

Service Level Agreement



Click on the ¶ button to show guidelines in red text.

Asset Owner/Service Purchaser	
Tenant/Service Provider	
Period of the Agreement	

1 Aims of the Agreement

2 Scope of the Agreement		
2.1 Assets Covered by this agreement		
2.2 Asset Responsibility and Authority		
	Asset Owner or Service Purchaser	Tenant or Service Provider
Asset Owner		
Strategic Planning		
Asset/Investment Planning		
Capital Project Delivery		
Operations & Maintenance		
Decommissioning and Disposal		
2.3 Preconditions		

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3	Standards and Regulations

4	Service 1: Strategic and Asset Planning
4.1	Obligations of the Service Purchaser
4.2	Services Provided
4.3	Performance Measures
4.4	Charging Regime
4.5	Reporting and Management

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5	Service 2: Capital Project Delivery
5.1	Obligations of the Service Purchaser
5.2	Services Provided
5.3	Performance Measures
5.4	Charging Regime
5.5	Reporting and Management

6	Service 3: Operations and Maintenance
6.1	Obligations of the Service Purchaser
6.2	Services Provided

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6.3	Performance Measures
6.4	Charging Regime
6.5	Reporting and Management

7	Service 4: Disposal and Decommission
7.1	Obligations of the Service Purchaser
7.2	Services Provided
7.3	Performance Measures
7.4	Charging Regime
7.5	Reporting and Management

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8	Dispute Resolution

9	Approvals and Document Control