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*Revised 11/22/17***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 affect 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. FM-Engineering, FM-Facilities Maintenance, Planning, Design and Construction (PDC) and Contractors may perform work during the outage, but only UNM Utilities personnel shall initiate or conclude isolation of utilities. 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. If the outage is for FM- Facilities Maintenance personnel to conduct work in an individual building, then they can use the process in section 7, below.
- 1.2. The party submits an outage request in writing to the Utilities Coordinator. 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:
 - 1.2.1 Start Date and Time
 - 1.2.2 Duration or End Date and Time
 - 1.2.3 Name of Requester
 - 1.2.4 Point of contact for party conducting the work
 - 1.2.5 Scope of work to be performed,
 - 1.2.6 Effected Utility Services purpose of the outage, and the objective of the outage

2.0 Review and Approval by Utilities

- 2.1. Upon receipt of the Outage Request, the Utilities Coordinator and appropriate Utilities Maintenance Supervisor shall identify the isolation points necessary to allow for the scope of work. The Utilities Coordinator shall then determine the buildings that will be affected. The isolation points and the effected buildings are added to the Outage Request,
- 2.2. The appropriate Utilities Supervisor reviews the Outage Request with the Utilities Operations Manager, Utilities Maintenance Manager, and the Utilities Coordinator to insure completeness and adequate resources are available to support the outage. If during the review it becomes

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apparent that no buildings or facilities will be affected, 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 Operations and Maintenance Manager approves the Outage Request.

3.0 M&P Notification and Confirmation

- 3.1. The approved Outage Request is submitted by the Utilities Coordinator to the Facilities Maintenance Manager and the FM-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 Facilities Maintenance Manager.

- 3.1.1 Start Date and Time
- 3.1.2 Duration or End Date and Time
- 3.1.3 Name of Requester
- 3.1.4 Point of contact for party conducting the work
- 3.1.5 Scope of work to be performed,
- 3.1.6 Affected Utility Services
- 3.1.7 Isolation Points
- 3.1.8 Affected Buildings
- 3.1.9 Purpose and objective of the outage

- 3.2. The affected FM-Area Manager(s) sends a written response (email acceptable) to the Utilities Coordinator 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 affected areas if the contact person is someone other than the Area Manager.
- 3.3. If the FM-Area Manager(s) identifies serious consequences that will occur as a result of the outage, then he/she will contact the Utilities Coordinator to assist in determining an alternative plan to avoid the consequences.
- 3.4. The Utilities Coordinator notifies Safety and Risk Services (SRS) to determine whether fire protection is compromised.

4.0 Communication/Preparation/Planning

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

Requester, Utilities Electrical Supervisor, Director of Facilities Management, Utilities Maintenance Supervisor, Associate Director of Engineering, Associate Director of Utilities, Utilities Operations Supervisor, Water Systems Supervisor, Utilities Engineer, Utilities Coordinator, Utilities Administrative Assistant, Utilities Operations and Maintenance Manager, UNM Police Department, Facilities Maintenance Manager, PCD, FM-Area Managers (All), ITS –Alarms, SRS

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- 4.2. A pre-outage meeting with appropriate personnel will be scheduled by the requestor of the outage. This meeting will review the scope of work and any safety preparations required (burn permits, confined space permits, LOTO, etc.) for the work.
- 4.3. SRS will determine the need for fire watches. They will schedule and communicate with the requestor and affected FM-Area Manager to ensure training and coverage is provided. The requesting party is responsible for implementing and funding the fire watch.
- 4.4. Notification to the effected building(s) of the scheduled utility outage will be communicated to the building coordinators or contacts by the FM-Area Managers.

5.0 Conducting the Outage

- 5.1. Utilities Division personnel perform the necessary isolations and arrange for the LOTO in conjunction with the affected FM-Areas and the contractors, if any.
- 5.2. The work is performed, and the Utilities Coordinator is notified at the conclusion of the work.
- 5.3. The appropriate Utilities Supervisor, or designee, inspects the work performed for completeness and cleanliness.
- 5.4. The appropriate Utilities Supervisor, or designee, notifies the Utilities Operations Supervisor on duty and the Contact Person of the affected FM-Areas that the work is complete and that the system will be returned to normal.
- 5.5. Utilities Division personnel remove the LOTO, any permits issued for the work (burn, confined space, etc.), and return the system to normal.

6.0 Post-Outage

- 6.1. Depending on the scope of the outage, a Post-Outage Review meeting may be held. This meeting is at the discretion of the Utilities Managers and will cover such topics as lessons learned, work remaining, improved methods, etc.

7.0 Request for Utility Outage from FM Areas or Remodel

- 7.1. FM-Facilities Maintenance staff may plan, coordinate, and execute complete individual building outages when building system repairs are required. If required, the Areas must request Utilities assistance to isolate utilities and the notification process through the Utilities Coordinator. The FM-Area Manager is responsible for pre-outage customer notification. The Area requesting the outage will facilitate a pre-outage coordination meeting with appropriate staff to assure that the following issues are properly addressed:
 - 7.1.1 Safety implications of continuing to occupy or work in the facility while some or all utilities are isolated, especially lack of fire detection/warning/suppression if water or electricity is turned off.
- 7.2. Before executing a building utility shutdown, the requestor will complete the "Outage Request" noted in Paragraph 1 (above). In an emergency, voice transmission of the request may be made. When the Utilities Coordinator receives an Outage Request from an Area, the communication will be regarded as an advisory of an impending outage to a single facility. The primary purpose of the communication is to inform the Utilities Division of temporary change in utility load and

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if necessary, to request assistance with isolation of the facility. Requested Utility isolation requires a two (2) day notice. The FM-Area Manager is not obligated to delay a planned building isolation for written approval of the Utilities Division, but the notice must be given and acknowledged by authorized Utilities staff who must also perform the isolation. Only Utilities personnel are authorized to operate any valve or disconnect within the tunnel or electrical distribution system belonging to Utilities.

7.3. Distribution of the outage notice follows the same procedures listed earlier in this document.

IV. REFERENCES

None

Author: L. Schuster

Responsible Parties: Utilities Operations and Maintenance Manager

Approved By: Associate Director for Utilities

Date: