

COMPANY LOGO HERE

COMPANY NAME HERE
SERVICE AGREEMENT

THIS AGREEMENT made as of the _____ day of _____, 20____.

BETWEEN:

CLIENT NAME HERE ("CLIENT")

and

COMPANY NAME HERE. ("COMPANY NAME HERE")

WHEREAS:

- A. The CLIENT is responsible for _XX_ for CLIENT NAME HERE, as more particularly described in Schedule "A"; and
- B. The CLIENT is desirous that COMPANY NAME HERE provide XX services for XX.

IT IS AGREED for mutual considerations:

1. INTERPRETATION

1. Definitions – In this agreement the following terms are defined:

- 1.1.1. "Agreement" means this agreement together with Schedules A, B, and C and all amendments made by written agreement between COMPANY NAME HERE and the CLIENT.**
- 1.1.2. "GST" means Goods and Services Tax.**
- 1.1.3. "Fixed Fee Remuneration" means the charge for basic services as an all-inclusive lump sum price.**
- 1.1.4. "Variable Fee Remuneration" means the charge for services outside of basic services.**

1.1.5. **“Services” means the services to be provided by COMPANY NAME HERE under this Agreement.**

1.1.6. **“Service-based” means that the work is based on services provided and does not include parts, materials, or third party charges.**

2. TERM OF THE AGREEMENT

1. The term of this Agreement shall commence on XX, and continue for a period of XX years, and thereafter unless this Agreement is terminated as hereinafter provided.

2. If either party wishes to renew the Agreement for an additional three (3) years, it will give notice to the other party no later than sixty (60) days before the end of the existing contract term.

3. In the event, the parties will negotiate rates and fees to be paid and other terms and conditions.

3. SCOPE OF SERVICES – described within Schedule “B”

1. Scope of Work

3.1.1. The Scope of work described within Schedule “B” is a service and service-based scope of work and may be amended from time to time, as required, upon mutual agreement by both parties, acting reasonably. The party requesting the amendment is required to request it in writing a minimum of 30 days in advance. The other party will respond, in writing, with an indication of acceptance of the amendment to the existing agreement, or, acting reasonably, an explanation of denial. Upon agreement by both parties, COMPANY NAME HERE will draft the amendment which will become part of this agreement.

2. Standard of Care

3.2.1. COMPANY NAME HERE shall deliver the Services as would a reasonable service provider with like skills in like circumstances.

3. COMPANY NAME HERE as an independent contractor

3.3.1. In performing the Services, COMPANY NAME HERE shall be acting as an independent contractor and only to the extent and for the specific purposes expressly set forth herein. Neither COMPANY NAME HERE nor its employees, agents or subcontractors shall be subject to the direction and control of the CLIENT, except as expressly provided in this Agreement.

4. COMPENSATION AND PAYMENT

1. Fees are outlined in Schedule "C" annexed hereto.

4.1.1. COMPANY NAME HERE will invoice monthly for the next month's services and any additional services provided within the current month.

2. Variable Fee Remuneration (time and materials)

4.2.1. Variable fees will be calculated on the basis of the rate tables found in Schedule "B" annexed hereto.

4.2.2. Standby Operator & Emergency Call-Out Rates / Standby Pay Compensation:

4.2.2.1. The Standby Operator is to be the first operator called to address alarm notification issues and emergencies.

4.2.2.2. Every COMPANY NAME HERE Operator who is called out and required to work in any emergency outside his/her regular working hours shall charge out a minimum of two (2) hours at overtime rates (2 X regular charge-out rate) applicable from the time he/she leaves his/her home to report for duty until the time he/she arrives back home, upon proceeding directly from work. See Schedule "C" – schedule of fees.

3. General

The fees do not contain any allowance for equipment or equipment maintenance, repair or replacement or any allowance for facility consumables; they are simply based on the Services, as described. GST will be added to all invoices hereunder.

5. CLIENT'S OBLIGATION

1. The CLIENT shall designate a contact person who shall have authority to act as the CLIENT's Representative for all purposes under this Agreement and to transmit instructions, receive information, interpret and define the CLIENT's policies and decisions with respect to the Facility and the management, operation and maintenance services covered by this Agreement.
2. The CLIENT shall make available to COMPANY NAME HERE all relevant information or data pertinent to the Community Facilities, which is required by COMPANY NAME HERE. COMPANY NAME HERE shall be entitled to rely upon the accuracy and completeness of all information and data furnished by the CLIENT, including information and data provided to the CLIENT by third parties. Whether such information or data originates from the CLIENT or from third parties, COMPANY NAME HERE shall not be responsible to the CLIENT for any consequences of any error or omission contained therein.
3. The CLIENT shall obtain required operating approvals, licenses and permits from municipal and other governmental authorities having jurisdiction over the Facilities. The CLIENT shall maintain full responsibility and accountability for the Approval.
4. The CLIENT shall ensure provision of all required reporting to any governmental or other authorities having jurisdiction over the Facilities.
5. The CLIENT shall be responsible for providing, when required, public information to address operational issues, e.g. Water Sampling/Testing.
6. The CLIENT shall, as specifically provided in this Agreement, repair, maintain and keep in a good working state the Facilities in accordance with good engineering practices and the standards reasonably applicable to an owner of XX Facilities.
7. The CLIENT shall maintain accessibility within the Facilities, as required, including snow removal and road maintenance.
8. The CLIENT shall receive and examine all reports, estimates, proposals and other documents presented by COMPANY NAME HERE, and render in writing decisions pertaining thereto, within a reasonable time so as to not delay COMPANY NAME HERE in the performance of the Services. See Communication Protocol outlined in Schedule "E".

9. The CLIENT agrees to pay for any emergency-related expenditure at COMPANY NAME HERE's sole discretion. This would include items or service required to maintain safe operations up to a maximum amount of \$20,000 per occurrence. COMPANY NAME HERE agrees to obtain advance approval whenever possible and to perform any work or procure any product in the most economical manner possible.
10. The CLIENT agrees to pay COMPANY NAME HERE's invoices when presented, with accounts unpaid by the CLIENT thirty (30) days after presentation subject to monthly interest charges at the rate of 18.0% per annum. No deduction, holdback or set-off shall be made by the CLIENT from the fee payable to COMPANY NAME HERE.

6. **INSURANCE AND LIABILITY**

1. In consideration of the provision of the Services rendered by COMPANY NAME HERE to the CLIENT under this Agreement, the CLIENT agrees that any and all claims which the CLIENT has or thereafter may have against COMPANY NAME HERE, its servants, employees, sub consultants or representatives, in respect of the services, howsoever arising, whether in contract or in tort, shall be absolutely limited to:
 - 6.1.1. A period of two years from the date of the termination or suspension of COMPANY NAME HERE's Services, or within such shorter period as may be prescribed by any limitation statute in the Province of Alberta where the Services are performed.
 - 6.1.2. The greater of COMPANY NAME HERE's fee paid by the CLIENT under the terms of this Agreement and any proceeds of COMPANY NAME HERE's insurance as described in 6.4 below.
 - 6.1.3. If for any reason COMPANY NAME HERE's insurance is not available or does not apply to any claim made by the CLIENT against COMPANY NAME HERE in respect of the Services, then the liability of COMPANY NAME HERE to the CLIENT under this Agreement shall be absolutely limited to the re-performance at COMPANY NAME HERE's own cost of those Services which are proven at law to constitute errors, omissions or negligent acts on the part of COMPANY NAME HERE or anyone for whom COMPANY NAME HERE may be responsible at law.
2. COMPANY NAME HERE's liability with respect to any claims arising out of this Agreement shall be absolutely limited to direct damages due to the sole negligence by COMPANY NAME HERE

arising out of the Services, and COMPANY NAME HERE shall bear no liability whatsoever for any consequential loss, injury or damages incurred by the CLIENT, including but not limited to claims for loss of profits and loss of markets. Under no circumstances shall COMPANY NAME HERE be liable for negligence unless the loss, injury or damage claimed is due to the sole negligence of COMPANY NAME HERE.

3. COMPANY NAME HERE shall provide and maintain, at its own expense, standard Automobile Liability insurance on all vehicles owned, operated or licensed in the name of COMPANY NAME HERE in an amount not less than \$2,000,000.00 inclusive for bodily injury and/or property damage.
4. COMPANY NAME HERE shall, at its own expense insure its operations under a policy of Commercial General Liability insurance, with an insurer licensed in the Province where the Facility is located, in an amount of \$2,000,000.00 per occurrence for bodily injury, personal injury, and property damage including loss of use thereof. Such insurance shall include blanket contractual liability, name the CLIENT as an additional insured with respect to the operations of COMPANY NAME HERE, respond as primary and non-contributory coverage with respect to the CLIENT, waiver of subrogation in favour of the CLIENT and provide the CLIENT with 30 days' notice of cancellation or material change. COMPANY NAME HERE'S liability for damages for negligence is limited to any proceeds of the insurance available to COMPANY NAME HERE and the CLIENT as described herein.
5. The CLIENT shall, at its own expense, insure its operations under a policy of Commercial General Liability Insurance with an insurer licensed in the Province where the Facility is located. Such insurance will be in an amount of not less than \$2,000,000 per occurrence for bodily injury, personal injury, and property damage including loss of use thereof. Such insurance shall include blanket contractual liability, name COMPANY NAME HERE as an additional insured with respect to the operations of the CLIENT, respond as primary and non-contributory coverage with respect to COMPANY NAME HERE, waiver of subrogation in favour of COMPANY NAME HERE and provide COMPANY NAME HERE with 30 days' notice of cancellation or material change.
6. The CLIENT shall indemnify and hold harmless COMPANY NAME HERE from and against any and all liability, loss, claims, demands, damages and expenses (including legal fees on a solicitor and his own client basis) due or arising from any acts or omissions of the CLIENT, its officers, employees, agents or subcontractors in the performance of any act in connection to this

Agreement, including, but not limited to, those which may arise from the CLIENT'S failure to follow the recommendations of COMPANY NAME HERE.

7. TERMINATION

1. In the event the performance by COMPANY NAME HERE of the services provided for under this Agreement is unsatisfactory to the CLIENT, acting reasonably, the CLIENT shall notify COMPANY NAME HERE and COMPANY NAME HERE shall within thirty (30) days, or such longer period as may be reasonably necessary, rectify the unsatisfactory condition or performance.

Should the unsatisfactory performance of contract services and requirements not be so rectified, the CLIENT shall at, its option, be entitled to terminate this Agreement for cause.

2. Either party may terminate this Agreement upon breach by the other party, providing that such terminating party first provides written notice of such breach to the other party and that such breach is not corrected within thirty (30) days, or such longer period as may be reasonably necessary, after notice.
3. From time to time, COMPANY NAME HERE will make operational recommendations to the CLIENT that, in the opinion of COMPANY NAME HERE, the CLIENT should follow and implement, as the case may be. In the event that the CLIENT disagrees with the recommendation(s) of COMPANY NAME HERE, or refuses to follow or implement the recommendations, for any reason, the CLIENT shall formally notify COMPANY NAME HERE of its position and the supporting reasons within 28 (TWENTY-EIGHT) calendar days of the date such recommendation was made. The designated representatives of COMPANY NAME HERE and the CLIENT, as set out herein in Schedule "E", shall meet to discuss the issue within 28 (TWENTY-EIGHT) calendar days of the provision of the supporting reasons by the CLIENT. If, following such meeting, the issue has not been resolved to the satisfaction of COMPANY NAME HERE, and COMPANY NAME HERE, in its sole discretion, considers such failure to either, a) increase the risk of regular or significant events of non-compliance that increase the risk to the public, environmental health or to COMPANY NAME HERE's reputation, or b) increase significantly beyond those contemplated by this agreement the costs and/or effort required to achieve compliance, then COMPANY NAME HERE may terminate this Agreement for cause.

8. OCCUPATIONAL HEALTH AND SAFETY ACT

1. COMPANY NAME HERE acknowledges that it is an employer as defined in the *Occupational Health and Safety Act* (Alberta), and will, as a condition of this Agreement, comply with the *Occupational Health and Safety Act* (Alberta), or equivalent legislation in the Province where the Facilities are located, and all applicable statutory regulations.
2. COMPANY NAME HERE does not accept any responsibility for ensuring that such legislation and regulations are complied with in respect of the operation of the Facilities and, in particular, does not accept any obligations as a Prime Contractor.
3. COMPANY NAME HERE will maintain a Certificate of Recognition (COR) in Partnerships in Injury Reduction (PIR) from the Government of Alberta indicating that COMPANY NAME HERE has developed and implemented an independently audited occupational health and safety program.
4. COMPANY NAME HERE agrees to support and abide by the CLIENT's existing Health & Safety Program and policies.

9. DOCUMENTS AND REPORTS

1. All documents, drawings and reports prepared by COMPANY NAME HERE or by others on behalf of COMPANY NAME HERE, in connection with the Services are instruments of professional service for the execution of the Services. COMPANY NAME HERE retains the property and copyright in these documents, drawings and reports. These documents, drawings and reports may not be used for any other purpose without the prior written consent of COMPANY NAME HERE.

10. GENERAL PROVISIONS

1. Force Majeure - Delays in, or failure of performance, by either party under this Agreement shall not constitute default hereunder or give rise to any claim for damages if and to the extent caused by occurrences beyond the control of the party affected, including, but not limited to decrees of government, acts of God, inability to procure materials or labour, fires, floods, explosions, riots, war, rebellion, sabotage and atomic or nuclear incidents (herein called "Force Majeure"). In no case shall lack of funds constitute Force Majeure. In the event that performance of this Agreement in the reasonable opinion of either party is made practicably impossible by Force Majeure, then either party shall so notify the other in writing, and the CLIENT shall either:

- 10.1.1.** Notify COMPANY NAME HERE that this Agreement shall be deemed to have been terminated by the Client in accordance with the terms of Clause 7; or
 - 10.1.2.** Require the completion of the performance of this Agreement by COMPANY NAME HERE with such adjustments as are required by the existence of the Force Majeure and as are agreed upon by both parties. Upon the termination of the Force Majeure, the parties shall resume their obligations in accordance with the terms of this Agreement.
- 2.** Emergencies - In the event of any emergency which, in the opinion of COMPANY NAME HERE, requires immediate action in the CLIENT's interests, COMPANY NAME HERE shall have authority to issue such orders on behalf of and at the expense of the CLIENT as deemed necessary or expedient and do such work as is immediately necessary, at the CLIENT's expense, without the CLIENT's direct approval.
- 3.** Entire Agreement - No oral agreement or conversation with any officer, agent or employee of the CLIENT or COMPANY NAME HERE, either before or after the execution of this Agreement, shall affect or modify any of its terms or obligations herein contained. This Agreement constitutes the entire agreement between the parties hereto and supersedes all previous or contemporaneous communications, representations or agreements. No changes, alterations or modifications to this Agreement, including agreed upon interpretation of meaning and other mutually agreed upon conditions provided for in this Agreement, shall be covered by a written amendment signed by both parties.
- 4.** Invalidity of Portion of Agreement - The invalidity or unenforceability of any portion or provision of this Agreement shall in no way affect the validity or enforceability of any other portion or provision. Any invalid or unenforceable portion or provision shall be severed from this Agreement and the balance of this Agreement shall be construed and enforced as if the Agreement did not contain such invalid or unenforceable portion or provision.
- 5.** Relationship of COMPANY NAME HERE to CLIENT - It is understood that the relationship of COMPANY NAME HERE to the CLIENT is that of an independent service provider and that none of the employees or agents of COMPANY NAME HERE shall be considered employees or agents of the CLIENT.

Except as stated otherwise in this Agreement, COMPANY NAME HERE shall control how the Services specified as COMPANY NAME HERE's obligations in this Agreement are performed.

- 6. Waiver - The failure on the part of either party to enforce its rights as to any provision of the Agreement shall not be construed as a waiver of its rights to enforce such provision in the future.
- 7. Assignment - The Agreement shall not be assigned by COMPANY NAME HERE without the prior written consent of the CLIENT which may not be unreasonably withheld.
- 8. Arbitration – Any dispute arising out of or with respect to this Agreement shall be referred to arbitration pursuant to the *Arbitration Act* (Alberta) or the equivalent legislation in the Province where the Facilities are located. The decision of the arbitrator or panel of arbitrators, as the case may be, shall be final and binding upon the parties. The costs of any arbitration shall be borne as directed by the arbitrator or panel of arbitrators. Any arbitration shall be conducted in the Province of Alberta.
- 9. Applicable Law - The law of the Province of Alberta shall apply to this Agreement and its interpretation. Any legal action with respect to this Agreement shall be commenced and continued in the Province of Alberta.
- 10. Contractor's Equipment - Any COMPANY NAME HERE equipment used by COMPANY NAME HERE during the term of this Agreement shall remain the property of COMPANY NAME HERE.

11. NOTICES

- 1. Where any notice, direction or other communication is required to be or may be given or made by one of the parties hereto to the other, it shall be in writing and shall be mailed or actually delivered to the respective addresses of the parties hereto:

CLIENT:

xxx

xxx

xxx

Tel: xxx

Cellular: xxx.

COMPANY NAME HERE:

xxx

xxx

xxx

Tel: xxx

Cellular: xxx

Email: xxx

Email: xxx

12. ASSIGNMENT

- 1. This Agreement or the obligations hereunder are not assignable by a party without the consent of the other party. At its discretion, COMPANY NAME HERE may sub-contract obligations, but shall remain responsible for any sub-contractor.

13. HEADINGS AND CAPTIONS

- 1. The headings and captions appearing in this Agreement have been inserted for convenience of reference only and in no way define, limit or enlarge the scope or meaning of this Agreement or of any provision thereof.

THIS AGREEMENT shall enure to the benefit of and be binding upon the parties hereto and their administrators, successors and permitted assigns.

IN WITNESS OF WHICH the Parties have executed this Agreement.

Seal

CLIENT

Seal

COMPANY NAME HERE.

APPENDICES

List of Appendices:

1. Schedule "A" – Description of Facilities
2. Schedule "B" – Scope of Work
3. Schedule "C" – Schedule of Fees
4. Schedule "D" – COMPANY NAME HERE Staff Credentials and Staff Listing
5. Schedule "E" – Communications Protocol
6. Schedule "F" – Operating Approval

Schedule “A” – Description of Facilities

*****SAMPLE ONLY*** - TO BE SPECIFIC TO CLIENT REQUEST**

Town of xx

Name of Facility

INSERT PHOTO HERE

Description of Water Treatment Facility:

Exterior (above)

Interior (below)

INSERT PHOTO HERE

Please see Drinking Water Safety Plan (DWSP)

Description of Water Treatment Facility:

- Raw water is sourced from WATER SOURCE HERE [Insert legal description format] and /or during emergencies raw water from any other water body.
- Raw water intake structure(s) raw water lift station and transmission mains.
- A water treatment plant consisting of:
 - xxx
- Treated water reservoir
- Treated water distribution system
- Bulk water supply to haulers

Facility Classification:

- The water treatment facility is classified as a Class xx facility in accordance with the *Water and Wastewater Operator Certification Guidelines*.

Certified Operator requirements:

- At all times, the operations of the water treatment plant shall be performed by, or under the direction of, a person who holds a valid level xx (or higher) Water Treatment operators certificate.

This information has been sourced from SECTION 4.1 of Alberta Environment Approval No. XXX.

Town of XX Wastewater Treatment Facility

INSERT PHOTO HERE

Description of Wastewater Treatment Facility:

INSERT PHOTO HERE

Description of Wastewater Treatment Facility:

Description of Wastewater Treatment Facility:

- An extended aeration [specifics about type of wastewater plant] wastewater treatment plant including:
 - INSERT INFORMATION HERE FROM OPERATING APPROVAL

Certified Operator requirements:

- At all times, the operations of the wastewater treatment plant shall be performed by, or under the direction of, a person who holds a valid **Level xx** (or higher) Wastewater Treatment operators certificate.

This information has been sourced from SECTION 4.1 of Alberta Environment Approval No. XX

Overall Certified Operator requirements for CLIENT facilities:

Included Scope:

- At all times, the operations of the water treatment plant shall be performed by, or under the direction of, a person who holds a valid level xx (or higher) Water Treatment operators certificate.
- At all times, the operation of the wastewater treatment plant shall be performed by, or under the direction of, a person who holds a valid Level xx (or higher) Wastewater Treatment Certificate.

Out of Scope (Distribution & Collection Operations specifically not included in this agreement):

- At all times, the operation of the wastewater collection system shall be performed by, or under the direction of, a person who holds a valid Level xx (or higher) Wastewater Collection Certificate.
- At all times, the operations of the waterworks system shall be performed by, or under the direction of, a person who holds a valid Level xx (or higher) Water Distribution operators certificate.

Schedule “B” – Scope of Work

*****SAMPLE ONLY*** - TO BE SPECIFIC TO CLIENT REQUEST**

Scope of work required:

COMPANY NAME HERE will provide all daily operations and maintenance for compliance with federal and provincial approvals and standards pertaining to the water and wastewater treatment Facilities. This will include:

General

- ✓ Provide all labor and benefits required to perform the work.
- ✓ Provide all vehicles required to perform the work as described in this section.
- ✓ 24/7 emergency response and on-call availability for water and wastewater treatment.
- ✓ Monitoring of SCADA (limited to technology available).
- ✓ Routine maintenance of water and wastewater Facilities and all associated equipment.
- ✓ Training of CLIENT staff to build capabilities in water treatment and wastewater treatment.
- ✓ Reporting to regulatory agencies, upon request.
- ✓ Operation of facilities during construction projects.
- ✓ Ensure operations are provided in a safe, secure, effective and efficient manner and documented.
- ✓ Maintain Operations Programs as required.
- ✓ Provide representation on behalf of the CLIENT with regulatory agencies, upon request.
- ✓ Review and understand Standard Operating Plans (SOPs) and Drinking Water Safety Plan (DWSP).

Water

- ✓ COMPANY NAME HERE to take direct responsible charge of the CLIENT Water Treatment Facility.

- ✓ Ensure storage, treatment and pumping facilities are operated, maintained and managed.
- ✓ Daily/weekly/monthly/annually ~ operations and maintenance of treatment systems.
- ✓ Reporting and all other works to ensure compliance with federal and provincial permits, approvals, codes and regulations, upon request.
- ✓ Provide technical assistance and advisement related to existing assets, future capacities and improvements and future capital works programs.
- ✓ Work closely with and report to the CLIENT in regards to water Facilities aspects, notices and inquiries, and regulatory issues.

Wastewater

- ✓ Wastewater Operations are to be shared with the CLIENT who may elect to utilize existing staff for Wastewater Treatment Plant operations.
- ✓ CLIENT to maintain Direct Responsible Charge for Wastewater Facility.
- ✓ Ensure ongoing operation of Wastewater Facility when scheduled to do so.
- ✓ Provide technical assistance and advisement related to the existing assets, future capacities and improvements and future capital works programs.
- ✓ Work closely with and report to CLIENT in regards to water facilities aspects, notices and inquiries, and regulatory issues.

Specifically, not included (available at an extra charge):

- ❖ Flushing program.
- ❖ Any camera or video work (available at an extra charge).
- ❖ Any emergency response requiring outside intervention (main breaks, blockages, repairs requiring digs or specialized services or equipment).
- ❖ Comprehensive water and wastewater rate studies.

Schedule “C” – Schedule of Fees

Fee Schedule – Basic Services	
5 year term On-Call 24/7 <i>Availability Only (call-out at rates below)</i>	\$xxx/month
*Plus applicable GST	To be invoiced on the first of each month for that month.

Variable Fee Rate Schedule	
Regular hourly rate for call-out – Certified Operator	\$xx per hour
Overtime hourly rate	\$xx per hour
Regular hourly rate for call-out – Tradesman (millwright, electrician, instrumentation, other)	\$xx per hour
Equipment and Services, upon request (backhoe, tandems, service trucks, videos, blockage removals, flusher trucks, vac trucks, boom trucks, combo units)	Upon quote
Kilometer charge	\$xxx/km
Administrative Support (casual advice, feedback)	Incl. with On-Call
Required Supplies (upon approval or in emergency situation)	Cost Plus xx%

Schedule “D” – COMPANY NAME HERE Staff Credentials and Staff Listing

List of staff members providing operational support:

- **Xxx – Lead Operator**
 - Level xx Water Treatment
 - Level xx Wastewater treatment
 - Level xx Distribution
 - Level xx Collection
 - xx will act in the lead position

- **Xxx – Operator**
 - Level xx Water Treatment
 - Level xx Wastewater Treatment
 - Level xx Distribution
 - Level xx Collection

- **xxx – Operator**
 - Level xx Water Treatment
 - Level xx Wastewater Treatment
 - Level xx Distribution
 - Level xx Collection

- **xxx – Senior Operator(s)**
 - Level xx Water Treatment
 - Level xx Wastewater Treatment
 - Level xx Distribution
 - Level xx Collection
 - Senior Operators will also provide additional support if required

****Other qualified substitutes will be provided when necessary***

Schedule “E” – Communications Protocol

This communications protocol is intended to describe how COMPANY NAME HERE and the Client will communicate items related to the services provided under this agreement. It is not intended to cover all circumstances but to ensure that both parties have a reference to guide actions in an agreed upon manner.

General:

1. All public inquiries regarding water quality issues or distribution and collection services are to be directed to the CLIENT.

Regular Operations and Maintenance Issues (non-emergency):

1. The Client Public Works Department is to be the main contact.
2. COMPANY NAME HERE is to obtain approval from xx prior to incurring third party charges.

Emergency Situations:

1. COMPANY NAME HERE will make reasonable efforts to work together with xx, whenever practical.

Contact List					
Representing	Name	Role	Phone	Email	Contact for:
(CLIENT)					*Secondary contact if unable to reach PW Foreman
(CLIENT)					*Main contact for Client
COMPANY NAME HERE					*Manager contact for operational issues/inquiries
COMPANY NAME HERE					* contact for operational issues/inquiries
COMPANY NAME HERE					*Contract related items or service level feedback

Schedule “F” – Water Operating Approval

1. **Alberta Environment File #xx**

- a. Code of Practice for Waterworks Systems Using High Quality Groundwater (36 pages)
INSERT LINK HERE

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