

Best Practices Score  
Chignik Lake  
SPRING 2019

| 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: Small Untreated<br>Primary Operator: <i>Willard Lind</i><br>Certification Level: <i>Operator holds no correct certification</i><br>Backup Operator: <i>Randy Garner</i><br>Certification Level: <i>Operator holds no current certification</i><br><br>Willard Lind and Randy Garner hold no certifications. | Randy Garner and Willard Lind need to take and pass the Small Untreated exam. Please see the enclosed flier 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.              | Erik Somers<br>BBAHC RMW<br>842-6624                     |
|                              |                                                                                                                                             | 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 2018. Excellent job - keep up the good work!                                                                                                                                                                                                               | 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. | Leah Vansandt<br>ADEC Drinking Water Program<br>269-7653 |
|                              |                                                                                                                                             | 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                                                                                                                                                                                                                                                      | Tanya Garner attended Financial training on 11/2/2018.                                                                                                                                                                                                                                                                             | To maintain the full points in this category, consider sending someone to one of the free RUBA trainings each year.                                                                                           | Casey Dschaak<br>DCRA RUBA Program<br>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        | 5                                                                                                                                                                                                                                                      | ARUC provides a financial update at each meeting and the regional managers provide the council an accurate report of the financials, including labor and shutoff lists.                                                                                                                                                            | To maintain full points, the governing body must continue to meet according to ordinance 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       | 15                                                                                                                                                                                                                                                     | The budget is realistic and monitored with the assistance of ARUC. The utility operates at a slight profit and has been placing money in reserves to continue to increase the R&R account.                                                                                                                                         | Full points have been awarded. Continue to provide monthly financial reports to RUBA for verification.                                                                                                        |                                                          |
|                              |                                                                                                                                             | 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       | 20                                                                                                                                                                                                                                                     | The community has been working on installing the AMPY system into each residence for a pay as you go system and has recently increased collection rates above 100%.                                                                                                                                                                | Full points have been awarded. Keep up the great work.                                                                                                                                                        |                                                          |
|                              |                                                                                                                                             | 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        | 2                                                                                                                                                                                                                                                      | RUBA has verified that the utility has a current Worker's Compensation Policy in place for all employees.                                                                                                                                                                                                                          | Full points can be awarded after the community demonstrates that a Worker's Compensation Policy has been in place for two full years.                                                                         |                                                          |
|                              |                                                                                                                                             | 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             | 2        | The village council for four quarters beginning in 2018 improperly submitted quarterly taxes both to the State and Federally. The community has made back payments and chosen to use a third party payroll service to avoid the problem in the future. | To receive additional points in this category, the utility must either become current on all outstanding tax liabilities, or must enter into a repayment agreement for outstanding tax liability, and remain current on payments.                                                                                                  |                                                                                                                                                                                                               |                                                          |
|                              | 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                |                                                                                                                                             | 14                                                                                                                                                                                                           | SDS O&M Score | 12       | TOTAL SCORE                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                    | 74                                                                                                                                                                                                            |                                                          |