Attachment J03

Fort Huachuca Wastewater System

Table of Contents

J03.1 Fort Huachuca Area Overview 1
J03.2 Wastewater System Description 2
J03.2.1 Wastewater System Fixed Equipment Inventory 2
J03.2.1.1 Description 2
J03.2.1.2 Inventory 3
J03.2.2 Wastewater System Non-Fixed Equipment and Specialized Tools Inventory 6
J03.2.3 Wastewater System Manuals, Drawings, and Records Inventory 6
J03.3 Current Service Arrangements 7
J03.4 Secondary Metering 7
J03.4.1 Existing Secondary Meters 7
J03.4.2 Required New Secondary Meters 7
J03.5 Monthly Submittals 7
J03.6 Energy Savings and Conservation Projects 8
J03.7 Infiltration and Inflow (I & I) Projects 1
J03.8 Service Area 1
J03.9 Off-Installation Sites 1
J03.10 Specific Transition Requirements 1
J03.11 Wastewater System Points of Demarcation 2
J03.11.1 Unique Points of Demarcation 3
J03.12 Treatment Plants 3
J03.13 Installation Specific Requirements 3

List of Tables

Table 1 - Fixed Inventory 3
Table 2 - Spare Parts 6
Table 3 - Specialized Equipment and Vehicles 6
Table 4 - Manuals, Drawings, and Records 6
Table 5 - Existing Secondary Meters 7
Table 6 - New Secondary Meters 7
Table 7 - Service Connections and Disconnections 1
Table 8 - System Improvement Projects 1
Table 9 - Points of Demarcation 2
Table 10 - Unique Points of Demarcation 3
Table 11 - Treatment Plants 3

J03 Fort Huachuca Wastewater System

J03.1 Fort Huachuca Area Overview

The U.S. Army Intelligence Center and Fort Huachuca occupy over 73,000 acres in the San Pedro River valley in the Huachuca Mountains of southeastern Arizona. The installation is situated approximately 70 miles southeast of Tucson and 10 miles north of the United States-Mexico border.

Fort Huachuca is a product of the Indian Wars of the 1870s and 1880s. A temporary camp was established at the post's current location on March 3, 1877, by Captain Samuel Marmaduke Whitside with two companies of the 6th Calvary. This camp's mission was to protect the settlers in the area and to prevent Apache raiding parties from escaping into Mexico. Camp Huachuca was redesignated a fort and made permanent in 1882. In 1886, the fort was used as an advance headquarters and forward supply base for the campaign against Geronimo. During World War I the fort was assigned the mission of guarding the United States-Mexico border with troops from the 10th Cavalry, the "Buffalo Soldiers". During World War II, the fort was home to the 92nd and 93rd Infantry Divisions. At war's end, the fort was transferred to the State of Arizona. The fort was reactivated during the Korean War as a training site for the U.S. Army Engineer troops.

In 1954 the U.S. Army Electronic Proving Ground redesignated Fort Huachuca as an active Army post after discovering the area and climate to be ideal for testing of electronic and communications equipment. In 1967, Fort Huachuca became the headquarters of the U.S. Army Strategic Communications Command. Then, in 1971, the post became the home of the U.S. Army Intelligence Center and School, bringing with it the School Brigade. The Strategic Communications Command became the U.S. Army Communications Command in 1973, subsequently changing to the U.S. Army Information Systems Command in 1984. In October 1990, the post changed hands with the U.S. Army Training and Doctrine Command becoming the new host command; the U.S. Army Intelligence Center and Fort Huachuca now operate the post. Operations at Fort Huachuca are comprised almost entirely of intelligence and communications systems testing and training. Because of the nature of this vital national defense mission, these activities account for nearly 95% of training range use.

The installation also supports the U.S. Army Network Enterprise Technology Command, the 11th Signal Brigade, the White Sands Missile Range Electronic Proving Ground, several Army National Guard and Army Reserve units, and numerous smaller units. Other activities on the fort include field training exercises, aviation activities, live-fire qualification and training, vehicle maneuver training, and administrative and support activities. Facilities on post include Libby Army Airfield, the Raymond W. Bliss Army Health Center, recreational activities, historical museums, and other community support activities.

The installation supports approximately 7,000 military, 2,500 civilians, 2,000 contractors and 4,000 dependents, totaling an average daily population of 15,500. Fort Huachuca also supports approximately 10,000 retirees and survivors.

J03.2 Wastewater System Description

The Fort Huachuca wastewater system consists of all appurtenances physically connected to the system from the point where the Government ownership currently starts, to the point of demarcation defined by Section J03.11 of this section or the real estate easements that result from negotiations under this contract. The system may include, but is not limited to treatment facilities, collection piping, treated effluent piping, treated effluent pumping stations and appurtenances. The following description and inventory is included to provide the Offeror with a general understanding of the size and configuration of the system. The Offeror shall base the proposal on site inspections, information in the technical library, and other pertinent information, and to a lesser degree on the following description.

The wastewater treatment plant has an Aquifer Protection Permit (#100840) and a NPDES permit (#AZ0024759) for the discharge of the treated effluent to the discharge locations. The Contractor shall be required to comply with these permits; however, the Aquifer Protection Permit and the NPDES permit will remain under the ownership and in the name of Fort Huachuca. As of August, 2004, Fort Huachuca was in the process of renewing the NPDES under the authorization of the State of Arizona to obtain an AZPDES permit. The Contractor will be required to comply with Fort Huachuca's direction on operation of the treated effluent system.

The Contractor shall comply with all applicable federal, state, and local regulations governing the operation of the wastewater system.

J03.2.1 Wastewater System Fixed Equipment Inventory

J03.2.1.1 Description

The wastewater system at Fort Huachuca is concentrated mostly in the cantonment area and consists of collection piping, appurtenances, a treatment facility, recharge facilities and a non-potable irrigation system. Fort Huachuca shall retain ownership of the treated effluent and control of the operation activities of the irrigation system in order to maintain compliance with the Fort's Aquifer Protection Permit and Programmatic Biological Assessment and Opinion[1,2] (these documents can be found in the Technical Library). The original system was constructed in the 1940's, and improvements have been made as needed since that time. All wastewater, primarily domestic sewage and limited vehicle washwater, produced in the cantonment area is treated at the Fort's 2.0 million gallon per day (mgd) capacity wastewater treatment facility. Average annual flow to the treatment facility is between approximately 750,000 gallons per day (gpd) and 1.0 mgd. The treatment process includes a headworks, an oxidation ditch, clarifiers, effluent disinfection (both chlorination and ultra violet disinfection) and other processes including a sludge press, sludge drying beds and recharge ponds.

---

[1] Environmental and Natural Resources Division, Directorate of Installation Support, U.S. Army Garrison, Fort Huachuca, Arizona. *Programmatic Biological Assessment for Ongoing and Programmed Future Military Operations and Activities at Fort Huachuca, Arizona*, July 2002.

[2] Arizona Ecological Services Field Office, U.S. Fish and Wildlife Service. *Biological Opinion, Fort Huachuca, Ongoing and Programmed Future Military Operations and Activities*, August 23, 2002. AESO/SE 2-21-02-F-229.

The wastewater collection system at Fort Huachuca consists of approximately 500,000 feet of gravity sewers and approximately 23,300 feet of force main. There are approximately 1,400 manholes and 15 lift stations.

Backup emergency generators that serve specific equipment of the wastewater system shall be conveyed as part of that particular system. Seven lift stations (#1 - #7) and the Main Gate Lift Station have diesel emergency generators.

Effluent limitations, monitoring and reporting requirements are described in the Arizona Department of Environmental Quality NPDES permit and will be the responsibity of the plant operator. An existing laboratory at the treatment facility is set up to perform sample monitoring. Currently, quarterly testing reports are submitted to ADEQ.

J03.2.1.2 Inventory

Table 1 provides a general listing of the major fixed assets for the Fort Huachuca wastewater system. The system will be sold in an "as is, where is" condition without any warrant, representation, or obligation on the part of the Government to make any alterations, repairs, or improvements. Ancillary equipment attached to, and necessary for operating the system, though not specifically mentioned herein, is considered part of the purchased utility.

Table 1 - Fixed Inventory
Wastewater System – Fort Huachuca

Item	Material	Size (inches)	Quantity	Unit	Approximate Year of Construction
Gravity Pipe and Force Mains:					
Gravity Main	High Carbon Steel (HCS)	4	460	Linear Feet	1950's
Gravity Main	Unknown	4	250	Linear Feet	1950's
Gravity Main	Cast Iron (CI)	6	800	Linear Feet	1950's
Gravity Main	Polyvinyl Chloride (PVC)	6	360	Linear Feet	1950's
Gravity Main	Vitrified Clay (VC)	6	94,590	Linear Feet	1950's
Gravity Main	Unknown	6	2,900	Linear Feet	1950's
Gravity Main	CI	8	1,700	Linear Feet	1950's
Gravity Main	VC	8	150,110	Linear Feet	1950's
Gravity Main	Unknown	8	19,170	Linear Feet	1950's
Gravity Main	Asbestos Cement (AC)	10	4,490	Linear Feet	1950's
Gravity Main	VC	10	22,590	Linear Feet	1950's
Gravity Main	Unknown	10	100	Linear Feet	1950's
Gravity Main	VC	12	13,580	Linear Feet	1950's
Gravity Main	Unknown	12	1,970	Linear Feet	1950's
Gravity Main	VC	15	17,850	Linear Feet	1950's
Gravity Main	CI	16	590	Linear Feet	1950's
Gravity Main	Acrylonitrile-Butadiene-Styrene (ABS)	21	4,520	Linear Feet	1950's
Gravity Main	VC	21	5,150	Linear Feet	1950's
Gravity Main	VC	Unknown	590	Linear Feet	1950's
Gravity Main	Unknown	Unknown	24,390	Linear Feet	1950's
Gravity Main	Chlorinated Polyvinyl Chloride (CPVC)	6	860	Linear Feet	2003
Gravity Main	CPVC	8	1,900	Linear Feet	2003

Item	Material	Size (inches)	Quantity	Unit	Approximate Year of Construction
Gravity Main	CPVC	6	650	Linear Feet	2003
Gravity Main	Unknown	Unknown	100,000	Linear Feet	Unknown
Force Main	Unknown	1¼	2,040	Linear Feet	1950's
Force Main	Unknown	2	1,650	Linear Feet	1950's
Force Main	Unknown	4	15,600	Linear Feet	1950's
Force Main	Unknown	6	1,040	Linear Feet	1950's
Force Main	Unknown	Unknown	7,220	Linear Feet	1950's
Force Main	High Density Polyethylene (HDPE)	6	1,400	Linear Feet	2003
	Total Piping		**498,520 +/-**	Linear Feet	
Building Services			Unknown	Each	Various
Manholes			1,400 +/-	Each	1950's
	(LS 8)		3	Each	2003
	(Golf Course)		9	Each	2003
	Total Manholes		**1,412 +/-**	Each	

Wastewater Treatment Facility	Capacity	Units	Approximate Date of Construction
Treatment Plant #2*	2	MGD	1942, 1960's, 1990's, 2002

*Treatment Plant #1 is inactive and will not be included in this contract.

Pumps	Operating Point	Horse-power	Rate (gpm)	Brand	Approximate Date of Construction	Other Information
Lift Station #1 2 pumps	Unknown	15	130	Unknown	1999	Centrifugal with emergency diesel
Lift Station #2 2 pumps	Unknown	30	130	Unknown	1999	Centrifugal with emergency diesel
Lift Station #3 2 pumps	Unknown	30	130	Unknown	1999	Centrifugal with emergency diesel
Lift Station #4 2 pumps	Unknown	30	130	Unknown	1999	Centrifugal with emergency diesel
Lift Station #5 2 pumps	Unknown	30	200	Unknown	1999	Centrifugal with emergency diesel
Lift Station #6 2 pumps	Unknown	30	200	Unknown	1999	Centrifugal with emergency diesel

Pumps	Operating Point	Horse-power	Rate (gpm)	Brand	Approximate Date of Construction	Other Information
Lift Station #7 2 pumps	Unknown	30	200	Unknown	1999	Centrifugal with emergency diesel
Lift Station (Libby Air Field) 2 pumps	Unknown	Unknown	Unknown	Goulds Model WS 5032DX	1994	No emergency diesel
Lift Station (South of WWTP) 2 pumps	Unknown	1.5	175	Unknown	1980	No emergency diesel
Lift Station (Main Gate) 2 pumps	Unknown	5	280	Unknown	2003	Emergency diesel
Power UAV Runway Grinder Pump 2 pumps	Unknown	7.5	5	Unknown	1999	No emergency diesel

Treated Effluent/Reclaimed Water System					
Item	**Material**	**Size (inches)**	**Quantity**	**Unit**	**Approximate Year of Construction**
Piping	CPVC	4	7,970	Linear Feet	2002
		8	9,003	Linear Feet	2002
		10	8,527	Linear Feet	2002
		12	10,867	Linear Feet	2002
	Total Piping		36,367	Linear Feet	
Valves					
		Gate	41	Each	2002
		Blowoff	12	Each	2002
		Vent	13	Each	2002
		Pressure Reducing	13	Each	2002
		Backflow Preventers	10	Each	2002
Pump Station	**Capacity**	**Equipment**		**Chemical Feed**	**Approximate Year of Construction**
RWSPS* #1	450 gpm at 260’	2 Vertical Turbine Pumps (6”), 1,800 rpm, 40 hp		Chlorine Gas	2002
RWSPS #2	430 gpm at 280’	2 End Suction Pumps (6”), 3,600 rpm, 50 hp		None	2002
RWSPS #3	375 gpm at 230’	2 End Suction Pumps (6”), 3,600 rpm, 40 hp		None	2002

Effluent and Stormwater Recharge Basins	Size	Approximate Year of Construction
Recharge Basin E1	7.6 acres	2002
Recharge Basin E2	1.7 acres	2002
Recharge Basin E3	1.5 acres	2002
Recharge Basin E4	1.8 acres	2002
Recharge Basin E5	1.5 acres	2002
Recharge Basin E6	1.9 acres	2002
Recharge Basin E7	2 acres	2002
Stormwater Basin SW-1/Recharge Basin E8	1.6 acres	2002
Stormwater Basin SW-2	5.6 acres	2002
Stormwater Retention Basin	0.3 acres	2002

*RWSPS = Reclaimed Water Supply Pumping Station.

J03.2.2 Wastewater System Non-Fixed Equipment and Specialized Tools Inventory

Table 2 lists other ancillary equipment (spare parts) and **Table 3** lists specialized equipment and vehicles included in the purchase. Offerors shall field verify all equipment and tools prior to submitting a bid. Offerors shall make their own determination of the adequacy of all equipment and tools. The successful Contractor shall provide any and all equipment, vehicles, and tools, whether included in the purchase or not, to maintain a fully operating system under the terms of this contract.

Table 2 - Spare Parts
Wastewater System – Fort Huachuca

Qty	Item	Make/Model	Description	Remarks
None.				

Table 3 - Specialized Equipment and Vehicles
Wastewater System – Fort Huachuca

Description	Quantity	Location	Maker
None.			

J03.2.3 Wastewater System Manuals, Drawings, and Records Inventory

Table 4 lists the manuals, drawings, and records that will be transferred with the system.

Table 4 - Manuals, Drawings, and Records
Wastewater System – Fort Huachuca

Qty	Item	Description	Remarks
The installation maintains a limited collection of manuals, drawings and records on installed components of the wastewater system. This information or copies thereof will be transferred during the transition period. Fort Huachuca will retain originals and receive updates on system as alterations are completed.			

J03.3 Current Service Arrangements

There are no current service arrangements with any organization to provide wastewater collection and treatment at Fort Huachuca. However, a Huachuca City Effluent Recharge Project is proposing to pump effluent (approximately 150,000 gallons) from Huachuca City to the Fort Huachuca treatment facility. More information on this project can be found in the Technical Library.

J03.4 Secondary Metering

The installation may require secondary meters for internal billings of their reimbursable customers, utility usage management, and energy conservation monitoring. The Contractor shall assume full ownership and responsibility for existing and future secondary meters IAW Clause C.3.

J03.4.1 Existing Secondary Meters

Table 5 provides a listing of the existing (at the time of contract award) secondary meters that will be transferred to the Contractor. The Contractor shall provide meter readings once a month for all secondary meters IAW C.3 and J03.5 below.

Table 5 - Existing Secondary Meters
Wastewater System – Fort Huachuca

Meter Location: Building Number	Description
None.	

J03.4.2 Required New Secondary Meters

The Contractor shall install and calibrate new secondary meters as listed in **Table 6**. New secondary meters shall be installed IAW Clause C.13, Operational Transition Plan. After installation, the Contractor shall maintain and read these meters IAW Clauses C.3 and J03.5 below. Although at the present time, the installation does not require any new meters to be installed, if meters are required in the future, the Contractor shall comply with Clause C.3.3.

Table 6 - New Secondary Meters
Wastewater System – Fort Huachuca

Meter Location	Meter Description
None.	

J03.5 Monthly Submittals

The Contractor shall provide monthly submittals to the Government for the following:

Invoice (IAW G.2). The Contractor's monthly invoice shall be presented in a format proposed by the Contractor and accepted by the Contracting Officer. Invoices shall be submitted by the 25th of each month for the previous month. Invoices shall be submitted to the Contracting Officer's designee. (This information will be provided upon award.)

Outage Report. The Contractor's monthly outage report will be presented in a format proposed by the Contractor and accepted by the Contracting Officer. Outage reports shall include the following information for scheduled and unscheduled outages:

Scheduled: Requestor, date, time, duration, facilities affected, feedback provided during outage, outage notification form number, and digging clearance number.

Unscheduled: Include date, time and duration, facilities affected, response time after notification, completion times, feedback provided at time of outage, specific item failure, probability of future failure, long term fix, and digging clearance number.

Outage reports shall be submitted by the 25th of each month for the previous month. Outage reports shall be submitted to the Contracting Officer's designee. (This information will be provided upon award.)

Meter Reading Report. If required by the Contracting Officer, the monthly meter reading report shall show the current and previous month readings for all secondary meters. The Contractor's monthly meter reading report will be prepared in the format proposed by the Contractor and accepted by the Contracting Officer. Meter reading reports shall be submitted by the 15th of each month for the previous month. Meter reading reports shall be submitted to the Contracting Officer's designee. (This information will be provided upon award.)

System Efficiency Report. If required by Paragraph C.3, the Contractor shall submit a system efficiency report in a format proposed by the Contractor and accepted by the Contracting Officer. System efficiency reports shall be submitted by the 25th of each month for the previous month. System efficiency reports shall be submitted to the Contracting Officer's designee. (This information will be provided upon award.)

J03.6 Energy Savings and Conservation Projects

IAW C.3, Utility Service Requirement. The Contractor must abide by Fort Huachuca's energy plan and goals.

By the year 2011, Fort Huachuca's water usage must equal its aquifer recharge (provided by treated wastewater effluent and stormwater). Details of this requirement can be found in the Technical Library in the Programmatic Biological Assessment and Opinion.[3,4]

---

[3] Environmental and Natural Resources Division, Directorate of Installation Support, U.S. Army Garrison, Fort Huachuca, Arizona. *Programmatic Biological Assessment for Ongoing and Programmed Future Military Operations and Activities at Fort Huachuca, Arizona*, July 2002.

[4] Arizona Ecological Services Field Office, U.S. Fish and Wildlife Service. *Biological Opinion, Fort Huachuca, Ongoing and Programmed Future Military Operations and Activities*, August 23, 2002. AESO/SE 2-21-02-F-229.

J03.7 Infiltration and Inflow (I & I) Projects

There are currently no infiltration and inflow abatement projects in development or execution for the wastewater system.

J03.8 Service Area

IAW Clause C.4, Service Area. The service area is defined as the area within the boundaries of Fort Huachuca.

J03.9 Off-Installation Sites

There are no off-installation sites included in this package.

J03.10 Specific Transition Requirements

IAW Clause C.13, Operational Transition Plan. **Table 7** lists service connections and disconnections required upon transfer, and **Table 8** lists the improvement projects required upon transfer of the Fort Huachuca wastewater system.

Table 7 - Service Connections and Disconnections
Wastewater System – Fort Huachuca

Location	Description
None.	

Table 8 - System Improvement Projects
Wastewater System – Fort Huachuca

Title	Description	Year of Completion
Connect Gate Area Septic Tanks to Main Gate Lift Station	Connect Buildings 90008, 90012, 90014, 90018, 90020 to Main Gate Lift Station; abandon the four septic tanks.	ASAP after system turnover
Connect Buildings to Sewer System*	Connect Buildings 71450, 90551, 13524, 12585, 13555, 47109, 15741, 11660, 11664, 11698, 11699, 30134, 30138, 14658, 14510, 84849, 11662, 11669, UAV Train, 12508, 15424, 90890, 90891, Libby Air Field, Libby Air Field-North, Antenna Buildings, 12585, 12584, 13541, Demonstration Hill, 13551, and 13522 to the sewer system via gravity; abandon septic tanks.	ASAP after system turnover
Perform Exterior Painting on WWTP #2 Buildings	Paint Laboratory, Sludge Building, and Electronics Building.	Year 1
Repair Bldg 13576 Sewer and Install Lift Station	Includes lift station, 5,000 LF of gravity main, and 1,700 LF of force main to connect three buildings that are currently served by septic tanks.	Year 1-2
Restore Inactive Digester	Evaluation, study and piping modifications to re-establish unused digester tank as part of the active treatment processes at WWTP #2.	Year 1
Modify Headworks	Modify headworks to accommodate stormwater at WWTP #2.	Year 1

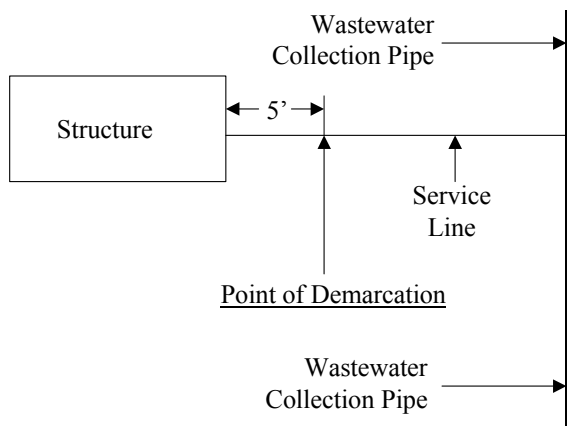
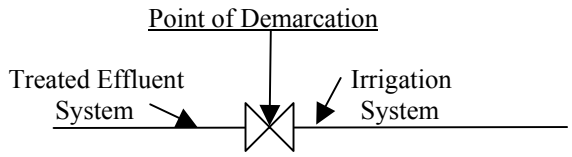
Install Heat Shields	Install heat shields over applicable outdoor electronic equipment at WWTP #2.	Year 2
Clean/Repaint Clarifier #2	Clean and repaint equipment at Clarifier #2 due to corrosion.	Year 2
Replace Tertiary Filter Media	Replace media in tertiary filter at WWTP #2.	Year 2
Modifications to Sludge Press	Install pressure tank and pressure reducer for effluent line of sludge press water supply at WWTP #2. Construct concrete slab/truck ramp.	Year 2
Refurbish Drying Beds	Refurbish drying beds at WWTP #2.	Year 3
Relocate Pumps	Relocate chlorine pumps at tertiary filter at WWTP #2.	Year 3
Lift Station and Force Main	Install sewer lift station and force main at Building 13576.	Year 3
Effluent Storage	Increase effluent storage at WWTP #1 and WWTP #2.	Year 4
Control System	Repair WWTP #2 control system.	Year 4
Flow Meter	Install new flow meter at WWTP #2.	Year 4
Connect Wash Rack	Connect wash rack 68422 to wastewater collection system.	Year 4

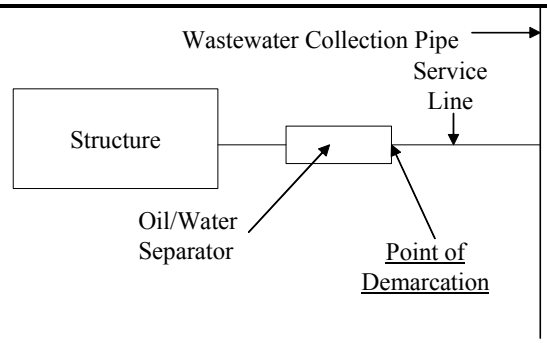
*Coordinate sewer installations with natural gas line installations.

J03.11 Wastewater System Points of Demarcation

The point of demarcation is defined as the point on the wastewater collection pipe where ownership changes from the Contractor to the building owner. **Table 9** identifies the general locations of these points with respect to the building served.

Table 9 - Points of Demarcation
Wastewater System – Fort Huachuca

Point of Demarcation	Applicable Scenario	Sketch
The point of demarcation is 5 feet away from the exterior of the structure.	All services leading to the wastewater collection system.	
The point of demarcation is the isolation valve or meter at the irrigated area.	All areas irrigated/ served by the treated effluent/reclaimed water system.	

Point of Demarcation	Applicable Scenario	Sketch
The point of demarcation is the downstream side of oil/water separator.	All oil/water separators.	

J03.11.1 Unique Points of Demarcation

The following table lists anomalous points of demarcation that do not fit any of the above scenarios.

Table 10 - Unique Points of Demarcation
Wastewater System – Fort Huachuca

Building No.	Point of Demarcation Description
Golf Course Irrigation System	The point of demarcation between the treated effluent/reclaimed water system and the Golf Course irrigation system, which will be retained by the Government, will be the isolation valve and meter located at the Golf Course Clubhouse.

J03.12 Treatment Plants

The following tables list all wastewater treatment plants.

Table 11 - Treatment Plants
Wastewater Treatment System – Fort Huachuca

Description	Facility #	State Coordinates	Other Information
Treatment Plant #2	(Various)		2.0 MG Capacity

J03.13 Installation Specific Requirements

The Contractor shall respond to all service requests in accordance with the following:

Emergency Service Requests:
An emergency condition is one that is detrimental to the mission of the installation, significantly impacts operational effectiveness, or compromises the safety, health, and life of personnel. Such requests shall include, but are not necessarily limited to, electrical outages, downed power lines, water outages, broken water mains, natural gas outages, natural gas leaks, or wastewater main overflows. The Contractor shall ensure it is able to receive the Installation's emergency service requests 24 hours a day, every day. Once an emergency request is received, the Contractor shall respond within 1 hour during normal and other than normal duty hours. A representative knowledgeable of the system and the Service Interruption/Contingency Plan shall be on the site of the emergency within 1 hour. Repair crews appropriately trained to eliminate the condition

must respond to the emergency site within 1 hour. Work will be continuous until the emergency condition is eliminated or downgraded and service is restored. All emergencies will be remedied or downgraded to a non-emergency status within 24 hours.

Urgent Service Requests:
An urgent condition is not an emergency but significantly hinders performance of Installation activities and requires elimination of potential fire, health, and safety hazards (for example, environmental controls, non-emergency utility leaks, special requests and events, plumbing problems, downgraded emergency responses, etc.). Once an urgent request is received, the Contractor shall respond with a representative knowledgeable of the system and the Service Interruption/Contingency Plan to the site of the request within 8 hours. All urgent requests will be remedied within 5 days.

Routine Service Requests:
A routine service request is one that does not pose an immediate threat to public health, safety, or property, or to a mission or operation conducted at the Installation. Such requests may include, but are not necessarily limited to requests for new or relocated service connections. The Contractor is not required to respond to the Installation's routine service requests outside normal duty hours. The Contractor may respond to routine service requests outside of normal duty hours at its option and with appropriate coordination. All routine service requests will be remedied within 30 days.