

Facilities Management Department Policy Statement #3

Utility Outages

1. **Purpose:** The purpose of this policy is to instruct personnel of expectations in the event of interruptions in utility service on campus.
2. **Responsibility:** The Director of Facilities Operations will be responsible for scheduling and managing all water, gas, electric, sewer and air conditioning outages. Information and Technology Services will schedule and manage outages of telephone and data lines.
3. **Guidelines**
 - A. **Emergency Outages**

Emergency outages may be initiated without notice to occupants if there is a possibility of danger to personnel or loss of property. However, the affected departments and event coordinators on file with Facilities Operations will be notified as soon as possible by telephone and/or email. Building Liaisons and Building Facility Managers will be notified by telephone.
 - B. **Minor Outages**

Minor outages last less than one hour, involve one to three buildings, and have no associated safety related issues. Minor outages require notification of the Department Chairs or their Administrative Assistant by telephone and email seven working days prior to the event. Rescheduling of the outage is highly probable with this short notice.
 - C. **Major Outages**
 - i. Outages with an expected duration of one hour or more or involving more than three buildings, require a 30-day tentative notice via email to the Building Liaisons, Building Facility Managers, and event coordinators. The intent of the “tentative notice” is to ensure that the building representatives have no important conflicts with the proposed time of the outage and have the ability to coordinate adjustments to the date and/ or time of the outage as required.
 - ii. After the most acceptable time has been coordinated, the final notification will be completed and forwarded to the departments at least 14 days prior to the event in order to allow the representatives adequate time to notify their staff and professors.
 - D. **Any and All Interruptions**
 - i. Facilities Management employees will follow the procedures outlined above for any interruptions caused by in-house, contract construction, or repair activities.
 - E. **Emergency Call List**
 - i. An emergency call list of the building representatives and other key individuals to be contacted for coordination of outages will be maintained by the Facilities Operations Administrative Assistant at 704 687-0567.

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Facilities Management