

KPI Category: Scheduled Maintenance | Maximum of 60% Reduction in Service Fee Per Month

KPI	Measurement	Target	Abatement
<i>Scheduled Maintenance</i>			
Completion of planned maintenance tasks as planned in the rolling 12 month scheduled maintenance plan	<p>Department inspects a selection of planned maintenance tasks:</p> <ul style="list-style-type: none"> – No minimum number required – Department can make decision what to target during month – based on major assets or problem areas – If an asset doesn't meet the condition in one month, the Department will instruct the Contractor to fix it and may inspect that asset the subsequent month 	100% completed as required by method statements for that task, and at time stated in scheduled maintenance plan	<p>1 month, target not met:</p> <ul style="list-style-type: none"> – Pipes, Pumps, wet wells, out falls and lifting stations (MCC room , fence , building, paved area, gate, etc..) – 10% of total monthly Service Fee – all other Storm Water assets – 5% of total monthly Service Fee <p>2 consecutive months, target not met (in addition to any abatement applied in current period):</p> <ul style="list-style-type: none"> – Pipes, Pumps, wet wells, out falls and lifting stations (MCC room , fence , building, paved area, gate, etc..)– 20% of total monthly Service Fee – all other Storm Water assets – 7% of total monthly Service Fee <p>3 or more consecutive months, target not met (in addition to any abatement applied in current period):</p> <ul style="list-style-type: none"> – Pipes, Pumps, wet wells, out falls and lifting stations (MCC room, fence, building, paved area, gate, etc..)– 50% of total monthly Service Fee – all other Storm Water assets – 10% of total monthly Service Fee