15, 2016

| 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   |             |  |
|                                       |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |             |  |
|                                       | <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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |             |  |
|                                       | <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           |  |
|                                       |   | Attendee:<br>Course: Date:   |  |             |  |
| <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  |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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   |  | SDS O&M Score  | TOTAL SCORE |  |

## 2016 Best Practices Score

August 15, 2016

| 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   |   |  |
|   |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |   |  |
|   | <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   |   |  |
|   |   | 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   |   |  |
|   |   | 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  |   |  |
|   | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |   |  |
|   | <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 |  |
|   |   | Attendee:<br>Course: Date:   |  |   |  |
| <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  |   |  |
|   |   | 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   |   |  |
|   |   | 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   |   |  |
|   |   | 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  |   |  |
|   |   | 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  |   |  |
| 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   |   | SDS O&M Score  | TOTAL SCORE  |   |  |

## 2016 Best Practices Score

August 15, 2016

| 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   |             |  |
|                                       |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |             |  |
|                                       | <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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |             |  |
|                                       | <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           |  |
|                                       |   | Attendee:<br>Course: Date:   |  |             |  |
| <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  |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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   |  | SDS O&M Score  | TOTAL SCORE |  |

## 2016 Best Practices Score

August 15, 2016

| 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   |             |  |
|                                       |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |             |  |
|                                       | <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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |             |  |
|                                       | <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           |  |
|                                       |   | Attendee:<br>Course: Date:   |  |             |  |
| <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  |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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   |             |  |
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|                                       | <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   |             |  |
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|                                       |   | 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  |             |  |
|                                       |   | Utility has a current worker's compensation policy in place for all employees  | 2  |             |  |
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|                                       | <b>Payroll Liability Compliance</b>   | 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  |             |  |
|                                       | CIP O&M Score   |  | SDS O&M Score  | TOTAL SCORE |  |



## 2016 Best Practices Score

August 15, 2016

| 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   |             |  |
|                                       |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |             |  |
|                                       | <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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |             |  |
|                                       | <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           |  |
|                                       |   | Attendee:<br>Course: Date:   |  |             |  |
| <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  |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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   |  | SDS O&M Score  | TOTAL SCORE |  |

## 2016 Best Practices Score

August 15, 2016

| 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   |   |  |
|   |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |   |  |
|   | <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   |   |  |
|   |   | 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   |   |  |
|   |   | 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  |   |  |
|   | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |   |  |
|   | <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 |  |
|   |   | Attendee:<br>Course: Date:   |  |   |  |
| <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  |   |  |
|   |   | 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   |   |  |
|   |   | 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   |   |  |
|   |   | 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  |   |  |
|   |   | 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  |   |  |
| 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   |   | SDS O&M Score  | TOTAL SCORE  |   |  |

## 2016 Best Practices Score

August 15, 2016

| 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   |             |  |
|                                       |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |             |  |
|                                       | <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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |             |  |
|                                       | <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           |  |
|                                       |   | Attendee:<br>Course: Date:   |  |             |  |
| <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  |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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   |  | SDS O&M Score  | TOTAL SCORE |  |

## 2016 Best Practices Score

August 15, 2016

| 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   |             |  |
|                                       |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |             |  |
|                                       | <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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |             |  |
|                                       | <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           |  |
|                                       |   | Attendee:<br>Course: Date:   |  |             |  |
| <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  |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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   |  | SDS O&M Score  | TOTAL SCORE |  |

## 2016 Best Practices Score

August 15, 2016

| 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   |             |  |
|                                       |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |             |  |
|                                       | <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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |             |  |
|                                       | <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           |  |
|                                       |   | Attendee:<br>Course: Date:   |  |             |  |
| <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  |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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   |  | SDS O&M Score  | TOTAL SCORE |  |

## 2016 Best Practices Score

August 15, 2016

| 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   |             |  |
|                                       |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |             |  |
|                                       | <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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |             |  |
|                                       | <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           |  |
|                                       |   | Attendee:<br>Course: Date:   |  |             |  |
| <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  |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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   |             |  |
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|                                       | <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   |             |  |
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|                                       |   | 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  |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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   |  | SDS O&M Score  | TOTAL SCORE |  |

## 2016 Best Practices Score

August 15, 2016

| 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   |             |  |
|                                       |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |             |  |
|                                       | <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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |             |  |
|                                       | <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           |  |
|                                       |   | Attendee:<br>Course: Date:   |  |             |  |
| <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  |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       |   | Utility has a current worker's compensation policy in place for all employees  | 2  |             |  |
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|                                       | <b>Payroll Liability Compliance</b>   | 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  |             |  |
|                                       | CIP O&M Score   |  | SDS O&M Score  | TOTAL SCORE |  |

## 2016 Best Practices Score

August 15, 2016

| 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   |             |  |
|                                       |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |             |  |
|                                       | <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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |             |  |
|                                       | <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           |  |
|                                       |   | Attendee:<br>Course: Date:   |  |             |  |
| <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  |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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   |  | SDS O&M Score  | TOTAL SCORE |  |



## 2016 Best Practices Score

August 15, 2016

| 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   |             |  |
|                                       |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |             |  |
|                                       | <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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |             |  |
|                                       | <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           |  |
|                                       |   | Attendee:<br>Course: Date:   |  |             |  |
| <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  |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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   |  | SDS O&M Score  | TOTAL SCORE |  |

## 2016 Best Practices Score

August 15, 2016

| 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   |   |  |
|   |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |   |  |
|   | <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   |   |  |
|   |   | 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   |   |  |
|   |   | 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  |   |  |
|   | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |   |  |
|   | <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 |  |
|   |   | Attendee:<br>Course: Date:   |  |   |  |
| <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  |   |  |
|   |   | 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   |   |  |
|   |   | 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   |   |  |
|   |   | 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  |   |  |
|   |   | 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  |   |  |
| 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   |   | SDS O&M Score  | TOTAL SCORE  |   |  |

## 2016 Best Practices Score

August 15, 2016

| 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   |             |  |
|                                       |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |             |  |
|                                       | <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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |             |  |
|                                       | <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           |  |
|                                       |   | Attendee:<br>Course: Date:   |  |             |  |
| <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  |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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   |  | SDS O&M Score  | TOTAL SCORE |  |

## 2016 Best Practices Score

August 15, 2016

| 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   |   |  |
|   |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |   |  |
|   | <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   |   |  |
|   |   | 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   |   |  |
|   |   | 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  |   |  |
|   | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |   |  |
|   | <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 |  |
|   |   | Attendee:<br>Course: Date:   |  |   |  |
| <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  |   |  |
|   |   | 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   |   |  |
|   |   | 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   |   |  |
|   |   | 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  |   |  |
|   |   | 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  |   |  |
| 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   |   | SDS O&M Score  | TOTAL SCORE  |   |  |

## 2016 Best Practices Score

August 15, 2016

| 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   |   |  |
|   |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |   |  |
|   | <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   |   |  |
|   |   | 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   |   |  |
|   |   | 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  |   |  |
|   | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |   |  |
|   | <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 |  |
|   |   | Attendee:<br>Course: Date:   |  |   |  |
| <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  |   |  |
|   |   | 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   |   |  |
|   |   | 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   |   |  |
|   |   | 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  |   |  |
|   |   | 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  |   |  |
| 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   |   | SDS O&M Score  | TOTAL SCORE  |   |  |

## 2016 Best Practices Score

August 15, 2016

| 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   |   |  |
|   |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |   |  |
|   | <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   |   |  |
|   |   | 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   |   |  |
|   |   | 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  |   |  |
|   | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |   |  |
|   | <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 |  |
|   |   | Attendee:<br>Course: Date:   |  |   |  |
| <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  |   |  |
|   |   | 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   |   |  |
|   |   | 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   |   |  |
|   |   | 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  |   |  |
|   |   | 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  |   |  |
| 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   |   | SDS O&M Score  | TOTAL SCORE  |   |  |

## 2016 Best Practices Score

August 15, 2016

| 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   |   |  |
|   |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |   |  |
|   | <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   |   |  |
|   |   | 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   |   |  |
|   |   | 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  |   |  |
|   | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |   |  |
|   | <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 |  |
|   |   | Attendee:<br>Course: Date:   |  |   |  |
| <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  |   |  |
|   |   | 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   |   |  |
|   |   | 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   |   |  |
|   |   | 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  |   |  |
|   |   | 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  |   |  |
| 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   |   | SDS O&M Score  | TOTAL SCORE  |   |  |

## 2016 Best Practices Score

August 15, 2016

| 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   |             |  |
|                                       |   | 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:<br>Primary Operator: Certification Level:<br>Backup Operator: Certification Level: |  |  |             |  |
|                                       | <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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       | <i>Monitoring and Reporting Violations in 2015</i>  |  |  |             |  |
|                                       | <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           |  |
|                                       |   | Attendee:<br>Course: Date:   |  |             |  |
| <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  |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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   |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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  |             |  |
|                                       |   | 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   |  | SDS O&M Score  | TOTAL SCORE |  |