

Best Practices Score  
Manley  
Spring 2026

| Category                                                                                                              |                                 | O&M Scoring Criteria                                                                                                                                                                                         |  | Possible | Score       | Explanation of Score                                                                                                                                                                                                                                                           | How to Improve Score                                                                                | Contact                                                  |  |
|-----------------------------------------------------------------------------------------------------------------------|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----------|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------|--|
| Technical                                                                                                             | Operator Certification          | Utility has more than one operator certified to the level of the water system                                                                                                                                |  | 10       | 10          | System Classification: No public water system<br>Primary Operator: <i>No certified operator required</i><br>Certification Level: <i>N/A</i><br>Backup Operator: <i>No certified operator required</i><br>Certification Level: <i>N/A</i><br><br>No certified operator required | N/A                                                                                                 | ADEC Operator Certification Program<br>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 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       | 25          | The community has no utility that requires maintenance.                                                                                                                                                                                                                        |                                                                                                     | Scot Demientieff<br>TCC RMW<br>452-8251 ext. 3267        |  |
|                                                                                                                       |                                 | 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          | The utility had 1 Drinking Water Monitoring and Reporting violations in 2025. The community does not operate a public water system.                                                                                                                                            |                                                                                                     | Gretchen Keim<br>ADEC Drinking Water Program<br>451-2231 |  |
|                                                                                                                       |                                 | Utility had up to five Monitoring and Reporting violations during the past year                                                                                                                              |  | 5        |             |                                                                                                                                                                                                                                                                                |                                                                                                     |                                                          |  |
| Utility had more than five Monitoring and Reporting violations during the last year                                   |                                 | 0                                                                                                                                                                                                            |  |          |             |                                                                                                                                                                                                                                                                                |                                                                                                     |                                                          |  |
| 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           | Community does not have a utility.                                                                                                                                                                                                                                             | RUBA provides free training several times per year. Contact your assigned LGS for more information. |                                                          |  |
|                                                                                                                       | 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           | Community does not have a utility.                                                                                                                                                                                                                                             | N/A                                                                                                 |                                                          |  |
|                                                                                                                       |                                 | 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          | Community does not have a utility.                                                                                                                                                                                                                                             | N/A                                                                                                 | Catherine Brooks<br>DCRA RUBA Program<br>451-2746        |  |
|                                                                                                                       |                                 | 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          | Community does not have a utility.                                                                                                                                                                                                                                             | N/A                                                                                                 |                                                          |  |
|                                                                                                                       |                                 | 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           | Community does not have a utility.                                                                                                                                                                                                                                             | N/A                                                                                                 |                                                          |  |
|                                                                                                                       |                                 | 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           | Community does not have a utility.                                                                                                                                                                                                                                             | N/A                                                                                                 |                                                          |  |
|                                                                                                                       |                                 | 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                                                                                                         |                                 | 40                                                                                                                                                                                                           |  |          | TOTAL SCORE | 100                                                                                                                                                                                                                                                                            |                                                                                                     |                                                          |  |