Alaska Capacity Development Program Report for State Fiscal Year 2021

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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 building efforts statewide.

The following annual capacity development implementation report describes the program's efforts during State Fiscal Year 2021 (SFY21) (July 1, 2020 – June 30, 2021). 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 SFY21, the CDOC Program utilized the following tools and initiatives to assist existing public water systems (PWSs) acquire and maintain technical, managerial and financial (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. Utilities are scored biannually on technical, managerial, and financial categories comprised of nine criteria. The scoring criteria is included in Appendix B.

   The Best Practices score is used to determine the 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. 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.

   In SFY21, 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 expectations for documentation submittal are clear and that documents are 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 2021 AWWMA conference was cancelled.

   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 waste water industries. While program staff had planned to present to students, due to COVID-19, this initiative was postponed. CDOC anticipates renewing this outreach effort during SFY22.

Community Calendars

To support rural communities and utilities, the CDOC Program, in coordination with the Remote Maintenance Worker (RMW) Program, created a 2021 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 SFY21, 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 Distribution Training Courses

Operators in Alaska take certifying exams produced by the Association of Boards of Certification (ABC). ABC most recently updated these certifying exams in 2019, and the State of Alaska has been using this newer version since June 1, 2020.

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 distribution courses. In August 2020, the contractor delivered materials for conducting 4-day trainings for water distribution operators, including PowerPoint presentations and associated required media, instructions for interactive learning tasks, and lists of suggested exhibits for hands-on learning. The contractor also provided tools for assessing operator knowledge before, during, and after a course. In September 2020, CDOC conducted an introductory session to allow trainers representing the various state, federal, and private organizations to review the new course materials.

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 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

This Water System Excellence Award 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 (WSEA) is a joint venture between CDOC and DWP. The WSEA recognizes water systems that achieve outstanding performance in the operation of their systems. The WSEA has two tiers, Ursa Major and Ursa Minor. To earn the Ursa Major award, a water system must maintain four quarters of operator certification compliance with no open, unresolved, or incurred drinking water violations during the award year. To earn the Ursa Minor award, a water system must maintain four quarters of operator certification compliance with no more than one open, unresolved, or incurred drinking water violation during the award year, or maintain three

quarters of operator certification compliance with no open, unresolved, or incurred drinking water violations during the award year. It is anticipated for the 2020 award year, 299 water systems will be awarded Ursa Major and 85 will be awarded Ursa Minor. For award examples please see Appendix C.

System-Specific Training and Certification (S²TC) Program

The S²TC 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 S²TC 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 S²TC 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 five modules in preparation for S²TC Program beta testing. These communities all have long-standing operators who have not passed certification exams despite repeated attempts. The CDOC Program has selected two communities to conduct beta testing during SFY22.

Alaska continues to employ the collaborative and flexible approach to providing technical assistance discussed in the 2020 Interim 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. All SRF Program borrowers for drinking water projects are required to demonstrate sufficient TMF capacity to operate the system in compliance with state and federal regulations. If a utility is non-compliant, an assessment is made to determine if the proposed SRF-financed project will bring the system into compliance, thus assisting the system in acquiring a greater capacity.

The target audience for DWSRF loans has historically included municipally owned water systems serving mid to large size communities. In order to provide funding assistance to small, rural Alaska communities, the SRF Program initiated efforts to develop a Micro Loan program in SFY19. The Micro Loan program finances projects that would otherwise be challenging to fund through traditional grant programs, or to finance aspects of larger grant-funded projects that are ineligible through a grant. In SFY21, the SRF Program issued its first Micro Loan to the City of Ouzinkie, a rural community

on Kodiak Island with a PWS serving a population of about 140 residents. Further, this loan leveraged an additional $1,851,920 in funding from the Indian Health Service for replacement of 7,000 linear feet of deteriorated water main.

Rural municipalities may be eligible to receive a low-interest Micro Loan of up to $500,000 with a maximum of 90% principal forgiveness. The level of principal forgiveness depends on the affordability of the utility's user rates as well as the community's Operations and Maintenance Best Practices score. In addition to the direct support for technical capacity provided by infrastructure upgrades, the Micro Loans provide an incentive for PWSs to acquire and/or maintain TMF capacity. By relating the amount of principal forgiveness to the Best Practices score, an incentive is provided for community's to develop and maintain TMF capacity: the higher the Best Practices score, the higher the principal forgiveness.

Remote Maintenance Worker (RMW) Program

The RMW Program assist water systems in building and maintaining technical capacity by providing a number of services to operators in nearly 200 rural Alaskan communities. During SFY21, 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 Enforcement 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 SFY21, 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 SFY21, 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 served communities, where most homes have running water and sewer service, to apply for funding or to be placed 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. Underserved/underserved communities, where most homes currently do not have running water and service from either pipes or individual wells and septic system, must demonstrate a Best Practices score of at least 35 points to be eligible for construction projects to repair or replace core facilities that have exceeded their design life, but maintain the current level of service. A minimum score of 35 points is also required to be eligible for funding for design of non-core facilities; construction funding for non-core facilities requires a minimum score of 60 points. In all instances, the community must have a minimum of two (2) points each in the Payroll Liability and Workers Compensation Insurance categories. Eligibility requirements for a CIP application include a Multi-Agency Review Committee approved Preliminary Engineering Report (PER).

During SFY21, 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 SFY21, 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 SFY21, 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.

    CDOC will utilize the SFY21 Capacity Development 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, 2020 – June 30, 2021, with a submittal date of no later than September 30, 2021.

Appendix A: New Systems for SFY19-21

PWSID	System Name	PWS Type	Source	Population	Startup Date	FY	ETT	Which List
AK2111567	SKAGWAY BORDER STA. WATER HAUL TRAILER	NC	GWP	33	1-Jan-20	FY20	No	N/A
AK2111569	KAKE ACCESS ROAD 66 - MAN CAMP	NTNC	GW	66	6-Aug-20	FY21	No	N/A
AK2218731	BEACH LAKE TRAIL CENTER	NC	GW	93	5-Feb-19	FY19	No	N/A
AK2218818	SOUTH CENTRAL LAW ENFORCEMENT TACTICAL	NC	GW	25	3-Aug-18	FY19	No	N/A
AK2218820	ERNIE TURNER CENTER	NTNC	GW	31	11-Jul-18	FY19	No	N/A
AK2218822	MATTHEWS SUBDIVISION	C	GW	32	1-Nov-19	FY20	No	N/A
AK2220220	SET FREE ALASKA	NTNC	GW	68	6-Sep-18	FY19	No	N/A
AK2220461	YUYAN SUBDIVISION	C	GW	25	1-Apr-20	FY20	No	N/A
AK2220469	FIREDANCE TUTORING CENTER	NTNC	GW	150	1-Sep-20	FY21	No	N/A
AK2220482	CENTRAL COMMERCIAL PARK	C	GW	32	31-Aug-18	FY19	No	N/A
AK2220483	ALASKA GARDEN GATE B & B	NC	GW	40	19-Sep-18	FY19	No	N/A
AK2220484	MSBSD FACILITIES DEPARTMENT	NTNC	GW	37	1-Jul-19	FY20	No	N/A
AK2220489	THREE BEARS STORE BIG LAKE	NC	GW	420	9-Mar-20	FY20	No	N/A
AK2220490	MSB FIRE STATION 6-2	NC	GW	47	5-Feb-20	FY20	No	N/A
AK2220491	JNK ENTERPRISES (SOUTH PORT MARINA)	NC	GW	41	22-Nov-19	FY20	No	N/A
AK2220492	BAND OF BROTHERS	NC	GW	55	1-Jan-20	FY20	No	N/A
AK2220495	TRAPPER CREEK WATERING POINT	C	GW	500	19-Mar-21	FY21	No	N/A
AK2220496	THREE BEARS CORPORATE OFFICE	NTNC	GW	50	26-Feb-21	FY21	No	N/A
AK2221800	SUSITNA BAR & GRILL	NC	GW	29	12-Nov-19	FY20	No	N/A
AK2225697	SCHWABENHOF RESTAURANT	NC	GW	31	1-Sep-18	FY19	No	N/A
AK2226047	INTERACT MINISTRIES	NTNC	GW	93	9-Oct-18	FY19	No	N/A
AK2226051	MOUNTAIN GLORY SUBDIVISION	C	GW	32	1-Jan-20	FY20	No	N/A
AK2226052	ARCTIC CHIROPRACTIC	NC	GW	65	3-Oct-18	FY19	No	N/A
AK2226053	JENNY'S COFFEE SHOP	NC	GW	29	3-Oct-18	FY19	No	N/A
AK2226055	PALMER LIFEWAYS DAYCARE	NTNC	GW	56	1-Aug-20	FY21	No	N/A
AK2226056	VALLEY COUNTRY STORE #3	NC	GW	40	2-Mar-20	FY20	No	N/A

AK2244793	THREE BEARS NINILCHIK #55	NC	GW	108	18-Jun-20	FY20	No	N/A
AK2247466	SCENIC VIEW RV PARK	NC	GW	50	20-May-21	FY21	No	N/A
AK2247694	BELUGA RIVER MAN CAMP	NC	GW	41	13-Apr-20	FY20	No	N/A
AK2248690	MINISTRY OF THE LIVING STONES	NC	GW	118	21-Mar-19	FY19	No	N/A
AK2249095	CHARLIE'S ANGELS PIZZA	NC	GW	48	1-Oct-19	FY20	No	N/A
AK2249211	HILCORP RIG TENDERS WELL #3	NTNC	GW	176	23-Apr-21	FY21	No	N/A
AK2249213	M/V MASCO ENDEAVOR	NTNC	GWP	378	13-Apr-21	FY21	No	N/A
AK2249239	ANYTIME FITNESS	NC	GW	254	26-Oct-18	FY19	No	N/A
AK2249240	EXIT GLACIER RV PARK - KOA SEWARD	NC	GW	100	5-Jun-19	FY19	No	N/A
AK2249242	KENAI RIVER DRIFTERS LODGE	NC	GW	32	1-Jun-19	FY19	No	N/A
AK2249244	THE BREW INC	NC	GW	102	5-Nov-19	FY20	No	N/A
AK2249245	KENAI REFINERY MODULAR OFFICES	NTNC	GW	71	9-Mar-20	FY20	No	N/A
AK2249250	COOPER LANDING BREWING	NC	GW	46	29-Apr-20	FY20	No	N/A
AK2249251	NIKISKI HARDWARE AND OLDE GOAT CAFE	NC	GW	55	22-Jun-20	FY20	No	N/A
AK2249252	LIFT & SIP CO.	NC	GW	60	13-Jul-20	FY21	No	N/A
AK2249253	ALL AMERICAN TRAINING CENTER	NC	GW	67	1-Jul-20	FY21	No	N/A
AK2250689	OLDS RIVER INN	NC	GW	85	29-Jan-19	FY19	No	N/A
AK2263074	USNPS BROOKS CAMP VALLEY ROAD	NC	GW	33	1-Feb-19	FY19	No	N/A
AK2263075	TAMARA'S CATERING & FOOD TRUCK	NC	GW	30	2-Jul-18	FY19	No	N/A
AK2263076	SILVER BAY SEAFOODS FALSE PASS	NC	GU	300	29-May-19	FY19	No	N/A
AK2263077	THE PIT - MILEPOST 3.1 AK PENINSULA HWY	NC	GW	90	23-May-19	FY19	No	N/A
AK2270752	LKSD QUINHAGAK & TEACHER HSG	NTNC	SWP	284	2-Jan-19	FY19	No	N/A
AK2272756	MERTARVIK WATER SYSTEM	C	GW	80	16-May-19	FY19	No	N/A
AK2298200	VALDEZ GLACIER CAMPGROUND	NC	GW	200	15-Aug-18	FY19	No	N/A
AK2314051	FT WAINWRIGHT / DRMO	NTNC	GW	35	23-Aug-18	FY19	No	N/A
AK2321008	ORION MARINE MAN CAMP - CAPE LISBURNE	NC	SW	54	2-Mar-20	FY20	No	N/A
AK2330015	ALPINE TRUCK AH-2047	NC	SWP	200	1-Feb-19	FY19	No	N/A
AK2330038	NES WATER TRUCK K-272	NC	SWP	200	1-Feb-19	FY19	No	N/A
AK2330043	NABORS ALASKA AUGUSTINE CAMP	NC	SWP	68	1-Jan-19	FY19	No	N/A
AK2330054	NABORS MCKINLEY CAMP	NC	SW	110	22-Jan-19	FY19	No	N/A
AK2330072	AFC TRAILER 25-605	NC	SWP	100	26-Jan-21	FY21	No	N/A
AK2330100	WORLEY WATER TANKER #30024	NC	SWP	480	5-Feb-20	FY20	No	N/A
AK2330118	ICE SERVICES TREATMENT PLANT # 2015	NC	SW	120	6-Apr-21	FY21	No	N/A

AK2330127	ARCTIC ROAD BUILDERS #2869	NC	SWP	100	14-Jan-20	FY20	No	N/A
AK2330128	ARCTIC ROAD BUILDERS #2870	NC	SWP	25	14-Jan-20	FY20	No	N/A
AK2330129	ASRC WATER TANKER #237-037	NC	SWP	25	3-Jan-20	FY20	No	N/A
AK2330130	ASRC WATER TANKER 237-038	NC	SWP	25	3-Jan-20	FY20	No	N/A
AK2330131	ASRC WATER TANKER 237-039	NC	SWP	25	3-Jan-20	FY20	No	N/A
AK2330132	ASRC WATER TANKER 237-040	NC	SWP	25	3-Jan-20	FY20	No	N/A
AK2330133	CONOCO PHILLIPS AKS WILLOW 1	NC	SW	480	1-Feb-20	FY20	No	N/A
AK2330136	NSB SA-10 TRUCK 19522	NC	SWP	26	20-Apr-21	FY21	No	N/A
AK2330137	NSB SA-10 TRUCK 19523	NC	SWP	26	30-Apr-21	FY21	No	N/A
AK2330140	POLARIS CAMP WING A	NC	SWP	84	16-Mar-20	FY20	No	N/A
AK2330141	POLARIS CAMP WING B	NC	SWP	84	16-Mar-20	FY20	No	N/A
AK2331242	AER WATER TANKER #14-242	NC	SWP	100	20-Feb-20	FY20	No	N/A
AK2331243	AER WATER TANKER #14-243	NC	SWP	100	21-Feb-20	FY20	No	N/A
AK2372887	BIG DELTA BREWING COMPANY	NC	GW	34	1-Dec-19	FY20	No	N/A
AK2373047	RUSTIC BLENDS COFFEE	NC	GW	80	24-Feb-20	FY20	No	N/A
AK2381545	VILLAGE GAS	NC	GW	53	27-Mar-20	FY20	No	N/A
AK2382096	EAGLE LOG WELLHOUSE	C	GW	192	8-Nov-18	FY19	No	N/A
AK2382101	TCC UPPER TANANA HEALTH CLINIC - TOK	NTNC	GW	65	21-Sep-20	FY21	No	N/A
AK2392041	CLEAR SPACE FORCE STATION – LRDR	NTNC	GW	60	1-Jul-20	FY21	No	N/A
AK2392059	DENALI TRI-VALLEY CABINS	NC	GW	27	23-Mar-21	FY21	No	N/A
AK2392091	HAP HEALY RV PARK	NC	GW	42	21-May-19	FY19	No	N/A
AK2392114	HEALY BEST ASIAN FOOD TO GO	NC	GW	42	21-Apr-21	FY21	No	N/A

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 https://dec.alaska.gov/Applications/Water/OpCert/. 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		

Ursa Major

Water System Excellence Award

The Department of Environmental Conservation recognizes

Eaglecrest Ski Area

for achieving and maintaining stellar compliance with the
Operator Certification Program
&
Drinking Water Program
in
2019

_____
Cindy Christian
Drinking Water Program Manager

_____
Martin Suzuki
Operator Certification Program Manager

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