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I. Introduction

The purpose of this SLA is to formally document and inform campus partners of the general fund and cost recovery services IPF provides, how to access the services, response times for the services, and the responsibilities of IPF and the building occupants.

The Vice President of Infrastructure Planning and Facilities endorses this University Wide Service Level Agreement (SLA) and as a partner and steward of Michigan State University (MSU) will work responsibly to assist in maintaining the extensive university portfolio of infrastructure, buildings, and land assets. It is important that an investment of this size is appropriately operated and maintained to support MSU.

**The General Fund is budgeted annually and is funded mainly by tuition revenue and state appropriations and is used to account for the general operations and activities of the University, including all for-credit instructional classes.*

IPF Mission: Deliver facilities and services that help Spartans change the world

IPF Vision: To be the highest performing, leading-edge facilities organization in the nation

1. Infrastructure Planning and Facilities Organization

[Michigan State University's Infrastructure Planning and Facilities](#) (IPF) plans, builds, maintains, and beautifies the physical environment in support of Michigan State University's education, research and outreach missions, and directs the university's long-term infrastructure planning goals. The unit's experienced team of over 1,000 professionals keep MSU running by supporting the infrastructure needs of the university and providing expert analysis for university objectives.

Maintenance and repair are essential activities and require an annual financial commitment. In an environment of competing demands, financial risks can be managed through strategic planning, evidence-based decision making, and asset management. Each year through the university's general fund budget allocation process IPF receives funding to provide services to the University community. These funds are used by IPF to service general fund* facilities and landscapes located on the main East Lansing campus.

2. Service Level Objectives

- Clarify maintenance responsibilities for building assets and landscape.
- Specify requirements for maintenance.
- Ensure assets are adequately maintained.
- Ensure associated risks are effectively managed.
- Ensure land and building assets perform effectively and efficiently throughout their service life.
- Ensure appropriate decisions are made in selecting maintenance strategies.
- Ensure appropriate allocation of maintenance funds.
- Provide an equivalence of service to staff, students and visitors.

3. IPF Responsibilities and Functions

- IPF is responsible for the operation and maintenance of campus East Lansing (EL) campus facilities that comprise over 560 buildings and more than 24 million square feet.
- IPF functions as 'building steward' regarding asset management and compliance with statutory and regulatory building requirements.
- IPF functions as the maintenance service provider of choice in relation to the built environment.

IPF Departments Include:

- **Building Maintenance:** Maintenance all university facilities and assets within the EL campus to ensure a safe, accessible, comfortable learning and research environment. Work responsibilities include electrical, lighting, HVAC services, plumbing, roofing and more.
- **Real Estate and Capitol Planning:** Construction and renovation of space including, equipment installation and interior design the Real Estate office manages university property sales and leases throughout Michigan and beyond.
- **Custodial Services:** Cleaning of MSU's interior environments to ensure Spartans' safety in classrooms, lab spaces, personal offices and suites, restrooms, hallways, athletic facilities, and residence and dining halls. Specialized staff within Custodial Services perform pest control services and coordinate campus events put on by student, university and other groups.
- **Landscape and Grounds:** Maintenance and stewardship of, 1,822 acres of developed park, including roads and sidewalks, parking lots and ramps, bike paths and golf courses. Additional responsibilities include litter control, lawncare, snow removal, signage placement, and tree and shrub maintenance.
- **Power and Water:** Management of the supply of electricity and steam used to power MSU campus infrastructure, and provisioning and monitoring of all campus water needs.
- **Surplus & Recycling:** Management of waste as a resource by the organization and sale of reusable items, and the sorting and processing of recyclable materials.
- **Vehicle Fleet:** Management of MSU's fleet of more than 400 vehicles including charter bus services, vehicle rental and full-service auto repair.
- To learn more about IPF's Catalog of Services, please visit our website <https://ipf.msu.edu/service-and-billing/our-services>

II. Accessing Services

1. Online Service Request

To request service, submit a service request [here](#).

2. Email

E-mail IPF at customer@ipf.msu.edu for all customer inquiries regarding service status billing and more.

3. Chat

Go to ipf.msu.edu at the bottom of the page in the green bar request to Chat with us.

4. Phone

If you have an emergency or require immediate assistance, call 24/7/365 at (517) 353-1760.

- Call immediately for any maintenance or service required within 48 hours.
- Contact IPF will inform, direct, and help you connect to IPF services.

III. Service Standards

IPF is dedicated to following the [Association of Physical Plant Administrators \(APPA\)](#) custodial and landscape standards.

1. Service Level Agreement Exclusions/ occupants responsibility

- Facilities not owned by the University.
- Facilities excluded by formal lease arrangements or Deed of Understanding, etc.
- Facilities or part thereof managed by divisions and recognized as MSU auxiliary units.
- Facilities or part thereof managed by faculties to generate an income and shall contribute towards the cost of maintenance activities.

Building occupants are responsible for:

- Reporting all maintenance, compliance, and emergency concerns in a timely and accurate manner.
- Ensuring the use of the facility does not negatively impact the appearance, condition or life of building.
- That university employees, students, and visitors comply with [Campus Safety](#) in relationship to authorized access and safe use of the campus facilities
- Funding building related work that falls outside the scope of this SLA

IV. Customer Cost Recovery Attributes

1. Charge Rate Information

IPF is committed to openness and transparency with our campus partners, including sharing what, how much and why we charge what we do. Billing rates and fees are reviewed and approved by [MSU's Office of Financial Analysis and Reporting](#) (Office of the Controller). These rates and fees are based on actual costs, applied consistently and based on actual use of service. To learn more about labor rates, capital project fees and rates, and utility rates please visit <https://ipf.msu.edu/ipf-cost-transparency>.

2. Customer Cost Recovery Services

- Costs associated with work that is not funded from IPF's general fund responsibilities. IPF maintains the University's asset records and funding source map which depicts the asset ownership and funding account for all assets owned by Michigan State University.
- Items or services that are subject to cost recovery are identified on pages 9-29 of this document.
- University auxiliaries and enterprises accommodated on university property may choose IPF, the University's facilities authority, to provide cost recovery services.
- Special requests for services not covered under the general fund, or a request outside the normal schedule for routine maintenance, are billable to the requester.
- Building occupants may choose to fund maintenance work if they require an outcome beyond IPF's current general fund service levels.

3. Maintenance Procurement

- Provided by IPF, Third Party or Customer.
- University Procurement and Logistics (UPL) agreements may be utilized to supplement the availability of internal staff.

V. Billing

For those services that are performed on a cost recovery basis, IPF processes a service bill each month through MSU's Quali Financial System.

For questions regarding IPF charge rates, please visit our web site <https://ipf.msu.edu/ipf-cost-transparency> or email us at customer@ipf.msu.edu

VI. General Fund Services vs. Cost Recovery Services

IPF provides a wide variety of services performed by IPF staff members or through managing contractors and vendors through the competitive bid process to obtain the lowest cost for MSU. The following sections (1-20) will outline the catalog of services and what is funded by the general fund vs. cost recovery.

1. Asbestos and Abatement

IPF works with MSU's Environmental Health and Safety team to coordinate the removal and abatement of hazardous materials that may be impacted during a maintenance or relocation activity.

General fund services include:

- Asbestos/ Lead and PCB
- Fire
- Mold
- Water intrusion

Cost recovery services include:

- All costs associated with the above work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities.

2. Building Maintenance

IPF Building Services performs maintenance to existing building interior and exterior, mechanical, structural and architectural components.

General fund services include:

- Repair and maintenance to existing doors and door hardware
- Repair and maintenance to interior tile surfaces
- Repair and maintenance of walls and ceilings including ceiling tile, wall base, chair rails and corner guards
- Repair of damaged flooring such as floor tile, stair treads and torn carpeting
- Maintain windows and glass excluding seal failures (fogged units)
- Repair of fixed classroom seating
- Repair of classroom spaces
- Building heating and cooling (HVAC)
- Heated sidewalks
- Repair/replacement of damaged piping and leaks; excluding departmental equipment (labs)
- Roofing
- Drinking water systems
- Electrical system including lights, light switches, occupancy sensors and wall outlets

Cost recovery services include:

- Repair of damage caused by others under control of the faculty/division/entity
- All costs associated with the above work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities.
- Renovations or modification of any kind
- Move or relocation of existing office space, relocating shelving, whiteboards and furniture
- Assembly or construction of office furniture or fittings that are additional to the standard establishment
- Hanging of picture frames or another temporary wall displays
- Installation and maintenance of through-wall or window air conditioners
- Laboratories and associated equipment and related utility piping
- Installation, cleaning and replacement of carpeting and draperies
- Distilled and reverse osmosis water systems
- Compressed air systems and other air supply systems not intended for building environmental control
- Vacuum systems
- Moveable classroom seating
- Exterior window cleaning and repair of window coverings
- Provision of standard classroom establishment, such as shelving, whiteboard, etc. in accordance with ISPM's space standards and design guidelines
- Process cooling system maintenance and repair (cooling needed to cool equipment)
- Welding and fabrication

3. Carpet Replacement

General fund services include:

- N/A

Cost recovery services include:

- Carpet in office spaces typically holds up for fifteen (15) years or more while carpet in corridors and common areas can deteriorate at a faster rate.
 - All carpet replacement will require approved departmental special funding.
- IPF includes an assessment of carpet condition and the useful life remaining in its rolling condition assessment process, however available department funding will inform the decision to replace or repair carpet and other flooring.
- IPF will facilitate the urgent repair or replacement of carpet that has deteriorated to a point where it could constitute a safety concern.

4. Custodial Services

IPF Custodial Services provides cleaning services on a scheduled basis to improve the health and safety of the campus environment. Employees are specifically trained to clean and maintain all types of floor coverings at the University and are familiar with the special needs that each floor covering requires. Extended services may be provided budget permitting.

General fund services include:

- Cleaning according to APPA current codes and standards
 - APPA Level 2
 - Public space, Floor care, lighting, window cleaning
 - APPA Level 3
 - Private Space, stairwells
- Daily cleaning of restrooms disinfecting and polishing restroom fixtures.
- Scheduled general cleaning of offices, classrooms and laboratories
- Appropriate floor finish maintenance based on space designation and use (i.e., public space, labs, classrooms)
 - Maintenance of hard floor surfaces, including sweeping, vacuuming with HEPA filtration, damp mopping
 - Carpet cleaning for building entryways and vacuuming and shampooing in non-office areas (budget permitting).
- Window cleaning at entry vestibules and entryway doors (within reach of 6ft ladder)
- Collecting waste and recycled materials from centralized receptacles
- Maintaining soap, toilet tissue, and towel dispensers
- Keeping building entrances clear of snow (6ft of door entrance/ where LS can reach with equipment)
- Emergency spill response (as certified)

Cost recovery services include:

- Clean-up after special events
- Work scheduled outside normal service times or areas, or additional cleaning service requests.
- All exterior window cleaning
- Interior windows, glass enclosed offices and partitions (spot cleaning may be done on request)
- Office carpet cleaning or hard floor refinishing
- Detail cleaning for office move out

5. Electrical Services

Electrical services are provided to ensure the campus infrastructure is properly installed and maintained to current code. Electrical infrastructure includes High Voltage network; Low Voltage network; and those electrical components considered to be part of the buildings basic electrical wiring.

General fund services include:

- Maintenance of all underground and above ground electrical distribution networks owned by the University
- Transformer oil tests, electrical substation preventative maintenance
- Repair and maintenance of electrical components such as lighting, outlets, motors, and associated controls for building heating and cooling
- Repair and maintenance of fire detection systems
- Thermal imaging program

Cost recovery services include:

- Repair of damage by others to underground services, building systems and fixtures
- Repair of damage caused by others under control of the faculty/division/entity
- Several costs associated with the above work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities. (e.g., lab equipment, farm services, wine producing equipment, food preparation systems, etc.)
- Maintenance and repair of appliances (e.g., dishwashers, dryers, clothes washers, etc.)
- Installation of new electrical equipment
- Repair or maintenance of faculty/ research equipment (e.g., most laboratory equipment, reverse osmosis, specialty test equipment, fume hoods, compressed air equipment, etc.)

6. Elevators

IPF must be contacted for all elevator breakdown calls immediately by calling ContactIPF at (517) 353-1760.

Telephones button located in the lift cars are dispatched to ContactIPF staff that can assist in obtaining an expedient response to a call.

General fund services include:

- Annual inspections (e.g., weight capacity, evaluation of speed, wait time, floor level tolerance, cables, hydraulics, electric motors and controls)
- Regular maintenance (e.g., hydraulic fluids, regular computer diagnostics and upgrades, cleaning of the pit, replacement bulbs in the car and buttons, etc.)
- Trouble call response

Cost recovery services include:

- Repair of damage caused by others under control of the faculty/division/entity
- All costs associated with the above work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities.

7. Events

IPF aids faculties and divisions for special event preparation such as commencement, athletic activities, 5k races, etc. Sufficient notice is required to allow IPF to plan its other work activities around the event such as needing to abide by MSU sound ordinance.

General fund services include:

- N/A

Cost recovery services include:

- Event support
- Rental of equipment
- Electrical alterations to circuits, special equipment
- Special clean-up crews
- Pre and post event cleaning
- Additional security
- Tables, chairs, stage
- Lighting
- Generators
- Recycling, trash and additional waste containers
- Outdoor landscape and grounds service
- Temporary sign placement (light pole banners, A-frame signs, temporary directional signs)
- Other as deemed necessary based on request

8. Keys and Locks (Access Control and Security Systems)

IPF is responsible for the selection, management, maintenance and repair of access control and intruder alarm systems on campus. IPF provides advice on systems approved by the university, coordinates installation, and interfaces with central access and security control systems on behalf of our clients.

General fund services include:

- Lockout service for staff
- General lock repairs
- Replacement of broken or worn-out keys and locks
- Maintenance of security panels and motion detectors/cameras*
- Keypads and systems*
- Key swipe*

* Paid for by MSU Police

Cost recovery services include:

- Issuance of keys from grand master key system to staff
- Padlocks and key with MSU cores
- Recoring and keying
- Repair of damage caused by others under control of the faculty/division/entity
- All costs associated with the above work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities.

9. Landscape and Grounds

Landscape Services administers a landscape management plan aligned with the [Facilities & Land Use Plan](#) using APPA Grounds Maintenance Standards to provide a beautiful and safe campus environment.

General fund services include (APPA Level 3):

- Turf care
- Pruning and landscape maintenance of trees
- Plant and bed maintenance
- Irrigation
- Litter control
- Graffiti removal
- Exterior site appurtenances
- Snow removal

Cost recovery services include:

- Repairs required to landscapes and site appurtenances due to damage by others
- Landscape replacements and enhancements
- Special event support for landscape cleanup

10. Painting and Decorating

IPF is not funded to paint interior spaces and offices; however, IPF does try to paint in public areas as conditions warrant through special funding requests. External and internal painted surfaces typically last for ten (10) years or more except for high traffic areas or harsh environments.

General fund services include:

- N/A

Cost recovery services include:

- Cosmetic painting
- Furniture painting or refinishing
- Changing colors on occupant's request
- Repairing damaged walls caused by the occupant or someone under their control
- Repair of damage caused by others under control of the faculty/division/entity
- All costs associated with the above work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities

11. Pest Control

IPF is responsible for pest management and control we will evaluate and eradicate your pest problem

General fund services include:

- Vermin poisoning and trapping
- Nuisance wildlife removal which may include:
 - Damaging foundations/ property
 - Acting strange or sick
 - Trapped animals
- Rodent control
- Insect and arachnid control
- Contact IPF for emergency request, if in occupied space, at (517) 353-1760 for the following:
 - Bats/ live animals
 - Stinging insects
 - Bed bugs

Cost recovery services include:

- All costs associated with the above work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities

12. Plumbing and Gas

Plumbing services are provided to ensure the campus infrastructure is properly installed and maintained to current code. Plumbing infrastructure includes sanitary, trade waste and storm water drainage systems, potable water network, water supply for fire services, and natural gas network.

General fund services include:

- Maintenance of all in-ground water mains and network systems through the buildings including sanitary fixtures
- Repair and maintenance of plumbing components such as boilers, chilled water units, tanks, valves, traps, thermostatic mixing valves, reduced pressure zone (RPZ) devices, heat exchangers and water heaters
- Repair and maintenance of natural gas network and hard plumbed fixtures
- Repair and maintenance of fire service network and firefighting fixtures
- Repair and maintenance of sewage and storm water network systems and fittings

Cost recovery services include:

- Repair of damage by others to in-ground services, building systems and fixtures
- Maintenance and repair of appliances (e.g., dishwashers, dryers, clothes washers, etc.)
- Installation of new equipment
- Repair or maintenance of faculty equipment (e.g., reverse osmosis, centrifuge, specialty gas lines, interceptor or neutralizing pits, compressed air, etc.)
- Repair of damage caused by others under control of the faculty/division/entity
- All costs associated with the above work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities

13. Preventative Maintenance

IPF inspects, cleans, lubricates and prepares building equipment for seasonal use. Preventative maintenance is scheduled based upon recommended manufacturers details, best practice and available funding. Planned maintenance activities are typically completed at times when it has minimal impact on our clients' use of the facilities.

General fund services include:

- Changing air and water filters
- Replacement of belts
- Lubrication of motors
- Cleaning of coils
- Replacement of bearings
- Maintenance and repair of air filtration systems
- Maintenance and repair of exhaust fans
- Annual roof inspections
- Carpentry-walk public areas to identify general repairs including door function
- Window inspections (every 5 years)
- Masonry inspections (every 5 years)

Cost recovery services include:

- Constant temperature room, glasshouses, greenhouses, etc.
- Freeze dryers, icemakers, kitchenets etc.
- Research equipment maintenance and repair
- Fume hoods
- Any item of plant or equipment installed without the consent of IPF

14. Surplus Store and Recycling Center

Surplus Store and Recycling Center provides services for the EL campus. Buildings will be placed on a scheduled recycling pick-up program dependent upon several factors, including the volume and type of materials produced. Where this service is provided, faculties and divisions may request recycling containers for their individual offices, rooms or common rooms by contacting [Surplus and Recycling](#).

General fund services include:

- Recycle cardboard, paper, magazines, and marked recyclable metal, glass and plastic for not toxic contents.
- General surplus/salvage items removal from learning, teaching, research and office accommodations*
- Containers (hampers) for large volume cleanouts of surplus materials for up to 5 business days
- Destruction of data on electronic media (hard drives, discs, etc.)
- Educational materials (posters, signs, presentations) to promote reuse and general waste reduction activities
- Freon reclamation from no-value items designated as surplus

Additional services on negotiated terms include:

- Recycling of redundant files or excessive volumes of recyclables, for which additional containers can be provided
- Large scale faculty or divisional clean-ups
- Consigned sale of surplus items where a portion of revenue is returned to owner
- Scrap metal sale where a portion of revenue is returned to owner
- Collection of surplus material where cost exceeds value (rare)
- Short- or long-term rental of IT equipment
- Service above for departments located in off campus buildings.

Cost recovery services include:

- Shredding and subsequent recycling of confidential documents. This may require coordinated with third party vendor
- All recycling and services listed above for enterprises, auxiliary units or affiliated bodies
- Mattress recycling
- Containers (hampers) for large volume cleanouts of surplus materials more than 5 business days
- Redeployment of surplus goods to departments
- Coordinating off-site and/or online sales to support department special projects
- Special events
- Large volumes of collected recycling more than 8 cubic yards (major office clean-outs, moves, remodeling, etc.)
- Specially designed recycling containers by request
- Certified and/or observed destruction of electronic media (hard drives, discs, etc.)

***Surplus items taken may be sold at MSU Surplus Store**

15. Renovations and Improvements

IPF works with campus partners to create and maintain academic, research and business space that allows Spartans to create a better future. IPF provides consultation services for projects of any size. Preliminary cost assessments will help departments and administrators make smart facility decisions.

General fund services include:

- Preliminary cost assessment (PCA)
 - Is a conceptual cost evaluation without the benefit of drawings or detailed investigation. It helps MSU administrators make initial plans, but it's not intended to be used as a final budget.

Cost recovery services include:

- All project related expenses

16. Roads and Hardscape

IPF is responsible for the maintenance, repair and construction of all exterior general fund hardscape on campus. Minor maintenance of roads and hardscape is carried out through planned and responsive maintenance activities. Large scale replacement of hardscape is typically not funded through the general fund maintenance budget allocation and is provided through capital construction projects or Capital Renewal funding.

For boundaries and ownership of roads and hardscapes please reference the [Source Funding Map](#).

General fund services include:

- Roadway maintenance
- Parking lot and ramp maintenance
- Sidewalk maintenance
- Post and chain installation and maintenance
- Wayfinding, traffic advisory and general directional signage
- Storm water devices, catch basins and drainage systems
- Line striping of pedestrian crossing, bike lanes, parking lots and road lines
- Bollards
- Closure, barricading, and detours of roads due to damage, maintenance or construction
- Snow and ice management
- Flood containment
- Retaining walls
- Planters
- Porous pavement
- Brick pavers

Cost recovery services include:

- Repair of damage caused by others under control of the faculty/division/entity
- All costs associated with the above work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities

17. Safety and Statutory Compliance

Statutory compliance services are a requirement of law and are provided to ensure the campus infrastructure and equipment is properly maintained to current code for the welfare and safety of students, staff and visitors. Statutory compliance services are managed by IPF and are generally contracted to specialist service agents. Records are maintained on campus in accordance with the requirements of the State, Territory and local authorities.

General fund services include:

- Inspection and testing of high voltage electrical distribution networks owned by the University including thermal imaging, electrical pole and conductor inspections, transformer oil tests
- Inspection and testing of low voltage electrical components such as Residual Current Devices
- Inspection and testing of fire systems including EWIS, fire panels and detection systems, interconnections between fire panels and HVAC systems, emergency exit and lighting systems, fire compartmentalization components and systems
- Inspection and testing of life safety generators and egress lighting
- Inspection and testing external security lighting to roads, carparks and pedestrian corridors
- Inspection and testing of Legionella control systems to cooling towers
- Inspection and testing of fresh air filters to air handling units
- Recording, inspection and containment of hazardous building substances
- Eyewash and emergency showers
- Fire extinguishers
- Fire systems/alarms
- Green light phones
- Indoor air quality
- Stairwells and accessories

Cost recovery services include:

- Inspection, testing and tagging of electrical appliances and leads
- Inspection and cleaning of exhaust hoods above commercial cooking vats
- Several services listed above are recoverable from enterprises, auxiliary units or affiliated bodies
- Inspection and testing of faculty equipment (e.g., most laboratory equipment including specialty test equipment, fume hoods, linear flow cabinets, centrifuge and pressure vessels, etc.
- Security systems and camera

18. Small Appliances

The maintenance and repair of small appliances (refrigerator, washer, dryer, ice makers etc.) are not the responsibility of IPF, however in certain circumstances IPF can facilitate this service for our clients through a local contracted provider at cost, plus a small fee for administration.

General fund services include:

- N/A

Cost recovery service:

- As Required

19. Utilities

IPF supplies the campus with electricity, gas, water and sanitary systems.

General fund services include:

- Campus high voltage and electrical system
- Campus potable water infrastructure
- Campus natural gas infrastructure
- Campus steam system
- Campus sanitary systems
- Campus storm water systems
- Campus street and walk lights
- Campus chilled water system

Cost recovery service:

- The demarcation point for recoverable expenditure is the point of connection to the system main. This point is usually where the service can be distinguished as predominately related to the enterprises, auxiliary units or affiliated bodies. This point can be underground and some distance from the facility it services. Examples of demarcation points include:
 - Power – IPF is funded for the primary line with (switch gear) whereas the secondary line with (sub panel) is not.
 - Water – IPF is funded for the main line up to the backflow preventer. The backflow preventer and subsequent water lines are not funded by IPF.
 - Steam – IPF is funded for the main line up to the pressure reducing station. The pressure reducing station and subsequent steam lines are not funded by IPF.

20. Waste Removal

Removal and disposal of unwanted items on campus.

General fund services include:

- General waste removal from learning, teaching, research and office accommodations

Cost recovery services include:

- Those services listed above for enterprises, auxiliary units or affiliated bodies
- Special events
- Large volumes of collected waste more than 8 cubic yards or redundant equipment, or disposable assets (major office clean-outs, moves, remodeling, etc.)
- Contaminated waste, biohazards, etc. (<https://ehs.msu.edu/waste/index.html>)
- For service of waste containers at loading docks, or to order large volume containers submit a service request through [Surplus Store & Recycling](#) or call 517-355-1723.