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| <b>SUBJECT:</b><br>Utility Outage Procedure | <b>Effective Date:</b><br>11/21/16  | <b>Procedure Number:</b><br>FS 2015 FS0017 |                |
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|   | <b>Responsible Authority:</b><br>Associate Vice President, Administration and Finance (Facilities and Safety) |  |                |

### **APPLICABILITY/ACCOUNTABILITY:**

This procedure applies to all UCF main campus buildings, personnel, departments, and units in E&G, C&G, and CITF -funded buildings, as well as Auxiliary and Direct Support Organization (DSO) buildings and facilities. The departments in Facilities and Safety oversee facility improvement and maintenance of the campus utilities and building systems. Business continuity plans and emergency support functions (ESF) are independent of these procedures.

### **PROCEDURE STATEMENT:**

The operations of the University of Central Florida are dependent on reliable building equipment and utilities. Interruptions to utility services may occur through planned/construction maintenance outages, or unplanned system or utility provider failures. All reasonable efforts will be made to notify end users of an outage and its level of elevated risk; however, due to life safety or criticality of the utility affected, notice may not be possible. End users will be informed of an unplanned outage as it occurs, and will be given at least two weeks' advance notice of a planned outage (after all approvals have been obtained), to minimize adverse impacts on university operations. Coordination of a planned outage will include the scheduled date and duration; required provisions; communication throughout the outage; contingency plans, should the outage last longer than anticipated; and restoration of normal building operations after the outage. Contingencies may include a fire watch, temporary cooling or heating, and backup generation.

A planned outage may need to be rescheduled due to field conditions or safety issues, in accordance with this procedure.

### **DEFINITIONS:**

**Building Liaison:** the designated representative from the university who coordinates planning, design, and construction activities with the building occupants. In some cases, a single building will have more than one building liaison.

**Cable Antenna Television (CATV):** a system that connects UCF to cable TV and enables end users to interact with the World Wide Web and other forms of multimedia information and entertainment services

**Technology Services (UCF IT):** the division that oversees network and communication interface and infrastructure for the university

**Elevated Risk of Utility Outage:** a situation where back-up utility equipment or systems are out of service and normal redundancy is unavailable

**Environmental Health and Safety (EH&S):** the department responsible for campus injury and accident prevention, environmental impact, hazardous materials management, risk management and insurance, and compliance

**EOC:** UCF's Emergency Operations Center, which may be activated, depending on the criticality of the outage and impact(s) to the campus

**End User:** any facility, occupant, contractor, or customer taking point of delivery or interconnecting with distribution utility services

**Facilities Operations (FO):** the department responsible for maintenance and housekeeping of UCF's buildings

**Facilities Planning and Construction (FP&C):** the department responsible for the planning, design, and construction of renovations, additions, and new construction on campus

**Head of Systems:** the utility service decision-making authority or leadership unit at UCF

**Heating Ventilation and Air Conditioning (HVAC):** the technology of indoor and vehicular environmental comfort; provides thermal comfort and acceptable indoor air quality to UCF's buildings

**Internet Protocol Cameras (IP Camera):** a digitally employed camera used for surveillance and security at UCF

**Project Manager:** the Facilities and Safety employee responsible for coordinating the outage to ensure minimal disruption to the affected area(s)

**UES Coordinator of Utilities:** the Facilities and Safety employee who approves planned outages from Utilities and Energy Services and serves as primary point of contact for all utility providers

**Utilities:** electric, chilled water, domestic water, waste water, and natural gas services

**Utility Interruption:** a momentary break of less than one minute in service to building systems (e.g., electricity, domestic water, waste water, chilled water, or natural gas) affecting normal operations of the building

**Utility Outages (planned and > one minute in duration):**

Planned building outage – a planned shutdown of a building system, performed as a maintenance activity, to make repairs

Planned construction/maintenance outage – a planned shutdown of a utility distribution system required for a building utility tie-in or normal/routine maintenance performed as part of a construction project

**Utility Outages (un-planned and > one minute in duration):**

Declared emergency utility outage – an unplanned shutdown initiated by Utilities and Energy Services to contain a pipeline leak or address an imminent electrical hazard

Emergency utility outage – an unplanned loss of utility service due to a system failure or utility provider failure

**Utilities Planned Outage Notification Email List:** a list of university employees to contact via email regarding planned or un-planned utility outages

## **PROCEDURES:**

### 1. PLANNED OUTAGE PRE-PLANNING

- a. Prior to shut-down or restriction of any utility service, provisions and contingency plans shall be made and agreed upon by the End User and Facilities & Safety. Contingency plans will include, but are not limited to: fire watch, temporary cooling or heating, back-up generation, and restoring the building's normal operations after an outage has occurred.
- b. The project manager shall contact the coordinator of Utility Administration under the department of Utilities and Energy Services to schedule outages with any third party utility partner. The UES Coordinator of Utilities shall be the primary point of contact with all utility partner interfaces. The UES Coordinator of Utilities will contact the third party, request and schedule the outages, and provide response back to the Project Manager, providing a date, duration, and costs associated with material, labor, or premium time. The work should be scheduled during non-peak hours, to include 2nd or 3rd shift and/or weekends, to minimize university impacts.
- c. Scheduled outages may require end users to rely on temporary backup systems such as emergency generators, or to make other arrangements for critical utility requirements.
- d. All utility support charges associated with the outage will be paid by the end user creating the need, and are subject to the terms and conditions of any and all applicable utility regulations or agreements. These are non-negotiable.

### 2. PLANNED OUTAGES

- a. The Project Manager will:
  - Avoid timing a planned outage when there are significant university events.
  - Create a chargeable work order for F&S operations with a Phase for each department or unit required to support the outage.
  - Coordinate and reach an agreement with the Building Liaison, F&S departments, UCF IT, and end user(s) as to scheduled date and duration, provisions, contingency plans, and utility restoration.
  - Provide the Building Liaison and end user with two weeks' advance email notification (after all approvals have been obtained) in preparation of a planned outage.

- Contact the UES Coordinator of Utilities to request an outage, giving the Coordinator at least two days' notice to work with the utility provider; and will include date, start and duration times, utility affected, work description, and name and contact number for the group performing the work. Requests for construction tie-in outages shall include the project description and need.
- Complete the Utility Interruption Notification Form prior to the outage being conducted. Include the Staff Outage Plan and Outage Approvals Form to ensure that the proper university staff are on site during the planned outage and restoration of the utility; that appropriate on-call are scheduled throughout the outage; and that all parties agree to the planned outage. A minimum of one employee must be present from each department:
  - FP&C (for minor and major projects only)
  - UES (building automation system orderly shutdown and start up; distribution utility services for power, water, waste water, chilled water, and natural gas)
  - FO
  - UCF IT
  - Building representative(s) – building liaison and any other personnel necessary to verify that building equipment restarts properly

Departments will confirm in writing their attendance, or request to be absent, with justification.


- Email the completed Staff Outage Plan and Outage Approvals Form to those on the list prior to the planned outage; send a courtesy copy to the Work Control Center.
- Coordinate the restoration of all services lost because of the planned utility outage, working with each responsible party to ensure that each sub-system comes back online properly for normal building operations. Examples include:
  - i. Data and Voice Systems - UCF IT/Police (911 affected)
  - ii. CATV Systems - UCF IT/ EOC (emergency banner notification affected)
  - iii. HVAC/Building Automation - UCF IT/UES
  - iv. Fire Alarm - UCF IT/FO
  - v. Access Control/IP Cameras - Building Coordinator/UCF IT/FO/EOC
  - vi. Potable Water - UES
  - vii. Meter Repair or Replacement – UES
  - viii. End User Equipment – Building Liaison
- Coordinate any water service interruption requiring isolation of potable water from the water system distribution point (backflow or isolation valve) with the UCF Licensed Water Operator. The Operator must be notified of the exact time of the outage and be present to flush the facility adequately and return it to service. Depending on the type of building, the Operator may instruct the Project Manager to post a boil water notice (as required by Florida Department of Environmental Protection pursuant to Rule 62-555.335(18)).

3. NOTIFICATION

- a. All reasonable efforts will be made to notify affected parties when emergency repairs must be performed. Additionally, actions will be taken to minimize the impact of emergency repairs on university operations.
- b. The Building Liaison will be notified via email two weeks (after all approvals have been obtained) in advance of a planned outage.
- c. The following entities will be notified of planned outages, unplanned outages, or interruptions:
  - Building Liaison, who will further disseminate the information to occupants and others, as needed
  - UCF Technology Services Service Desk – ServiceDesk@ucf.edu
  - EH&S for outages affecting the fire alarm or sprinkler system, as a fire watch may be required
  - Facilities & Safety management
  - Facilities Operations management and sub-units affected
  - UCF Police Department and Office of Emergency Management
  - Utilities & Energy Services
  - Work Control Center

4. UNPLANNED OUTAGES

- a. Building occupants experiencing an emergency utility outage should call the Facility Operations Work Control Center (WCC) to report an unscheduled outage. WCC will dispatch maintenance and utility staff to investigate the outage.
- b. Declared emergency utility outages should follow the planned outage procedure as closely as possible. All reasonable efforts must be made to notify end users of an outage as it occurs, and its level of elevated risk. Timelines will be condensed, and posting of outage notices may not be possible.
- c. The Project Manager will complete a debriefing report for all emergency utility outages, and distribute to all involved with the outage. The debriefing will include: the cause of the outage; corrective actions; preventative measures; affected areas; affected systems; the duration of the outage; and impacts to students, faculty, staff, and research.

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| Approved By:  | Date Approved: |
| <br>Priscilla L. Kernek<br>Associate Vice President<br>Administration and Finance<br>Facilities and Safety | 11/21/16       |

# University Of Central Florida

## Utility Interruption Notification

Interruption Date: \_\_\_\_\_

Estimated Start Time: \_\_\_\_\_ Estimated Stop Time: \_\_\_\_\_

### Requestor

*Name and Department*

### Reason for Interruption

### Building and Affected Area

### Affected Utility or Systems

See next page for STAFF OUTAGE PLAN and OUTAGE APPROVALS

## Staff Outage Plan and Outage Approvals

A minimum of one employee from each entity is required to be onsite during the planned outage.

\* Written justification must be provided by any entity declining to attend.

| Entity           | Name | Phone | Onsite | On-Call | Won't Attend* |
|------------------|------|-------|--------|---------|---------------|
| FO               |      |       |        |         |               |
| FO               |      |       |        |         |               |
| FP&C             |      |       |        |         |               |
| FP&C             |      |       |        |         |               |
| UES              |      |       |        |         |               |
| UES              |      |       |        |         |               |
| UCFIT            |      |       |        |         |               |
| UCFIT            |      |       |        |         |               |
| UCF Fire Alarm   |      |       |        |         |               |
| UCF Fire Alarm   |      |       |        |         |               |
| Contractor       |      |       |        |         |               |
| Contractor       |      |       |        |         |               |
| Building Liaison |      |       |        |         |               |

### OUTAGE APPROVALS:

| Title                | Name | Signature | Date |
|----------------------|------|-----------|------|
| FP&C Project Manager |      |           |      |
| Building Liaison     |      |           |      |
| UCF IT Manager       |      |           |      |
| FO Manager           |      |           |      |
| UES Coordinator      |      |           |      |