# Procedures

The operations of The Ohio State University are dependent on reliable utilities. The requirements of these procedures ensure that appropriate actions are taken to minimize the impact of planned or unplanned utility outages to university operations.

# Definitions

1. Planned construction outage - A planned shutdown of a utility distribution system required for a building utility tie-in performed as part of a construction project under the direction of a project manager.
2. Planned utility repair outage - A planned shutdown of a utility distribution system to make repairs, performed as a maintenance activity under the direction of FOD Utilities.
3. Planned building outage - A planned shutdown of a building utility system to make repairs, performed as a maintenance activity under the direction of FOD Operations or Auxiliary Manager.
4. Declared emergency utility outage - An unplanned shutdown initiated by FOD Utilities to contain a pipeline leak or address an imminent electrical hazard.
5. Emergency utility outage - Unplanned loss of utility service because of a system failure.
6. Elevated risk of utility outage - A situation where back-up utility equipment or systems are out of service and normal redundancy is unavailable.
7. UTHVS - FOD Utilities High Voltage Shop.
8. UTSSD - FOD Utilities Support Services Distribution Shop.
9. S2F - Service2Facilities, 24-hour call center.
10. EOC - Emergency Operations Center.
11. ESF - Emergency Support Function.
12. Affected Party - Department or individual that is impacted by a utility outage.
13. Requestor - Utilities Outage Coordinator or person requesting the outage.
14. Zone Leader - FOD supervisor for the district/zone where the affected building(s) is located.
15. Auxiliary Manager - Manager that approves outages in non-FOD–managed facilities (i.e., Athletics, Medical Center, Student Life, etc.)
16. Utilities Planned Outage Notification email list - A contact list in the FOD email system to provide electronic notification of planned utility outages to university employees.
17. Utilities Emergency Outage Notification email list - A contact list in the FOD email system to provide electronic notification of emergency utility outages to university employees.
18. Medical Center Utility Notification email list - A contact list in the FOD email system to provide electronic notification of utility system outages or elevated risk of outages to Medical Center employees.

# Procedure Details

The following procedures provide detailed steps to coordinate planned utility outages and inform building occupants and facility managers of planned utility outages. Guidelines to communicate when there is an elevated risk of utility outages to the Medical Center are included. Emergency utility outage procedures contained herein cover basic communication steps only. Business continuity plans and emergency support functions (ESF) are independent of these procedures and provide the individual department and university guidelines for utility outages and other emergency situations that impact university operations.

# Procedures for a Planned Outage

1. Preplanning
	1. Person requesting the outage shall allow at least two weeks advance written or email notice to the Utilities Outage Coordinator for proper notification and preparation.
	2. If original requested outage is cancelled, an additional two-week request must be submitted for new date.
	3. Outage scheduling shall avoid home football games, commencement, conflicts with other scheduled outages or utility priorities, or other special events.
	4. Requesters should preview the Outage Calendar on FOD Outlook. Avoid requesting a mechanical outage on a day that already has a mechanical outage or other priority mechanical work scheduled. Avoid requesting an electrical outage on a day that already has an electrical outage or other priority electrical work scheduled.
	5. Outage requests shall include date, start and duration times, utility affected, work description, name and contact number for group performing the work. Requests for construction tie-in outages shall include the drawing sheet number.
	6. Person requesting the outage shall contact Utilities Outage Coordinator. For electrical outages, contact the FOD UTHVS Supervisor (Roger Music, 614-292-6273 office, 614-313-0217 cell). For all other outages, contact the FOD UTSSD Facilities Engineer (Becky Elliott, 614-688-1008) or Manager of Utilities Services (Jeff Mullins, 614-292-6383) and Operations Zone Leader or Auxiliary Manager to coordinate an outage. (See Utility Outage Notice Checklist for guidance.)
	7. The Outage Coordinator will schedule the outage as an appointment on the Outage calendar, shown as “tentative” to hold the date, subject to final confirmation and approval. Outage Coordinator will schedule the requestor as an attendee to the outage, and schedule Utilities support personnel and others as needed. Outage Appointment should be identified as either mechanical or electrical work.
	8. All affected parties shall discuss and reach understanding on the date and duration of planned outages. Required involvement will depend on outage type as follows:
		1. Project manager involvement is required for construction scheduling and premium time approval.
		2. Utilities involvement is required for agreement on scheduling for switching and/or valve operation necessary for utility isolation. Pre-planning shall consider the potential for isolation valve leak-through and whether a test outage is required.
		3. Zone Leader or Auxiliary Manager is required for building system input and pre-outage preparations when building systems are impacted.
		4. Building coordinator and/or building occupants required for input on building program and/or occupant computer system impacts.
		5. Electrical outage dates will be discussed with building occupants and proposed outage dates issued to addressees on the utility outage email lists for additional input.
		6. ULAR contact required for buildings housing ULAR facilities
		7. Medical Center Engineer required for all utility outages affecting Medical Center facilities. Contact Wexner Medical Center Facility Services Engineering Department (614-293-8244 or 614-293-8885).
		8. Domestic Water outages that impact Fire Protection Systems and result in sprinklers or fire pumps out of service for more than 8 hours require review and notification of insurance carrier through the Office of Risk Management.
		9. Department of Public Safety, Emergency Management and Fire Prevention shall be notified of any outages that impact Building and Site Fire Protection Systems.
	9. FOD Utilities will determine the required distribution system isolation points and how many buildings are affected.
	10. Zone leaders assist with customer communications, determining building system impacts, and that the time and the date of the outage are reasonable for building occupants.
	11. Utilities Outage Coordinator or person requesting the outage will complete the Utility Outage Notice and obtain two required signatures from:
		1. Utilities Sr. Director (Ross Parkman), *OR* Manager of Utility Services (Jeff Mullins), *OR* Utilities Technical Director (Ryan Wester), *OR* Electrical Engineer (Jim Anderson)

*AND*

* + 1. Operations District Leaders (Kenny King or Darlene Gluck)

*OR*

* + 1. Auxiliary Managers: Athletics – Assoc. Director (Donald Patko), Student Life – Systems Manager (Daniel Hausman), or Medical Center (Chad Keltner), etc.
	1. Once the outage has been approved by affected parties, the Outage Coordinator will change status of appointment from “tentative” to “busy” to indicate acceptance and confirmation of the outage dates on the Outage Calendar and send an appointment update to the attendees.
1. Notification (Utility Outage Notice Checklist)
	1. Copy of completed Utility Outage Notice to be forwarded by the requestor to Utilities and posted in the Utilities office area by 060 Central Service Building.
	2. Outage notices shall be posted at all entrances to the building when the date is confirmed. Target at least three days before the outage.
		1. 13,200 volt electric outage notices will be posted by FOD UTHVS Supervisor (Roger Music).
		2. Steam, water, or gas distribution system outage notices shall be posted by the person requesting the outage.
		3. All other outage notices shall be posted by the person requesting outage.
	3. Electronic notifications (Outlook Global Address List):
		1. Electronic notifications will be sent to the Utilities Planned Outage Notification email list.
		2. For outages impacting the Medical Center or BRT, use the Medical Center Utility Notification email list.
		3. Post the notice to the Building Coordinator listserv by requestor.
	4. Telephone notification by requestor, if needed
		1. OCIO at 614-292-8648 (for electrical outages only)
		2. Classroom scheduling at 614-247-1694
		3. S2F at 614-292-HELP.
		4. Office of Risk Management at 614-247-8840 (for domestic water outages to Fire Protection/Sprinkler Systems lasting more than 8 hours only)
		5. Department of Public Safety, Emergency Management at 614-247-4911 or Fire Prevention at 614-247-3473 (for water or electrical outages that impact Fire Protection Systems).

# Elevated Risk of Utility Outage for Medical Facilities

1. When redundant utility service equipment or systems supplying Medical Center Facilities are taken out of service for maintenance or construction activities, there is an elevated risk of utility outage impact to patient care.
2. Because of accreditation requirements, FOD Utilities shall notify Medical Center personnel, via the Medical Center Utility Notification email list, when outages are planned to normal utility back-up systems. Medical Center personnel shall evaluate the elevated risk and initiate contingency planning per their internal procedures.

# Fire Hydrant Outages

1. All fire hydrants that are rendered inactive because of a domestic water outage shall be either tagged with an “Out of Service” ring or bagged with a black commercial plastic bag taped to the affected hydrant.
2. Notify Department of Public Safety Emergency Management at 614-247-4911 and Fire Prevention at 614-247-3473 of any fire hydrant outages.

# Communication Procedures for an Emergency Outage

1. Declared emergency utility outages should follow the planned outage procedure as closely as possible to notify building facility managers and occupants. Timelines will be condensed, and posting of outage notices may not be possible. Utilities will communicate with Medical Center Building Operations as appropriate.
2. Building occupants experiencing an emergency utility outage shall call S2F at 614-292-HELP. S2F shall then notify appropriate responders in Utilities, Operations, or Student Life. S2F shall provide additional notifications as specified in S2F procedures.
3. Medical facilities personnel experiencing an emergency utility outage shall notify Medical Center Facilities Dispatch at 614-293-8645 or Medical Center Security at 614-293-8500. Medical Center Facilities personnel shall then notify FOD Utilities counterparts directly as needed or S2F as back-up.
4. FOD personnel shall contact S2F with information on unplanned or emergency outages (and the Medical Center Security Control Center at 614-293-8500 when the outage affects the Medical Center).
5. FOD Utilities shall provide email notification using the Utilities Emergency Notification email list as soon as possible following a widespread emergency utility service outage with periodic follow-up notifications.
6. Notify the Office of Risk Management at 614-247-4911 if domestic water outages to Fire Protection/Sprinkler Systems last more than 8 hours.
7. For emergency utility outages, complete a Utility Outage Emergency Notice Report.
8. The Utilities outage coordinator shall enter outage details in the outage tracking database.

# Associated Responsibilities

1. Project Managers shall ensure that project funding includes construction contingency and that construction project specifications and drawings address utility tie-ins, construction risk mitigation measures, and premium time outage scheduling that could impact bid pricing.
2. University functions, departments, colleges shall implement individual business continuity plans when appropriate because of emergency utility outages.
3. The Department of Public Safety and university leadership shall evaluate unplanned utility outages and activate the EOC and subsequent ESFs when necessary.
4. Medical Center Facilities Services and Medical Center Safety will evaluate outages and activate the Medical Center Incident Command Center when necessary.
5. University managers shall coordinate updates to the email notification lists with FOD Utilities. Three email lists are maintained. There are two email lists for planned outages (campus and Medical Center) and one email list for widespread utility emergency notices. FOD Utilities will request that OCIO update the Medical Center notification list.