Routine Utility Interruption Request

Revised Date: 08/27/13

Purpose: To insure that the effect of utility interruptions on campus operations is minimized and that the Campus community is given sufficient notice to avoid the disruption of critical functions.

Policy Owner: Utilities & Engineering Services

Procedure:

Warning: Contractors may not interrupt any service without coordinating with Facilities Operations. All cutoffs and restoration of service will be performed by Facilities Operations personnel.

1. When a utility interruption is required, the requestor and appropriate Facilities Operations personnel will determine the type of interruption (i.e. steam, electrical) that needs to be performed.

2. The requestor, with assistance from Facilities Operations, is responsible for determining the area(s)/building(s) that will be affected. The Project Manager and the appropriate Facilities Operations Shop/Zone Supervisor will review the scope of the interruption to determine the impact to the building and determine if it is a major or minor interruption. The requestor will inform the Customer Service Center of the buildings, areas, and systems that will be affected.

   a) The requestor must submit a work order via Facilities Operations’ computerized maintenance management system (AiM) to the Customer Service Center. The Customer Service Center will provide the requestor with the Request for Utility Interruption and/or Fire Alarm Disconnect form and work order # and refer them to the appropriate shop/zone and contact person.

   b) The requestor must contact the shops/zones personnel to complete the Request for Utility Interruption and/or Fire Alarm Disconnect form. In the case of fire alarm shutdowns, approval by Fire Protection is also required*. The requestor will return the signed form to the Customer Service Center.

3. Upon receipt of the completed utility interruption form, the Customer Service Center will schedule the utility interruption by notifying all affected parties via e-mail communication. The Customer Service Center will call and e-mail impacted parties for emergency interruptions and those affecting entire buildings. The Customer Service Center will advise the requestor that notifications are complete by copy of e-mail communication.
4. After the Customer Service Center has completed processing the request form/utility interruption, it will be the requestor's responsibility to notify both the Customer Service Center and the shop regarding any modifications to the schedule or extent of the outage. Modifications may require rescheduling of the outage.

5. **Major Interruptions:**
   The following is the minimum amount of notice (working days) that should be allowed for a utility interruption. Longer notification times are recommended.

   - Primary (Total Building) Power – 10 working days
   - Secondary Power Feeders – 4 working days
   - Cold/Hot Water Interruption – 4 working days
   - A/C/Heat Interruption – 4 working days
   - Fire Alarm Disconnect/Testing – 3 working days
   - Distilled Water Interruption – 3 working days
   - Steam Interruption – 5 working days
   - Gas Interruption – 5 working days
   - Lab Air Interruption – 4 working days
   - Sanitary/Storm Sewer – 3 working days

6. **Minor Interruptions:**
   The above time frames are focused on major service interruptions. Minor electrical/plumbing/mechanical outages for single branch circuits/supply pipes serving a limited area are not covered by this policy. It is the responsibility of the shop/project manager performing the work, to provide adequate advance notification to building occupants appropriate for the level of outage and to provide alternate sources and services as required.

7. All requests for utility interruptions should be submitted to the Customer Service Center prior to 3:00 p.m. Requests received after 3:00 p.m. shall be considered to be submitted on the next business day. At the request of the Project Manager, exceptions to the notification requirements may be approved by the Assistant Vice Chancellor for Facilities Operations or their designee.

8. **Fire Alarm System Disconnect/Testing:**
   *See Policy #803, Scheduling a Fire Alarm Disconnect, for information.

9. **Extensions:**
   The Supervisor/Project Manager initiating the interruption request is responsible for notification of any extension in the outage duration.