

# Community Water System Accountability Rule

Act 98 of 2021 LS required LDH to establish an accountability process for community water systems based on these seven standards.

## Deadlines:

- 1/1/2023 – LDH posts *preliminary* grades on LDH website;
- 1/31/2023 – CWSs submit<sup>1</sup> rate study<sup>2</sup>, annual report and financial report or audit report, flushing plan, complaint log, extra credit, etc.;
- 1/31/2023 – CWSs submit documentation indicating significant deficiencies have been resolved;
- 5/1/2023 – LDH posts final grades and notifies agencies of D and F systems;
- 7/1/2023 – CWSs include letter grade and score in the CCR that is posted on their website.

<sup>1</sup>To: [Water.Grade@la.gov](mailto:Water.Grade@la.gov)

<sup>2</sup>Rate Study must be dated April 20, 2017 or after.

See reverse side for Report Card examples.

Scale	
Letter Grade	Point Value
A	≥ 90
B	80 - 89
C	70 - 79
D	60 - 69
F	≤ 59

Letter Grade Schedule - Standards		Point Deductions
<b>1. Federal Water Quality Violations</b>		<b>30*</b>
For each maximum contaminant level (MCL) violation incurred for graded year	5	
For each Lead and Copper Rule Treatment Technique (TT) violation for failure to install corrosion control treatment (CCT) or to maintain optimal water quality parameters for optimized CCT	5	
For non-compliance with an administrative order issued for MCL or TT violations	10	
<b>2. State Violations</b>		<b>10*</b>
For each chlorine residual violation incurred during the graded year	1	
For failure to have a duly-certified operator at a ground water system	5	
For failure to have a duly-certified operator at a surface water system	10	
For a water outage and/or a boil notice issued by the state health officer	5	
<b>3. Financial Sustainability</b>		<b>10*</b>
For failure to have and submit a rate study <u>or</u> failure to have implemented an adequate rate (per the system's rate study)	5	
For failure to have a current audit (if applicable)	5	
For a fiscal administrator that is appointed for the municipality	10	
For circumstances that affect the fiscal control of the community water system	5	
<b>4. Operation and Maintenance Performance</b>		<b>15*</b>
For each unresolved significant deficiency, including lack of cross-connection control program, record keeping, maintenance and other applicable deficiencies	3	
<b>5. Infrastructure Violations</b>		<b>20*</b>
For each unresolved significant deficiency, including frequent low water pressure events, no standby power, single source, failed components and other applicable significant deficiencies	5	
<b>6. Customer Satisfaction</b>		<b>10*</b>
For each validated water complaint concerning water quality or quantity received by the water system or LDH for the graded year	1	
For failure to submit the complaint log by January 31	10	
<b>7. Level of Secondary Contaminants</b>		<b>5*</b>
For either iron or manganese in the finished drinking water > SMCL (0.3 mg/L for iron and 0.05 mg/L for manganese)	5	
<b>Extra Points</b>		<b>10</b>
For an asset management plan; storage assessment & maintenance program; or well assessment & maintenance program	5	
For participation in a capacity development program or management training program	5	

\*Maximum Point Deduction for the standard.

## Report Card Examples

Report Card – Grade <u>A</u>	Point Deductions
1. Federal Water Quality Violations -- none	0
2. State Violations -- 2 low chlorine events	2
3. Financial Sustainability -- Good standing - submitted a rate study and implemented an adequate rate	0
4. Operation and Maintenance Performance -- one unresolved SD for no CCCP	3
5. Infrastructure Violations -- none	0
6. Customer Satisfaction – submitted complaint log and had five validated water complaint events	5
7. Level of Secondary Contaminants – iron exceeds SMCL in finished water	5
Total Deductions	15
Bonus Points – participated in management training	5
Score = 100 – Total Deductions + Bonus Points (100 – 15 + 5)	<b>90</b>

Report Card – Grade <u>F</u>	Point Deductions
1. Federal Water Quality Violations -- 4 DBP MCL violations and under AO for DBP MCLs	30
2. State Violations -- 2 low chlorine events	2
3. Financial Sustainability -- no rate study and no current audit	10
4. Operation and Maintenance Performance -- none	0
5. Infrastructure Violations -- no standby power	5
6. Customer Satisfaction -- no water complaints	0
7. Level of Secondary Contaminants -- iron/manganese <SMCLs	0
Total Deductions	47
Bonus Points -- none	0
Score = 100 – Total Deductions + Bonus Points (100 – 47 + 0)	<b>53</b>