

APPENDIX 4F

UTILITIES MANAGEMENT SERVICES

1. INTERPRETATION

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

"Utility" or **"Utilities"** includes:

- (a) utility electrical power;
- (b) back-up and stand-by emergency power;
- (c) steam and chilled water;
- (d) water;
- (e) sanitary waste;
- (f) storm water;
- (g) gas, oil and any other fossil-based fuel;
- (h) medical gas compounds; and
- (i) telephone and data cabling;

"Utility Company" means any company designated by the Authority to provide Utilities to the Facilities.

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 2C [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 FM Services to facilitate the smooth operation of each Facility.

2.2 Utility Management Services

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

- (a) manage all Utilities delivered to the Facilities 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 Facilities 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 Utility Management System;
- (h) prepare a Utilities report for each 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; and
 - (2) undertaking all testing, cleaning and maintenance, including as required by the Utility Companies 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;
- (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 Operating Period Representative of all:
 - (1) scheduled interruptions to any Utility not less than seven days prior to such disruption; and
 - (2) unscheduled disruptions to any Utility immediately upon the occurrence.

3. PERFORMANCE INDICATORS

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
	Management					
3.1	An adequate, continuous supply of all Utilities 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
3.2	Project Co testing each Facility's emergency power system not less than monthly but otherwise as and when required under applicable Laws and Good Industry Practice	A High Service Failure for each time Project Co does not perform such tests when required. An additional High Service Failure if the emergency power system does not perform and respond within 10seconds of commencement of such test	N/A	N/A	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