

Performance Requirements Summary

Performance Objective	SOW Para	Performance Threshold	Type of Monitoring	Deduction Amount
Service/ Maintenance/ Inspection	I - VI.	Not to exceed 5% customer complaints per period of service.	COTR Inspection	1% of total bill for customer complaints over 5% per period of performance. Threshold not to exceed 10% reduction.
Schedule	VII/ VIII.	Not to exceed 0% customer complaints for period of performance.	COTR Inspection	1% of total bill for customer complaints over 5% per period of performance. Threshold not to exceed 10% reduction.
Specifications	VIII - X.	Not to exceed 5% customer complaints per period of performance.	COTR Review	1% of total bill for customer complaints over 5% per period of performance. Threshold not to exceed 10% reduction.