

After-hours Conditioned Air Policy

Revised 8/2/11

INTENT

The Duke Energy Center utilizes a heating, ventilating and air conditioning (HVAC) system designed to reduce energy consumption by allowing for localized, floor-by-floor control of HVAC systems and after-hours temperature setbacks when a floor is not occupied. This policy addresses the process of requesting after-hours HVAC.

AUDIENCE

Duke Energy Center Tenants

DEFINITIONS

1. **Childress Klein (CK) Help Desk.** The CK Help Desk handles building work orders and is the primary point of contact for any questions related to after-hours HVAC requests and TOS. The CK Help Desk can be reached by calling 1-866-789-4343 or by emailing dec.tsc@childressklein.com.
2. **After-Hours.** Building Occupied Hours (for purposes of this policy) are 8:00 am to 6:00 pm Monday – Friday. Non Building Occupied Hours (“After-hours”) are all other hours on weekdays, weekends and holidays. During Building Occupied Hours, the HVAC system is always running to cool or heat the floor to the programmed setpoint.
3. **Tenant Override System (TOS).** The TOS allows the Tenant to directly control the conditioned air in a zone within its leased premises via a secure internet connection using its user name and password. Control includes implementing same day after-hours override, scheduling future after-hour overrides and establishing reoccurring after-hour overrides for the desired floor(s).
4. **TOS Administrator.** Department or company contact person responsible for creating and maintaining tenant employee profiles.
5. **After-Hours Conditioned Air Billing.** Single floor or larger tenants will not receive an invoice specific to its after-hours use of conditioned air on single-tenant floors. The additional energy required to operate the mechanical equipment that provides the requested conditioned air is metered through the Tenant’s electrical submeter. Consequently, activating after-hours conditioned air directly impacts (increases) the amount of energy used in the leased premises, and the Tenant is billed directly each month for its energy usage based on its electrical submeter reading. Tenants occupying less than a single floor will be charged for After-Hours Conditioned Air at the rate of \$30 per hour.

Tenant Override System (TOS) FAQ

ACCESSING THE TENANT OVERRIDE SYSTEM

- **Who has TOS access?**
 - Wells Fargo business units and single-tenant floors typically have 2-3 individuals who are authorized to input after-hours HVAC requests in TOS, usually an office manager or administrative assistant. Any requests for after-hours HVAC should be routed to those individuals and not to the CK Help Desk. If you do not know who on your floor has access, please contact the CK Help Desk for a list of individuals who are authorized to input TOS requests for your company or Wells Fargo business unit.
 - **Duke Energy Employees ONLY** – Duke Energy employees will not be using TOS. Instead, all after-hours HVAC requests should be sent directly to the Duke Energy Help Desk as a work order.
 - **Tenants on Multi-Tenant Floors (Floors 26, 34-35) ONLY** – Tenants on multi-tenant floors will not be using TOS. Instead, all after-hours HVAC requests should be sent directly to the CK Help Desk during normal business hours so these requests can be tracked and separately billed. Requests for same day service must be submitted prior to 3:00pm to avoid a \$50 late call fee.
- **How do I access TOS to input requests?**
 - Please reference the TOS Tutorial below.
- **No one in my company or business unit has access to TOS. How can we setup a TOS Administrator?**
 - Please contact the CK Help Desk. CK will create the first user who will be the TOS Administrator for the company or business unit. All other users can be created by the TOS Administrator.
- **When are TOS training sessions held?**
 - TOS Training is offered on a quarterly basis. Please contact the CK Help Desk for more information.

INPUTTING AFTER-HOURS HVAC REQUESTS

- **My company or business unit only occupies a portion of the floor. Can we run the HVAC just in our area?**
 - No. Each floor is controlled by one central air conditioning unit. In order to provide cooling/heating to the floor, the entire unit must operate to heat/cool the entire floor. The only exception is the Podium (floors 3-7). On those floors, there are two different systems: one that operates the Tower and one that operates the Podium, and neither is dependent on the other.

- **My company or business unit operates at a different schedule than the Building Occupied Hours (e.g. a call center that operates until 10:00pm each night or a business unit that works every Saturday from 8:00am to noon). Should I create a continuous zone override request in TOS?**
 - No. The most efficient way to do this is to have the Building Occupied Hours for that floor modified. Please contact the CK Help Desk to create a work request.
- **I'm currently working on the floor after hours and the HVAC has shut off. How do I request for the HVAC to be turned back on?**
 - Ideally, all requests for after-hours HVAC should be forwarded to an authorized TOS user at least 24 hours in advance of the request to ensure that there is ample time to process and input the request into TOS. In the event that there is an immediate need for HVAC and the TOS users have left for the day, the TOS users may still input immediate HVAC requests from home on their personal computer or with some internet-enabled smart phones. In the event that the TOS users cannot be reached via email or phone, please submit a work order by contacting the CK Help Desk to submit a work request.
 - **NOTE** – In the event engineering staff must be contacted to input the request outside of normal business hours, there will be a **\$100 callback fee** and a **\$50 late call fee** charged to the tenant or business unit inputting the request.
- **I scheduled a zone override request for Saturday at 8:00am, and when I arrived on the floor at 8:00am it was still very warm on the floor. Did I do something wrong?**
 - When scheduling a zone override, the start time field represents the actual time the HVAC will turn on to start heating/cooling the floor. Keep in mind that depending on the outside air temperature, the HVAC system may need to run for an extended period of time before the floor temperature reaches a comfortable level. We recommend that the start time should actually be set 1 hour in advance to give the HVAC system time to heat/cool the floor before occupancy (e.g. if someone plans to start working at 8:00am on a Saturday, program the floor to start cooling 1 hour earlier at 7:00am).
- **If I don't put in an after-hours air request, how hot/cold will it get on my floor after-hours?**
 - It depends on the outside temperatures. The HVAC system is programmed with night setbacks that prevent the temperature from getting too hot in the summer and too cold in the winter when the floor is unoccupied. At no point will the floor be colder than 60 degrees or hotter than 85 degrees.
- **There are multiple people in my company who use TOS. How do I know if they have already input a request for after-hours air?**
 - Before inputting a request, TOS users can run a report showing any existing scheduled requests, along with the name of the TOS user who input the request. See the TOS Tutorial below for more information on running reports.
- **Do I need to input a TOS request for building holidays?**

- Yes. The HVAC is not programmed to run on certain holidays (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas).

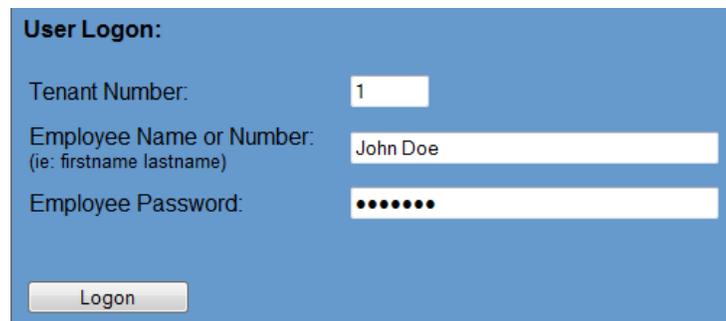
BILLING INFORMATION

- **What is the billing rate for after-hours air requests on a single-tenant floor?**
 - There is not a separate facility charge to run the HVAC system after-hours for single-tenant floors. Since each floor's energy usage is sub-metered, the additional cost to operate the HVAC system after-hours is captured in the total floor utility usage that is billed monthly to Duke Energy Center tenants.
- **What is the billing rate for after-hours air requests on a multi-tenant floor?**
 - Since certain floors have more than one tenant occupying the floor yet only one electric submeter to capture the HVAC energy usage for the floor, a separate cost will be billed to the specific tenant requesting after-hours HVAC so that cost is not passed through to all tenants on the floor when only one tenant receives the benefit of the after-hours air. The hourly cost for after-hours HVAC on multi-tenant floors is **\$30.00/hour**.

Tenant Override System (TOS) TUTORIAL

I plan on working late tonight. How do I program an after-hours HVAC request just for today?

1. Login to the Duke Energy Center Tenant web-based Tenant Override System (TOS) by going to <http://tos.dukeenergycenter.info/webtos/loginconfig.asp>
2. Type in your tenant number, employee name or number and employee password and click logon.



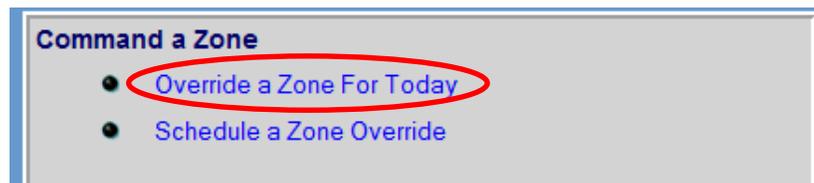
User Logon:

Tenant Number:

Employee Name or Number:
(ie: firstname lastname)

Employee Password:

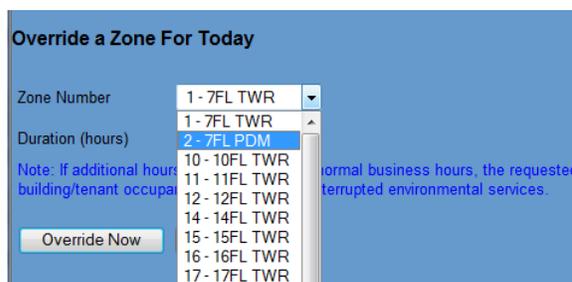
3. Click the 1st link "Override a Zone For Today"



Command a Zone

- **Override a Zone For Today**
- Schedule a Zone Override

4. Click the drop down arrow next to "Zone Number" and select the floor you want to override for today. Each floor is represented by a number followed by the letters "FL" (for "floor").
 - **NOTE: Floors 3-7 ONLY** - The Tower side of the floors are designated "TWR" and the Podium side of the floors are designated "PDM."



Override a Zone For Today

Zone Number

Duration (hours)

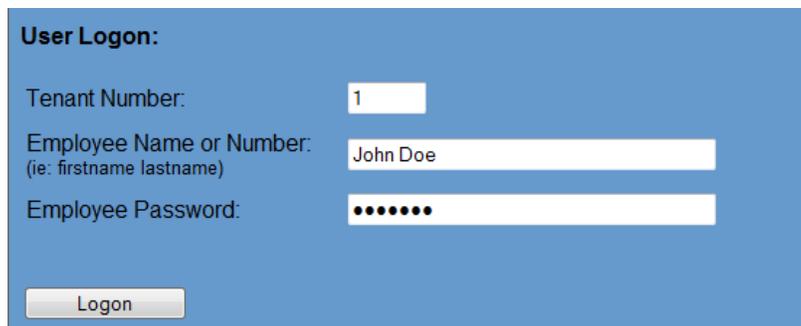
Note: If additional hours building/tenant occupies normal business hours, the requested interrupted environmental services.

10 - 10FL TWR
11 - 11FL TWR
12 - 12FL TWR
14 - 14FL TWR
15 - 15FL TWR
16 - 16FL TWR
17 - 17FL TWR

5. Select the duration (in hours) you want to extend the HVAC for tonight. The number of hours that are selected will be added on to the HVAC runtime at the end of the day. For example, if the Building Occupied Hours ends at 6:00pm and I input a request for 3 hours, then 3 hours will be added to the runtime and the HVAC will run until 9:00pm.
6. Click "Override Now"

My floor or business unit will require additional after-hours HVAC for a single day or multiple days in the future. How do I program a request for additional HVAC in advance?

1. Login to the Duke Energy Center Tenant web-based Tenant Override System (TOS) by going to <http://tos.dukeenergycenter.info/webtos/loginconfig.asp>
2. Type in your tenant number, employee name or number and employee password and click logon.



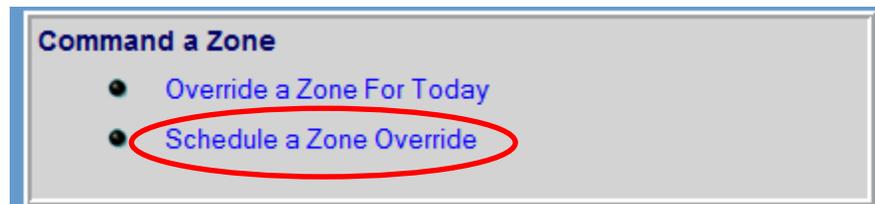
User Logon:

Tenant Number:

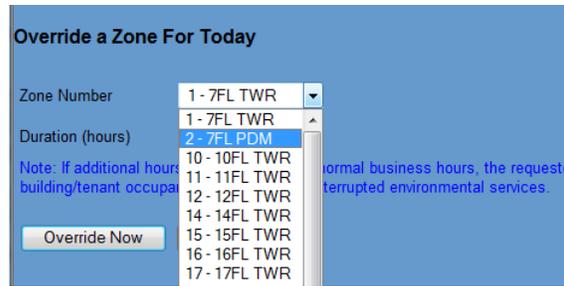
Employee Name or Number:
(ie: firstname lastname)

Employee Password:

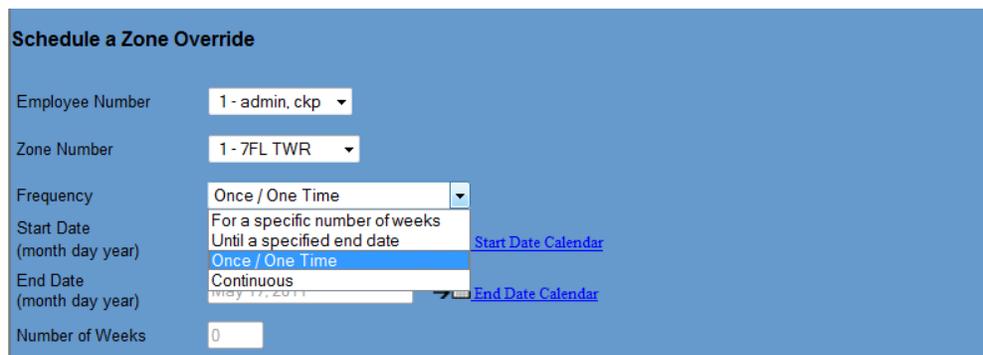
3. Click the 2nd link "Schedule a Zone Override"



4. Click the button that says "Add Schedule Override Request"
5. Click the drop down arrow next to "Zone Number" and select the floor you want to override for today. Each floor is represented by a number followed by the letters "FL" (for "floor").
 - **NOTE: Floors 3-7 ONLY** - The Tower side of the floors are designated "TWR" and the Podium side of the floors are designated "PDM."



6. Under “Frequency,” select one of the following options:
- **For a specific number of weeks** – Select this option to schedule a recurring floor override for a specified number of weeks.
 - **Until a specified end date** - Select this option to end the recurrence of a scheduled floor override on a specific date.
 - **Once/One Time** – Select this option to schedule a one-time floor override.
 - **Continuous** – This option should ***not*** be used. If a continuous floor override is needed, please contact the CKP Property Manager to discuss permanent changes to the floor occupancy schedule.



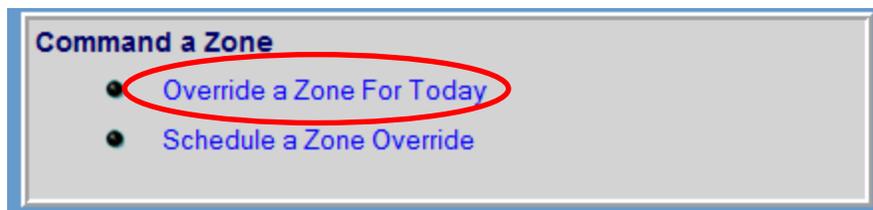
7. Under the section called “Select Override Information,” check the days used for the override. For each day selected, choose a start time in the **Start Time** field, then choose the number of hours in that day's **Duration (hours)** field.
- **NOTE** – The **start time** field represents the actual time the HVAC will turn on to start heating/cooling the floor. Keep in mind that depending on the outside air temperature, the HVAC system may need to run for an extended period of time before the floor temperature reaches a comfortable level. We recommend that the start time should actually be set 1 hour in advance to give the HVAC system time to heat/cool the floor before occupancy (e.g. if someone plans to start

working at 8:00am on a Saturday, program the floor to start cooling 1 hour earlier at 7:00am).

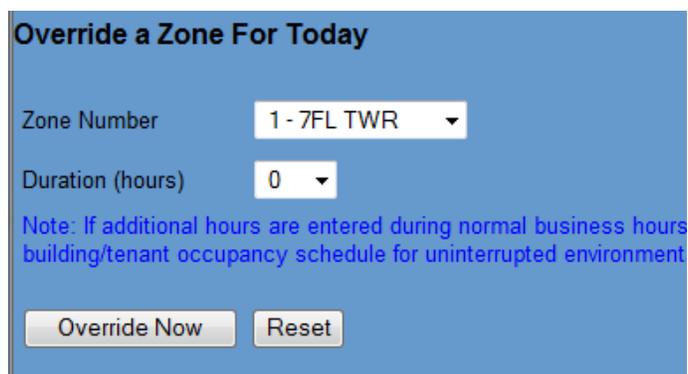
8. Click “Add Request” to complete the override.

How do I cancel a Zone Override for Today?

1. Click the 1st link “Override a Zone For Today”



2. Click the drop down arrow next to “Zone Number” and select the floor where the request was previously made.
3. Set the duration (hours) to zero and click “Override Now”

A screenshot of a web form titled "Override a Zone For Today". The form has a blue background. It contains two dropdown menus: "Zone Number" with the value "1 - 7FL TWR" and "Duration (hours)" with the value "0". Below the dropdowns is a note in blue text: "Note: If additional hours are entered during normal business hours building/tenant occupancy schedule for uninterrupted environment". At the bottom of the form are two buttons: "Override Now" and "Reset".

How do I cancel a Scheduled Zone Override?

1. Click the 2nd link “Schedule a Zone Override”



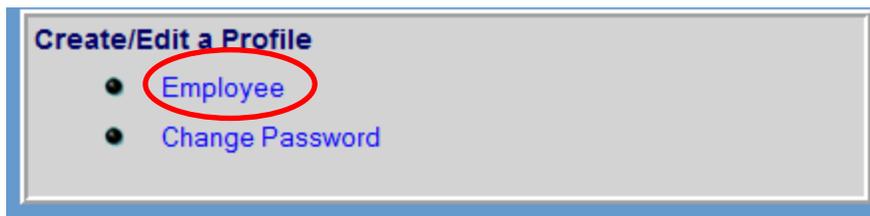
2. Find the request you want to delete in the list and click “Delete.”

List of Scheduled Override Requests

Employee Number	Zone Number	Frequency	Start Date	End Date	Start Time	Duration (hours)		
1	10	Once / One Time	18-May-2011	18-May-2011	10:58	1	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
1	42	Continuous	1-Nov-2010	No end date	07:00	10	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

How do I add additional users in TOS (ADMINISTRATORS ONLY)?

1. Click the link “Employee”



2. Click the button that says “Add Employee”
3. Fill in the fields as indicated below:
 - **Employee Number** – Create a unique number for each user you would like to add. Typically, the administrator is user 1.
 - **Employee Descriptor** – This can be the employee’s name, title or any other descriptor. This is not used as part of the login.
 - **Last/First Name**
 - **Phone Password** – This feature is not utilized, but a password must be input in order to create a user. Please use **1234** as the phone password.
 - **Web Password** – This should be a password unique to the user.
 - **Enable Web Access** – This box should be checked.
 - **Enable Phone Access** – Do not check this box.

Add New Employee

Employee Number (1 - 3 digits)

Employee Descriptor (1 - 30 chars)

Last Name (1 - 20 chars)

First Name (1 - 20 chars)

Phone Password (1 - 4 digits)

Web Password (1 - 30 chars)

Enable Web Access

Enable Phone Access

4. Click "Add Profile."

How do see if someone else has already input a TOS Request?

1. Click the link "Scheduled Override Requests"

Generate a Report

- [Billing Summary](#)
- [Scheduled Override Requests](#)
- [Tenant Summary](#)
- [Override Requests in Progress](#)

2. Click "Run Report"

Scheduled Override Requests Report

Frequency All
 Specific

Employee All
 Specific

- The Override Requests Report shows that Employee 2 (John Doe) has already input a request for 3 hours of HVAC starting at 6:00pm for Friday, June 3rd on the 10th Floor.

```

01-Jun-2011          Insight Tenant Override System          08:58 AM
                   Override Requests Report

CKP Admin entire building (Tenant 1)
10FL TWR (Zone 10)
Doe, John (Employee 2)
Starting Fri Jun 03,2011 at 18:00 for 3.00 hrs

End of Report

```