

Best Practices Score
Holy Cross
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: Small Treated Primary Operator: <i>David Walker</i> Certification Level: <i>Small Treated</i> Backup Operator: <i>Bernard Edwards</i> Certification Level: <i>Small Treated</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				
	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.	Bruce Werba YKHC RMW 545-5063
		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 0 Drinking Water Monitoring and Reporting violations in 2025. Excellent job - keep up the good work!		Elizabeth Nakanishi ADEC Drinking Water Program 269-7619
		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	0	No one associated with the utility has attended a RUBA training in the past five years.	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	0	Documentation was not provided to RUBA during this reporting period.	The governing body needs to meet according to local ordinance/bylaw and submit meeting minutes to RUBA. The minutes should document that a report to the council was made by the operator. Contact your assigned LGS for assistance.	
		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	10	The third-party utility manager has adopted an overall realistic and balanced budget, but accurate monthly financial reports have not been documented in the meeting minutes.	To receive additional points in this category, provide RUBA with the utility owner's balanced and realistic budget. RUBA can provide assistance with this effort if needed.	David Gardiner DCRA RUBA Program 207-9373
		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	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				
	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	Continuous coverage for the utility owner was confirmed by the insurance provider on 12/31/25.	Full points have been awarded. The utility owner must maintain an active workers' compensation policy to continue receiving these 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	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		15			TOTAL SCORE	75			