



WATER DISTRIBUTION SYSTEM EXCELLENCE AWARD

GUIDE FOR APPLICANTS AND INSPECTORS

June 2025 Revision



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1. Introduction

The Distribution System Excellence Award is an annual opportunity to recognize utilities throughout Georgia for high achievement in the operation of drinking water distribution systems. The goals of this award process for each applicant are four-fold:

- To prepare their utility for the EPD Sanitary Survey.
- To gain recognition and demonstrate to their customers the quality of their water utility.
- In striving to earn the highest award, push their utility to improve.
- As volunteer award inspectors, collaborate and learn from the successes of other utilities.

To earn an award, utilities compete against a scorecard established to provide fair and equal assessments for all Public Water Systems.

2. History

Prior to 2015, this award existed as a competition between utilities for the “Distribution System of the Year Award”, whereby a single winner was chosen from a pool of applicants. This process acknowledged the top distribution system but excluded other excellent utilities from recognition, often by slim margins of points. In 2015, the award was changed so that each utility would compete against itself, and any utility achieving the requisite score would be equally recognized with an award. Participants and inspectors were surveyed following the 2018 award process, and the following changes to the scorecard were pursued as a result:

- The scorecard should mimic the most current Georgia EPD Sanitary Survey in content and format.
- Site visits should be an important part of this award process, as EPD inspectors emphasize site visits. Comprehensive site visit checklists should also mimic the EPD Sanitary Survey.
- Points should be earned by answering objective questions so that scoring is consistent across many inspectors. Subjective point ranges or categories with a wide range of interpretations should be limited.

This *Guide for Applicants and Inspectors*, the award scorecard, and the implementation of award audits each year are the responsibility of the Distribution Systems Committee of the Georgia Section AWWA (GAWWA). In 2019, the award scorecard and guide were rebuilt from the ground up using the then-current EPD Sanitary Survey form as a model. Current and historical versions of the scorecard and instruction guide can be accessed on the GAWP website under the Distribution Systems committee webpage. The award application process and award announcements are administered by the Georgia Association of Water Professionals (GAWP).

3. Award Format and Contents

The award scorecard underwent a significant overhaul in 2019, with the three primary aims to more closely correlate with the Georgia EPD Sanitary Survey form, increase the importance of the site visit, and make the scoring of points less subjective.

3.1 Correlation to Georgia EPD Sanitary Survey

Sanitary Survey inspection forms are continually updated by the Georgia EPD, and the GAWWA Distribution Systems Committee intends to keep this award scorecard closely aligned with that process. Except for the raw water source and water treatment categories, which are not reviewed in this award, the categories in this scorecard correspond to the language and organization of the EPD forms. **At the time of publishing this guide, the award scorecard reflects the May 2021 version of the EPD “Public Water System Sanitary Survey Report.”**

3.2 Award Presentation and Site Visit

This award is typically conducted in two parts, although the specific format is up to the applicant. It is important to remember that the primary purpose of this award is to prepare utilities for their EPD Sanitary Survey; the volunteer GAWP inspectors are acting as mock EPD inspectors. Once the inspectors arrive, the applicant usually gives a presentation covering most of the scorecard's content in the same order as the scorecard for the inspectors' convenience. This presentation is often delivered in a “roundtable” format with supporting PowerPoint slides and printed materials that the inspectors can review.

The second part of the audit includes a site visit to a distribution system pump station, storage tank site, or both. A site visit is mandatory to earn an award.

For Platinum award recipients, on-site audits are required every other year. In the years when an on-site audit is not necessary, only a scorecard and a PowerPoint including the sections from the scorecard are required. Photos for site inspections within the PowerPoint presentation are needed for the line items to confirm scoring. The year following the receipt of the Platinum award, an on-site audit is not needed. If audit years need to be changed to avoid conflicts with the collection system audits or for other reasons, a Platinum utility can choose to have two consecutive years of on-site audits at any time while maintaining Platinum status.

3.3 Objective Scoring

The EPD form typically uses yes or no questions to evaluate a utility during a Sanitary Survey, and the award scorecard follows the same approach. Utilities earn one point for demonstrating compliance with, practicing, or possessing the information required in each scoring item. Generally, a point is awarded for a “Yes” answer, although some items require a specific numerical response. Each scoring category is clearly outlined in the sections at the end of this guide. The award acknowledges utilities for the significant effort involved in preparing for a Sanitary Survey, and inspectors typically give applicants the benefit of the doubt when assessing scoring categories.

4. Instructions to Utility Applicants

Any utility authorized to operate a public water system in Georgia may apply for the award. Utilities must apply for their own participation in the award; there is no nomination process. The GAWWA Distribution Systems Committee and GAWP Awards Committee will review applications and determine the applicants' eligibility. After applying, applicants will prepare a presentation, agree on an inspection date, and then host inspectors for the presentation and site visit. Audits are typically scheduled during August and September, and awards are usually announced at the GAWP Fall Conference in November each year.

4.1 Award Application

Award applications are 100% online using the GAWP website, and each utility wishing to participate must apply by the due date each year, typically the end of July. Check the GAWP website for the open application dates. Each applicant must complete the **Award Application and System Summary** in the Microsoft Excel scorecard file and upload that file to the GAWP website as part of the application.

The Award Application and System Summary is in the first worksheet of the scorecard Excel file. Generally, it adheres to the "Pre-Sanitary Survey Questionnaire and Checklist" format, which EPD requires to be submitted prior to inspectors' arrival for a Sanitary Survey audit. Completing the summary information worksheet is a prerequisite for the award, and no points will be awarded. The following categories make up the application and system summary:

Application and System Summary Categories
Water System Information: <i>Please enter the full name of the utility/system, the county in which it's located, and the WSID. No scores are counted for these items.</i>
System Point of Contact: <i>Please enter the information for the person who will schedule and host the award inspection on behalf of the utility applicant. No scores are counted for these items.</i>
Audit Presentation Location and Format: <i>Please enter the address or specific driving directions to the location where the utility applicant will host the award inspection or indicate if the utility will pursue an alternate inspection format, such as a virtual inspection. No scores are counted for these items.</i>
Water Sources and Production: <i>While these items may not fall under the responsibility of the utility's distribution system division, they remain essential for the inspectors' understanding of the overall system. No scores are counted for these items.</i>
Distribution System Residual & Pressure Characteristics: <i>Please enter the answers in decimal format for residuals (##.##) mg/L. All questions concerning sampling quantities and pressure should be provided in whole numbers.</i>
Population Served: <i>Please enter the numbers of total population, counties served, and cities served.</i>
Finished Water Storage and Pump Stations: <i>While these items may not fall under the responsibility of the distribution system division of the utility, they are still crucial for the inspectors' understanding of the overall system. No scores are awarded for these items.</i>

Finished Water Distribution System:

Provide requested quantities. "Concrete pipe" includes any type of pressurized concrete pipe used in the water distribution system or gravity pipe for raw water transmission; do not include concrete pipe used for stormwater conveyance. Asbestos cement, galvanized, cast iron, steel, fiber-reinforced, and any other specialty piping should all be included in the "Other pipe" entry. The number of "Pressure Zones" should indicate distinct regions within the distribution system maintained at different target pressures. No scores are counted for these items.

Operator Information:

Identify the number of certified operators and employees for the overall utility and the staff assigned to oversee the distribution system. No scores are counted for these items.

Active Service Connections:

List the number of connections (i.e., meters). If wholesale customers have multiple connections, indicate the total number of connections and add a clarification in the Notes section. No scores are counted for these items.

Written Questions:

Questions consist of Yes or No responses concerning changes from the previous year, including updates to the distribution system, letters of violation or non-compliance, issued boiled water advisories, and modifications in EPA/EPD consent orders or enforcement actions.

The application and system summary page also includes four written questions that the applicant must answer. As with the rest of this page, no scores are assigned for these questions. The purpose of requesting this information is to encourage discussion with the inspectors about how the utility has adapted to change, responded to challenges, or interacted with its customers during emergencies. However, the answers to these questions may also determine an applicant's eligibility. Discussing these topics reinforces a recurring theme of this award: demonstrating distribution system excellence through a utility's performance in the face of adversity.

No.	Written Question	Question
1	Have any major Distribution System changes been made in the last year? <i>The question initiates a discussion about changes in leadership, major construction projects, or new facilities, among other topics. No scores are assigned for this question.</i>	Y/N
2	Have any letters of violation or non-compliance been received in the last year? <i>This question encourages discussion about the utility's interaction with regulatory bodies, its response to changes in permit conditions, and more. No scores are counted for this question.</i>	Y/N
3	Have you issued any emergency boil water advisories (BWA) in the last year? <i>This question prompts discussion about unplanned boil water notices, specifically arising from events in the distribution system. While boiled water notices for planned water main replacements or incidents related to the treatment plant division of the utility should be acknowledged, they may not warrant discussion for this award. No scores are counted for this question.</i>	Y/N
4	Has any facility or system within your permitted Public Water System been under EPD consent order in the last year or are you under investigation for a possible enforcement action by EPD/EPA? <i>No scores will be counted for this question; however, GAWWA and GAWP reserve the right to determine award eligibility based on a utility's past performance. A search of current and executed orders by EPD will be conducted to verify the response to this question.</i> https://enfo.gaepd.org/Orders/Search	Y/N

Audit Time Saving Note: During the award presentation, reviewing the system summary information isn't necessary unless the applicant deems it important. Submitting the system summary information before the inspection saves time for the inspectors when they arrive.ve_

4.2 Directions to Place of Audit

The utility applicant selects the location for the award audit. Typically, a conference room equipped with audio/visual technology at the utility's main administrative building or a water treatment facility is used for the presentation. The applicant should provide detailed directions to the venue to ensure that the volunteer inspectors know where to arrive, including which entrance to use and whom to check in with upon arrival. Additionally, verify that the addresses are accurate when using Google Maps or other GPS applications.

Suppose health and safety risks hinder in-person participation in the audit. In that case, the applicant must note this condition on the award application and contact the GAWWA Distribution Systems Committee to arrange special accommodations.

4.3 Site Visit

Applicants should select a drinking water distribution system pump station or storage tank site to visit as part of the award inspection, or both. The chosen site should represent the utility system and, if possible, be close to the location of the presentation. The site visit inspection can be conducted at a booster pump station, a storage tank site, or a location featuring both pump stations and tanks in the same area. Site visits are typically performed after the award presentation, so separate maps or directions may not need to be provided in advance.

The applicant decides which type of site to visit, and scorecard points will be awarded only for the type of site that is visited. The scorecard includes site visit checklists for both types of sites (Category Sections 8.1 and 8.2).

Audit Time Saving Note: Although completing the checklist(s) beforehand for the inspectors to verify the accuracy of the information is not mandatory for the audit, it will help reduce the time required for site visits.

If utility policy mandates the use of personal protective equipment (PPE) at tank or pump station sites, the utility must provide the necessary PPE for inspectors, excluding safety-toe shoes and long pants. To ensure inspector safety, visits should be avoided at any site currently under active construction. Inspectors will refrain from climbing structures, entering confined spaces, looking inside unprotected hatches or openings, and engaging in any activities that could jeopardize themselves or others. Visual inspections should suffice for all items on the site visit scorecard.

If health and safety risks prevent an in-person site visit, the applicant must indicate this condition on the award application and contact the GAWWA Distribution Systems Committee to make special arrangements.

4.4 Duration of Audit Presentation

The audit should be prepared by the applicant to take approximately 3 to 4 hours, including the site visit. Volunteer inspectors may need to travel across the state to reach the inspection, so the four-hour limit provides them with enough time to arrive at and depart from the audit during a typical workday.

All award inspectors are volunteers. If the audit extends beyond the lunch hour, applicants are encouraged to provide lunch for the inspectors if appropriate.

4.5 Prepared Materials

It is not necessary to bring all hard copies of the items required for demonstration in the audit to the presentation (e.g., a three-ring binder with water main disinfection procedures). If items are maintained digitally, there is no need to access those files or software systems during the presentation to demonstrate each audit item. However, a utility is expected to know where the information is located and to show it upon request.

On the day of the audit, please provide a completed copy of the PowerPoint presentation to the lead auditor for record-keeping and review, if necessary. If transferring the file via email is not possible due to size restrictions, please provide a flash drive or transfer the file to an inspector's computer before completing the audit.

During the four hours that inspectors are with a utility, there should be sufficient time to gather books, manuals, or digital files to demonstrate compliance with the audit questions if needed. For instance, if an inspector requests copies of current job descriptions for all positions within the organization, it is reasonable for someone to be sent to retrieve the hard copies or access a website or digital file on the computer. Inspectors have been instructed to request a representative sample of documents as a demonstration of “being able to produce the document” to meet the requirements of the audit, but no audit will allow enough time to review all documents thoroughly.

It is certainly acceptable to bring everything that may be needed to the award presentation in case an inspector asks. The award recognizes utilities for their efforts in preparing for a Sanitary Survey, and inspectors typically give applicants the benefit of the doubt.

4.6 Use of Scorecard and Calculating Scores

The current scorecard spreadsheet is designed to be user-friendly and easy to print. All cells in the spreadsheet are locked except for those that require entries during the award process. The spreadsheet remains locked to ensure accurate scoring calculations. Any applicant who wishes may request an unlocked copy of the scoring spreadsheet from the Distribution Systems committee; however, the official award submitted by inspectors must use the locked version of the spreadsheet available for download on the GAWP website.

Points can be earned on the scorecard in two categories: EPD Base points and GAWWA Extra points. A column labeled “Pts” on each page of the scoring categories indicates the type of point for each line. GAWWA Extra points are marked with an asterisk (*) in the “Pts” column. Each of the EPD Base points is directly derived from the current EPD Sanitary Survey form. The GAWWA Extra points represent categories that exceed expectations to demonstrate excellence in the operation, maintenance, and management of a distribution system.

The premise of the current award states that, before any award can be given, a satisfactory performance in a mock EPD Sanitary Survey is required. After the scorecard discounts any items marked as not applicable (“N/A”), the total number of possible EPD points is automatically calculated. If the applicant earns at least 90% of the possible EPD points, they can receive the award.

If the EPD point threshold is met, the scorecard will reach the total number of applicable GAWWA Extra points. Next, the sum of all earned GAWWA Extra points, plus any EPD base points exceeding 90%, is

divided by the total possible GAWWA Extra points. The resulting percentage of Extra points determines which award will be earned, if any. If the Extra point score surpasses 85%, the applicant earns a Bronze award; if it exceeds 90%, a Silver award; and if it goes beyond 95%, a Gold award. Gold awards earned by applicants who receive Gold awards for four consecutive years will be converted to a Platinum award. These point thresholds are also listed at the bottom of the Scoring Summary and Inspector Instructions page of the scorecard.

4.7 Earning an Award

The complete scorecard is available to applicants before the inspection, and applicants are encouraged to estimate their scores ahead of time. After filling in all the blanks, the scorecard spreadsheet will automatically show whether an award is anticipated. Once the committee reviews all inspections conducted during the award cycle, confirmed awards will be reported to GAWP and made public. Awards should not be regarded as final until the completed inspector scorecards are returned to the applicants or until GAWP makes the announcement, whichever happens first.

Any utility that earns an award may request a representative from GAWP/GAWWA to present the award at a board meeting, commission meeting, or other public function on behalf of the awarded utility.

5. Instructions to Inspectors

5.1 New Volunteers

Inspections are carried out entirely by volunteer members of the GAWWA Distribution Systems committee, and new volunteers are always welcome. Volunteering as an inspector provides a unique opportunity to connect with other water professionals in the state and learn from the successes of different utilities. Award applicants will earn one Extra Point on their award scorecard if at least one member of their utility serves as a volunteer inspector for another audit.

While the GAWWA Distribution Systems Committee welcomes all volunteers to participate in this process, it will not assign inspectors in a manner that creates conflicts of interest. For example, it is inappropriate for a consultant actively seeking employment with a utility to serve as an inspector for that utility's audit.

5.2 Inspection Assignments

After award applications are received, the Distribution Systems Committee will assign lead inspectors. Lead inspectors must have experience with audits for this award from previous years, preferably with audits for the utility to which they are assigned. They will schedule a date and time for the audit at each utility and then seek volunteers. Typically, web-based sign-up platforms are used to gather volunteers and make assignments.

An inspection team of two to six volunteers will be assigned to each awarded applicant, based on their availability. New volunteer inspectors will always be paired with experienced inspectors, and annual training for new inspectors is provided as needed. Please contact your lead inspector or the Distribution System Committee Secretary if you need assistance.

5.3 Travel to Inspections

Inspectors are expected to arrange their travel, either by personal or company vehicle, or through carpooling with other inspectors. GAWP and GAWWA cannot reimburse travel expenses incurred during the award process.

5.4 Safety

Inspectors must wear long pants and safety-toe shoes. The utility will provide additional PPE, if necessary. Inspectors should not climb ladders or any other structures, enter vaults or confined spaces, approach unprotected open hatches, or engage in activities that would risk any participant or inspector. A visual inspection should suffice to address all scorecard items.

5.5 Inspection Procedure

Award applicants drive the agenda and structure of their presentation, yet most presentations follow the format and sequence of the award scorecard. The award allows utilities to practice formal presentations, and inspectors are encouraged to provide constructive feedback. Inspectors should feel free to take the time to ask questions or revisit any topics. It is vital to address all the scorecard categories in the limited time available so that the applicant can receive full credit for the award.

5.6 Scoring

Following the Sanitary Survey, this award process aims to be objective: A utility can either demonstrate achievement or compliance, or it cannot. Point ranges for subjective interpretations of scoring categories are no longer included in the award. Explanations for each scorecard item are provided in the next section of these guidelines.

Before the inspection, auditors should identify several items from the scorecard to “spot check” to ensure that the applicant can provide proof of the documents, procedures, plans, or other hardcopy or digital documentation for which a score will be given. EPD Sanitary Survey auditors may request copies of written procedures or records. Similarly, award inspectors should review several items so that the utility can demonstrate that essential documents are available when needed.

5.7 Use of the Scorecard Spreadsheet

The scorecard is created using a locked Microsoft Excel spreadsheet to ensure consistent scoring calculations for all applicants. The committee can provide an unlocked version of the spreadsheet upon request, but the official scorecard submitted for each award must be the locked version.

Inspectors should bring a hard copy or a digital version to the presentation on a laptop or tablet. Every orange and green shaded cell must be filled in for the scorecard to report an award accurately. Inspectors should provide comments in the note sections for concerns, remarks, commendations, and explanations of any “not applicable” categories. Refer to chapter 4.6 of this guide to discuss the scoring calculation method.

After the presentation and site visit, the lead inspector should gather the inspection teams’ scorecards and confirm any discrepancies within two weeks of the inspection's completion. All comments from each inspector should be consolidated into a single scorecard, which the lead inspector will then return to the committee secretary in spreadsheet format. Once the committee chair, co-chair, and secretary have reviewed the scorecards for all award applicants, final scores will be submitted to GAWP.

6. Explanation of Award Categories

The Distribution System Excellence Award scorecard categories are designed to mirror the Georgia EPD Sanitary Survey. Unless specifically noted as “Extra Points,” these section headings (and the order in which they appear) can directly correlate with the Sanitary Survey form.

GAWWA Extra Points are awarded for achievements not explicitly addressed by the Sanitary Survey, but which the GAWWA Distribution Systems Committee considers essential. Since these extra points are not necessarily mandated by regulation, awards can be earned by obtaining only a portion of these possible Extra Points. Items marked with an asterisk (*) in the “Pts” column are GAWWA/GAWP Extra Points and signify going above and beyond regulatory compliance. Many sections offer these additional points.

The scorecard list in this section includes each category and scoring item that appears on the scorecard, followed by a description of the intent of each item. Many items are accompanied by questions to consider when answering Yes or No. Remember that any category without an asterisk (*) in the “Pts” column is part of the Georgia EPD Sanitary Survey, and volunteer award inspectors will act as EPD inspectors when scoring those items.

6.1 Scorecard Section 1: Distribution System

Section 1.1: Distribution Maps and Records

Item	Description	Pts	Question
1.1.a	Up-to-date distribution maps available? <i>“Up-to-date” should signify a high level of confidence in the accuracy and completeness of maps. For instance, maps displaying fewer than 50% of features would not qualify as “up-to-date.”</i>		Y/N
1.1.b	Maps show major distribution system features? <i>Example: Tanks, pump stations, transmission mains, pressure reducing valves (PRVs), sample points, flushing points, fire hydrants, and distribution mains.</i>		Y/N
1.1.c	Distribution assets mapped in GIS software? <i>ArcGIS or similar software should incorporate geospatially located asset objects along with their attribute data.</i>	*	Y/N
1.1.d	Distribution assets tracked in asset management software? <i>Asset management software (e.g., Lucity or CityWorks) should be used in-house to track assets for distribution system infrastructure.</i>	*	Y/N
1.1.e	Distribution maps are updated regularly? <i>Maps should be updated regularly to keep pace with changes in the distribution system. If no construction occurs, updates may be less frequent.</i>	*	Y/N
1.1.f	Distribution System is modelled in hydraulic software (WaterCAD, etc.) ? <i>The system model can either be kept in-house or maintained through a consultant contract.</i>	*	Y/N

Section 1.2: Metering

Item	Description	Pts	Question
1.2.a	Is water metered at point-of-entry to the distribution system? <i>Metering, whether from high-service pumps or wholesale connections, is essential for billing and for conducting an accurate water loss audit.</i>		Y/N
1.2.b	Are all service connections metered? <i>Metering is essential for billing and for accurately assessing water loss audit.</i>		Y/N
1.2.c	Written meter replacement program? <i>Demonstrate a written plan that includes regular meter replacements based on a schedule, usage, or other variables.</i>	*	Y/N
1.2.d	Are non-residential meters tested and calibrated? <i>Meters for commercial, industrial, wholesale, purchase, or other large users should be calibrated regularly to ensure accurate billing and water loss audit data.</i>		Y/N/n/a
1.2.e	Meter testing program written and available? <i>Demonstrate a written plan for testing various types of meters according to a specific schedule or usage.</i>	*	Y/N
1.2.f	Customer meter test/calibration records maintained? <i>Demonstrate that records of residential, commercial, and/or industrial customer meter testing and calibration are maintained.</i>	*	Y/N
1.2.g	Wholesale meter test/calibration records maintained? (export water) ? <i>Demonstrate that meter testing and calibration records are maintained for water sold to wholesale customers.</i>	*	Y/N/n/a
1.2.h	Production meter test/calibration records maintained? (finished water) ? <i>Demonstrate that records of plant production meter testing and calibration are maintained.</i>	*	Y/N/n/a

Section 1.3: Field Sampling/Measurements

Item	Description	Pts	Question
1.3.a	Written pressure testing program is available? <i>Demonstrate that pressure testing is conducted according to a written program. Records and maps indicating pressure sample points, along with historical data, should be available for review. Since this is a GAWWA Extra Point category, earning this point signifies that a formal pressure management plan indicates the utility is going above and beyond to protect its system.</i>	*	Y/N
1.3.b	Distribution system pressure measured regularly, monitored continuously and remotely? <i>Indicate that pressure is often measured enough for distribution system operators to have a solid understanding of the high- and low-pressure areas and areas of concern.</i>		Y/N
1.3.c	Minimum pressure of 20 psi maintained at all times? <i>Please indicate whether 20 psi is maintained throughout the system. A running average for the year, including measurements below 20 psi, is acceptable if the low-pressure measurements can be explained by construction or other intentional actions. A score of "N" should be assigned if consistent pressures below 20 psi are evident in the system and have not been addressed.</i>		Y/N

Section 1.4: Distribution System Design/Material Standards

Item	Description	Pts	Question
1.4.a	Construction standards and specifications manual available? <i>Demonstrate that the utility or a partner agency (e.g., City or County) has construction design guidelines, specifications, and/or standard details and drawings that govern the construction of distribution system infrastructure.</i>		Y/N
1.4.b	Inspection/testing required for installation of new construction? <i>Demonstrate that the utility has in-house or contracted inspectors who enforce the governing standards for the construction of distribution system infrastructure.</i>		Y/N
1.4.c	Record Drawings/As-built drawings maintained for pipe installations? <i>Be prepared to provide electronic or physical locations of the most recent documents upon request.</i>	*	Y/N
1.4.d	New pipe installation acceptance records kept on file? <i>Provide copies of acceptance records for the installation of new water mains by in-house crews or third-party contractors. Formal inspection and acceptance records indicate that a utility is enforcing design and construction standards for new infrastructure.</i>	*	Y/N

Section 1.5: Fire Protection Capacity (GAWWA/GAWP Custom Category)

Item	Description	Pts	Question
1.5.a	Do you have a copy of your most recent ISO rating report? <i>Provide a copy of the ISO rating for the utility organization or its parent organization (e.g., City or County). Since the ISO score is influenced by factors beyond just the water utility, a score of 1 is assigned if the ISO score is known, regardless of its actual value.</i>	*	Y/N
1.5.b	Fire protection capacity verified by calibrated water model? <i>Demonstrate that the distribution system's fire protection capacity is validated through water modeling software analysis. (Correlates with score item 1.1.f)</i>	*	Y/N
1.5.c	Fire flow testing is performed for new construction and development? <i>Demonstrate that fire hydrant flow tests and/or water model flow tests are conducted before issuing new construction or development permits.</i>	*	Y/N
1.5.d	Capacity for fire protection exists across the entire system? <i>Demonstrate that the fire protection capacity is available throughout the system. This is assumed to be shown through the water model of the distribution system. The award committee understands that this requirement may be unachievable even for the highest scoring systems in the state; however, this is indeed the Distribution System Excellence Award.</i>	*	Y/N

Section 1.6: Distribution System Maintenance Procedures

Item	Description	Pts	Question
1.6.a	Written distribution maintenance plan/procedures (preventative & reactive)? <i>Demonstrate that written maintenance plans are accessible to field crews and operators.</i>		Y/N
1.6.b	Written plan specifically addresses reducing reactive maintenance? <i>Demonstrate that the maintenance plans set goals to reduce reactive maintenance, allowing more time for preventative maintenance.</i>	*	Y/N
1.6.c	Maintenance tracked and recorded in computerized work order system? <i>Demonstrate records of maintenance performed, either through a tracked work order system or another method.</i>		Y/N
1.6.d	Maintenance response time & performance tracked and measured? <i>Demonstrate how maintenance work orders are tracked and how they are communicated between dispatch and field crews.</i>	*	Y/N
1.6.e	Written flushing plan available? <i>Demonstrate that a flushing program is in place, even if it is carried out by another entity (for example, the fire department). Automatic flushing devices, manual flushing, or a combination of both are acceptable.</i>		Y/N
1.6.f	Are flushing records maintained? <i>Be prepared to provide records of flushing and demonstrate the results of the procedure.</i>		Y/N
1.6.g	Written valve inspection and exercising plan available? <i>Demonstrate a plan for inspecting and exercising valves, whether performed in-house, contracted out, or shared with another entity (for example, the fire department). This plan should encompass repairing, raising, locating, inspecting, exercising, and/or replacing valves. The plan should also include the frequency of inspections and exercises. A typical target would be to engage with each valve at least once every five years.</i>		Y/N
1.6.h	Are valve exercising records maintained? <i>Be prepared to present records for inspection or exercise as outlined in 1.5.j.</i>		Y/N
1.6.i	Written fire hydrant inspection plan available? <i>Demonstrate a plan for inspecting, exercising, and flushing hydrants, whether conducted in-house, contracted out, or shared with another entity (for example, the fire department). This plan should encompass locating, inspecting, repairing, painting, raising, exercising, and/or replacing hydrants. Additionally, the frequency of inspections and exercises should be included in the plan. A typical target would be to service each hydrant at least once every five years.</i>		Y/N
1.6.j	Are fire hydrant records maintained? <i>Be prepared to provide records for inspection or exercising according to the plan in 1.5.m.</i>		Y/N
1.6.k	SOPs for main repair available? <i>Provide Standard Operating Procedures (SOPs) for water main repairs.</i>		Y/N

Item	Description	Pts	Question
1.6.l	First responders call list written and available? <i>Ensure that a call list is available for emergencies and that dispatch and field crews are trained in its usage.</i>	*	Y/N
1.6.m	Adequate spare parts available for emergency maintenance? <i>Parts such as pipes, fittings, sleeves, valves, valve boxes, and hydrant components should be readily available for prompt response, either from in-house warehouse inventory or through a contract supply from a local vendor. If using a contract vendor, that vendor should be reachable whenever those parts are needed, or within a reasonable timeframe to acquire the required parts. Collaborating with neighboring utilities to borrow spare parts is another method to ensure emergency maintenance.</i>	*	Y/N
1.6.n	Adequate equipment and tools available for emergency maintenance? <i>Equipment necessary for maintenance, including vehicles and items like trench boxes, should be available either from the in-house fleet or through rental from a local vendor. If using a rental contract, the vendor should be accessible whenever the equipment is needed or within a reasonable timeframe to acquire it. Collaborating with neighboring utilities to borrow equipment is another option for providing emergency maintenance.</i>	*	Y/N
1.6.o	Adequate repair materials and facilities to conduct maintenance? <i>In conjunction with 1.5.x and 1.5.y, demonstrate that in-house or contract maintenance facilities are available to perform reasonable repair and maintenance of equipment and machinery.</i>		Y/N
1.6.p	Equipment inventory tracked? <i>Show that equipment, fleet vehicles, and tools are inventoried and tracked. Implementing built-in GPS navigation and tracking systems, along with preventative maintenance scheduling connected to the inventory, is recommended.</i>	*	Y/N
1.6.q	Parts inventory tracked? <i>Demonstrate that spare parts are inventoried and tracked, including those required to repair any system component but not stocked in-house. If spare parts are obtained through contract vendors, provide evidence of an active inventory from the vendor's warehouse for parts that may be needed for emergency repairs.</i>	*	Y/N
1.6.r	Residual Chlorine Testing Program? <i>Demonstrate a plan for residual testing, whether as a stand-alone approach or as part of a broader water quality program. Staff should be trained in sampling and testing for residuals according to the testing plan.</i>	*	Y/N

Section 1.7: Disinfection of New/Repaired Water Mains

Item	Description	Pts	Question
1.7.a	Written procedure for disinfecting water mains available? <i>Demonstrate a plan for disinfecting water mains during repairs, maintenance, or new construction. The plan should include minimum testing requirements and be accessible to both in-house staff and public contractors who may work on the distribution system.</i>		Y/N
1.7.b	Does the procedure comply with AWWA Standard C651? <i>AWWA C651 "Disinfecting Water Mains" is the nationally recognized standard.</i>		Y/N/n/a
1.7.c	Are records of field samples for disinfectant residual maintained? <i>Provide field-sampled chlorine testing records or documents from continuously monitored chlorine testing instruments installed throughout the distribution system.</i>		Y/N

Section 1.8: Cross-Connection Control

Item	Description	Pts	Question
1.8.a	Written cross-connection control program available? <i>Provide a written program for backflow prevention and cross-connection control.</i>		Y/N
1.8.b	Is the program implemented? <i>Demonstrate that the program is utilized throughout the system.</i>		Y/N/n/a
1.8.c	Annual testing required for all installed backflow prevention devices? <i>Demonstration of annual testing</i>		Y/N/n/a
1.8.d	Are testing records maintained? <i>Provide the records of testing.</i>		Y/N/n/a
1.8.e	Is testing performed by certified backflow testers? <i>Discuss whether the utility employs in-house certified testers, contracts third parties, or combines both.</i>		Y/N/n/a

Section 1.9: Water Loss Control (GAWWA/GAWP Custom Category)

Item	Description	Pts	Question
1.9.a	Leak detection program written and available? <i>Demonstrate a continuous plan for leak detection in the distribution system that includes a strategy for inspecting or detecting methods along a specified length of pipe each year, or an alternative approach to regularly schedule inspections of the entire distribution system within a defined timeframe. (For example, surveying 20% of the linear footage of the system every year)</i>		Y/N
1.9.b	AWWA Water Loss Audit performed in the last year? <i>Provide the most recent Water Loss Audit.</i>		Y/N
1.9.c	Georgia EPD Qualified Water Loss Auditor (QWLA) on staff? <i>Demonstrate that at least one staff member is certified as a QWLA.</i>	*	Y/N
1.9.d	Water loss control program written and available? <i>Demonstrate a plan to mitigate water loss. An effective plan should address concerns that arise from the annual Water Loss Audit.</i>	*	Y/N

6.2 Scorecard Section 2: Finished Water Storage

Section 2.1: General Finished Water Storage (to be completed for all audits)

Item	Description	Pts	Question
2.1.a	Storage capacity adequate for peak demand and fire flow? <i>Based on the hydraulic model of the water distribution system or another described method, indicate that the distribution system's storage capacity accommodates both peak demand and fire flow demand.</i>		Y/N
2.1.b	Are tanks disinfected after interior maintenance is performed? <i>Provide records of tank disinfections.</i>		Y/N
2.1.c	Written finished storage maintenance program? <i>Provide a maintenance program encompassing cleaning, coating, site upkeep, and structural inspections.</i>	*	Y/N
2.1.d	Finished storage water tank cleaning and inspection records? <i>Provide records for cleaning and inspection.</i>	*	Y/N
2.1.e	Does disinfection procedure & bacteriological testing comply w/ AWWA C-652? <i>AWWA C652 "Disinfection of Water-Storage Facilities" is the nationally accepted method.</i>		Y/N

6.3 Scorecard Section 3: Pumps/Pump Facilities and Controls

Section 3.1: General Pumps/Pump Facilities and Controls

Item	Description	Pts	Question
3.1.a	Types of pumps appropriate for the intended use? <i>Pump manufacturers should ensure that pumps are used for their intended purposes.</i>		Y/N
3.1.b	Capacity of pumps adequate for their intended use? <i>Demonstrate that pumps operate on their curve for a specific installation.</i>		Y/N
3.1.c	Number of pumps at each facility adequate? <i>The pumping system should include pumps to manage firm capacity, plus one additional redundant pump for each size of pump used at the facility.</i>		Y/N
3.1.d	Are all pumps operational? <i>Primary and backup pumps should be ready or actively in use.</i>		Y/N
3.1.e	Pump Inspection and Maintenance Records available? <i>Provide records that pumps are inspected and maintained.</i>	*	Y/N
3.1.f	Preventive maintenance is performed on pumps? <i>Demonstrate that preventative maintenance is conducted to meet or exceed manufacturer recommendations.</i>	*	Y/N
3.1.g	Adequate back-up power is available at pump stations? <i>Be prepared to demonstrate standby generators and dual electrical services or provide an explanation of pump station redundancy that ensures the distribution system's pumping remains operational during a primary electrical service outage. Additionally, auxiliary pumping with diesel or natural gas engines would fulfill this requirement.</i>	*	Y/N
3.1.h	Overall system of one or more pump stations has adequate redundancy? <i>Demonstrate that pumping throughout the distribution system includes redundancy, ensuring that service loss at one or more pump stations can be restored within an acceptable timeframe.</i>	*	Y/N

6.4 Scorecard Section 4: Monitoring/Reporting/Data Verification

Section 4.1: Regulatory Records Review

Item	Description	Pts	Question
4.1.a	Is the system free of violations or orders? <i>If there are any violations, please explain them in the notes section.</i>		Y/N
4.1.b	If yes to 4.1.a, is there a compliance plan? <i>If there are no violations, a compliance plan may not exist unless compliance-related standard operating procedures are included in other planning documents. Enter "N" only if violations exist but a compliance plan does not.</i>		Y/N/n/a
4.1.c	Copies of permits (operating, NPDES, withdrawal) available? <i>Provide electronic or hard copy verification.</i>		Y/N
4.1.d	Are all required monitoring data submitted per regulation to EPD? <i>Indicate that all necessary reporting is completed.</i>		Y/N

Section 4.2: Records Retention

Item	Description	Pts	Question
4.2.a	Are the following records kept for the required retention times? <i>This is a heading for 4.2.b through 4.2.n, so no score is assigned for this item. If the utility identifies any of the items listed below as "N/A," a discussion should be included in the notes explaining why those records aren't required.</i>		-
4.2.b	Bacteriological? (5 years):		Y/N
4.2.c	Chemical Analyze?s (10 years):		Y/N
4.2.d	Disinfection Byproducts? (10 years):		Y/N
4.2.e	Lead and Copper? (12 years):		Y/N
4.2.f	Sanitary Survey-Related? (10 years):		Y/N
4.2.g	Consumer Confidence Reports? (3 years):		Y/N
4.2.h	Corrective Actions for Violations? (3 years):		Y/N
4.2.i	Public Notices? (3 years):		Y/N
4.2.j	Variances/Exemptions? (5 years after exp. date):		Y/N
4.2.k	Generator Exercising Records (if applicable) <i>If utilities use generators at distribution system facilities, operating those generators and keeping records would indicate the maintenance of an excellent system.</i>	*	Y/N/n/a

Section 4.3: Water Quality Monitoring Plans

Item	Description	Pts	Question
4.3.a	Water quality monitoring plan (non-regulatory) and goals available? <i>Demonstrate a written plan and the required in-house capability or third-party contract to conduct the necessary testing to achieve the plan's goals and requirements.</i>		Y/N
4.3.b	Are records kept of all test results? <i>Records of issues (e.g., color, taste, odor, etc.) along with corrective procedures must be available for inspection. Recurring problems should have corrective plans for long-term solutions (e.g., line replacement, systematic flushing, etc.) as part of the water quality plan.</i>		Y/N
4.3.c	Do operators use test results to adjust treatment? <i>Even though this pertains specifically to treatment plants and Water Treatment Operators, they outline standard procedures or unwritten policies regarding how the utility utilizes test results to modify treatment processes. The significance of this question for distribution system operations lies in the necessity for sampling information from the distribution system to be communicated to treatment operations. If wall water is purchased, enter "N/A".</i>		Y/N/n/a
4.3.d	Disinfection Byproducts monitoring plan approved by EPD?		Y/N
4.3.e	Corrosion control program? <i>This program is beneficial but not essential to the operation of the distribution system. A well-developed program with maps, records, and a corrective plan would demonstrate excellence in managing and maintaining a distribution system, thereby earning the extra point available here.</i>	*	Y/N
4.3.f	Boil Water Advisory records (notes, bacteriological reports) ? <i>Utilities should maintain records of all Boil Water Notices. Enter "Y" to indicate that the utility has the records, regardless of whether these records include Boil Water Notices. Utilities should also have SOPs, communication plans, and outlets (TV, radio, social media, door hangers, etc.) for issuing notices and advisory ending notices.</i>	*	Y/N
4.3.g	Written Lead Service Line Inventory plan available? <i>Provide a Written Lead Service Line Inventory plan.</i>	*	Y/N
4.3.h	Is the system monitoring Water Quality Parameters (Lead and Copper)? Monitoring plan approved by EPD? <i>Ensure that the system consistently monitors regulated water quality parameters, in accordance with the plans in Section 4.3.</i>		Y/N/n/a
4.3.e	Regulatory monitoring plans been submitted and approved by EPD? <i>State that the required reporting is completed and specify whether feedback has been received from EPD.</i>		Y/N
4.3.f	Microbiological (RTCR) monitoring plan approved by EPD?		Y/N
4.3.h	Lead and Copper monitoring plan approved by EPD?		Y/N
4.3.j	Microbiological (RTCR) sampling site plan?	*	Y/N
4.3.k	Disinfection Byproducts (DBP) monitoring plan?	*	Y/N

Section 4.4: Monitoring Facilities

Item	Description	Pts	Question
4.4.a	Are equipment and facilities for monitoring adequate? <i>Utility should assess the adequacy of equipment and facilities. Evaluate the quantity and quality of monitoring instrumentation, along with the integration for remote monitoring and reporting.</i>		Y/N
4.4.b	Are proper testing procedures being followed? <i>Testing procedures should follow written guidelines that comply with national, state, and/or industry standards for the specific testing required.</i>		Y/N
4.4.c	Is a certified laboratory used for all required regulatory testing? <i>Confirm whether the utility has an in-house certified lab or a contract for third-party testing with a certified lab.</i>		Y/N
4.4.d	On-line monitoring utilized in distribution system? (Chlorine or Turbidity) ? <i>Demonstrate that chlorine, turbidity, or other water quality monitors are installed throughout the distribution system.</i>	*	Y/N
4.4.e	On-line monitoring instrument calibration records? <i>Be prepared to provide records for the calibration of online monitoring equipment.</i>	*	Y/N

6.5 Scorecard Section 5: Water System Management/Operations

Section 5.1: Administrative Records Review

Item	Description	Pts	Question
5.1.a	Major changes to mgmt, personnel, or budget since last survey? <i>Even if they lead to positive improvements, significant changes should be discussed during the award inspection regarding their impact, if any, on the distribution system. Regardless of whether the answer is yes or no, no score is given for this item.</i>	NA	Y/N
5.1.b	If yes for 5.1.a, describe in the notes below <i>If needed, describe the notes. No score will be assigned for this item.</i>	NA	-
5.1.c	Business plan available? <i>Be prepared to present a business plan for the distribution system or the overall utility.</i>		Y/N
5.1.d	System files up-to-date with compliance, monitoring, and mgmt. info.? <i>Demonstrate that current practices and administrative systems are aligned with current permit requirements, etc.</i>		Y/N
5.1.e	Record system for organizing water system information? <i>Demonstrate a standardized system for organizing data, files, and documents that the utility uses to maintain records.</i>	*	Y/N
5.1.f	Record system for customer complaints? <i>Be prepared to provide written or digital records of customer complaints. Ideally, customer complaint records would be connected to work orders that address the complaints.</i>		Y/N
5.1.g	Ongoing public information program? <i>Public information programs may include current utility websites, communication and outreach teams, flyers or mailers, and the distribution of annual water quality reports, among other items.</i>		Y/N
5.1.h	Long range/Master plan? <i>A copy of the plan should be available for review. Innovative plans and aggressive schedules that maximize system performance and efficiency are encouraged.</i>	*	Y/N

Section 5.2: Water System Management and Funding

Item	Description	Pts	Question
5.2.a	Well-defined Organization Chart up-to-date and available? <i>The org chart should be accessible to all distribution system employees.</i>		Y/N
5.2.b	Up-to-Date job descriptions for every position? <i>Whether available in hard copy or online, all distribution system employees should have access to updated job position descriptions so that staff can assess their career progression and potential for promotion.</i>	*	Y/N

Item	Description	Pts	Question
5.2.c	Adequate distribution system O&M labor budget? <i>Adequacy should be based on utility and consider historical expenses from previous years, training new employees, third-party contract costs, and more.</i>	*	Y/N
5.2.d	Adequate budget for materials, parts, equipment? <i>Adequacy should be determined by utility and consider the previous years' work order history, past years' warehouse or supplier inventory turnover, historical failure rates for valves, and so on.</i>	*	Y/N
5.2.e	CIP budget for rehabilitation and major water line replacement? <i>Enter "Y" to score a point for this category if the utility can demonstrate a formal Capital Improvement Program (CIP) for distribution system rehabilitation and water line replacement, and if that program is funded. CIP plans and funding should be projected at least five years into the future.</i>	*	Y/N
5.2.f	Does mgmt have adequate authority to make decisions regarding system? <i>Consider the authority of the distribution system management or leadership compared to the local board, commission, or other policy-making body that has authority over utility spending.</i>		Y/N
5.2.g	Is water system management involved in planning for the system? <i>Consider whether utility management is involved in CIP development, in approving capital projects for new construction or rehabilitation of the system, in master planning sessions, etc.</i>		Y/N
5.2.h	Formal planning process? <i>A formal planning process could be illustrated by a CIP program or a similar program designed for preventive maintenance or water main replacement, among other tasks.</i>		Y/N
5.2.i	Are administrators familiar with SDWA and system needs? <i>Consider the awareness of utility leadership regarding the Georgia Safe Drinking Water Act of 1977, the authority of the Georgia EPD to regulate public water systems, the utility's current EPD permit(s), and how these factors affect funding needs.</i>		Y/N
5.2.j	Funding and budget adequate for operation, maintenance, expansion? <i>Responding with "Y" to 5.2.d, 5.2.e, and 5.2.f should suggest that this item is also satisfied.</i>		Y/N

Section 5.3: Internal Communication (GAWWA/GAWP Custom Category)

Item	Description	Pts	Question
5.3.a	Open and effective communication between mgmt and personnel? <i>Demonstrate that constructive communication is achievable, that utility employees feel comfortable reporting issues to management and leadership, that leadership is open about policy decisions, and so on.</i>		Y/N
5.3.b	Demonstration of top-down/bottom-up/lateral exchange of information <i>Provide an example of effective communication forms or forums that allow all utility members to exchange information, receive updates from supervisors, and gather insights from subordinates. Frequent and regular team meetings, open "town hall" style meetings, regular internal news memos or emails, and anonymous comment collection are all examples of open communication methods.</i>	*	Y/N
5.3.c	Performance/Certification incentives to employees <i>Enter "Y" if the utility offers an incentive program for employee performance reviews, for employees earning certifications, etc. Incentives could include award programs, monetary rewards, promotion tracks, etc.</i>	*	Y/N
5.3.d	Effective communication between management and EPD? <i>Demonstrate that effective and open reporting occurs from utility management to the EPD.</i>		Y/N
5.3.e	Adequate cooperation with local fire department? <i>Demonstrate consistent, transparent, and effective communication with the fire department(s) regarding design review, flow/pressure testing, hydrant and valve exercising, etc.</i>		Y/N

Section 5.4: Water System Staffing

Item	Description	Pts	Question
5.4.a	Number of personnel adequate to perform work required? <i>The utility should evaluate whether adequate staff is employed to perform the essential work needed for operating and maintaining the distribution system. Only staffing for the distribution system should be considered for this item.</i>		Y/N
5.4.b	Does cross-training of system personnel take place? <i>Please indicate whether distribution system crews are cross trained in other disciplines.</i>		Y/N
5.4.c	Adequate staff in Dispatch Department? <i>The utility should evaluate whether enough dispatchers are employed and if each shift is properly staffed. If the total number of contacts or calls exceeds the amount that can be realistically answered, or if calls are frequently missed, or if messages are not returned promptly, the dispatch staff may not meet the demands.</i>	*	Y/N
5.4.d	Adequate crews and equipment for after hours response? <i>If non-water utility employees cover dispatch during any shift, ensure that the other dispatchers are appropriately trained to handle water utility calls, or that a water utility employee is on-call to accept forwarded calls from dispatch.</i>	*	Y/N
5.4.e	Field crews trained for interaction with public? <i>Show that regular training is provided to distribution system field crews on how to interact with the public.</i>	*	Y/N
5.4.f	Complaints/requests received by Dispatch are tracked/measured? <i>Show a tracking system, either in hard copy or through work order software, which monitors incoming contacts and calls, tracks the resolution of these calls, and records the response time to address issues that arise.</i>	*	Y/N
5.4.g	Records of customer complaints? <i>Demonstrate that customer complaint records are retained for a suitable duration and are available in hard copy or digitally.</i>	*	Y/N

Section 5.5: O&M Manuals and Procedures

Item	Description	Pts	Question
5.5.a	Operation and Maintenance (O&M) manual(s) available? <i>All distribution system assets should have O&M manuals available in hard copy or digital form.</i>		Y/N
5.5.b	Written Standard Operating Procedures (SOPs) available? <i>Distribution system operations should have written SOPs available in hard copy or digital form.</i>		Y/N
5.5.c	Written Standard Maintenance Procedures (SMPs) available? <i>Distribution system maintenance activities, including emergency maintenance, should have written Standard Maintenance Procedures (SMPs). This item culminates from several scorecard items in Section 1.5.</i>		Y/N
5.5.d	Are manuals and procedures updated regularly? <i>Manuals should be updated regularly to reflect procedure changes, distribution system assets, and more.</i>	*	Y/N

Section 5.6: Safety and Emergency Response

Item	Description	Pts	Question
5.6.a	Emergency response plan available? <i>Be prepared to present a current, written plan for responding to distribution system emergencies. This plan should be coordinated with local government and other emergency planning groups. Additionally, employees must be trained in this plan.</i>		Y/N
5.6.b	Safety Data Sheets provided for all chemicals? <i>Provide hardcopy or digital SDS (formerly MSDS) documents for all chemicals encountered by distribution system employees.</i>		Y/N
5.6.c	Formal safety program and adequate training?		Y/N
5.6.d	Warning signs at facilities adequate (e.g., ear protection, high voltage)? <i>Demonstrate that facilities have displayed warning signs for all hazards. If any warning signs are missing during the site visit, this item should be reviewed.</i>		Y/N
5.6.e	Operable eye wash/safety showers available and regularly checked? <i>Areas with chemical or other splash or leak hazards should have eye wash stations that are routinely tested. This item should be revisited if eye wash stations are missing or inoperable during the site visit.</i>		Y/N
5.6.f	Overall security at facilities adequate? <i>Facilities should remain off-limits to the public and must have controlled access that is monitored for entries by contractors or vendors. They should be equipped with covers and locks on confined spaces, ladders, or other access points to hazardous areas. Additional security measures include door alarms reported to the central dispatch or operations center, security cameras, keycard access, and more. If the site visit reveals security concerns, this item should be revisited.</i>		Y/N
5.6.g	Written Pandemic Response Plan available or in development? <i>Provide a response plan or show that one is being developed and available in hard copy or digital form.</i>	*	Y/N

Section 5.7: Safety Program Plan (GAWWA/GAWP Custom Category)

Item	Description	Pts	Question
5.7.a	Personnel safety training and incidents are monitored and tracked? <i>Incidents and safety records should be tracked for each employee and be available for supervisors to review.</i>	*	Y/N
5.7.b	Safety officer/ committee? <i>At least one person in authority must be designated as the overall safety officer to earn this point, or a committee of safety leaders should possess the authority to review all safety training.</i>	*	Y/N
5.7.c	Gas monitors provided? <i>Gas monitors along with calibration records must be available for inspection. Smaller utilities may use other agencies to provide this service. Ventilation equipment for field crews should be available either through the utility or rental companies.</i>	*	Y/N
5.7.d	First aid kits and fire extinguishers? <i>First aid kits should be well-stocked and accessible at all job sites or in utility vehicles on-site. Fire extinguishers must be available in each vehicle, fully charged, and equipped with valid certification tags.</i>	*	Y/N
5.7.e	Mandatory safety training required for employees? <i>Ensure that each employee has access to training appropriate for their position within the utility. For instance, trades supervisors should receive competent person training for confined space entry and fall protection. Field staff should obtain CPR training. Drivers of utility-owned vehicles must have defensive driving training. Field staff working in public rights-of-way should acquire DOT traffic flagger certification.</i>	*	Y/N
5.7.f	Adequate safety equipment is provided? <i>Personal protective equipment (PPE) requirements will vary with each utility, and any PPE needed should be provided for all necessary staff. Safety equipment, such as fall protection tripods or trench boxes, should be in good condition and available when required. Traffic control devices for right-of-way safety should be available from the utility or through rental companies. Check procedures for availability under emergency conditions.</i>	*	Y/N
5.7.g	Emergency response training offered? <i>Employees should be informed and trained to respond to emergency conditions. Check training records, ensure the Emergency Response Plan is available to employees, and assess the employees' familiarity with the plan.</i>	*	Y/N
5.7.h	Safety testing and drills are conducted? <i>Safety drills, such as spill response and weather evacuation drills, should be conducted regularly and documented.</i>	*	Y/N
5.7.j	Safety Incentive Program implemented? <i>The incentive program must include a reward of intrinsic value based on achieving zero incidents, zero lost-time incidents, and so on.</i>	*	Y/N

6.6 Scorecard Section 6: Operator Compliance with State Requirements

Section 6.1: Certification and Competency of Operators

Item	Description	Pts	Question
6.1.a	Are operators appropriately certified as required per rule? <i>Demonstrate that the distribution system has appropriately certified personnel in suitable supervisory positions to meet regulatory requirements.</i>		Y/N
6.1.b	Operator certifications current for all personnel? <i>Be sure to demonstrate that all certifications are current and not expired.</i>		Y/N
6.1.c	Operators adequately trained? <i>Reflecting scorecard items in Section 5.7, indicate that operations staff possess all the necessary training.</i>		Y/N
6.1.d	Formal training program for operators/trainees? <i>In alignment with the scorecard items in Section 5.7, it demonstrates that operators receive formal training for their job requirements, skills, safety, compliance, and more.</i>		Y/N
6.1.e	Operators well-informed and knowledgeable about water system? <i>Demonstrate that operators receive information from leadership regarding the utility, comprehend the utility's permits, and understand water quality sampling and drinking water regulations, among other things.</i>		Y/N
6.1.f	Overall system well-operated and maintained? <i>Based on the full award inspection, determine if the distribution system seems to be well-operated and maintained.</i>		Y/N
6.1.g	Copies of Certified Operator Licenses? <i>Produce copies of all certified operator licenses or a list of licenses that can be verified through the public license lookup on the Georgia Secretary of State website.</i>		Y/N
6.1.h	Does each distribution system crew have at least one Certified Operator? <i>As noted in earlier versions of this award scorecard, utilities will earn an extra point if each distribution system crew includes at least one certified operator.</i>	*	Y/N

6.7 Scorecard Section 7: Overall Audit Comments

Section 7.1: Overall Audit Comments

Item	Description	Pts	Question
7.1.a	Did/will a staff member serve as an inspector for another audit this year? <i>By soliciting volunteer inspectors to conduct audits, this award aims to encourage collaboration among utilities. Award applicants can benefit from other utilities by volunteering their time as inspectors. If at least one member of the applicant team serves as an inspector for another utility, this category grants one point in the "GAWWA Extra Point Categories." Inspectors should mark "Y" if the utility indicates that a staff member is volunteering for another inspection; verification by the auditor is required.</i>	*	Y/N
7.1.b	Did/will a staff member be nominated for a Distribution Top Op Award? <i>If at least one member of the applicant was or will be nominated after the last audit or in this current year, this category awards one point in the "GAWWA Extra Point Categories." The inspector should mark "Y; verification by auditor is required."</i>		

6.8 Scorecard Section 8: Site Visit Checklists

Section 8.1: Site Visit Checklists – Tank

NOTE: Only one section, 8.1 or 8.2 is required. No additional points will be awarded for a second section completion.

Item	Description	Pts	Question
8.1.a	Tank Name/Number <i>Please enter the identifying name and/or number of the tank. No score will be given for this item.</i>		
8.1.b	Tank Type and Material <i>Identify the type (ground, elevated, etc.) and material (steel, concrete, etc.). No score is provided for this item.</i>		
8.1.c	Capacity <i>Please enter the maximum operating capacity of the tank in Millions of Gallons.</i>		(MG)
8.1.d	All hatches/manholes locked and watertight? <i>Through visual inspection, or physical inspection if feasible, indicate whether the hatches are locked and watertight. If there are no hatches or access points, enter "N/A".</i>		Y/N/n/a
8.1.e	Vent(s) screened and protected? <i>Through visual inspection, or physical inspection if feasible, indicate whether the vents are screened and protected. If no vents are present, enter "N/A."</i>		Y/N/n/a
8.1.f	Vent(s) downward facing? <i>Visually inspect to determine if the vents face downward. If there are no vents, enter "N/A".</i>		Y/N/n/a
8.1.g	Overflow protected with mesh screen or flap and drains to splash pad? <i>Visually inspect to determine if overflow protection is present. If not, enter "N/A."</i>		Y/N
8.1.h	Isolation valve(s) available and protected? <i>Hand wheels must be secured with chains and locks. Valve vaults should feature locking hatches.</i>		Y/N
8.1.i	Bypass valve(s) available and protected? <i>Hand wheels in the open should be secured with chains and locks. Valve vaults should feature locking hatches.</i>		Y/N/n/a
8.1.j	Altitude valve(s) available to control tank level? <i>If altitude valve(s) are utilized at the tank site, describe their usage and effectiveness. If there are no altitude valves, enter "N/A".</i>		Y/N/n/a
8.1.k	Drain available? <i>Drain discharge should be safeguarded against scour or other forms of erosion damage.</i>		Y/N
8.1.l	Ladder and/or stairway protected? <i>If a ladder is required to access the tank and there is no permanent ladder installed, the inspector should inquire how the utility accesses the tank for maintenance or operation. A permanent ladder must be equipped with a ladder guard.</i>		Y/N
8.1.m	Sampling tap available? <i>If there is no tap, show another method for taking samples at the tank.</i>		Y/N

8.1.n	Telemetry or SCADA? <i>Indicate if tank levels, valve status, valve operation, or any other site features are reported, monitored, or controlled using SCADA or another signal integration platform.</i>		Y/N/n/a
8.1.o	Is the site free of potential sanitary contamination hazards? <i>Cross-connections, backflow prevention, nearby sewers, and other potential contamination hazards should be addressed. If any hazards are present, describe them in the notes section.</i>		Y/N
8.1.p	Storage tank site well maintained? <i>A properly maintained site should display regular and suitable landscaping, with no signs of pooling, erosion, or other drainage problems.</i>		Y/N
8.1.q	Storage tank site secure with lockable fence? <i>Specify whether the site can be locked, ensure the fence is continuous, and verify that unauthorized entry is restricted. The fencing should include signs regarding access restrictions.</i>		Y/N
8.1.r	Date tank last cleaned <i>Please enter the date of the tank's last cleaning. No score is given for this item.</i>		
8.1.s	Date tank last inspected <i>Please enter the date of the tank's last inspection. No score is given for this item.</i>		
8.1.t	Interior coating NSF Standard 61 approved? <i>Be able to provide records from the most recent interior painting showing that the coating is NSF 61 approved. If there is no coating, enter "N/A."</i>		Y/N
8.1.u	Exterior paint in good condition? <i>Examine for visible signs of flaking, rust, discoloration, or damage. If there are no coatings, enter "N/A".</i>		Y/N
8.1.v	Written plan for housekeeping practices available? <i>A standard practice for keeping a clean site should be displayed or made available.</i>	*	Y/N
8.1.w	Safety rails present around basins and drop-off hazards? <i>If drop-offs, permanently open hatches, basins, or any other fall hazards are present, safety rails should be installed.</i>	*	Y/N/n/a
8.1.x	Fire extinguishers present and within expiration date? <i>Check that the type of extinguisher is appropriate for the hazard(s) and check the expiration date.</i>	*	Y/N
8.1.y	First Aid kit present, stocked, and within expiration date(s)? <i>Check the contents of the first aid kit for expiration dates and ensure it is complete. First aid kits in maintenance or operations vehicles at the site are acceptable for this requirement.</i>	*	Y/N
8.1.z	Equipment posted with applicable warning signs? <i>Industry-standard and OSHA-standard warnings should be posted as applicable. Consider hazards that require eye or hearing protection, arc flash boundaries, and more.</i>	*	Y/N

Section 8.2: Site Visit Checklist - Pump Station

NOTE: Only one section, 8.1 or 8.2 is required. No additional points will be awarded for a second section completion.

Item	Description	Pts	Question
8.2.a	Pump Station Name <i>Please enter the name and/or number that identifies the station. No score is awarded for this item.</i>		
8.2.b	Station Capacity (Firm) <i>Please enter the firm capacity, which reflects the primary pumps operating at their rated head and flow rate, including at least one redundant pump that is out of service.</i>		(mgd)
8.2.c	Station Capacity (Total) <i>Please enter the total capacity, which should reflect the highest flow rate capability from the station. This may be the same as the firm capacity.</i>		(mgd)
8.2.d	Is the pump station built in a way as to be protected from flooding? <i>Using current FEMA FIRM maps, FEMA Flood Study, or local flood studies, demonstrate that the pump station's critical electrical, mechanical, and other fluid process equipment is located outside of at least the 100-year flood stage.</i>		Y/N
8.2.e	Type of Pump(s) <i>List of types of pumps (e.g., split case, dual stage). No score is assigned for this item.</i>		
8.2.f	Pump Use <i>List the uses of the pump (e.g., distribution system pressure, tank filling). No score is assigned for this item.</i>		
8.2.g	Pump Condition <i>List the existing pump condition. (e.g., good condition or needs servicing). No score is given for this item.</i>		
8.2.h	Pump maintained? <i>Indicate whether the pump seems to be well-maintained, considering factors such as cleanliness, shaft alignment, paint quality, grease, and seal water.</i>		Y/N
8.2.i	Auxiliary Power? <i>Indicate if the station has more than one power source or both electric and combustion-engine-driven pump capabilities. If auxiliary power is provided by diesel or natural gas engines, please describe it in the Notes section.</i>		Y/N
8.2.j	Site is secure, fence and locking gate? <i>Specify whether the site can be locked, ensure that the fencing is continuous, and confirm that unauthorized access is restricted. The fencing should display signs regarding access limitations.</i>		Y/N
8.2.k	Adequate lighting? <i>Lighting should ensure safe nighttime operations and maintenance of all facility parts.</i>		Y/N
8.2.l	Adequate ventilation? <i>Consider cooling electrical equipment, especially variable-frequency drives, ventilation in operation and maintenance areas, and the functioning of supply fans and automated louvers. Furthermore, a programmable thermostat should be utilized to regulate the ventilation systems.</i>		Y/N

Item	Description	Pts	Question
8.2.m	Adequate heating? <i>Consider freeze protection, unit heaters, and heat tracing for outdoor lines. A programmable thermostat should be present to control the unit heater systems.</i>		Y/N
8.2.n	Floor drain to collect leaks? <i>Floor drains must remain clean and positioned in areas where maintenance activities might cause splashing or leaking water.</i>		Y/N
8.2.o	Isolation valve, check valve and pressure gauges operating adequately? <i>Each pump should be capable of isolation, should be equipped with a check valve, and should have pressure gauges or pressure transducers to monitor operation.</i>		Y/N
8.2.p	Flow meter and sample tap? <i>Indicate the presence of flow meter(s) for the station and a point at which to sample water quality.</i>		Y/N
8.2.q	Pumps and appurtenances labeled? <i>All fluid handling, electrical, mechanical, and instrumentation equipment must be labeled and/or tagged.</i>		Y/N
8.2.r	Adequate space/access for pump maintenance and removal? <i>Consider the clearances for disassembly, hoisting, and ingress and egress from the structure.</i>		Y/N
8.2.s	Written plan for housekeeping practices available? <i>A standard practice for maintaining a clean station should be displayed or made available.</i>	*	Y/N
8.2.t	Safety rails present around basins and drop-off hazards? <i>If drop-offs, permanently open hatches, basins, or any other fall hazards are present, safety rails should be installed.</i>	*	Y/N/n/a
8.2.u	Equipment posted with applicable warning signs? <i>Industry-standard and/or OSHA-standard warnings should be posted as applicable. Consider hazards requiring eye or hearing protection, arc flash boundaries, etc.</i>	*	Y/N
8.2.v	Fire extinguishers present and within expiration date? <i>Please verify that the extinguisher type is suitable for the hazard and ensure it has not expired.</i>	*	Y/N
8.2.w	First Aid kit present, stocked, and within expiration date(s)? <i>Check the contents of the first aid kit for expiration dates and ensure it is complete. First aid kits for maintenance or operational vehicles at the site are acceptable at this point.</i>	*	Y/N
8.2.x	Emergency Eyewash station present and operable? <i>If applicable due to chemical or other hazards, verify the presence and functionality of the eye washing station.</i>	*	Y/N/n/a

Revision History

Revision	Revision Authors
06/27/2019	Spencer Adams (Gwinnett County Dept. of Water Resources); Committee Chair
06/08/2020	Spencer Adams (Gwinnett County Dept. of Water Resources); Committee Chair
06/01/2025	Chris Clark (Hazen and Sawyer); Committee Secretary