

Louisiana State University

Office of Facility Services

Operating Instruction 6501

Revision: 3
Effective Date: December 1, 2010
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SUBJECT: UTILITY INTERRUPTIONS

I. Procedures

A. Emergency Interruptions

1. **Regular Working Hours**-In the event that a utility service is or has to be interrupted without prior notice, the Utility department supervisor receiving the first notification of the disruption will contact building coordinators of the affected buildings with information on the expected duration of the outage.

The supervisor will also contact the Executive Director of Facility & Utility Operations, Work Control and the Communications Manager and provide the same information. In the event an outage will be prolonged, Facility Services administrators will contact the building coordinators and appropriate Vice Chancellors.

2. **Evenings, Nights and Weekends**-In the event that a utility service suffers a failure or has to be interrupted, the Staff Duty Administrator will contact an available Utility department supervisor or employee. Utility department personnel will take action to correct the outage and keep the Staff Duty Administrator, Work Control and the Communications Manager informed of the facilities affected and expected duration of the outage.

The Staff Duty Administrator and Work Control personnel will provide information to University employees who inquire about the outage.

If the outage extends into normal work hours (7:30 a.m.-4:00 p.m., Monday through Friday), the Utility department supervisor will handle the outage during these hours as outlined in # 1 above.

B. Scheduled Utility Outages

1. When it is necessary that a utility service be taken out of service for repairs or construction purposes, the Utility department supervisor will contact the building coordinators of all affected buildings and reach an agreement as to the most opportune time for the outage. The time period between this initial contact and the start of the utility outage shall be a minimum of forty-eight (48) hours. This time period does not include weekends or holidays. It is preferable that this time period be one calendar week in order to assure that all personnel whose utilities will be affected by the outage can be notified by the building coordinator.
2. A follow-up form letter will be sent to the building coordinators in affected buildings and Work Control. The outage will also be posted on the Facility Services website. The building coordinator will also be emailed a copy of the outage notification.
3. If this outage is scheduled to take place during a weekend or holiday, a meeting will be held prior to the outage to coordinate outage procedures. The date, time and location of the meeting will be noted in the outage letter sent to building coordinators in affected buildings.