

**Best Practices Score  
Teller  
Fall 2020**

| 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 Treated<br>Primary Operator: <i>Jerry Okbaok</i><br>Certification Level: <i>WT 1</i><br>Backup Operator: <i>Norman Ongtowasruk</i><br>Certification Level: <i>Small Treated</i><br><br>Jerry Okbaok and Norman Ongtowasruk hold the correct level of certification. | Jerry Okbaok will need 3.0 CEUs before 12/31/2022 to renew his WT 1 certificate. Norman Ongtowasruk has the required CEU to renew his ST certificate now. 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.   | Richard Kuzuguk<br>NSHC RMW<br>443-4584                  |  |
|   |                                 | 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       | 0           | The utility had 10 Drinking Water Monitoring and Reporting violations in 2019.   | 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.                                  | Karen Garland<br>ADEC Drinking Water Program<br>451-2137 |  |
|   |                                 | 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           | Janelle Menadelook attended Elected Officials Management for Rural Utilities training on 10/28/2019.   | To maintain the full points in this category, consider sending someone to one of the free RUBA trainings each year.  | Lena Mathlaw<br>DCRA RUBA Program<br>443-5457            |  |
|   | 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           | Meeting minutes show report from utility.  | 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       | 10          | Overall budget has revenues meeting expenses. Utility does not have revenue in budget to meet expenses. Subsidy for water plant documented for wages/supplies. No monthly financial reports submitted.   | Provide RUBA with monthly financial reports and meeting minutes that demonstrate the council is consistently reviewing accurate monthly financial reports.   |  |  |
|   |                                 | 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           | Balance sheets show revenue not sufficient to cover expenses and to contribute to a repair and replacement account. Collection policy must be amended. No monthly financial reports submitted.   | To receive additional points, the utility needs to create a balanced and realistic budget, and provide monthly financial reports in cash basis to RUBA staff to demonstrate sufficient revenue and/or subsidy to cover the utility's expenses. |  |  |
|   |                                 | 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           | Policy verified on 6/24/2020   | Full points have been awarded. Maintain 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        | 0           | 941s to be filed for 2nd & 3rd Qs 2019 & 1st Q 2020. No deposits made for 2020 and owes taxes 2nd Q 2018. ESC tax clearance granted.   | 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   |                                 | 0  | SDS O&M Score | 9        | TOTAL SCORE | 55   |  |  |  |