

Category	Best Practice	Points	Contacts	Additional Information	
Technical	<i>Operator Certification</i>	Utility has more than one operator certified to the level of the water system	10	Operator Certification Program	Regulations require that the primary operator of a water system be certified at level equal to the classification of a system. The classification of each water system can be found online at https://dec.alaska.gov/Applications/Water/OpCert/ . For scoring purposes, the certification requirements considered will be for Water Treatment unless a system only requires a Water Distribution operator, in which case only Water Distribution certifications will be considered. Operators of Small Treated and Small Untreated systems who hold a Water Treatment certification at any level are considered to be certified to the level of the system. Wastewater Collection and Wastewater Treatment certifications will be considered if a community has a wastewater system but no water system. Systems that do not require a certified operator will receive full points.
		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		
<i>Preventive Maintenance Plan</i>	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	Remote Maintenance Workers (RMWs)	A Preventive Maintenance Plan is a schedule of maintenance activities necessary for continued operation of the utility. At a minimum, the plan must include those activities required to prevent a loss of service. RMWs are available to assist in developing a PM Plans and training operators in proper maintenance. Utilities seeking 25 points must submit completed PM records to their assigned RMW on a quarterly basis. PM criteria apply to wastewater utilities if there is no public water system. Communities without a public water or wastewater system will receive full points.	
	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			
<i>Compliance</i>	Utility had no Monitoring and Reporting violations during the past year	10	Drinking Water Program	Public water systems are required to collect water samples to demonstrate that the water meets drinking water quality standards and is safe for consumers. The Drinking Water Program provides each utility with an annual Monitoring Schedule each year. Sampling is a primary responsibility of the operator and sufficient funds for monitoring must be included in the budget. Communities without a public water system will receive full points.	
	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			
Total Technical Points		45			
Managerial	<i>Utility Management Training</i>	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	Rural Utility Business Advisor (RUBA)	This person is not required to have the Utility Manager title, but must have some responsibilities pertaining to the management of the utility. This person must reside within the community and represent the utility, even in instances when the utility is managed by a third party.
	<i>Meetings of the Governing Body</i>	The utility owner's governing body meets routinely consistent with the local ordinance/bylaw requirements and receives a current report from the operator	5	RUBA	Meetings must be held as prescribed by ordinance or by rules and regulations of the governing body, with reasonable exceptions made for unforeseeable circumstances. A written or oral report from the operator or contracted utility manager must be recorded in the 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		
Total Managerial Points		10			
Financial	<i>Budget</i>	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	RUBA	If the utility is managed or operated by a third party, the utility owner and the contractor must demonstrate appropriate budgeting and financial reporting practices. The utility owner must demonstrate appropriate budgeting for any utility subsidies and for the contracted services. The contracted manager must also demonstrate a realistic budget for the utility. When the utility is managed by a third party, monthly financial reports must be submitted to, and reflected in the meeting minutes of, the utility owner's governing body. Utilities not under contracted management must have a distinct budget for the utility operations and provide the governing body with monthly financial reports in order to achieve the maximum score.
		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		
	<i>Revenue</i>	Utility is collecting revenue sufficient to cover the Utility's operating expenses and to contribute to a repair and replacement account	20	RUBA	To receive full points, the reports must show that sufficient revenues - whether from user fees, explicitly identified subsidies, or a combination of both - are being collected to meet all the utility's associated expenses, and that the utility is budgeting for repair and replacement expenses and/or already has sufficient funds saved to cover foreseeable repair and replacement costs. 'Collection policy' means a set of procedures designed to ensure bills are paid on time and in full, and to collect on past-due payments. Sending customers a bill/statement each month showing the amount owed is not a collection policy. The collection policy must include a statement of action that will be taken if past-due amounts are not received. The Utility must demonstrate that it is actively enforcing a duly-adopted collections policy to receive relevant points.
		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		
	<i>Worker's Compensation Insurance</i>	Utility has had a workers' compensation policy for all employees for the past two years and has a current policy in place	5	RUBA	All employees of the entity which owns the utility must be covered by workers' compensation insurance. In addition, all employees of a third party managing the utility must be covered, if applicable.
		Utility has a current workers' compensation policy in place for all employees	2		
Utility has no workers' compensation policy		0			
<i>Payroll Liability Compliance</i>	Utility has no past due tax liabilities and is current with all tax obligations	5	RUBA	This criteria applies to the utility owner, as well as to a third party managing the utility, if applicable. Taxes considered include both Federal and State taxes. A utility representative must sign an IRS tax authorization form for this information to be verified for scoring purposes.	
	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			
Total Financial Points		45			
Total Points Possible		100			