<table>
<thead>
<tr>
<th>Category</th>
<th>O&amp;M Scoring Criteria</th>
<th>Possible</th>
<th>Score</th>
<th>Explanation of Score</th>
<th>How to Improve Score</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operator Certification</td>
<td>Utility has more than one operator certified to the level of the water system</td>
<td>10</td>
<td>0</td>
<td>System Classification: No operator required</td>
<td>N/A</td>
<td>ADEC Operator Certification</td>
</tr>
<tr>
<td></td>
<td>Primary operator is certified to the level of the water system and the backup operator holds some level of certification in water treatment or distribution</td>
<td>7</td>
<td>0</td>
<td>Primary Operator: No certified operator required</td>
<td>To receive the full points in this category, the operator must have a Preventative Maintenance plan that they follow and the completed plan must be submitted to your assigned RMW each quarter.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Primary operator is certified to the level of the water system and the backup operator holds no level of certification or there is no backup operator</td>
<td>5</td>
<td>0</td>
<td>Backup Operator: No certified operator required</td>
<td>To receive the full points in this category, the operator must have a Preventative Maintenance plan that they follow and the completed plan must be submitted to your assigned RMW each quarter.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Utility has one or more operators certified at some level in water treatment or distribution</td>
<td>3</td>
<td>0</td>
<td>No certified operator required</td>
<td>To receive the full points in this category, the operator must have a Preventative Maintenance plan that they follow and the completed plan must be submitted to your assigned RMW each quarter.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Utility has no certified operators</td>
<td>0</td>
<td>0</td>
<td></td>
<td>To receive the full points in this category, the operator must have a Preventative Maintenance plan that they follow and the completed plan must be submitted to your assigned RMW each quarter.</td>
<td></td>
</tr>
<tr>
<td>Preventive Maintenance Plan</td>
<td>Utility has a written PM plan; PM is performed on schedule; records of completion are submitted on a quarterly basis and have been verified</td>
<td>25</td>
<td>0</td>
<td>The utility is not performing the required maintenance or isn’t keeping records of maintenance.</td>
<td>To receive the full points in this category, the operator must have a Preventative Maintenance plan that they follow and the completed plan must be submitted to your assigned RMW each quarter.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Utility has a written PM plan; performance of PM and record keeping are not consistent</td>
<td>15</td>
<td>0</td>
<td></td>
<td>To receive the full points in this category, the operator must have a Preventative Maintenance plan that they follow and the completed plan must be submitted to your assigned RMW each quarter.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Utility has no PM plan or performs no PM</td>
<td>0</td>
<td>0</td>
<td></td>
<td>To receive the full points in this category, the operator must have a Preventative Maintenance plan that they follow and the completed plan must be submitted to your assigned RMW each quarter.</td>
<td></td>
</tr>
<tr>
<td>Compliance</td>
<td>Utility had no Monitoring and Reporting violations during the past year</td>
<td>10</td>
<td>10</td>
<td>The utility had 0 Drinking Water Monitoring and Reporting violations in 2018. Excellent job - keep up the good work!</td>
<td>The Drinking Water Program provides you with an Annual Monitoring Summary with all of the required samples for your water system. All samples and reports must be collected and submitted in a timely manner.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Utility had up to five Monitoring and Reporting violation during the past year</td>
<td>5</td>
<td>0</td>
<td></td>
<td>To receive the full points in this category, the operator must have a Preventative Maintenance plan that they follow and the completed plan must be submitted to your assigned RMW each quarter.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Utility had more than five Monitoring and Reporting violation during the past year</td>
<td>0</td>
<td>0</td>
<td></td>
<td>To receive the full points in this category, the operator must have a Preventative Maintenance plan that they follow and the completed plan must be submitted to your assigned RMW each quarter.</td>
<td></td>
</tr>
<tr>
<td>Utility Management Training</td>
<td>A person who holds a position of responsibility for management of the utility has completed a DCRA approved Utility Management course or other utility management training course within the last five years</td>
<td>5</td>
<td>0</td>
<td>No one associated with the utility has attended a RUBA training in the past five years.</td>
<td>RUBA provides free training several times per year. Someone who works with the utility should take one of the courses as soon as possible.</td>
<td></td>
</tr>
<tr>
<td>Meetings of the Governing Body</td>
<td>The utility owner’s governing body meets routinely consistent with the local ordinance/bylaw requirements and receives a current report from the operator</td>
<td>5</td>
<td>5</td>
<td>The Community of Elfin Cove meets regularly in accordance with their by-laws. The meetings reflect they regularly consider their utilities.</td>
<td>To maintain full points, the governing body must continue to meet according to ordinance and provide RUBA with meeting minutes.</td>
<td>Iura Leahu DCRA RUBA Program</td>
</tr>
<tr>
<td></td>
<td>The utility owner’s governing body meets routinely consistent with the local ordinance/bylaw requirements</td>
<td>2</td>
<td>0</td>
<td></td>
<td>To receive the full points in this category, the operator must have a Preventative Maintenance plan that they follow and the completed plan must be submitted to your assigned RMW each quarter.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The utility owner’s governing body does not meet</td>
<td>0</td>
<td>0</td>
<td></td>
<td>To receive the full points in this category, the operator must have a Preventative Maintenance plan that they follow and the completed plan must be submitted to your assigned RMW each quarter.</td>
<td></td>
</tr>
<tr>
<td>Budget</td>
<td>Utility owner and the Utility have each adopted a realistic budget and budget amendments are adopted as needed; Accurate monthly budget reports are prepared and submitted to the governing body</td>
<td>15</td>
<td>15</td>
<td>The community has adopted a balanced and realistic budget.</td>
<td>Full points have been awarded. Continue to provide monthly financial reports to RUBA for verification.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Either the Utility or the Utility owner has adopted and implemented a budget, the other has not</td>
<td>13</td>
<td>0</td>
<td></td>
<td>Full points have been awarded. Continue to provide monthly financial reports to RUBA for verification.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Either the Utility or the Utility owner has adopted a budget, but it is not being implemented</td>
<td>10</td>
<td>0</td>
<td></td>
<td>Full points have been awarded. Continue to provide monthly financial reports to RUBA for verification.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Utility owner and the Utility have not adopted a budget</td>
<td>0</td>
<td>0</td>
<td></td>
<td>Full points have been awarded. Continue to provide monthly financial reports to RUBA for verification.</td>
<td></td>
</tr>
<tr>
<td>Revenue</td>
<td>Utility is collecting revenue sufficient to cover the Utility’s operating expenses and to contribute to a repair and replacement account</td>
<td>20</td>
<td>20</td>
<td>Elfin Cove is collecting revenue sufficient to cover expenses and repair and replacement, but not all revenue comes from user fees. The community charges a minimal rate of $100 per annum.</td>
<td>Full points have been awarded. Keep up the great work.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Utility is collecting revenue sufficient to cover expenses</td>
<td>15</td>
<td>0</td>
<td></td>
<td>Full points have been awarded. Continue to provide monthly financial reports to RUBA for verification.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Utility has a fee schedule and a collection policy that is followed</td>
<td>5</td>
<td>0</td>
<td></td>
<td>Full points have been awarded. Continue to provide monthly financial reports to RUBA for verification.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Utility has no fee structure or collection policy</td>
<td>0</td>
<td>0</td>
<td></td>
<td>Full points have been awarded. Continue to provide monthly financial reports to RUBA for verification.</td>
<td></td>
</tr>
<tr>
<td>Worker’s Compensation Insurance</td>
<td>Utility has had a worker’s compensation policy for all employees for the past two years and has a current policy in place</td>
<td>5</td>
<td>5</td>
<td>RUBA has verified that the utility has had a current Worker’s Compensation Policy in place for all employees for at least two years.</td>
<td>Full points have been awarded. Maintain active Worker’s Compensation policy to continue receiving these points.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Utility has a current worker’s compensation policy in place for all employees</td>
<td>2</td>
<td>0</td>
<td></td>
<td>Full points have been awarded. Maintain active Worker’s Compensation policy to continue receiving these points.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Utility has no worker’s compensation policy</td>
<td>0</td>
<td>0</td>
<td></td>
<td>Full points have been awarded. Maintain active Worker’s Compensation policy to continue receiving these points.</td>
<td></td>
</tr>
<tr>
<td>Payroll Liability Compliance</td>
<td>Utility has no past due tax liabilities and is current with all tax obligations</td>
<td>5</td>
<td>0</td>
<td></td>
<td>Verified May 2019</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Utility owes back taxes, but has a signed payment agreement, is current on that agreement, and is up-to-date with all other tax obligations</td>
<td>2</td>
<td>0</td>
<td></td>
<td>Full points have been awarded. Maintain active Worker’s Compensation policy to continue receiving these points.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Utility is not current with its tax obligations and/or does not have a signed repayment agreement for back taxes owed</td>
<td>0</td>
<td>0</td>
<td></td>
<td>Full points have been awarded. Maintain active Worker’s Compensation policy to continue receiving these points.</td>
<td></td>
</tr>
</tbody>
</table>

**CIP O&M Score**: 10  
**SDS O&M Score**: 11  
**TOTAL SCORE**: 70