

**Best Practices Score  
Saint Michael  
Spring 2026**

Category	O&M Scoring Criteria	Possible	Score	Explanation of Score	How to Improve Score	Contact	
Technical	<b>Operator Certification</b>	Utility has more than one operator certified to the level of the water system	10	10	System Classification: Small Treated Primary Operator: <i>Norbert Otten</i> Certification Level: <i>WT 1</i> Backup Operator: <i>Alex Tom</i> Certification Level: <i>WT 1</i>  Full points have been awarded.	To maintain full points, Operators should continue to pursue the required continuing education and be prepared to renew certifications when necessary.	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 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				
	<b>Preventive Maintenance Plan</b>	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.	Shyler Johnson NSHC RMW 625-1231
		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				
	<b>Compliance</b>	Utility had no Monitoring and Reporting violations during the past year	10	5	The utility had 3 Drinking Water Monitoring and Reporting violations in 2025.	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.	Jenny Roberts ADEC Drinking Water Program 451-2137
		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	<b>Utility Management Training</b>	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	Richard Elachik attended Personnel Management for Rural Utilities training on 10/20/2025.	To maintain the full points, consider sending someone to one of the free RUBA trainings each year.	
	<b>Meetings of the Governing Body</b>	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	Minutes were provided for 11 out of 12 months during this reporting period. The water operator report was consistently included in the meeting minutes.	To maintain full points, the governing body must continue to meet according to local ordinance/bylaw and provide RUBA with 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					
Financial	<b>Budget</b>	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	The owner-managed utility has adopted an overall balanced and realistic budget; accurate monthly financial reports have been submitted and documented in the meeting minutes.	Full points have been awarded. Continue to provide RUBA accurate monthly financial reports that are submitted to the council and documented in the meeting minutes.	Gabriel Gonzales DCRA RUBA Program 754-3588
		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				
	<b>Revenue</b>	Utility is collecting revenue sufficient to cover the Utility's operating expenses and to contribute to a repair and replacement account	20	20	Financial reports show utility revenue is sufficient to cover expenses and a dedicated repair and replacement account is adequately funded.	Full points have been awarded. Keep up the great work.	
		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				
	<b>Worker's Compensation Insurance</b>	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	A Department of Labor and Workforce Development database query on 12/31/25 indicated the utility owner does not have coverage.	The utility owner must obtain workers' compensation consistent with state and federal laws. Contact your assigned LGS for advice and assistance.	
		Utility has a current worker's compensation policy in place for all employees	2				
Utility has no worker's compensation policy		0					
<b>Payroll Liability Compliance</b>	Utility has no past due tax liabilities and is current with all tax obligations	5	5	Utility owner has no past due State of Alaska payroll tax liabilities and is current with all ESC tax obligations.	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					
	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	20			TOTAL SCORE	80		