

Best Practices Score
Dillingham
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	0	System Classification: Water Treatment 1 Primary Operator: <i>Christopher Maines</i> Certification Level: <i>Operator holds no certification</i> Backup Operator: <i>William Noonkesser</i> Certification Level: <i>Operator holds no certification</i> Herman Shade, William Noonkesser, and Christopher Maines hold no certifications.	Herman Shade, William Noonkesser, and Christopher Maines need to take and pass the WT 1 exam. Please see the enclosed flyer with more information about certification.	ADEC Operator Certification Program 465-1139
		Primary operator is certified to the level of the water system and the backup operator holds some level of certification in water treatment or distribution			7				
		Primary operator is certified to the level of the water system and the backup operator holds no certification or there is no backup operator			5				
		Utility has one or more operators certified at some level in water treatment or distribution			3				
		Utility has no certified operators			0				
	Preventive Maintenance Plan	Utility has a written PM plan; PM is performed on schedule; records of completion are submitted on a quarterly basis and have been verified			25	0	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.	George Larsen BBAHC RMW 842-9624
		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	5	The utility had 3 Drinking Water Monitoring and Reporting violations in 2022.	The Drinking Water Program provides you with an Annual Monitoring Summary with all of the required samples for your water system. All samples and reports must be collected and submitted in a timely manner.	Heather Murray ADEC Drinking Water Program 269-7619
		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.	Cindy Roque DCRA RUBA Program 842-1969
	Meetings of the Governing Body	The utility owner's governing body meets routinely consistent with the local ordinance/bylaw requirements and receives a current report from the operator			5	2	Minutes were provided for the following months during this reporting period: January, February, March, April and May 2023. The water operator report was not consistently included in the minutes.	To receive additional points, provide RUBA with meeting minutes that demonstrate the utility operator is providing a report to the council. Contact your assigned LGS for assistance.	
		The utility owner's governing body meets routinely consistent with the local ordinance/bylaw requirements			2				
		The utility owner's governing body does not meet			0				
Financial	Budget	Utility owner and the Utility have each adopted a realistic budget and budget amendments are adopted as needed; Accurate monthly budget reports are prepared and submitted to the governing body			15	13	The utility owner or third-party utility manager has adopted an overall realistic and balanced budget and accurate monthly financial reports have been documented in the meeting minutes.	Additional points can be earned by creating and submitting a balanced and realistic budget by the utility owner. Please 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	15	Financial reports show utility revenue is sufficient to cover expenses, but the utility does not contribute to a repair and replacement account.	To receive additional points, the utility must establish a utility repair and replacement account and make regular contributions to be prepared for future needs.	
		Utility is collecting revenue sufficient to cover expenses			15				
		Utility has a fee schedule and a collection policy that is followed			5				
		Utility has no fee structure or collection policy			0				
	Worker's Compensation Insurance	Utility has had a worker's compensation policy for all employees for the past two years and has a current policy in place			5	5	Continuous coverage for the utility owner was confirmed by the insurance provider on 06/30/23.	Full points have been awarded. The utility owner must maintain an active workers' compensation policy to continue receiving these points.	
		Utility has a current worker's compensation policy in place for all employees			2				
		Utility has no worker's compensation policy			0				
	Payroll Liability Compliance	Utility has no past due tax liabilities and is current with all tax obligations			5	5	Utility owner has no past due 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	45			