Overtime Utility Customer Guide
2021 Edition

GSA, Public Buildings Service
Overtime Utility Program

Introduction

The General Services Administration's (GSA) overtime services program provides our tenants with the assurance that they have the required support and services essential to carrying out their mission requirements. The program operates in an environment that authorizes the tenant to provide GSA with the necessary reimbursable funding to cover the costs to deliver to our tenants services that exceed GSA's 10 hour daily standard for building operations. Our goal is to ensure that these services and practices meet or exceed those that are furnished in the private sector. We are committed to maintaining a collaborative process between you, our tenant, and GSA to ensure that overtime utilities are managed to meet your requirements and expectations.

GSA has established a National Overtime Utilities Team to guide the program and estimating process. Part of the team's tasking included developing tools and enhancements to standardize and make the estimating process easier. These included an Overtime Utilities Estimating Tool (OUET) implemented in RETA to prepare and track overtime estimates.

To better serve you, we also developed this guide to help explain GSA's overtime utility services, programs and tools. It should make it easier and more efficient for you to navigate through the complexity and hurdles of understanding how your overtime services are calculated.

The Pricing Desk Guide (PDG) addresses GSA's overtime utilities for Leased and Owned buildings in Chapter 2 and Chapter 3 respectively. In addition, the Customer Guide to Real Property also reviews overtime utilities in Chapter 5 entitled 'Reimbursable Services.' For more information please contact your region or visit our GSA OU page.

How to Use this Guide

The following topics make it easy and convenient to find answers to your important questions regarding the overtime utilities program:

- General Information
- Policy and Overtime Utilities Governance
- Overtime Utilities and RWA Process
- Estimating Tools, including Reviewer's Checklist/Inventory Template
- Software Program (RETA/eRETA)
- Training
- Frequently Asked Questions
- Best Practices

Throughout this guide, there are **hyperlinks** that you can click on to take you to more specific information (typically web pages) or reference documents (mostly PDF formatted documents that you can open or download).

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Chapter 1: General Information

This chapter provides information on the OU Program and the statute authority for GSA to charge overtime utility costs based on the Federal Management Regulation (FMR) and GSA/PBS Pricing Guide and Policy.

1.1 The Overtime Utilities (OU) Program

What is the OU Program?

The Overtime Utilities program recovers from tenants the costs for utilities and associated services that exceed those provided during the standard building operating hours of 10 hours per day as specified in the PBS Pricing Policy, Section 3.7 Pricing Standards-Operating Costs. The overtime utility costs include those for above standard services such as after-hours and 24x7 server and computer rooms.

What is the scope of the program?

The OU program collects approximately $130 million annually in overtime services across 11 GSA regions. The dollars are collected through Reimbursable Work Authorizations (RWAs). The process of estimating overtime utilities is standardized nationally and tied to the Reimbursable Entry Tracking Application (RETA) Program.

How are OU costs determined?

A module (OU estimating tool) within RETA provides a central, web-based repository for OU estimates. The system allows for the search results to be exported to a Microsoft Excel (.xls) file for full manipulation. Refer to Chapter 4, Estimating Tool, for more detailed information.

1.2 Overtime Utilities references - Federal Management Regulation (FMR) and Pricing Desk Guide

Where in the FMR is OU addressed?

See (41CFR 102-85.165). (leasing only)

Where in the Pricing Desk Guide is the OU Program addressed?

Chapters 2 and 3, GSA/PBS Pricing Desk Guide.

As referenced in the Pricing Desk Guide Section 3.7.1, standard utilities are based on typical, one-shift office space operations, Monday through Friday, excluding federal holidays. PBS provides consistent heating or cooling temperature for 10 operating hours. For buildings with 24 hours per day operations, PBS provides one 10-hour shift, Monday through Friday, excluding federal holidays. Service beyond 10 hours is reimbursable. This can include service for after normal working hours and 24x7 computer and server rooms.

The FMR Pricing Policy:

- Includes incidental use of elevators, lights, small office equipment and computers.
- The facility manager, in consultation with the tenant agencies, determines the 10 hours of standard operation to accommodate the majority of tenant agencies.
- Is included in the Tenant's (hours of operation) Occupancy Agreement.

1.3 Authority for GSA to collect for OU services

Authority for OU services and collections are in the Federal Property and Administrative Services Act of 1949, as amended, and as revised, restated and recodified without substantive change by P.L. 107-217 (Title, 40 U.S.C., Subtitle I).

1.4 OU Program Teams and Point of Contacts

What does the OU Program Team do?
The OU Team is responsible for effectively managing the OU Program, provide oversight of the estimating process, develop and implement enhancements to the OU Tool, and address issues from both GSA and tenant customers.

Who are the team members?
Representatives from each of GSA's Regions and National Office:

Region	Name	Email
1	Kevin McGill	kevin.mcgill@gsa.gov
2	Juan Gonzalez	juanegonzalez@gsa.gov
3	Peter Genovese	peter.genovese@gsa.gov
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9	Ryan Lin	ryan.lin@gsa.gov
10	Michael Coy	michael.coy@gsa.gov
NCR	Joseph Reid	joseph.reid@gsa.gov
NCR	William Leslie	william.leslie@gsa.gov
National Office	James Policano	james.Policano@gsa.gov
National Office	Jeffrey Sussman	jeffrey.sussman@gsa.gov

Chapter 2: Policy and Overtime Utilities Governance

This chapter provides references to policies and operational guidance for overtime utilities and associated excerpts supporting the OU Program.

2.1. The Pricing Guide and RWA Policy

The GSA/PBS Pricing Desk Guide addresses pricing in both leased and owned space; chapters 2 and 3 respectively. The RWA Guide addresses the RWA Policy.

For any above-standard services, the tenant agency must reimburse PBS, either through the traditional RWA process or via the OA Tool. Regardless of the payment mechanism, above-standard services are reimbursable expenses.

There are 2 types of RWAs:

- Recurring RWAs - provide services to client agencies where the costs of those services cannot readily be identified from standard operating costs. R-types are used for recurring services to Federal agencies, and C-types are for recurring services to non-federal entities under provisions of the Public Buildings Cooperative Use Act of 1976, now codified at 40 U.S.C. §581(h).
- Non-Recurring RWAs - are used for above standard services where OU charges are readily identifiable. These are usually in leased locations which utilize standard hourly rates for these services or meters to accurately track usage.

Sub-metered utilities in Federal Buildings are generally included in the recurring R type RWA.

For additional information, refer to the RWA Guide, Section 3.5.2 Recurring and Non-Recurring RWAs.

2.2. Pricing Standards for Reimbursable Services

The PBS Rent bill component is used to recover the cost of reimbursable services that are above standard operating expenses. The OA Tool can be used to recover expenses when the cost of the reimbursable services rendered to a tenant agency is identical from month to month. The reimbursable recurring services billed through the OA Tool are limited to:

- Overtime utilities
- Enhanced custodial services
- Mechanical operations and maintenance (O&M) - HVAC
- Mechanical O&M – other

To participate in this program, the representative who receives the tenant agency Rent Bill must agree in writing, to have the reimbursable services billed to the same Intra-Governmental Payment and Collection System (IPAC) or Billing Office Accounting Code (BOAC) number to which the rent is billed.

Upon receipt of written acceptance, PBS Central Office identifies the tenant agency as a participating agency. PBS documents the reimbursable service agreement between PBS and the tenant agency each year by an updated OA version (see the Appendix, Sample Format for Recurring Reimbursable Billing in the Pricing Desk Guide). The billing and services are discontinued automatically at the end of each fiscal year and must be renewed by the tenant agency to continue receiving services and be billed via the PBS Rent bill.

What does the Pricing Policy state regarding how the Standard Operations is determined?
Standard Services: To paraphrase Section 3.7.1 of the pricing policy, the facility manager works with the agency's Designated Official and major tenants in the building to determine the standard 10 hours of operations per work day. Tenant agency operations above the established 10 hours of operation require reimbursement to PBS.

What building services are available to the tenant beyond the operating standard?
PBS tenant agencies may use their assigned space and supporting automatic elevator systems, lights, and small office and business machines (including personal computers) on an incidental basis outside of the 10 hours of standard operation without additional charge, unless specified otherwise in the OA. This is subject to limitations required by building control systems or planned outages associated with scheduled system maintenance. Further, the Overtime Utilities program does not charge for utilities associated with antennas, these costs are captured in the antenna charge.

What building services are provided in the reimbursable charge?
The following services are provided on a reimbursable basis. Nonpayment will result in discontinuation of the above-standard service.

- Operation, maintenance and additional utility costs related to special tenant agency program equipment or fixtures. Examples include a computer room containing items such as air handling units and/or power distribution module.
  Spaces such as these are not considered typical office space; therefore, operation, maintenance, and additional utility costs are reimbursable for **all** hours of operation. Private elevators and lifts are not included in this (see section 3.6.3, Pricing Desk Guide).
- Uninterruptible power services.
- Utility costs where the tenant agency's requirement is to operate the building's HVAC system 24 hours a day. PBS provides 10 operating hours of HVAC service, 5 days a week, Monday through Friday, excluding federal holidays; therefore, service beyond 10 hours is reimbursable.
- Equipment maintenance costs for supplemental air conditioning equipment in conference spaces, computer facilities, laboratories, chemical or film storage, libraries, and other special use space.
- Special cleaning (above office standard).

- Frequent plumbing service calls for example, pantries, plumbing fixtures, and associated with laboratory use. Service calls resulting in only incidental expenses to PBS are performed at no charge to tenant agencies.
- PBS requests additional reimbursement for the costs to service the following space types only when the overall costs to maintain the space exceeds the operating cost component of the rent for the space type that PBS is already billing: Firing ranges, cell blocks, and Sally ports.

Does GSA rebate rent?
PBS does not rebate rent or process a credit to a tenant agency when the cost of operating expenses, accounting for all differences, is less than the standard rent charge for operating costs.

What is the RWA Fee?
Costs for above-standard operating expenses are normally billed through the RWA process using the standard RWA form or may be bill by PBS in the Rent Bill through the OA Tool. If the RWA mechanism is used, a fixed fee of $500 or the sliding scale fee is applied. If the OA Tool is used for billing reimbursable services, the cost must be identical each month. An annual fee, currently $500 per service rendered, is charged to the tenant agency when billing for reimbursable services on the PBS Rent bill.

For R type RWAs, the $500 fee will be included in the first bill. When we receive partial funding, we must ensure that we receive enough to cover the full $500 overhead fee plus the cost of the OT services for the period specified by the customer. For example, if the total RWA amount is $2500 including the overhead fee, and the customer wants to fund for the first quarter due to a CR, we must receive a minimum of $1000 ($2000/4 quarters = $500 + $500 overhead fee).

2.3. Operational Guidance

Are OU services addressed in the Operations & Maintenance (O&M) Specification?
Yes. Here are some OU components in the O&M Spec:

- We provide guidance to our contractors to ensure that they can fulfill your needs with respect to OT utility requests.
- Listings of mechanical equipment, hours of operation and separate procedures for heating and cooling.

What is the Operational Guidance for Cell Blocks?
In accordance with GSA Pricing Policy, GSA provides 10 hours of service per day Monday through Friday excluding holidays. Each agency pays for these services through their operating rent. Specifically, GSA assigns an operating rate for the utilities, custodial and O&M costs for all rentable areas. Therefore the agency is paying for the entire cost of operation of the cell block system through the rent based on GSA's ten (10) hour day.

Once the cell block area begins to operate after normal hours, the overtime utility cost reimbursement per GSA policy is in effect. If a cell block area operates 24/7, GSA would charge the agency for 6250 hours of operation. In addition if the equipment serving the cell block area is all agency owned (not the building system), then all of the equipment would be reimbursable for all hours of operation.

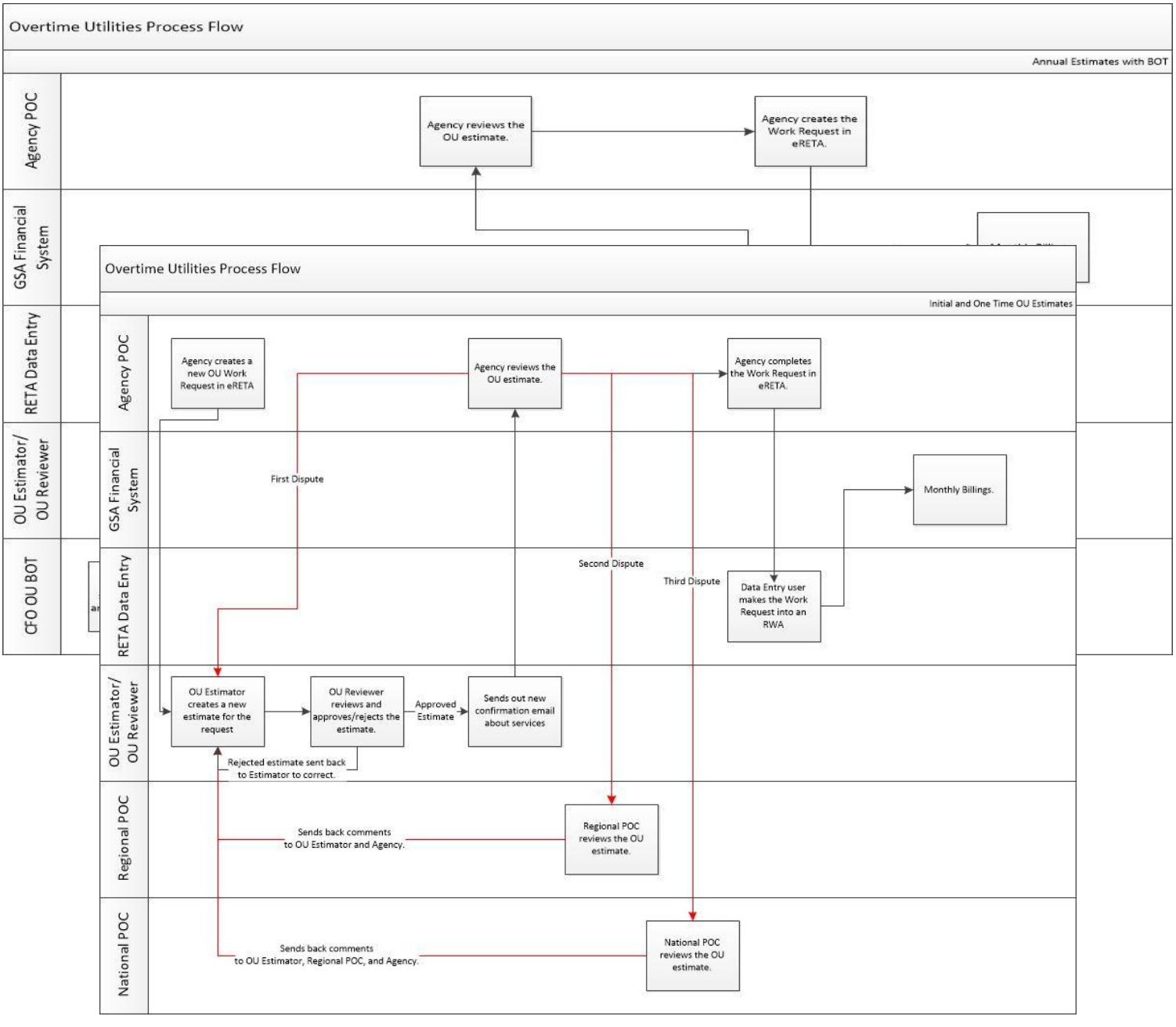
Chapter 3: Overtime Utilities and RWA Process

This chapter defines the RWA flow process as it relates to OU service requests, including the process for disputes. It also briefly discusses what goes into the estimating process, how an estimate is calculated, and ways to reduce overtime costs.

3.1. Overview of estimating and dispute process

What is the process for Tenant OU estimates?

The overtime utilities estimating process normally begins in May-June of each year with communications between GSA and the tenant agency. Confirmation of OU needs and the necessary approvals are completed by August. The estimates are validated and signed with the agency in September, and subsequent eReta work requests from the customer begin in October.



What information is needed to complete an overtime utility estimate?

- Type of Space – Office Space, Server Room
- Location(s) – Floors, Entire Suite, or Single Office
- Date(s) – Single Day, Multiple Days

- Hour(s) - # of Hours, Repeating, Anytime
- Type of Utility – Lighting, HVAC, or both
- Cost of additional hours of operation beyond the standard 10 hours
- Cost for the additional maintenance
- HVAC zoning as basis
- And for <u>server/equipment spaces</u> uniquely:
    a. Cost of all HVAC hours of operation
    b. Cost for maintenance of HVAC
    c. Tenant equipment loads – Server Room equipment
    d. Sub-metering data to validate estimates (if applicable)

How can an agency reduce its overtime utility costs?

- Change core hours and extra hours needed during the normal M-F work week
- Change temperature set points in server and equipment spaces
- Request for hours that are based on actual needs
- Consolidate server and equipment rooms where possible
- Consolidate employees in specific areas to reduce OT square footage
- Move server and equipment rooms off of the chilled water loop
- Add more efficient systems to lower energy use for overtime loads
- Set up areas for employees to work overtime with an independent HVAC system

3.2. Examples of tenant yearly letters for requesting OU's

RETA includes standard customer letters for officially requesting overtime utilities/RWAs specifically. Refer to the appendix, or click HERE for a word document containing templates for the following letters:

- Verification of need
- Requesting RWA
- Second request for RWA
- Escalation Process

Check back at GSA OU for latest versions of these letters.

3.3. Can customers look up their own RWAs and estimates?

Yes. The eRETA application allows customer access by Agency Bureau Code w/User ID & Password, giving real-time RWA information and documentation (excluding Billing & Payment statements}.
Note: As of October 1, 2019, agencies are required to submit RWAs through eRETA.

3.4. Energy Usage Analysis System (EUAS)

The EUAS allows GSA Managers, Regional Energy Coordinators, and other authorized users to view and print reports showing the latest energy usage and cost data available for GSA operated buildings. The data for these reports is provided by the PBS-FMSP Energy Division, National Energy and Water Management Center (NEWMC) and is taken directly from our utility bills.

Access to EUAS is proprietary. Tenants will need to contact their GSA Regional POC for information.

Chapter 4: Estimating Tool and Associated Review/Audit

This chapter provides the step by step estimating process that an estimator would perform in calculating charges for an OU request.

4.1. What is the tool?

The OU tool is a module within RETA. It provides a central, web-based repository for OU estimates. The system allows for the search results to be exported to a Microsoft Excel (.xls) file for full manipulation. Search results exported to Excel include a wider array of information than is displayed on the search screen or included in the existing reports. This additional information allows for the creation of reports to provide an overall picture of the national overtime utilities program.

Tenant access is via eRETA interface.

4.2. Are there standard power conversion tables, hours calculations, and PM standards tables that GSA uses?

Yes. Here are the:
2019 Power Conversion Table:

- Chiller - 0.80
- Maglev Chiller - 0.65 or lower if you have specific number
- Horsepower - 0.878 for an 85% efficient motor; 0.83 for a 90% efficient motor
- Package unit/split AC unit (for computer rooms) - 1.2
- Any piece of equipment that has a unit of KW will have a conversion rate of 1.0

Deviations from these standards are only permitted if the estimator has specific manufacturers' information.

Hour's calculations table:

- 365 days per year, 104 weekend days, 10 Federal Holidays = 251 work days per year
- GSA provides 10 hours of service per day X 251 work days = 2510 working hours
- There are a total of 8760 hours in a non-leap year (24x365) -2510 work hours = 6250 non-working hours
- In a leap year there are 24 additional hours = 8784 total hours
- If the additional day is a work day then there are 2520 work hours and 6264 non-working hours
- If the additional day is not a work day, then there are 2510 working hours, and 6274 non-working hours.

And the Annual PM Standards Table (Guide Numbers taken from current GSA PM Guide):

Guide number	Annual Standard
A-1	4
A-2	3.5
A-3	2
A-4	4.5
A-5 under 10 tons	3
A5 over 10 tons	6
A-6 under 10 tons	3
A-6 over 10 tons	6
A-7 under 10 tons	6
A-7 over 10 tons	12
A-8	2
A-9 under 20 tons	4
A-9 over 20 tons	5
A-10 up to 5 tons	3
A-10 6 to 10 tons	6
A-10 over 10 tons	9

Guide number	Annual Standard
A-11 under 50 hp	12
A-11 over 50 hp	18
A-12 under 20 tons	6
A-12 over 20 tons	12
A-13	3
B-2	24
B-3	24
B-4	24
B-5	24
C-9	30
C-10	30
C-24	6
F-27	4
H-1	6
H-2	1
H-3	1

Guide number	Annual Standard
H-4	24
H-5	1
H-6	24
I-2	1
I-3	1
I4	1
I-5	2
M-3	6
P-4	6
R-3	60
R-5	60
R-6	60
R-7	60
R-17	60
U-1	1
U-2	1
U-3	1

- Deviations to the above annual standards will be permitted only if the estimator has specific manufacturers' information.

Contact your GSA facility manager if you have any questions on the information in this section.

4.3. OU Estimates Review and Audits

What is the objective?
To conduct Overtime Utility (OU) estimate reviews nationwide to provide quality assurance that our estimates are accurate, appropriate and promote transparency to our tenants. This effort promotes real property stewardship by ensuring that the tenant's OU request is processed and prepared by GSA using the correct information and data to meet the mission critical needs of our building tenants while recovering GSA's cost to provide this service. The review process will also help us better leverage our OU education and training to promote tenant awareness and encourage dialogue on how best to further reduce the use of OU demand which in turn will create opportunities to further reduce overall GSA energy consumption. Central Office will conduct OU reviews throughout the year to validate estimates identified by building and agency, and provide training as needed.

There are two approaches for conducting an OU review or audit:

- Annual reviews should be done on all regions OU estimates virtually. GSA's Central Office will perform random reviews of regional estimates and work with each region on any necessary corrections.

- An Onsite audit will only occur where there are extenuating circumstances, such as major concerns by a tenant agency, (the Judiciary for example) over accuracy of their OU estimates. These typically would be for a single tenant federal building such as a courthouse, where there are large and complex estimates. This approach consists of actual visits by the Central Office representative, the facility manager and the estimator to the building being audited and touring the building plant and space to verify information provided to calculate OU estimate. These should be extremely rare, and may occur only once or twice per year.

What is the focus of these reviews/audits?
Verifying the equipment and systems type, sizing and time duration required to satisfy the tenants OU needs and reviewing the generated estimate with those accountable for preparing and reviewing the estimate.

What is the time commitment for reviews?
Most routine estimates require no more than 2 hours for review. More complex building space such as courts and large computer rooms may require 3 hours or more to complete.

What resources are required?
For an annual OU estimate review, GSA's Central Office representative, along with the regional Estimator/Reviewer will complete the review.

For an onsite audit, the GSA Central Office representative, the facility manager, the regional staff estimator (if different from the facility manager), the Regional OU Point of Contact, the O&M Contractor, and the POC for the tenant agency will be involved in conducting the audit.

What are the steps for conducting an onsite audit?
The basics for an audit are:

1. Review '**all'** current year OU estimates for the specific building.
2. Verify whether the current year estimate is in line (+- 8%) with last years' estimate.
3. Identify and specify any new changes that support an increase or decrease in OU costs.
4. Discuss estimate with the Facility Manager, O&M Contractor, Regional estimator/reviewer, and tenant agency POC.
5. Verify building equipment and system zoning.
6. Prepare 'Report of Findings'.
7. Conduct 'Close Out' meeting.

Chapter 5: Estimating Tools

Check back for the latest information at GSA OU Site.

5.1. Reviewers Checklist

To improve the accuracy of OU estimates, a Reviewers Checklist was developed by the OU National Team to identify common errors and inconsistencies that were occurring.

Here is a partial list found during reviews and audits; these tie back to individual fields in the Estimating Tool form. For a complete checklist refer to Appendix, or click HERE:

- wrong hours for leap year versus non-leap year
- forget to remove Outlets & Lighting numbers for server rooms
- mislabeling of building versus agency equipment
- fuel costs not matching EAUS

5.2. OU Estimate Help Reference Document

An OU Estimate Help Reference document in Excel was created to assist with understanding an OU estimate. Among the goals are:

- help tenants easily navigate the form
- provide explanations for each field, e.g., what is measured, range of values, where does the information come from, how can it be validated
- improve transparency with tenants and their understanding of the process
- improve consistency
- share information on actual energy costs and energy usage

Refer to the appendix or click HERE for the tool.

In the tool you can get specifics on the field by hovering over the red flag in the field.

Additionally, here are more tips and information to help you understand what makes up an estimate and assist with its completion:

- Square Footage - One of the first items that can significantly impact agency cost is the definition of the overtime square footage used. The square footage refers to the amount of area that needs to be cooled or heated for the overtime utility request. This may be more than the actual square footage you request. It is determined by the space you are working in, how the building is zoned and the degree to which other areas in the zone are isolated after hours. This figure is used to prorate the non-electrical costs in the estimate; therefore changes to this number have a great impact on the overall estimated costs.
- Calculation Of Hours - If the estimate is for a computer room or other location where a package unit is being used on a daily basis throughout the year, all of the hours are recorded in the cooling.

- Projected KW Cost/Hr - Electrical Demand – The components of an electric rate are normally comprised of numerous component costs. It is extremely rare for a utility company to still utilize a separate demand rate. Nearly all use a blended rate. Any separate demand rate would only be applied to 24/7 operations since this demand rate normally occurs during normal working hours. All other estimates will solely use the blended rate.
- Chilled Water Costs – A portion of the cost of chilled water is in the form of a fixed capacity charge. Like the electric demand, the capacity charge is included in estimates that include the base 10-hour period and are removed from the total chilled water for estimates that only involve after-hour usage.
- Fuel Costs - For building-wide utility services such as heating and district cooling, the program calculates the per hour cost based on the building's sf, the sf for the overtime utility request, the previous year's fuel cost, the escalation and the hours requested. The average fuel cost is based on GSA's cost for the number of months applicable to the fuel use of that fuel. For example, the cost of natural gas to provide heating during the winter will be based on the buildings natural gas cost during the winter months.
- Energy Cost Escalations – Each of the energy rates is based on escalated historical energy rates. Since energy rates escalate differently depending on the area (and even within the same area, depending on the rate structure and the details of our utility contracts), we are unable to have a universal escalation rate.
- Sub-Metered Utilities – Some agencies have their additional equipment sub-metered. In these instances GSA will use the historic metered data as the basis for the estimate.
- Condenser Water Consumption – While GSA does not charge for incidental water usage, GSA does charge for the water evaporated in the cooling towers based on the unit cost for water and uses estimated using industry standards of 1.6 gallons per ton-hour for electric chillers and 3.0 gallons per ton-hour for natural gas fired absorption chillers.
- HVAC Equipment Costs – The estimate form has three areas where we calculate the electricity for HVAC equipment. These are electric chillers and the aggregate electric load for the heating and cooling seasons. There are separate calculations for cooling equipment and heating equipment to ensure that the agency is only charged for the equipment operating during each respective season. When multiple pieces of HVAC equipment must be operated to meet your space conditioning needs, GSA will create a separate worksheet that aggregate the energy usage of this equipment. A copy of this worksheet will be provided to you along with your completed estimate.
- Additional Program Equipment – When the electric usage of agency program equipment exceeds that of a standard office space, GSA needs to recover the cost of both the additional equipment and any additional cooling needed to offset the heat generated by this equipment. For example, servers, UPS systems, video monitoring and radio transmitters, laboratory equipment etc.
- Lighting, Outlets - The energy consumption from the lights and from the outlets in the affected area is generally estimated at 2.5 or 3.5 watts per sf, depending on the energy efficiency of the lighting system and the amount of electrical equipment used in the space.
- Mechanic & Janitorial Labor - If additional cleaning is required in an office area due to additional after hours work, or a mechanic is required to operate some equipment, the cost of this labor is calculated based on the actual cost to GSA based on our established contract prices.

- Equipment Maintenance For Building Equipment - When equipment is operated over and above normal hours, it results in excess wear and tear that requires additional maintenance. The increased costs associated with the extra usage are calculated based on GSA standards and the existing maintenance mechanic hourly rate from the current contract. The calculation for the cost of additional maintenance on building equipment takes into account the number of hours requested and the number of hours that piece of equipment was meant to operate. It also subtracts the maintenance associated with the 10-hour day which GSA provides.
- Equipment Maintenance For Agency Equipment – When GSA provides maintenance on agency equipment such as the package air conditioning equipment serving computers rooms, the agency is responsible for the full cost of this maintenance. Often there is no separate bill for this maintenance, because the equipment has been included in the building's maintenance contract. In this instance, your cost will be calculated based on the GSA labor standard time for this type of work and the contracts per-hour labor rate. When the exact cost of the maintenance is known, GSA will include this cost in the miscellaneous cost field on the form.
- Miscellaneous Cost – The standard form has a provision for miscellaneous cost to provide for costs that are not otherwise addressed in the format. Some of the instances where this cost would be used include charging for process water in laboratories and the canisters used in the humidification.
- Mechanical and Custodial Supplies – The estimate will include a charge for additional supplies if these are needed to provide the services you desire.

Chapter 6: Training Presentations

This chapter contains links to training presentations.

Go to gsa.gov OU training page to access the latest training documents such as:

- **OU Program Overview** covers the basics of what the Overtime Utilities Program is.
- Client Enrichment Series - Overtime Utilities - Mar 2019 [PDF] – provides a general overview of Overtime Utilities.
- OU Estimate Agency Training [PDF] - explains the components of an estimate and its creation.

Chapter 7: Frequently Asked Questions

This chapter contains some of the Frequently Asked Questions on the OU Program. For the latest FAQs and complete answers, visit our FAQs web page.

Tenants can ask questions via email by clicking on the PBS OU Help Desk link at the FAQs web page. Also an email can also be sent directly to ouet.help@gsa.gov. All questions will be addressed by GSA's National Office/OU National team, and posted to the FAQs website.

Some sample questions asked include:

- **Is there a mechanism for tenants to make a claim and receive a credit when it is believed that required services during the 10-hour day are not consistently provided?** For 10-hour day service issues, work with the GSA Facility Manager and Regional Account Manager to resolve any disputes on service disruptions.
- **How does GSA estimate the load on various pieces of equipment?** The Facility Managers work with O&M Contractor to review the loads on the equipment using the equipment logs or BAS system.
- **How can an agency obtain documentation supporting the OU charges? (i.e. Where does one obtain a copy of the print-out from GSA's "Energy Usage Analysis System")?** Yes, the tenant can request a copy from their Facility Manager.
- **Does the 10 hours include the time it takes buildings to ramp up to required temperatures?** No, the startup and shutdown times are not included in the normal 10 hours of base operations. The 10 hours is "at temperature"; each building is unique in its ability to recover the tenant space depending on the ambient conditions/summer/winter etc. Data Centers/Server Rooms run 24/7, so there is no startup time.
- **How are the prices per unit of fuel established**? They are pulled from the actual utility bills that are loaded into the Energy Usage Analysis System (EUAS).

Chapter 8: Reference Links

- Overtime Utilities Program Home Page - brief description of the OU Program.
- OU Reference Documents - gateway to several documents related to the OU program.
- OU Policy and Guidance - covers such items as incidental usage, bundling estimates, sub-metering, and OUs under a CR.
- FAQs - frequently asked questions concerning Overtime Utilities.
- Training Materials - provides training items for tenant agencies users.
- Bundling [PDF] – policy and guidance on bundling OU estimates together.
- OU Estimate Help Tool [XLS] – explains the different fields that make up the estimate, including where the data comes from and how to validate it.
- OU Process Flow Diagram [JPEG] – a graphic displaying the Overtime Utilities Process Flow from request for service to submitting a signed RWA.
- OU Tenant Appeals [PDF] – describes the process for tenants to appeal an OU estimate.

Chapter 9: Best Practices and Data Design (white papers, etc.)

This chapter describes the best practices for the design of server rooms and general energy saving practices.

- Sustainability Facility Tool – this tool walks thru the different parts of a facility, explaining each section (including HVAC, Lighting, Sub-metering, and others), and provides information on energy savings practices.

Go to our GSA OU website for updated information and documents.

Appendix

Reference Documents:

1. **Overtime Utilities/RWA Customer Letters.** The following are templates for "Verification of Need", "Requesting an RWA", a "Second Request for an RWA", and "Escalation Process" letters.

   Above_Standard_Services_(OTU)_Custome

2. **Incidental Usage Guide.** The following provides guidance on the application of the term "incidental basis" as it relates to the "Pricing Desk Guide, Chapter 3, Pricing in Federally Owned Space, Section 3.7.1 Utilities.

   Incidentials_0810.docx

3. **Continuing Resolution and Overtime Utilites.** How to create an Overtime Utility Estimate while under a Continuing Resolution, and how to modify the amounts as new Continuing Resolution(s) or full year appropriations are approved.

   QRG_-_Overtime_Utilities_under_a_CR_-_0

4. **Overtime Utilities Checklist.** Here is a list of things to look for when preparing an Overtime Utility Estimates.

   OT UTILITY PREPARATION GUIDE_

5. **Overtime Utilities Estimate Help Tool.** This tool was created to assist with understanding an OU estimate and explains the different fields in the OU Estimate.

OU Estimate Help Ref Doc 19 Sep 18.xlsx