

Best Practices Score  
Whittier  
Fall 2023

| Category                                                                                                              |                                 | O&M Scoring Criteria                                                                                                                                                                                         |   |  | Possible    | Score | Explanation of Score                                                                                                                                                                                                                                                                                                 | How to Improve Score                                                                                                                                                                                                              | Contact                                                        |
|-----------------------------------------------------------------------------------------------------------------------|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|--|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| Technical                                                                                                             | Operator Certification          | Utility has more than one operator certified to the level of the water system                                                                                                                                |   |  | 10          | 10    | System Classification: Small Untreated<br>Primary Operator: <i>Christopher Bender</i><br>Certification Level: <i>WD 2</i><br>Backup Operator: <i>Scott Korbe</i><br><br>Certification Level: <i>Small Untreated</i><br><br>Christopher Bender, Scott Korbe, and Kyle Kruger hold the correct level of certification. | Christopher Bender has the CEUs to renew now. Kyle Kruger has the CEUs to renew now. Scott Korbe needs 0.5 CEU by 12/31/2025 to renew in 2025. 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          | 25    | The operator is performing important maintenance on a regular basis and keeping records. Each month, the operator is submitting maintenance records to the assigned RMW.                                                                                                                                             | Full points have been awarded in this category. Continue to perform maintenance according to the PM plan and send monthly records to the assigned RMW.                                                                            | 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!                                                                                                                                                                                                 |                                                                                                                                                                                                                                   | Elizabeth Nakanishi<br>ADEC Drinking Water Program<br>269-7517 |
|                                                                                                                       |                                 | 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           | 5     | Kristin Erchinger attended Financial Management for Rural Utilities training on 10/25/2021.                                                                                                                                                                                                                          | To maintain the full points in this category, consider sending someone to one of the free RUBA trainings each year.                                                                                                               |                                                                |
|                                                                                                                       | 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 2022, January, March, April, and May 2023. The water operator report was consistently included in the meeting minutes.                                                                                                         | To maintain full points, the governing body must continue to meet according to local ordinance/bylaw and provide RUBA with meeting minutes.                                                                                       |                                                                |
|                                                                                                                       |                                 | The utility owner's governing body meets routinely consistent with the local ordinance/bylaw requirements                                                                                                    |   |  | 2           |       |                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                   |                                                                |
|                                                                                                                       |                                 | The utility owner's governing body does not meet                                                                                                                                                             |   |  | 0           |       |                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                   |                                                                |
| Financial                                                                                                             | 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 water/sewer utility budget and overall budget submitted to RUBA were not balanced.                                                                                                                                                                                                                               | The utility owner needs to adopt a balanced and realistic budget. Contact your assigned LGS for advice and assistance.                                                                                                            | Patricia Sullivan<br>DCRA RUBA Program<br>269-4549             |
|                                                                                                                       |                                 | 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     | Financial reports show the utility is not collecting sufficient revenue to cover expenses; a fee schedule or collection policy is on file with RUBA.                                                                                                                                                                 | To receive additional points, the utility needs to provide monthly financial reports to RUBA and demonstrate sufficient revenue and subsidy to cover the utility's expenses. Contact your assigned 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 06/30/23.                                                                                                                                                                               | 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     | 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                                                                                                         |                                 | 10                                                                                                                                                                                                           |   |  | TOTAL SCORE | 70    |                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                   |                                                                |