

FAQs

CUSTOMER COLLABORATION

1) If a customer collaboration team (CCT) is formed, does this result in customers being able to do the required construction work on a project facility?

Not necessarily. When a CCT is formed, it provides an opportunity for collaboration with customers regarding these decisions. Decisions on workload distribution remain subject to the Workload Distribution Practices for Technical Services Work, D&S CMP TRMR-27. The Reclamation official participating on the CCT will make final decisions where the CCT cannot reach agreement.

2) Does a CCT have to be formed for all major construction work?

No. CCTs must be formed if an eligible customer (see paragraph 5A of the D&S) requests the formation of one. Reclamation offices are not required to initiate the formation of a CCT, but should ensure that customers are aware of the opportunity.

3) Who pays for the expenses of participation on a CCT?

Each participating customer/entity will fund its own costs of participation. Reclamation's costs will be considered project costs in accordance with D&S WTR 02-01

4) Is a CCT required in order to collaborate with customers on a construction project?

No. CCTs are a formal option; informal collaboration methods are encouraged and may provide a workable alternative to formal CCTs.