



Client Utility Package

Attached are the order forms for the services we offer at the DCU Center in Worcester, Massachusetts.

Things to know –

- > The electrical charge is not per day. It is a one-time charge that will cover you through the entire show.
- > 24-hour service is an additional charge and is required on all equipment that will need to run continuously.
- > Internet can be accessed on-site with a credit card and does not need to be paid in advance of the show.
- > These services are offered through the venue and are in no way part of the decorator or promoter costs.
- > If you require, assistance please contact Dawn @ 508-929-0517, Monday - Friday 9am to 5pm.
- > In case of emergency outside of the above hours, please call the Security Desk @ 508-929-0181.
- > To get the advanced rate, you must submit your order 15 days prior to the first scheduled move-in day.
- > For your convenience, orders placed 5 or more days prior to the first scheduled move in day can be submitted via any of the following methods:

Fax: 508-929-0787

E-mail: dsaavedra@dcucenter.com

Mail: DCU Center

50 Foster Street - Exhibitor Services

Worcester, MA 01608

- > All other orders must be hand delivered to the service desk on-site.

Thank you for visiting us!





50 Foster Street - Exhibitor Services

Worcester, MA 01608

P: (508) 929-0517 - F: (508) 929-0787 - dsaavedra@dcucenter.com

Mail/Fax/E-mail available up until 2 days before event move in day

All other orders must be hand delivered to the service desk on-site

Electrical Service Order Form

Event Name & Date _____	Booth # _____
Company Name _____	Contact _____
Address _____	Phone # _____
City, State Zip _____	Email _____

Payment Notice - Advance Rates apply only to orders paid in full and received 15 days prior to the first scheduled move-in day. Standard Rates must be paid on orders received less than 15 days prior to the first scheduled move-in day. Only credit cards or checks will be accepted with mail-in standard orders.

Make checks payable to: **DCU Center**

Payment Info - Payment must be in U.S. Funds (Please Check One) - Must fill out all information for processing	
Cash/Check # _____	Visa _____ MC _____ Discover _____ Amex _____
Credit Card # _____	Exp. Date _____
Name on Card _____	CVV # _____
Cardholder Billing Address _____	
Authorized Signature _____	

Locations and special instructions for electrician: (attach layout drawing if necessary):

If you have a display which will have running water you must have a GFI

Description	Qty.	Advance Rate	MA Sales Tax 6.25%	Advance Rate Total	Qty.	Standard Rate	MA Sales Tax 6.25%	Standard Rate Total	Subtotal	Total
A) Standard Electrical Service										A) \$ -
110 v 5 amp (500 watts)		\$67.76	\$4.24	\$72.00		\$84.71	\$5.29	\$90.00	\$ -	
110 v 10 amp (1000 watts)		\$80.00	\$5.00	\$85.00		\$99.76	\$6.24	\$106.00	\$ -	
110 v 20 amp (2000 watts)		\$88.47	\$5.53	\$94.00		\$111.06	\$6.94	\$118.00	\$ -	
B) 24 Hour service required - Add 50% to Service Connection Charge										B) \$ -
Does your display require to have 24 hr service?										
C) Service Accessories										C) \$ -
Quad Box		\$22.59	\$1.41	\$24.00		\$24.47	\$1.53	\$26.00	\$ -	
Extension Cord (25ft)		\$17.88	\$1.12	\$19.00		\$18.82	\$1.18	\$20.00	\$ -	
Triple Tap (3 outlets)		\$12.24	\$0.76	\$13.00		\$13.18	\$0.82	\$14.00	\$ -	
Power Strip with surge protector (15 amp)		\$28.24	\$1.76	\$30.00		\$32.00	\$2.00	\$34.00	\$ -	
GFI Protector		\$52.71	\$3.29	\$56.00		\$58.35	\$3.65	\$62.00	\$ -	
D) Special Electrical Services										D) \$ -
208 v single phase 10 amp		\$113.88	\$7.12	\$121.00		\$142.12	\$8.88	\$151.00	\$ -	
208 v single phase 20 amp		\$135.53	\$8.47	\$144.00		\$168.47	\$10.53	\$179.00	\$ -	
208 v single phase 30 amp		\$160.94	\$10.06	\$171.00		\$200.47	\$12.53	\$213.00	\$ -	
208 v single phase 40 amp		\$197.65	\$12.35	\$210.00		\$246.59	\$15.41	\$262.00	\$ -	
208 v single phase 50 amp		\$239.06	\$14.94	\$254.00		\$298.35	\$18.65	\$317.00	\$ -	
208 v single phase 60 amp		\$274.82	\$17.18	\$292.00		\$343.53	\$21.47	\$365.00	\$ -	
208 v Three phase 10 amp		\$128.00	\$8.00	\$136.00		\$160.00	\$10.00	\$170.00	\$ -	
208 v Three phase 20 amp		\$186.35	\$11.65	\$198.00		\$233.41	\$14.59	\$248.00	\$ -	
208 v Three phase 30 amp		\$248.47	\$15.53	\$264.00		\$310.59	\$19.41	\$330.00	\$ -	
208 v Three phase 40 amp		\$305.88	\$19.12	\$325.00		\$382.12	\$23.88	\$406.00	\$ -	
208 v Three phase 60 amp		\$322.82	\$20.18	\$343.00		\$403.76	\$25.24	\$429.00	\$ -	
TOTAL \$										-

Please read attached important conditions and regulations.



Revised July 2014



50 Foster Street, Worcester, MA 01608

ELECTRIC SERVICE - IMPORTANT CONDITIONS AND REGULATIONS

1. ADVANCE ORDERS: To receive advance rate, orders must be received a minimum of 15 days prior to first scheduled move-in day.
2. CONDITIONS FOR PROCESSING SERVICE ORDER FORMS:
 - a. Payment **IN FULL, IN U.S. FUNDS**, must accompany service order form.
 - b. Date payment is received by the DCU Center will determine applicable rate.
 - c. All order form information must be completed in full for order to be processed. Incomplete order forms could result in processing delays, resulting in slow service completion.
 - d. No service will be completed until full payment is received.
 - e. Cancellations:
 1. After service - NO REFUND.
 2. 6 days or less prior to first scheduled move-in day - 85% REFUND.
 3. More than 6 days prior to first scheduled move-in day - FULL REFUND.
3. No Storage of any material shall be permitted behind the booths, between the pole and drape, or in the service isles.
4. Rates quoted for all connections cover only bringing of service to the booth in the most convenient manner as determined by the The DCU Center and **DO NOT** include connecting equipment to provided services. Special placement or relocation of service will result in a labor charge. Payment **IN FULL** must be rendered for such services before the close of event day.
5. Obstructions blocking utility floor boxes are subject to relocation as necessary.
6. Advance orders will receive priority service.
7. Claims will not be considered unless filed in writing by exhibitor prior to close of show.
8. Requests for special voltage and/or other "Special Requirements" (see form) must be received by the DCU Center 30 days prior to scheduled exhibitor arrival and move-in.
9. Electrical labor must be ordered in advance in order to have electricians available when needed.
10. All equipment regardless of source of power must comply with all Federal, State and Local Safety Codes.
11. Use of open clip sockets, latex or lamp cord wire, unapproved duplex or triplex attachment plugs in exhibits is prohibited.
12. Standard wall, column and permanent building electrical outlets are not a part of booth space and are not to be used by exhibitors unless specified otherwise.
13. Under no circumstances shall anyone other than "house electricians" make electrical connections.
14. Special equipment requiring company engineers or technicians for assembly, servicing, preparatory work and operation may be executed without "house electrician", however, all service connections and over load protection to such equipment must be made by "house electricians" only.
15. All equipment must be properly tagged or marked with complete information as to type and/or amount of current, voltage, phase, frequency, horsepower, etc. required.
16. All materials and equipment furnished by the DCU Center for this service order shall remain the property of the DCU Center and shall be removed by **ONLY** the DCU Center at the close of the show.
17. DCU Center electricians are authorized to cut floor coverings to permit installation of service unless otherwise directed.
18. All exhibitors 120 Volt extension cords must be of the 3 wire grounded type, and must be UL approved. All exposed non-current carrying metal parts of fixed equipment which may be unintentionally energized, shall be grounded.
19. The DCU Center reserves the right to refuse connection to any exhibitor whose equipment is deemed unsafe by the DCU Center electrical supervisors.
20. Booth power will be turned on 1 hour prior to event opening and turned off 30 minutes after close. 24 hour service will be provided only to those locations that have ordered and paid for 24 hour service.
21. Power requirements crossing aisles will not be installed unless approved by show management.
22. Prices are based upon current wage rates and are subject to change without notice.
23. Requests for refunds or credits must be made in writing prior to first scheduled move-in day.





50 Foster Street - Exhibitor Services
Worcester, MA 01608

P: (508) 929-0517 - F: (508) 929-0787 - dsaavedra@dcucenter.com
Mail/Fax/E-mail available up until 2 days before event move in day
All other orders must be hand delivered to the service desk on-site

Housekeeping Order Form

Event Name & Date _____	Booth # _____
Company Name _____	Contact _____
Address _____	Phone # _____
City, State Zip _____	Email _____

Payment Notice - Advance Rates apply only to orders paid in full and received 15 days prior to the first scheduled move-in day. Standard Rates must be paid on orders received less than 15 days prior to the first scheduled move-in day. Only credit cards, cashier checks, or certified checks will be accepted with mail-in standard orders. Cash or credit card accepted with standard move-in orders. Make checks payable to: **DCU Center**

Payment Info - Payment must be in U.S. Funds (Please Check One) - Must fill out all information for processing	
Cash/Check # _____	Visa _____ MC _____ Discover _____ Amex _____
Credit Card # _____	Exp. Date _____
Name on Card _____	CVV # _____
Cardholder Billing Address _____	
Authorized Signature _____	

Comments / Additional Requirements:

Calculating Square Footage	Length	Width	
Booth Size _____	x _____	= _____	sq. ft. (100 sq. ft. minimum)

Description	Sq. Ft	Advance Rate	# of Days	Advance Rate Total	Sq. Ft	Standard Rate	# of Days	Standard Rate Total	Subtotal	Total
A) Vacuuming - Includes emptying and relining of standard size wastepaper basket										
Initial Service		\$0.15		\$0.00		\$0.18		\$0.00	\$0.00	
Additional Servicing		\$0.12		\$0.00		\$0.15		\$0.00	\$0.00	
TOTAL \$										-

Please read attached important conditions and regulations.



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HOUSEKEEPING - IMPORTANT CONDITIONS AND REGULATIONS

1. **ADVANCE ORDERS:** To receive advance rate, orders must be received a minimum of 15 days prior to first scheduled move-in day.
2. **CONDITIONS FOR PROCESSING SERVICE ORDER FORMS:**
 - a. Payment **IN FULL, IN U.S. FUNDS** must accompany service order form.
 - b. Date payment is received by the DCU Center will determine applicable rate.
 - c. All order form information must be completed in full for order to be processed. Incomplete order forms could result in processing delay resulting in slow service completion.
 - d. No service will be completed until full payment is received.
 - e. Cancellations:
 1. After service - **NO REFUND.**
 2. 6 days or less prior to first scheduled move-in day - **85% REFUND.**
 3. More than 6 days prior to first scheduled move-in day - **FULL REFUND.**
3. Claims will not be considered unless filed in writing by exhibitor prior to close of show.
4. Prices are based upon current wage rates and are subject to change without notice.
5. Service time(s) are to be determined by the DCU Center Operations Department.





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Mail/Fax/E-mail available up until 2 days before event move in day

All other orders must be hand delivered to the service desk on-site

Water, Drain & Compressed Air Service Order Form

Event Name & Date _____	Booth # _____
Firm Name _____	Contact _____
Address _____	Phone # _____
City, State Zip _____	Email _____

Payment Notice - Advance Rates apply only to orders paid in full and received 15 days prior to the first scheduled move-in day. Standard Rates must be paid on orders received less than 15 days prior to the first scheduled move-in day. Only credit cards, cashier checks, or certified checks will be accepted with mail-in standard orders. Cash or credit card accepted with standard move-in orders. Make checks payable to: **DCU Center**

Payment Info - Payment must be in U.S. Funds (Please Check One) - **Must fill out all information for processing**

Cash/Check # _____ Visa _____ MC _____ Discover _____ Amex _____

Credit Card # _____

Exp. Date _____

Name on Card _____

CVV# _____

Cardholder Billing Address _____

Authorized Signature _____

Comments / Additional Requirements: _____

Description	Qty.	Advance Rate	Qty.	Standard Rate	Subtotal	Total
A) One Time Water Fill and Drain						
Fill and Drain for 1 unit up to 500 gallons		\$95.00		\$120.00	\$ -	
Add'l units in same booth up to 500 gallons		\$47.50		\$60.00	\$ -	
Each add'l 100 gallons		\$18.00		\$20.00	\$ -	A) \$ -
B) Water Supply - Prices based on 1/2" line. **Drain not included**						
Pressure may vary. Minimum pressure 45 PSI, maximum pressure 80 PSI. If pressure is critical, exhibitor should arrange to have a pressure regulator installed						
First Connection		\$185.00		\$232.00	\$ -	
Each Additional Connection		\$92.50		\$116.00	\$ -	
Water lines above 1/2" are subject to a 50% surcharge						
Size of water line required:					\$ -	B) \$ -
C) Drain Connections - Prices based on 3/4" line. **Water Connection not included**						
First Connection		\$200.00		\$250.00	\$ -	
Each Additional Connection		\$100.00		\$125.00	\$ -	
Drain lines above 3/4" are subject to a 50% surcharge						
Size of drain line required:					\$ -	C) \$ -
D) Compressed Air - Prices based on 3/8" line.						
Standard supplied connector is 3/8" coil air quick disconnect type. Special adapters and multiple connections will require additional charges.						
Air pressure varies, minimum 90 PSI to maximum 125 PSI. If moisture content and pressure are critical, exhibitor should bring drier and regulator.						
USE OF PORTABLE AIR COMPRESSORS IS PROHIBITED						
First Connection		\$175.00		\$220.00	\$ -	
Each Additional Connection		\$87.50		\$110.00	\$ -	
Air lines above 3/8" are subject to a 50% surcharge						
Size of air line required:					\$ -	D) \$ -
						TOTAL \$ -

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WATER - DRAIN - COMPRESSED AIR SERVICES - IMPORTANT CONDITIONS AND REGULATIONS

1. **ADVANCE ORDERS:** To receive advance rate, orders must be received a minimum of 15 days prior to first scheduled move-in day.
2. **CONDITIONS FOR PROCESSING SERVICE ORDER FORMS:**
 - a. Payment **IN FULL, IN U.S. FUNDS** must accompany service order form.
 - b. Date payment is received by the DCU Center will determine applicable rate.
 - c. All order form information must be completed in full for order to be processed. Incomplete order forms could result in processing delay resulting in slow service completion.
 - d. No service will be completed until full payment is received.
 - e. Cancellations:
 1. After service - **NO REFUND.**
 2. 6 days or less prior to first scheduled move-in day - **85% REFUND.**
 3. More than 6 days prior to first scheduled move-in day - **FULL REFUND.**
3. Rates quoted for all connections cover only bringing of service to the booth in the most convenient manner as determined by the DCU Center and **DO NOT** include connecting equipment to provided services. Special placement or relocation of service will result in a labor charge. Payment **IN FULL** must be rendered for such services before the opening of event day.
4. Obstructions blocking utility floor boxes are subject to relocation as necessary.
5. Advance orders will receive priority service.
6. Claims will not be considered unless filed in writing by exhibitor prior to close of show.
7. Requests for special water or air hookups and/or other "Special Requirements" (see form) must be received by the DCU Center 30 days prior to scheduled exhibitor arrival and move-in.
8. Labor must be ordered in advance in order to have electricians available when needed.
9. All equipment must comply with all Federal, State and Local Safety Codes.
10. Standard wall, column and permanent building water taps are not a part of booth space and are not to be used by exhibitors unless specified otherwise.
11. Under no circumstances shall anyone other than "house engineers" make water or air connections.
12. Special equipment requiring company engineers or technicians for assembly, servicing, preparatory work and operation may be executed without "house engineer", however, all service connections to such equipment must be made by "house engineers" only.
13. All equipment must be properly tagged or marked with complete information as to type and/or amount of current, voltage, phase, frequency, horsepower, water pressure or air pressure required.
14. All materials and equipment furnished by the DCU Center for this service order shall remain the property of the DCU Center and shall be removed **ONLY** by "house engineers" at the close of the show.
15. DCU Center engineers are authorized to cut floor covering to permit installation of service unless otherwise directed.
16. The DCU Center reserves the right to refuse connection to any exhibitor whose equipment is deemed unsafe by DCU Center engineering supervisors.
17. Water and/or air service will be turned on 1 hour prior to event opening and turned off 30 minutes after close. 24 hour service will be provided only to those locations that have ordered and paid for 24 hour service.
18. Water or Air services crossing aisles will not be installed unless approved by show management.
19. Prices are based upon current wage rates and are subject to change without notice.
20. Requests for refunds or credits must be made in writing prior to first scheduled move-in day.





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All other orders must be hand delivered to the service desk on-site

Internet/Phone Service Order Form

Event Name & Date _____	Booth # _____
Firm Name _____	Contact _____
Address _____	Phone # _____
City, State Zip _____	Email _____

Payment Notice - Payment for internet services may be made onsite with a major credit card if you are using a browser based device

Payment by check for internet services must be received 15 days prior to first day of service. Check payments are not accepted onsite.

Payment for category 5 (Ethernet) service must be received 15 days in advance if paid by check or 3 days in advance if using a credit card.

Payment Info - Payment must be in U.S. Funds (Please Check One) - Must fill out all information for processing

Cash/Check # _____ Visa _____ MC _____ Discover _____ Amex _____

Credit Card # _____ **Exp. Date** _____

Name on Card _____ **CVV #** _____

Cardholder Billing Address _____

Authorized Signature _____

Devices with a browser (PC, MAC, tablet or smartphone) can purchase Internet Service onsite with a credit card.

Description					# of devices	Standard Rate Per Day	Subtotal	# of Days	Subtotal	Total
A) Internet Service										
All internet service is per device and per day										
Service	Connection Speed									
Basic	1mb↓/512kb↑			N/A		\$ 10.00	\$ -		\$ -	A) \$ -
Plus	3mb↓/1mb↑			N/A		\$ 25.00	\$ -		\$ -	
Premium	5mb↓/2mb↑			N/A		\$ 50.00	\$ -		\$ -	
B) Public IP Address - Must purchase 15 days prior to event move in										
							Qty	Standard Rate		
Public IP address				N/A				\$50.00	\$ -	B) \$ -
C) Category 5 Ethernet Cable Service										
Special note: Category 5 Ethernet Cable services are in addition to the cost of the internet service.										
Category 5 Ethernet Cable services must be ordered at least 72 hours prior to the first scheduled move-in day, if it is within 72 hours of the first scheduled move-in day you must call exhibitor services to see if Category 5 Ethernet Cable services will be available.										
		Qty		Advance Rate						
Category 5 Ethernet Cable run				\$325.00				N/A	\$ -	C) \$ -
D) Telephone										
Dial 9 for outside service is in effect, including credit card service										
	Qty	Advance Rate	MA Tax 6.25%	Advance Rate Total	Qty	Standard Rate	MA Tax 6.25%	Standard Rate Total		
Single Line Service		\$155.29	\$9.71	\$165.00		\$186.35	\$11.65	\$198.00	\$ -	D) \$ -
TOTAL										\$ -



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