

CRITERIA:

OUTSTANDING WATER SYSTEM AWARD

This is the most prestigious award presented to an ORWA Member System. The outstanding performance and accomplishment of the water system staff and the Board of Directors are considered in all areas of management, finance, operation and compliance when selecting the award winner. The Awards Committee will select the system of the year based on outstanding performance in all categories.

Please complete Form AW 101 and Form AW 102 for this award. Attach a cover letter making your formal recommendation and stating your reasons for the nomination.

OUTSTANDING PERFORMANCE AWARDS

For this nomination, include any personal data that will help support the nominee; supply any work related facts and examples of outstanding work; include support letters from customers, if possible. Nominees should have worked in their respective position for at least 18 months prior to January 1, 2011 to be eligible for the award.

Please complete the following forms for **EACH** of these awards.

AWARDS		FORMS
Water System.....	<i>use forms</i>	AW-101 & AW-102
Operator	<i>use forms</i>	AW-101 & AW-103
Manager	<i>use forms</i>	AW-101 & AW-103
Office Manager.....	<i>use forms</i>	AW-101 & AW-103
Bookkeeper.....	<i>use forms</i>	AW-101 & AW-103
Water Plant Operator.....	<i>use forms</i>	AW-101 & AW-104
Wastewater Plant Operator.....	<i>use forms</i>	AW-101 & AW-104

Attach a cover letter making your formal recommendation and stating your reasons for the nomination.

FORM AW 101

GENERAL INFORMATION

(To be completed for all nominations)

1. Date: _____
2. System name: _____
3. County: _____
4. Mailing address: _____
5. Office phone number: _____
6. Date system began operation: _____
7. Number of beginning members: _____
8. Number of current members: _____
9. Miles of distribution line: _____
10. Number of system employees:
Clerical _____ Operation and maintenance _____ Management _____
11. Source of water supply: Purchased _____ Wells _____ Surface _____
12. Does your system operate a water treatment plant? Yes _____ No _____
13. Does your system have an office? Yes _____ No _____
14. How many storage towers does your system have? _____
15. How many pump stations does your system have? _____
16. Is the system on computer or hand billing program? _____

FORM AW 102
OUTSTANDING WATER SYSTEM NOMINATION *(This is a two-sided form)*

System Name _____

County: _____

1. Does the system display its commitment to providing the best possible service to its members by: (mark all answers that apply)
- ___ a) Ensuring that board members are trained and take an active role in decision-making.
 - ___ b) Ensuring that operator(s) has certification level required by DEQ and has ability to identify and troubleshoot the majority of equipment and water treatment problems.
 - ___ c) Ensuring that board members and system staff stay informed of the latest technologies and equipment available.
 - ___ d) Keeping equipment in good repair, replacing worn-out or broken equipment in a timely manner and planning for equipment upgrades.
 - ___ e) Ensuring that board members and staff handle customer questions or complaints in a professional manner.
 - ___ f) Ensuring that system members are kept informed of water quality violations, water cut-offs, water breaks, etc. that will affect water service.
 - ___ g) Giving new system members (customers) a copy of Bylaws, Rules & Regulations and Service Agreement.
 - ___ h) Additional Information: _____
- _____
- _____

2. Does the system provide adequate service and good water quality at the lowest possible cost by: (mark all answers that apply)
- ___ a) Applying for grant funds (when available) for system upgrades.
 - ___ b) Obtaining loans at the lowest possible interest rates.
 - ___ c) Maintaining accurate records of meter readings, laboratory test results, water billings, and income and expenditures.
 - ___ d) Obtaining bids from several sources for any contract labor or equipment purchase.
 - ___ e) Choosing a billing method that best suits the needs of its members and allocating monies for future upgrades and system needs in the budget.
 - ___ f) Having adequate general liability, property, auto and worker's compensation insurance coverages.
 - ___ g) Determining the cause of any water loss and repairing or replacing any faulty equipment.
 - ___ h) Additional Information: _____
- _____

3. Does the system properly maintain and operate its facilities and equipment by: (mark all answers that apply)
- ___ a) Ensuring that board members have a working knowledge of system maintenance and operation procedures and that they tour the facilities periodically.
 - ___ b) Following a maintenance schedule for all facilities, vehicles and equipment.
 - ___ c) Having an operator(s) on-call for emergency repairs and service.
 - ___ d) Requesting assistance from available sources to help with troubleshooting, compliance problems, and legal questions.
 - ___ e) Providing employees with the opportunity to attend workshops and certification training in order to increase knowledge and improve skills.
 - ___ f) Additional Information: _____
- _____

4. Is the system current on loan payments? ___Yes ___No
If so, has the system established necessary reserve accounts? ___Yes ___No

FORM AW 102 (Continued)

OUTSTANDING WATER SYSTEM NOMINATION *(Side Two)*

5. Are board members and employees familiar with system bylaws, rules and regulations? ___Yes ___No
6. Does the system enforce policies uniformly and impartially by: (mark all answers that apply)
- ___ a) Ensuring that all board members and employees are given a copy of the system's by-laws, and policies and procedures.
 - ___ b) Referring to by-laws and policies and procedures prior to making decisions.
 - ___ c) Ensuring that each board member and employee understands that he/she is responsible for enforcing the by-laws and policies and procedures on a daily basis.
 - d) Additional Information: _____

7. In which of the following ways does the system delegate responsibility and authority for day-to-day operations? (mark all answers that apply)
- ___ a) Employees have authority to make routine decisions within the guidelines of system by-laws and policies and procedures.
 - ___ b) Non-routine decisions are brought before the Board at regular business meetings or special meetings called by the Chairman of the Board.
 - ___ c) A description of the duties and responsibilities of each position is provided to all employees and board members.
 - ___ d) A person has been chosen and given the authority to make emergency decisions on behalf of the system.
 - ___ e) The system manager is responsible for the day-to-day operations and assigning tasks to employees.
 - f) Additional Information: _____

8. In which of the following ways do the employees keep the board informed? (mark all answers that apply)
- ___ a) System Manager and/or other employees attend regular board meetings.
 - ___ b) Employees contact the Chairman of the Board when situations arise that require the boards attention.
 - ___ c) System Manager provides a progress report on system operations at regular board meetings.
 - ___ d) Employees feel free to present ideas, suggestions or recommendations to the system manager and members of the board.
 - ___ e) Employees provide information to board members for their review prior to regular board meetings.
 - f) Additional Information: _____

9. Does the system conduct business in accordance with laws (i.e., Open Meeting Act, Competitive Bidding Law, etc.)? ___Yes ___No
10. Is system in compliance with Department of Environmental Quality Regulations? ___Yes ___No
11. Is an engineer consulted for system extensions and improvements? ___Yes ___No
12. How many of your board members have attended a management and financial workshop in the past two

years? _____1-3 _____3-5 _____5 or more

FORM AW 103

OUTSTANDING PERFORMANCE AWARD NOMINATION

(Circle **One** Only)

OPERATOR

MANAGER

OFFICE MANAGER

BOOKKEEPER

1. Name: _____
2. Title: *(please specify)* Manager _____ Operator _____
Office Manager _____ Bookkeeper _____
3. Date employed: _____
4. Does individual supervise other employees? _____
5. Briefly describe individuals' duties: _____

6. Does individual strive for self-improvement? _____
7. Explain any contributions the individual has made to improve management, promote more efficient operations and reduce cost: _____

8. Explain any significant contribution the individual has made toward the betterment of your system: _____

9. Explain how the individual keeps the board of directors informed on legal, operational, financial and compliance matters and how board policies are implemented:

- *****FOLLOWING QUESTIONS TO BE ANSWERED ONLY IF APPLICABLE*****
10. Is the individual fully qualified and licensed in accordance with Department of Environmental Quality requirements? _____
11. Indicate current license (Class "A", Class "B", Class "C", Class "D") held by the nominee:
Water _____ Wastewater _____ Lab _____

FORM AW 104

OUTSTANDING PERFORMANCE AWARD NOMINATION (PLANT OPERATOR)

(Circle **One** Only)

WATER

WASTEWATER

1. Name: _____
2. Title: *(please specify)* Operator _____ Other _____
3. Date employed: _____
4. Does individual supervise other employees? _____
5. Briefly describe individuals' duties: _____
6. Does individual strive for self-improvement? *(Explain)*

7. Explain any contributions the individual has made to improve management, promote more efficient operations and reduce cost: _____

8. Explain any significant contribution the individual has made toward the betterment of your system: _____

9. Explain how the individual keeps the board of directors informed on matters affecting plant operations and maintenance: _____

10. Describe how the individual keeps the board informed on federal, state and local regulations and performance in complying with those requirements: _____

11. Is the individual fully qualified and licensed in accordance with Department of Environmental Quality requirements? _____
12. Indicate current license (Class "A", Class "B", Class "C", Class "D") held by the nominee: _____

Water _____

Wastewater _____

Lab _____