

Category		Best Practice	Points	
Technical	Operator Certification	Utility has more than one operator certified to the level of the water system	10	
		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	
		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	
		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	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	
	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	
		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	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	
		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	
		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 workers' compensation policy for all employees for the past two years and has a current policy in place	5	
		Utility has a current workers' compensation policy in place for all employees	2	
		Utility has no workers' compensation policy	0	
	Payroll Liability Compliance	Utility has no past due tax liabilities and is current with all tax obligations	5	
		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	