



Document Number	SOP Title: Utility Outage Communication, D.41.01
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Last Revised/Reviewed:	6/28/2021
Related Policies and Procedures	

1. Purpose/Introduction

To establish a standard operating practice to communicate with the campus community regarding a utility shutdown, outage, and repair status.

2. Definitions

A Utility Outage Notification is required if a building or buildings are experiencing or will be experiencing a utility interruption including electrical, life safety, HVAC, plumbing or steam. If the interruption is planned, it will be referred to as a utility shutdown. For an unplanned interruption, the term outage is preferred.

3. Procedural Steps

- 3.1 The Utilities Manager will prepare the outage notification using the Utility Outage Notification template. The notice should be sent out no less than 48 hours before the start of the outage unless it is for a utility failure or emergency. In that case, please send the outage notification out as soon as possible.
- 3.2 After the notification is written, send a copy of the notification to the Customer Service Center (CSC) at (fowork@uncg.edu) requesting the Utility Outage Notification to be sent out to the contacts listed in the notification document. Please be sure to attach the notification document in Microsoft Word.
- 3.3 If the CSC is not available, please contact the Business Manager to make sure the notification is sent out.
- 3.4 The Utilities Outage Notification email should be sent out in the format below: See the link to Attachment A for current email addresses

**UNCG Facilities Operations
Utility Outage Notification**

To: _____ Building Contacts

Cc: EH&S, Facilities Operations, Police Services

What: Utility [Shutdown or Outage]

Where: [Locations]

When: [Day, Date and Time]

Why: [Utility] in [Location(s)] will be shut off on [Day, Date] at [Time] for [Reason]. The outage will affect [_____].

Contact: For questions or concerns, please contact [Supervisor] at [Number] or Dicky Hawks at 256 0103 in Facilities Operations.

Primary Contacts:

Building Contacts

CC list:

Director of Facilities Operations, Associate Vice Chancellor for Facilities, Facilities Operations Business Manager, B&T Manager, FCAP Manger, Utilities Manager, Assistant Director for Facilities Services, Campus Mechanical Engineer, Assistant Director for Grounds, Facilities Service Supervisors, B&T Supervisors, Zone Supervisors, Utilities Supervisors

Also CC the appropriate departments below:

Campus Police

OARS

Registrar

ITS

OSM

EH&S

FDC

4. Revision Table

Revision #	Section #	Summary of Changes	Approval Date

Attachment A

Send Email To: Building contact of the affected building.

CC: jasoter@uncg.edu, s_kapile@uncg.edu, cgjohns3@uncg.edu, c_rodrig@uncg.edu, rawoods@uncg.edu, dwhawks@uncg.edu, drcato@uncg.edu, r_rick@uncg.edu, rljones8@uncg.edu, ascurrin@uncg.edu, gfmcgayh@uncg.edu, iacomval@uncg.edu, gwdenny@uncg.edu, jdalcon@uncg.edu, ajgwyn@uncg.edu, smmoon@uncg.edu, tsholcom@uncg.edu, registrar@uncg.edu, Nlcarr@uncg.edu, rkmcadam@uncg.edu, police@uncg.edu, k_pearce@uncg.edu, oars@uncg.edu, osm@uncg.edu, tjslone@uncg.edu

Also, CC: Zone on-call, HVAC on-call, and Controls Shop on-call.

Campus Police: police@uncg.edu

OARS: oars@uncg.edu

Registrar: registrar@uncg.edu

ITS: Nlcarr@uncg.edu, rkmcadam@uncg.edu

OSM: osm@uncg.edu

EH&S: tjslone@uncg.edu

FDC: k_pearce@uncg.edu