

KPI	Measurement	Target	Abatement
			– 3% of total monthly service fee
<i>Updating Asset Survey</i>			
Conduction of routine asset surveys	Receipt of updated asset survey forms.	100% updated on time and to required quality.	<ul style="list-style-type: none"> – 1 month, target not met: <ul style="list-style-type: none"> – 1% of total monthly service fee – 2 or more months, target not met (in addition to any abatement applied in current period): <ul style="list-style-type: none"> – 3% of total monthly service fee

KPI Category: Public Image | Maximum of 10% Reduction in Service Fee Per Month

KPI	Measurement	Target	Abatement
<i>Complaints Received</i>			
Number of complaints received from the public	CMMS	< 5 incidents that are the responsibility of the Contractor for which complaints have been received	– If target not met, 5% of total monthly Service Fee
<i>Environmental Incidents</i>			
Number of environmental incidents caused by the Contractor	Reporting by Contractor in accordance with Agreement	No reportable environmental incidents because of Contractor failure	– If target not met, 5% of total monthly Service Fee