

Best Practices Score  
Crooked Creek  
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       | 0           | System Classification: Water Treatment 1<br>Primary Operator: <i>Harold Gregory</i><br>Certification Level: <i>Operator holds no current certification</i><br>Backup Operator: <i>Lewis Phillips</i><br>Certification Level: <i>Operator holds no current certification</i> | Harold Gregory, Lewis Phillips, George Sakar, Charles Fletcher, and Albert Willis need 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.              | Bruce Werba<br>YKHC RMW<br>545-5063                        |  |
|                                                                                                                       |                                 | 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. | Leslie Morrison<br>ADEC Drinking Water Program<br>269-7518 |  |
|                                                                                                                       |                                 | 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           | Sarah John attended Clerks Management for Rural Utilities training on 9/23/2019.                                                                                                                                                                                            | To maintain the full points in this category, consider sending someone to one of the free RUBA trainings each year.                                                                                           | Jane Sullivan<br>DCRA RUBA Program<br>269-4614             |  |
|                                                                                                                       | 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           | The council meets routinely and meeting minutes reflect an oral report regarding the water service.                                                                                                                                                                         | 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       | 0           | The council does not provide or review a budget.                                                                                                                                                                                                                            | Provide RUBA with an adopted, realistic budget. Provide RUBA with monthly financial reports and meeting minutes that demonstrate the council is reviewing the 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       | 0           | There are no fee schedules, revenue verifications or collection policies that define water rates or billing practices.                                                                                                                                                      | To receive additional points, the utility needs to provide monthly financial reports in cash basis to RUBA staff and 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 6/30/2020                                                                                                                                                                                                                                                | 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        | 5           | Current on all payroll tax liabilities.                                                                                                                                                                                                                                     | 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                                                                                                                                                                                                            | SDS O&M Score | 6        | TOTAL SCORE |                                                                                                                                                                                                                                                                             | 35                                                                                                                                                                                                            |                                                            |  |