

## PLANNED INTERRUPTION OF UTILITY SERVICE

### I. PURPOSE

The purpose of this procedure is to define the tasks and responsibilities associated with any planned outage of a Utility service. This procedure is only for outages that will effect buildings.

### II. GENERAL

The interruption of any UNM Utility service has the potential to negatively impact students, faculty, and staff. Thus, outages of utility services must be properly planned and communicated to minimize or negate the impact.

Various entities shall be involved with scheduling, preparing, or planning an outage, but only UNM Utilities personnel are authorized to operate, start, stop, or otherwise alter UNM Utilities' equipment or services. Contractors and others may perform work during the outage, but only UNM Utilities personnel shall initiate or conclude an outage. Lastly, no outage shall be performed without adhering to the tasks in this procedure. Exceptions to these requirements may be made if there is an emergency situation such as a personnel injury, fire, flooding, etc.

### III. PROCESS

#### 1.0 Outage Request

- 1.1 A party conducting work on campus identifies the need for an outage of utility services.
- 1.2 The party submits an outage request in writing to the Associate Director of Utilities and the Utilities Manager. Outage requests may be submitted via e-mail. The outage request must be submitted at least 11 calendar days prior to the proposed start date and must contain the following information:

Start Date and Time	Duration or End Date and Time
Name of Requester	Point of contact for party conducting the work
Scope of work to be performed, purpose of the outage, and the objective of the outage	Effected Utility Services

#### 2.0 Review and Approval by Utilities

- 2.1 Upon receipt of the Outage Request, the Utilities Coordinator shall identify the isolation points necessary to allow for the scope of work. The Utilities Coordinator shall then determine the buildings that will be effected. The isolation points and the effected buildings are added to the Outage Request and forwarded to the Maintenance Supervisor.
- 2.2 The Maintenance Supervisor reviews the Outage Request with the Utilities Manager, the Operations Manager, the IEC Manager, and the Utilities Coordinator

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to insure completeness and adequate resources are available to support the outage. If during the review it becomes apparent that no buildings or facilities will be effected, it is not an outage and this procedure does not apply. However, the areas where the work will take place should be notified.

2.3 The Utilities Manager approves the Outage Request.

### 3.0 M&P Notification and Confirmation

3.1 The approved Outage Request is submitted to the Facilities Maintenance Manager of the Maintenance and Planning Division (M&P) and the Area Managers with the information in the following table at least 10 calendar days prior to the requested start date. Outage Requests with less than 10 calendar days advanced notice must be approved by the Associate Director of Utilities and the Associate Director of M&P.

Start Date and Time	Duration or End Date and Time
Name of Requester	Point of contact for party conducting the work
Scope of work to be performed, purpose of the outage, and the objective of the outage	Effected Utility Services
Isolation Points	Effected Buildings

3.2 The Facilities Maintenance Manager sends a written response (email acceptable) to the Utilities Manager acknowledging receipt of the request and providing any comments or concerns. The response must occur as rapidly as possible to allow for final preparations and must include the "Contact Persons" for the effected areas if the contact person is someone other than the Area Manager.

3.3 If the Facilities Maintenance Manager identifies serious consequences that will occur as a result of the outage, then he/she will contact the Utilities Manager to coordinate alternative plans to avoid the consequences.

### 4.0 Individual Building Outages

4.1 The Facilities Maintenance Manager may plan, coordinate, and execute individual building outages when building system repairs or contractor support requires it. In these circumstances the Maintenance Manager is responsible for pre-outage customer notification. The Facility Maintenance Manager will also facilitate a pre-outage coordination meeting with appropriate staff to assure that the following issues are properly addressed.

4.1.1 Safety implications of continuing to occupy the facility while some or all utilities are isolated.

4.1.2 Safety concerns regarding PPD employees working in the building without access to utilities, especially lack of fire detection/warning/suppression if water or electricity are turned off.

4.2 Before executing a building utility shutdown, the Facility Maintenance Manager will complete the "Outage Request" noted in Paragraph 1.0 (above). In an

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emergency, voice transmission of the request may be made. When the Associate Director of Utilities or the Senior Utilities Division staffer receives an Outage Request from the Manager of Facilities Maintenance, the communication will be regarded as an advisory of an impending outage in a single facility. The primary purpose of the communication is to inform the Utilities Division of temporary change in utility load and if necessary, to request assistance with isolation of the facility. The Facility Maintenance Manager must assure that the Outage Request was received by an appropriately senior member of the Utilities Division staff. The Facility Maintenance Manager is not obligated to delay a planned building isolation for written approval of the Utilities Division.

### 5.0 Communication/Preparation/Planning

- 5.1 After the outage has been confirmed, the Utilities Manager communicates the confirmation in writing (email acceptable) to the following people:

Requester	Maintenance Supervisor
Director of the PPD	Associate Director of M&C
Associate Director of Utilities	Facilities Maintenance Manager
Utilities Coordinator	Operations Manager
IEC Manager	Energy Manager
Master Water Technician	Utilities Administrative Assistant

- 5.2 A pre-outage meeting will be scheduled by the Utilities Manager to prepare for the outage. This meeting will review the scope of work the safety preparations required (burn permits, confined space permits, LOTO, etc) for the work.

### 6.0 Conducting the Outage

- 6.1 Utilities Division personnel perform the necessary isolations and arrange for the LOTO in conjunction with the effected Areas and the contractors, if any.
- 6.2 The work is performed and the Maintenance Supervisor or Operations Manager is notified at the conclusion of the work.
- 6.3 The Maintenance Supervisor, or the designate, inspects the work performed for completeness and cleanliness.
- 6.4 The Maintenance Supervisor, or the designate, notifies the Operations Supervisor on duty and the Contact Person of the effected Areas that the work is complete and that the system will be returned to normal.
- 6.5 Utilities Division personnel remove the LOTO, any permits issued for the work (burn, confined space, etc), and return the system to normal.

### 7.0 Post-Outage

- 7.1 After the outage, the Utilities Manager notifies the following people that the outage is complete and if the entire scope was accomplished.

Requester	Maintenance Supervisor
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Director of the PPD

Associate Director of M&C

Associate Director of Utilities

Facilities Maintenance Manager

Utilities Coordinator

Operations Manager

IEC Manager

Energy Manager

Master Water Technician

Utilities Administrative Assistant

- 7.2 Depending on the scope of the outage, a Post-Outage Review meeting may be held. This meeting is at the discretion of the Utilities Manager and would cover such topics as lessons learned, work remaining, better methods for next time, etc.

**IV. REFERENCES**

None

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