

Best Practices Score  
Craig  
Fall 2022

| 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: Water Treatment 2<br>Primary Operator: <i>Leslie Nelson</i><br>Certification Level: <i>WT 3</i><br>Backup Operator: <i>Andrew Lilloren</i><br>Certification Level: <i>WT 2</i><br><br>Leslie Nelson, Andrew Lilloren, David Nelson, and Tony Nelson hold certification at the correct level. Jose Cervera holds no water certifications. | Leslie Nelson needs 3.0 CEUs by 12/31/24 to renew his WT 3 in 2024. Andrew Lilloren needs 3.0 CEUs by 12/31/24 to renew his WT 2 in 2024. Tony Nelson needs 3.0 CEUs by 12/31/24 to renew his WT 2 in 2024. David Nelson needs 3.0 CEUs by 12/31/22 to renew in 2022. Jose Cervera needs to take and pass the WT 1 exam. Please see the enclosed flyer with more information about certification. | 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          | 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.                                                                                                                                                                                                  | John Johnson<br>ADEC RMW<br>269-7605                |
|                                                                                    |                                 | 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 2022. Excellent job - keep up the good work!                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                   | Amy Hill<br>ADEC Drinking Water Program<br>376-1861 |
|                                                                                    |                                 | 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 |  |             |       |                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                   |                                                     |
| 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 RUBA specialist for more information.                                                                                                                                                                                                                                                                                            | Iura Leahu<br>DCRA RUBA Program<br>465-4814         |
|                                                                                    | 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     | Minutes were provided for the following months during this reporting period: December 2021, January, February, March, April, and May 2022. The water operator report was consistently included in the meeting minutes.                                                                                                                                          | To maintain full points, the governing body must continue to meet according to 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                                                                          | 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          | 0     | The budget submitted by the utility owner is not balanced.                                                                                                                                                                                                                                                                                                      | The utility owner needs to adopt a balanced and realistic budget. Contact your LGS for advice and assistance.                                                                                                                                                                                                                                                                                     |                                                     |
|                                                                                    |                                 | 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          | 0     | Documentation was not provided to RUBA during this reporting period.                                                                                                                                                                                                                                                                                            | Provide RUBA with accurate monthly financial reports that shows the utility is collecting sufficient revenue to cover operating expenses. Contact your LGS for advice and assistance.                                                                                                                                                                                                             |                                                     |
|                                                                                    |                                 | 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 a Department of Labor and Workforce Development database query on 07/05/22.                                                                                                                                                                                                                          | Full points have been awarded. The utility owner must maintain an active worker's 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     | The utility owner has no past due tax liabilities and is current with all 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                                                                      |                                 | 0                                                                                                                                                                                                            |   |  | TOTAL SCORE | 50    |                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                   |                                                     |