



1. Tenant receives an OU Estimate from GSA.
2. Tenant reviews the OU Estimate
3. GSA POC reviews the appeal
 - a. In some regions, the first and second appeal maybe the same person. This is the case where the Regional Account Manager (RAM) is sending the estimate to the tenant. In other cases, the GSA Contact on the estimate maybe the OU Estimator or Property Manager.
 - b. The POC will contact the OU Estimator and/or Property Manager to discuss the OU Estimate and review it with them. After the review, the GSA POC will respond back to the tenant and let them know what the outcome is, i.e. a revised estimate will be coming or the estimate was correct given the parameters in the OU request.
4. Region POC reviews the appeal
 - a. In the case where the Region POC is not the same as the GSA POC..
 - b. The POC will contact the OU Estimator and/or Property Manager to discuss the OU Estimate and review it with them. After the review, the Regional POC will respond back to the tenant and let them know what the outcome is, i.e. a revised estimate will be coming or the estimate was correct given the parameters in the OU request.

- c. The POC will also CC Central Office on the response, so that Central Office will know that there was an appeal on the OU estimate.
- 5. Central Office reviews the appeal
 - a. Central Office will contact the Regional OU POC to discuss the OU Estimate and review it with them. They will also include the OU Estimator and/or Property Manager, if needed in the discussions. After the review, the Central Office POC will respond back to the tenant and let them know what the outcome is, i.e. a revised estimate will be coming or the estimate was correct given the parameters in the OU request.
 - b. Additional meetings if necessary with the RAM and NAM.
- 6. Tenant sends back a signed RWA for the requested Overtime Utility service.