



# Alaska Capacity Development Program Report for State Fiscal Year 2020

July 2020



*Mike Dunleavy, Governor*

*Kevin Meyer, Lieutenant Governor*

*Jason W. Brune, Commissioner, Department of Environmental Conservation*

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## Introduction

The Alaska Department of Environmental Conservation (DEC) is the designated State primacy agency for the Safe Drinking Water Act (SDWA) implementation. Within DEC, the Capacity Development and Operator Certification (CDOC) Program is responsible for implementing capacity efforts statewide.

The following annual capacity development implementation report describes the capacity development efforts during State Fiscal Year 2020 (SFY20) (July 1, 2019 – June 30, 2020). This report contains all of the required United States Environmental Protection Agency (EPA) reporting elements.

The Alaska Capacity Development Program is funded using a portion of the Local Assistance set-aside from the annual Drinking Water State Revolving Fund Federal Capitalization Grant.

## EPA Reporting Criteria

The following information addresses the status of new and existing system capacity development strategies crafted, adopted and implemented by the State of Alaska. These strategies ensure that newly proposed water systems and existing water systems have the technical, managerial and financial capacity to achieve and maintain compliance with federal regulations.

### New Systems Program: Annual Reporting Criteria

1. ***Has the State's legal authority (statutes/regulations) to implement the New Systems Program changed within the previous reporting year? If so, please explain and identify how this has affected or impacted the implementation of the New Systems Program (additional documentation, such as an Attorney General (AG) statement or a statement from a delegated department attorney, may be required.) If not, no additional information on legal authority is necessary.***

No.

2. ***Have there been any modifications to the State's control points? If so, describe the modifications and any impacts these modifications have had on implementation of the New Systems program. If not, no additional information on control points is necessary.***

No.

3. ***List new systems (PWSID & Name) in the State within the past three years, and indicate whether those systems have been on any of the annual Enforcement Tracking Tool (ETT) lists (as generated annually by EPA's Office of Enforcement and Compliance Assurance).***

Please see Appendix A.

## Existing Systems Strategy

- 1. In referencing the State's approved existing systems strategy, which programs, tools, and/or activities were used, and how did each assist existing PWS's in acquiring and maintaining TMF capacity? Discuss the target audience these activities have been directed towards.***

The CDOC Program is responsible for enacting the State's existing systems strategy. During SFY20, the CDOC Program utilized the following tools and initiatives to assist existing Public Water Systems (PWSs) acquire and maintain TMF capacity.

### *Operations and Maintenance Best Practices Score*

The Operations and Maintenance Best Practices score is a tool used to assess the operations and maintenance capacity of rural water utilities. Rural utilities are scored biannually on technical, managerial and financial categories comprising nine criteria. The scoring criteria is included in Appendix B.

The Best Practices score is used to determine priority of sanitation projects proposed for funding. For some funding sources, the Best Practices score determines eligibility. In other instances, the Best Practices score is used as part of the larger project scoring criteria.

Access to these funding sources incentivizes rural communities to acquire and maintain TMF capacity, and communities are encouraged to actively work with technical assistance providers and agency staff to improve system capacity, and by extension, their Best Practices score. A number of resources, such as sample preventative maintenance plans and financial reports, operator trainings, management and financial trainings, and assistance with QuickBooks and taxes are offered by the State to assist utilities with their Best Practices scores.

Additionally, during SFY20 the CDOC Program produced an updated Operations and Maintenance Best Practices Scoring Guide. The document provides guidance to both communities and program staff to ensure that all required documentation is submitted and reviewed in a fair and uniform manner, and to specify the responsible parties for submitting and collecting information. This document is available on the DEC website and can be mailed out upon request.

### *Public Outreach*

CDOC works to build capacity through public outreach and formal presentations at Statewide Professional Conferences, including the Alaska Rural Water Association Annual Conference and Alaska Water Wastewater Management Association (AWWMA) Annual Conference. CDOC Program staff regularly deliver formal presentations at these conferences. The primary audience at these presentations are typically PWS owners/operators and design engineers. Due to the COVID-19 pandemic, the 2020 AWWMA conference was cancelled.

During SFY20, the CDOC worked with the Juneau School District's Career and Technical Education Coordinator on an initiative to introduce high school students to potential careers in the water and wastewater industries. While program staff was scheduled to present to students in mid-

March, schools were shut down due to COVID-19. CDOC anticipates renewing this outreach effort during SFY21.

#### *Community Calendars*

To support rural communities and utilities, the CDOC Program, in coordination with the Remote Maintenance Worker (RMW) Program, created a 2020 Monthly Calendar as a resource. The calendar contains important reminders each month for the water plant, clerk, and bookkeeper staff, such as deadlines for sampling, preventative maintenance reports, taxes, etc. During SFY20, two copies of the calendar were mailed out to each rural community, as well as to partnering agencies and technical assistance providers.

#### *Introductory/Intermediate Water Treatment and Distribution Training Courses*

Operators in Alaska take certifying exams produced by the Association of Boards of Certification (ABC). ABC updated these certifying exams in 2019 and the State of Alaska started using this newest version on June 1, 2020.

In order to help operators statewide better prepare for their jobs and for the new certification exams, CDOC contracted and oversaw the development of introductory and intermediate water treatment courses. During SFY20 the contractor delivered materials for conducting 4-day trainings for water treatment operators, including PowerPoint presentations and associated required media, instructions for interactive learning tasks, lists of suggested exhibits for hands-on learning, and tools for assessing operator knowledge before, during, and after a course. CDOC organized a “Train the Trainer” session to review the course, with 32 trainers in attendance representing various state, federal, and private organizations.

CDOC worked with the same contractor to produce introductory and intermediate level water distribution courses during SFY20. These materials will be finalized during SFY21 for trainer and operator utilization.

#### *American Water Works Association (AWWA) Water System Operations (WSO) Guidebooks*

The CDOC Program purchased AWWA WSO Water Treatment Grades 1 and 2 manuals and Certification Exam Prep books in order to provide additional resources to operators statewide. Operators who have taken and failed certification exams are prioritized and provided these resources free of charge. CDOC is continuing the work started in SFY19 to develop a study program that will incorporate quizzes to track operator progress and ensure that the WSO guidebooks are being utilized.

#### *Water System Excellence Award Program*

During SFY20, the CDOC Program continued development of an annual utility recognition program. This program aims to increase the visibility of systems and operators who have demonstrated their commitment to providing safe drinking water, as community appreciation is essential to maintaining TMF capacity. By increasing visibility, CDOC hopes that the positive recognition will contribute to employee retention and community support, and encourage improvements in systems that are not currently recognized.

The Water System Excellence award is comprised of two tiers: Ursa Major and Ursa Minor. A water treatment system or water distribution system will be awarded Ursa Major if it has maintained four quarters of Operator Certification compliance and has no open, unresolved or incurred Drinking Water violations during a calendar year. Ursa Minor is awarded to a system that has maintained four quarters of Operator Certification compliance and has no more than one open, unresolved or incurred Drinking Water violation during a calendar year, or three quarters of Operator Certification compliance and no open, unresolved or incurred Drinking Water violations during a calendar year.

For calendar year 2018, first time awardees were unveiled at the Alaska Water Wastewater Management Association annual statewide conference, on the DEC website, and via letter. The CDOC Program received positive feedback from systems and during SFY20, produced awards for the 2019 Ursa Major and Ursa Minor Water System Excellence systems. In 2019 there were 254 systems that were awarded Ursa Major and 90 systems awarded Ursa Minor. Please see Appendix C for example awards.

#### *System-Specific Training and Certification (S<sup>2</sup>TC) Program*

The S<sup>2</sup>TC Program involves the creation of 13 training “modules” for different treatment and distribution components of a PWS. Once completed, these modules will serve as the basis for an alternative approach to certification exams that will only be offered to operators who are effectively operating and maintaining a utility but have repeatedly failed certification exams.

Operators who are determined to be eligible for the S<sup>2</sup>TC Program will be required to prepare and submit a facility description to determine which modules will be administered. Each module is intended to educate and test an operator on information that is specific to the technology used in his/her utility. In these limited cases, successful completion of the S<sup>2</sup>TC Program will replace the requirement of passing the standard certification exam and certification will be specific to that system. The training modules will also be made available as study materials for all operators.

During SFY20, the CDOC Program, in collaboration with the RMW Program, identified six communities and has worked to finalize four modules in preparation for S<sup>2</sup>TC Program beta testing. These communities all have long standing operators who have not passed certification exams despite repeated attempts. The CDOC Program anticipates conducting the beta testing during SFY21.

Alaska continues to employ the collaborative and flexible approach to providing technical assistance discussed in the 2013 Capacity Development Strategy. While the CDOC Program is responsible for implementing the existing systems strategy, other state programs also offer capacity assistance. CDOC works closely with these programs to ensure that existing PWSs acquire and maintain TMF capacity.

#### *State Revolving Fund (SRF) Program*

The SRF Program offers low interest loans from the Drinking Water State Revolving Fund (DWSRF) to eligible PWS owners for infrastructure improvements. These loans assist PWS owners

with financing the infrastructure upgrades needed to protect public health and achieve and maintain compliance with SDWA requirements. The target audience for DWSRF loans has historically included municipally owned water systems serving mid to large size communities. However, during SFY20, the SRF Program continued to implement a new, heavily subsidized, micro loan program aimed specifically at municipally owned utilities in small rural communities.

In addition to the direct support for technical capacity provided by infrastructure upgrades, these loans also provide incentives for PWSs to acquire and/or maintain TMF capacity. To receive loan fund assistance, a utility must demonstrate sufficient TMF capacity to operate the system in compliance with state and federal regulations; or, if a utility is not in compliance, an assessment is made to determine if the proposed project will bring the system into compliance, thus assisting the system in acquiring a greater level capacity. Utilities must also meet a minimum Best Practices score for loan eligibility. Additionally, the utility's Best Practices score is used to determine the level of subsidy offered for the loan; the higher the score, the greater the subsidy.

#### *Remote Maintenance Worker (RMW) Program*

The RMW Program assists with building and maintaining technical capacity by providing a number of services to operators in nearly 200 rural Alaskan communities. During SFY20, the RMW Program continued its work of providing capacity assistance through on-site, on-the-job training in the proper operation and maintenance of water systems and compliance with state and federal regulations.

RMWs offer targeted, system specific assistance to operators, allowing them to improve the sampling, troubleshooting, maintenance, and mechanical repair skills needed to adequately run a community's utility. RMWs work with operators to develop and revise operations and maintenance (O&M) and preventive maintenance plans, to train them in accurate record keeping, and to prepare the operation, maintenance, sampling, monitoring, and testing reports that are presented to the governing body concerning the status of the utility.

Further capacity building efforts include informing local government officials of RMW findings and recommendations concerning operation and maintenance requirements and costs, plant O&M issues, and operator training needs.

In addition to one-on-one and local response, RMWs facilitate regional training workshops for operators in their region and provide classroom instruction to prepare operators for State certification exams.

#### *Drinking Water (DW) Program*

The DW Program is responsible for enforcing federal health-based standards, established by the EPA as required by SDWA. The DW Program utilizes the EPA's quarterly Enhance Targeting Tool (ETT) to focus attention on those PWSs that, based on the severity and frequency of their violations, are defined as significantly out of compliance with the SDWA requirements. During SFY20, ETT scores were used as indicators of capacity and to prioritize compliance assistance and enforcement for PWSs statewide. Currently, the DW Program and other technical assistance

providers work with communities who receive an ETT score of 11 or higher to determine what steps are needed to bring a system back into compliance.

The DW Program also conducts sanitary surveys. Sanitary survey inspections help PWSs strengthen operational and managerial processes, as well as strengthen infrastructure, by identifying barriers or obstacles that prevent systems from doing their best to provide safe drinking water to their customers; providing operator education, technical assistance and training; increasing communication between the PWS staff and DW Program; and identifying and correcting deficiencies, thereby reducing risks to public health.

#### *Village Safe Water (VSW) Program*

The VSW Program, within the DEC Division of Water, works with rural communities to develop sustainable sanitation facilities. VSW provides TMF capacity assistance by funding grants to small communities for water studies and construction projects; grant administration to ensure appropriate and effective use of grant funds; and project oversight, monitoring and control.

#### *Rural Utility Business Advisor (RUBA) Program*

The RUBA Program assists rural water utility providers with their financial and managerial capacity. During SFY20, RUBA staff worked alongside community members to identify strengths and weaknesses in their utility management and to develop plans to improve operations.

RUBA trainings are also provided in different regions across Alaska on a cost reimbursable basis. The 32-hour classes offered are: Introduction to Utility Management, Personnel Management, Financial Management, Organizational Management, Planning Management, Operations Management, Elected Officials and Utility Clerk. These courses provide utility staff with the principles and practices necessary to manage small water and wastewater facilities in rural Alaska.

Additionally, RUBA staff play a key role in Best Practices implementation and scoring. Staff collect and review the documentation required for scoring and actively work with communities to improve scores upon request.

## **2. *Based on the existing system strategy, how has the State continued to identify systems in need of capacity development assistance?***

The State continues to work collaboratively and to use a variety of indicators for identifying existing systems in need of capacity development assistance.

Statewide, compliance data is a strong indicator of systems in need. As discussed in the previous section, sanitary survey deficiencies and an ETT score of 11 or greater are used to identify and prioritize systems for capacity assistance. Additionally, the CDOC Program maintains a quarterly schedule of analyzing and ranking the operator certification compliance status of systems; systems that rank the highest (based on factors such as system type, population served, source water, and system classification) are targeted for capacity assistance.



For rural systems, the Best Practices score is a comprehensive measure of capacity that is updated biannually. Communities with scores below minimum funding thresholds are prioritized. Additionally, CDOC staff coordinate and facilitate annual regional meetings that bring together representatives of all regulatory programs and technical assistance providers that address rural sanitation needs. Participants include the RMW, CDOC, VSW, DW, Wastewater, Solid Waste and RUBA program staff, along with Alaska Native Tribal Health Consortium staff and environmental health staff from regional health corporations. At these meetings, participants review and evaluate the current capacity status of all rural communities within a region in an effort to ensure that no community is unintentionally neglected. The goal of these meetings is to coordinate effective and consistent communication between the agencies providing assistance to rural communities for their sanitation infrastructure needs, to capture community needs for funding purposes, and to establish interagency collaboration on technical assistance efforts to communities.

Finally, Financial Capacity Assessments are used to determine if a community is eligible for SRF loan funds. Different aspects, such as operating income, cash flows, debt, and affordability, are reviewed to assess the overall financial health of a community and can identify systems in need of capacity development assistance.

**3. *During the reporting period, if statewide PWS capacity concerns or capacity development needs (TMF) have been identified, what was the State's approach in offering and/or providing assistance?***

DEC's VSW Program administers a Capital Improvement Program (CIP) that funds planning, design and construction of sanitation improvements in rural Alaskan communities. Prior to construction, recipients of CIP grant funding are required to demonstrate sufficient TMF capacity to operate and maintain their sanitation system in the long term. As discussed above, Best Practices scoring criteria was implemented in 2015 as a method of evaluating capacity. For communities applying for funding or on the CIP funding priority list, a minimum total score of 60, including two points in each of the Payroll Liability and Workers Compensation Insurance categories, must be achieved and maintained to receive construction funding. Additional eligibility requirements for a CIP application include a Multi-Agency Review Committee approved Preliminary Engineering Report (PER).

During SFY20, a list of communities with approved or ongoing PERs and their current Best Practices scores was compiled. Those communities that were anticipated to apply for CIP funding, but with Best Practices scores below the eligibility threshold, were targeted for additional technical assistance.

During SFY20, work also continued with five communities with sanitation improvement projects on the CIP funding priority list and Best Practices scores below the 60 point threshold, and/or zero points in the two required categories. Each of the five communities signed a Memorandum of Agreement (MOA) with DEC, RUBA and the regional health organization, in which they commit to improving the community's capacity. Under these agreements, each community identified community representatives to work proactively with the technical assistance providers to build capacity. Each MOA is effective throughout the duration of construction on the project, as long as the community participates in monthly meetings and develops an action plan to achieve and maintain the minimum Best Practices score.

**4. *If the State performed a review of implementation of the existing systems strategy during the previous year, discuss the review and how findings have been or may be addressed.***

N/A.

**5. *Did the State make any modifications to the existing system strategy? If so, describe.***

During SFY20, the CDOC Program submitted an interim Capacity Development Strategy update to EPA Region 10 for review. The purpose of this interim update is to be reflective not only of agency and regulatory changes, but also of an expanded Alaska Capacity Development Program capitalizing on other existing programs that also focus on capacity building efforts. Additionally, DEC worked with the U.S. Arctic Research Commission and Centers for Disease Control and Prevention to cosponsor a workshop on prioritizing water and sanitation capacity needs. This workshop reviewed historic, current, and future capacity development activities, and aimed to identify program gaps and needs in an effort to begin gathering stakeholder input on capacity development.

After EPA Region provides feedback on the interim strategy, CDOC intends to gather additional stakeholder input on existing TMF needs and explore new methods for meeting those needs. This stakeholder input will be used to confirm or update significant program initiatives. CDOC will utilize the interim strategy as a framework for a comprehensive strategy update that will adhere to EPA requirements, including the incorporation of asset management. CDOC intends to work with EPA Region 10 for a thorough review prior to any comprehensive strategy implementation.

## **Reporting Period and Submittal Dates**

The reporting period for this report is July 1, 2019 – June 30, 2020, with a submittal date of no later than September 30, 2020.

## Appendix A: New Systems for SFY18-20

PWSID	System Name	PWS Type	Source	Population	Startup Date	FY	ETT	Which List
AK2111567	SKAGWAY BORDER STA. WATER HAUL TRAILER	NC	GWP	33	01-Jan-20	SFY20	No	N/A
AK2111568	BEAR TRAP CAFE	NC	GW	28	12-Nov-19	SFY20	No	N/A
AK2121501	GEORGE INLET CANNERY	NC	GW	129	07-Mar-18	SFY18	Yes	January & April 2020
AK2121522	MCKENZIE INLET LOGGING CAMP	NTNC	SW	45	01-Mar-18	SFY18	Yes	January & April 2020
AK2121523	HOLLIS FERRY TERMINAL WATER HAULER	NC	SWP	38	23-May-18	SFY18	No	N/A
AK2121525	SOUTHEAST SERVICES - WATERHAULERS	C	SWP	25	15-Feb-19	SFY19	No	N/A
AK2218731	BEACH LAKE TRAIL CENTER	NC	GW	93	05-Feb-19	SFY19	No	N/A
AK2218818	SOUTH CENTRAL LAW ENFORCEMENT TACTICAL	NC	GW	25	03-Aug-18	SFY19	No	N/A
AK2218819	GIRDWOOD BREWING COMPANY	NC	GW	50	07-Jul-17	SFY18	No	N/A
AK2218820	ERNIE TURNER CENTER	NTNC	GW	31	11-Jul-18	SFY19	No	N/A
AK2218821	ANCHOR MISSIONARY BAPTIST CHURCH (ABMC)	NC	GW	30	01-Feb-18	SFY18	No	N/A
AK2218822	MATTHEWS SUBDIVISION	C	GW	32	01-Nov-19	SFY20	No	N/A
AK2220476	DENALI BREWING COMPANY	NC	GW	84	05-Jul-17	SFY18	No	N/A
AK2220478	MSB FIRE STATION 7-3	NC	GW	67	04-Jan-18	SFY18	No	N/A
AK2220479	BEAR PAW PLAZA	NC	GW	120	14-Feb-18	SFY18	No	N/A
AK2220481	FRAZIER'S WAY BUSINESS PARK	NTNC	GW	115	26-Apr-18	SFY18	No	N/A
AK2220482	CENTRAL COMMERCIAL PARK	C	GW	32	31-Aug-18	SFY19	No	N/A
AK2220483	ALASKA GARDEN GATE B & B	NC	GW	40	19-Sep-18	SFY19	No	N/A
AK2220484	MSBSD FACILITIES DEPARTMENT	NTNC	GW	37	01-Jul-19	SFY20	No	N/A
AK2220489	THREE BEARS STORE BIG LAKE	NC	GW	420	09-Mar-20	SFY20	No	N/A
AK2220490	MSB FIRE STATION 6-2	NC	GW	47	05-Feb-20	SFY20	No	N/A
AK2220491	JNK ENTERPRISES (SOUTH PORT MARINA)	NC	GW	41	22-Nov-19	SFY20	No	N/A
AK2220492	BAND OF BROTHERS	NC	GW	55	01-Jan-20	SFY20	No	N/A
AK2223527	FORKS ROADHOUSE REBORN	NC	GW	130	25-Oct-17	SFY18	No	N/A
AK2226047	INTERACT MINISTRIES	NTNC	GW	93	09-Oct-18	SFY19	No	N/A
AK2226050	MSB PARKS & MAINTENANCE FACILITY	NC	GW	29	19-Mar-18	SFY18	No	N/A

AK2226052	ARCTIC CHIROPRACTIC	NC	GW	65	03-Oct-18	SFY19	No	N/A
AK2226053	JENNY'S COFFEE SHOP	NC	GW	29	03-Oct-18	SFY19	No	N/A
AK2226056	VALLEY COUNTRY STORE #3	NC	GW	40	02-Mar-20	SFY20	No	N/A
AK2249232	AMVETS POST #4	NC	GW	38	12-Dec-17	SFY18	No	N/A
AK2249233	PIROSHKI COFFEE TEA SHOPPE	NC	GW	52	12-Mar-18	SFY18	No	N/A
AK2249234	WHISTLE HILL	NC	GW	29	14-Dec-17	SFY18	No	N/A
AK2249236	FOREVER DANCE STUDIO	NC	GW	31	28-Jun-18	SFY18	No	N/A
AK2249237	NINILCHIK COMMUNITY CENTER	NC	GW	51	28-Jun-18	SFY18	No	N/A
AK2249239	ANYTIME FITNESS	NC	GW	254	26-Oct-18	SFY19	No	N/A
AK2249240	EXIT GLACIER RV PARK - KOA SEWARD	NC	GW	100	05-Jun-19	SFY19	No	N/A
AK2249242	KENAI RIVER DRIFTERS LODGE	NC	GW	32	01-Jun-19	SFY19	No	N/A
AK2249244	THE BREW INC	NC	GW	102	05-Nov-19	SFY20	No	N/A
AK2249245	KENAI REFINERY MODULAR OFFICES	NTNC	GW	71	09-Mar-20	SFY20	No	N/A
AK2249250	COOPER LANDING BREWING	NC	GW	46	29-Apr-20	SFY20	No	N/A
AK2249251	NIKISKI HARDWARE AND OLDE GOAT CAFE	NC	GW	55	22-Jun-20	SFY20	No	N/A
AK2249968	JUST AN OKIE	NC	GW	52	29-Sep-17	SFY18	No	N/A
AK2250689	OLDS RIVER INN	NC	GW	85	29-Jan-19	SFY19	No	N/A
AK2263074	USNPS BROOKS CAMP VALLEY ROAD	NC	GW	33	01-Feb-19	SFY19	No	N/A
AK2263075	TAMARA'S CATERING & FOOD TRUCK	NC	GW	30	02-Jul-18	SFY19	No	N/A
AK2263076	SILVER BAY SEAFOODS FALSE PASS	NC	GU	300	29-May-19	SFY19	Yes	April 2020
AK2263077	THE PIT - MILEPOST 3.1 AK PENINSULA HWY	NC	GW	90	23-May-19	SFY19	No	N/A
AK2270752	LKSD QUINHAGAK & TEACHER HSG	NTNC	SWP	284	02-Jan-19	SFY19	No	N/A
AK2272756	MERTARVIK WATER SYSTEM	C	GW	80	16-May-19	SFY19	No	N/A
AK2298200	VALDEZ GLACIER CAMPGROUND	NC	GW	200	15-Aug-18	SFY19	No	N/A
AK2321008	ORION MARINE MAN CAMP - CAPE LISBURNE	NC	SW	54	02-Mar-20	SFY20	No	N/A
AK2330015	ALPINE TRUCK AH-2047	NC	SWP	200	01-Feb-19	SFY19	No	N/A
AK2330027	AFC POTABLE TRUCK #25-629	NC	SWP	200	01-Jan-18	SFY18	No	N/A
AK2330038	PEAK WATER TRUCK K-272	NC	SWP	200	01-Feb-19	SFY19	No	N/A
AK2330043	NABORS ALASKA AUGUSTINE CAMP	NC	SWP	68	01-Jan-19	SFY19	No	N/A
AK2330054	NABORS MCKINLEY CAMP	NC	SW	110	22-Jan-19	SFY19	No	N/A
AK2330080	WILLIAM SCOTTSMAN 80 MAN CAMP	NC	SWP	80	14-Jan-20	SFY20	No	N/A
AK2330100	WORLEY WATER TANKER #30024	NC	SWP	480	05-Feb-20	SFY20	No	N/A
AK2330118	ICE SERVICES TREATMENT PLANT # 2015	NC	SW	120	13-Mar-20	SFY20	No	N/A

AK2330125	ICE 5K GAL POTABLE WATER CAR	NC	SWP	38	30-Aug-17	SFY18	No	N/A
AK2330126	ICE SERVICES 10K GAL WATER CAR 60A-W1	NC	SWP	86	18-Jul-17	SFY18	No	N/A
AK2330127	ARCTIC ROAD BUILDERS #2869	NC	SWP	100	14-Jan-20	SFY20	No	N/A
AK2330128	ARCTIC ROAD BUILDERS #2870	NC	SWP	25	14-Jan-20	SFY20	No	N/A
AK2330129	ASRC WATER TANKER #237-037	NC	SWP	25	03-Jan-20	SFY20	No	N/A
AK2330130	ASRC WATER TANKER 237-038	NC	SWP	25	03-Jan-20	SFY20	No	N/A
AK2330131	ASRC WATER TANKER 237-039	NC	SWP	25	03-Jan-20	SFY20	No	N/A
AK2330132	ASRC WATER TANKER 237-040	NC	SWP	25	03-Jan-20	SFY20	No	N/A
AK2330133	CONOCO PHILLIPS AKS WILLOW 1	NC	SW	480	01-Feb-20	SFY20	No	N/A
AK2330140	POLARIS CAMP WING A	NC	SWP	84	16-Mar-20	SFY20	No	N/A
AK2330141	POLARIS CAMP WING B	NC	SWP	84	16-Mar-20	SFY20	No	N/A
AK2331242	AER WATER TANKER #14-242	NC	SWP	100	20-Feb-20	SFY20	No	N/A
AK2331243	AER WATER TANKER #14-243	NC	SWP	100	21-Feb-20	SFY20	No	N/A
AK2372790	DELTA INDUSTRIAL SERVICES WELL A	NC	GW	73	4-May-18	SFY18	No	N/A
AK2373047	RUSTIC BLENDS COFFEE	NC	GW	80	24-Feb-20	SFY20	No	N/A
AK2380882	THREE BEARS TOK MOTEL	NC	GW	74	21-May-18	SFY18	No	N/A
AK2382096	EAGLE LOG WELLHOUSE	C	GW	192	08-Nov-18	SFY19	No	N/A
AK2391647	CANTWELL FOOD MART	NC	GW	86	17-Sep-19	SFY20	No	N/A
AK2392067	THREE BEARS HEALY STORE #45	NC	GW	322	20-Apr-18	SFY18	No	N/A
AK2392091	HAP HEALY RV PARK	NC	GW	42	21-May-19	SFY19	No	N/A

**Details for new systems which also showed up on an ETT list:**

PWSID	System Name	PWS Type	Source	Population	Status Date	State FY	ETT	Which ETT List	Details for new systems on 1 or more ETT Lists since July 2017
AK2121501	GEORGE INLET CANNERY	NC	GW	129	07-Mar-18	SFY18	Yes	January & April 2020	On current ETT List (April 2020) for not collecting Nitrate sample, monthly TC samples, need to submit RTCR Seasonal Startup Form.
AK2263076	SILVER BAY SEAFOODS FALSE PASS	NC	GU	300	29-May-19	SFY19	Yes	April 2020	On April list for Surface Water violations, DBPs, an Nitrate sampling. RTCd the SW and DBP violations so no longer listed on ETT but still needs to complete Nitrate monitoring.

AK2121522	MCKENZIE INLET LOGGING CAMP	NTNC	SW	45	01-Mar-18	SFY18	Yes	January & April 2020	On current April 2020 List for SW Treatment Technique (TT) violations Entry Point chlorine and Turbidity. Needs to collect 6M lead/copper samples before end of June 2020. Meet turbidity & Cl2 residual limits. Submit monthly reports on time.
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## Appendix B: Best Practices Scoring Criteria

Category	Best Practice	Points	Contacts	Additional Information	
Technical	Operator Certification	Utility has more than one operator certified to the level of the water system	10	Operator Certification Program	Regulations require that the primary operator of a water system be certified at level equal to the classification of a system. The classification of each water system can be found online at <a href="https://dec.alaska.gov/Applications/Water/OpCert/">https://dec.alaska.gov/Applications/Water/OpCert/</a> . For scoring purposes, the certification requirements considered will be for Water Treatment unless a system only requires a Water Distribution operator, in which case only Water Distribution certifications will be considered. Operators of Small Treated and Small Untreated systems who hold a Water Treatment certification at any level are considered to be certified to the level of the system. Wastewater Collection and Wastewater Treatment certifications will be considered if a community has a wastewater system but no water system. Systems that do not require a certified operator will receive full points.
		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		
	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	Remote Maintenance Workers (RMWs)	A Preventive Maintenance Plan is a schedule of maintenance activities necessary for continued operation of the utility. At a minimum, the plan must include those activities required to prevent a loss of service. RMWs are available to assist in developing a PM Plans and training operators in proper maintenance. Utilities seeking 25 points must submit completed PM records to their assigned RMW on a quarterly basis. PM criteria apply to wastewater utilities if there is no public water system. Communities without a public water or wastewater system will receive full points.
		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	Drinking Water Program	Public water systems are required to collect water samples to demonstrate that the water meets drinking water quality standards and is safe for consumers. The Drinking Water Program provides each utility with an annual Monitoring Schedule each year. Sampling is a primary responsibility of the operator and sufficient funds for monitoring must be included in the budget. Communities without a public water system will receive full points.
		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		
Total Technical Points		45			
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	RUBA	This person is not required to have the Utility Manager title, but must have some responsibilities pertaining to the management of the utility. This person must reside within the community and represent the utility, even in instances when the utility is managed by a third party.
	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	Rural Utility Business Advisor (RUBA)	Meetings must be held as prescribed by ordinance or by rules and regulations of the governing body, with reasonable exceptions made for unforeseeable circumstances. A written or oral report from the operator or contracted utility manager must be recorded in the meeting minutes.
		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		
Total Managerial Points		10			
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	RUBA	If the utility is managed or operated by a third party, the utility owner and the contractor must demonstrate appropriate budgeting and financial reporting practices. The utility owner must demonstrate appropriate budgeting for any utility subsidies and for the contracted services. The contracted manager must also demonstrate a realistic budget for the utility. When the utility is managed by a third party, monthly financial reports must be submitted to, and reflected in the meeting minutes of, the utility owner's governing body. Utilities not under contracted management must have a distinct budget for the utility operations in order to achieve the maximum score.
		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	RUBA	To receive full points, the reports must show that sufficient revenues - whether from user fees, explicitly identified subsidies, or a combination of both- are being collected to meet all the utility's associated expenses, and that the utility is budgeting for repair and replacement expenses and/or already has sufficient funds saved to cover foreseeable repair and replacement costs. 'Collection policy' means a set of procedures designed to ensure bills are paid on time and in full, and to collect on past-due payments. Sending customers a bill/statement each month showing the amount owed is not a collection policy. The collection policy must include a statement of action that will be taken if past-due amounts are not received.
		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 workers' compensation policy for all employees for the past two years and has a current policy in place	5	RUBA	All employees of the entity which owns the utility must be covered by workers' compensation insurance. In addition, all employees of a third party managing the utility must be covered, if applicable.
		Utility has a current workers' compensation policy in place for all employees	2		
		Utility has no workers' compensation policy	0		
	Payroll Liability Compliance	Utility has no past due tax liabilities and is current with all tax obligations	5	RUBA	This criteria applies to the utility owner, as well as to a third party managing the utility, if applicable. Taxes considered include both Federal and State taxes. A utility representative must sign an IRS tax authorization form for this information to be verified for scoring purposes.
		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		
Total Financial Points		45			
Total Points Possible		100			

## Appendix C: Water System Excellence Awards





# *Ursa Minor*



## *Water System Excellence Award*

*The Department of Environmental Conservation recognizes*

*Skagway*

*for achieving and maintaining compliance with the  
Operator Certification Program*

*&  
Drinking Water Program  
in  
2019*

*Cindy Christian  
Drinking Water Program Manager*



*Martin Suzuki  
Operator Certification Program Manager*