### Best Practices Score

**Category** | **O&M Scoring Criteria** | **Possible Score** | **Score** | **Explanation of Score** | **How to Improve Score** | **Contact**
---|---|---|---|---|---|---
**Operator Certification** | Utility has more than one operator certified to the level of the water system | 10 | 5 | System Classification: Small Treated | Doug Heath needs 1.0 CEU before 12/31/20 to renew in 2020. Dean Gray needs to take and pass the Small Treated exam. Please see the enclosed flyer with more information about certification. | ADEC Operator Certification Program 465-1139
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: Doug Heath | | Fred Withrow TCC RMW 452-8251 est. 3267
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 | | Backup Operator: Dean Gray | | Teslyn Visscher ADEC Drinking Water Program 451-3038
Utility has one or more operators certified at some level in water treatment or distribution | 3 | | Certification Level: Small Treated | | | Utility has no certified operators | 0 | | Operator holds no current certification | |
**Technical 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 | The utility is not performing the required maintenance or isn’t keeping records of maintenance. | 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. | | 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 | | | | | Utility had no Monitoring and Reporting violations during the past year | 10 | 0 | The utility had 27 Drinking Water Monitoring and Reporting violations in 2019. | 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. | | Utility had up to five Monitoring and Reporting violation during the past year | 5 | 0 | | | | Utility had more than five Monitoring and Reporting violation during the last year | 0 | | | | | **Compliance** | Utility has a written PM plan | 25 | | The utility is not performing the required maintenance or isn’t keeping records of maintenance. | 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. | |
**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 | Lynn Goods attended Financial training on 11/2016. | To maintain the full points in this category, consider sending someone to one of the free RUBA trainings each year. | | **Meetings of the Governing Body** | The utility’s governing body meets routinely with the local ordinance/bylaw requirements and receives a current report from the operator | 5 | 0 | One of six meeting minutes received by deadline. | The governing body needs to meet according to local ordinance and submit minutes to RUBA. The meeting minutes should document that a report was made by the operator to the governing board. | | The utility’s governing body meets routinely with the local ordinance/bylaw requirements | 2 | | | | | The utility’s governing body does not meet | 0 | | | | | **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 | No adopted budget was received. | Provide RUBA with an adopted, realistic budget. Provide RUBA with monthly financial reports and meeting minutes that demonstrate the council is reviewing the monthly financial reports. | | 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 | No monthly financials received for the scoring period. | Provide RUBA with the utility’s fee schedule and collection policy. RUBA can assist in developing these if none exist. | | 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 | | | | | **Financial 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 | The utility does not have a current worker’s compensation policy. | The utility must obtain worker’s compensation insurance to receive additional points. | | 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 | | Current on all payroll tax liabilities. | Full points have been awarded. Continue to submit timely reports and payments to maintain these points. | | 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 | 5 | | | | 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 | 0 | SDS O&M Score | 5 | **TOTAL SCORE** | 30 |