

APPENDIX 4E

UTILITIES MANAGEMENT SERVICES

1. INTERPRETATION

In this Appendix, in addition to the definition set out in Schedule 1 of this Agreement:

“**Utilities**” includes:

- (a) Energy and emergency power;
- (b) potable water;
- (c) hot water;
- (d) sanitary waste;
- (e) storm water;
- (f) medical gas compounds; and
- (g) telephone and data cabling; and

“**Utility Company**” means any company designated by the Authority to provide Utilities to the Facility and, with respect to hot water, means the Authority.

2. SERVICES

2.1 General Requirements

In addition to the standards and specifications set out in Schedule 4 [Services Protocols and Specifications] and the requirements set out in Appendix 2D [Energy], Project Co will deliver the Utility Management Services:

- (a) 24 hours per day, 365(6) days per year; and
- (b) in a manner integrated and coordinated with the Plant Services to facilitate the smooth operation of the Facility.

2.2 Utilities Management Services

As part of the delivery of the Utility Management Services, Project Co will:

- (a) manage all Utilities delivered to the Facility by Utility Companies;
- (b) manage, test and troubleshoot all utilities, associated systems and infrastructure;
- (c) maintain the integrity of the systems that support and deliver Utilities within the Facility and ensure that an adequate continuous supply of all Utilities is available 24 hours a day, 365(6) days per year to all applicable Facility locations;

- (d) in the event that there is a disruption from a Utility Company, Project Co will supply emergency utilities as defined in the design criteria and/or will cooperate and assist the Authority in contingency response including the supply of temporary utilities where feasible;
- (e) respond to all Demand Requisitions in connection with Utilities;
- (f) post hazard and safety notices and record, distribute and evaluate such notices to ensure that all required notification procedures regarding failures are complied with;
- (g) provide, manage and operate an effective BMS that includes an integrated energy and utilities management system;
- (h) prepare a utilities report for the Facility as part of the Annual Service Plan (together with progress reports at each Payment Period) that provides user configurable reports, detailing time stamped usage history, status, event history, consumption history and other required energy usage and control information in detailed and summary formats;
- (i) be responsible for:
 - (1) obtaining and maintaining all required permits, licenses, test certificates and approvals;
 - (2) undertaking all testing, cleaning and maintenance, including as required by the Utility Company(s) and other parties having jurisdiction;
- (j) regularly review and amend as required the utility supply specifications such that they are consistent with the requirements of the Authority; and
- (k) ensure all physical connections and structured cabling for telephone and data services are provided and maintained at all times; and
- (l) inform the Authority's Representative or designate of all scheduled interruptions to any utility immediately upon notice of disruption.

3. PERFORMANCE INDICATORS

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
	Management					
3.1	An adequate, continuous supply of all utility services is maintained 365 (6) days per year, 24 hours a day. (Excluding disruptions in service caused by a Utility Company)	High	5 minutes	1 hour	Per Occurrence	Performance Monitoring Report

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
	Management					
3.2	If there is a disruption to the electricity supply to the Facility, Project Co will provide emergency back-up power as defined in the design criteria	High	5 minutes	1 hour	Per Occurrence	Performance Monitoring Report
3.4	Inform the Authority of all scheduled interruptions to any utility supply.	High	N/A	N/A	Per Occurrence	Performance Monitoring Report
3.5	Project Co implementing and adhering to all other elements of the Annual Service Plan related to Utilities Management and not otherwise addressed in Section 3 of this Appendix	Low	N/A	N/A	Per Occurrence	Performance Monitoring Report