Utility has more than one operator certified to the level of the water system and the backup operator holds some level of certification in water treatment or distribution. 

Primary operator is certified to the level of the water system and the backup operator holds no certification or there is no backup operator. 

Utility has one or more operators certified at some level in water treatment or distribution. 

Utility has no certified operators. 

Utility has a written PM plan; PM is performed on schedule; records of completion are submitted on a quarterly basis and have been verified. 

Utility has a written PM plan; performance of PM and record keeping are not consistent. 

Utility has no PM plan or performs no PM. 

Utility had no Monitoring and Reporting violations during the past year. 

Utility had up to five Monitoring and Reporting violations during the past year. 

Utility had more than five Monitoring and Reporting violations during the past year. 

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. 

The utility owner's governing body does not meet ordinance/bylaw requirements. 

The utility owner's governing body meets routinely and receives a current report from the operator. 

The utility owner's governing body meets consistently with the local ordinance/bylaw requirements and receives a current report from the operator. 

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. 

Either the Utility or the Utility owner has adopted and implemented a budget, the other has not. 

Either the Utility or the Utility owner has adopted a budget, but it is not being implemented. 

Utility owner and the Utility have not adopted a budget. 

Utility is collecting revenue sufficient to cover the Utility's operating expenses and to contribute to a repair and replacement account. 

Utility is collecting revenue sufficient to cover expenses. 

Utility has a free schedule and a collection policy that is followed. 

Utility has no fee structure or collection policy. 

Utility has had a worker’s compensation policy for all employees for the past two years and has a current policy in place. 

Utility has a current worker’s compensation policy in place for all employees. 

Utility has no worker’s compensation policy. 

Utility has no past due tax liabilities and is current with all tax obligations. 

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. 

Utility is not current with its tax obligations and/or does not have a signed repayment agreement for back taxes owed.