

# 2018 Best Practices Score

## Platinum

March 1, 2018

| Category                                         |                                                                                                                                                                                                                                                | O&M Scoring Criteria                                                                                                                                                                                         | Possible      | Score |             |    |
|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-------|-------------|----|
| Technical                                        | Operator Certification                                                                                                                                                                                                                         | Utility has more than one operator certified to the level of the water system                                                                                                                                | 10            | 0     |             |    |
|                                                  |                                                                                                                                                                                                                                                | 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             |       |             |    |
|                                                  | System Classification: Small Untreated<br>Primary Operator: <i>Marvin Kelila</i> Certification Level: <i>Operator holds no current certification</i><br>Backup Operator: <i>No record of a backup operator</i> Certification Level: <i>N/A</i> |                                                                                                                                                                                                              |               |       |             |    |
|                                                  | 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    |             |    |
|                                                  |                                                                                                                                                                                                                                                | 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            | 0     |             |    |
|                                                  |                                                                                                                                                                                                                                                | 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             |       |             |    |
|                                                  | 17 Monitoring and Reporting Violations in 2017                                                                                                                                                                                                 |                                                                                                                                                                                                              |               |       |             |    |
| 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     |             |    |
|                                                  | Attendee: <i>Mark Moyle</i><br>Course: <i>Financial Management</i> Date: <i>3/20/2015</i>                                                                                                                                                      |                                                                                                                                                                                                              |               |       |             |    |
|                                                  | 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             | 2     |             |    |
|                                                  |                                                                                                                                                                                                                                                | 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    |             |    |
|                                                  |                                                                                                                                                                                                                                                | 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            | 5     |             |    |
|                                                  |                                                                                                                                                                                                                                                | 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     |             |    |
|                                                  |                                                                                                                                                                                                                                                | 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             | 0     |             |    |
|                                                  |                                                                                                                                                                                                                                                | 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                                    |                                                                                                                                                                                                                                                | 0                                                                                                                                                                                                            | SDS O&M Score | 7     | TOTAL SCORE | 42 |