



The College of

WILLIAM & MARY

Office of the Associate Vice President for Facilities Management

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DIRECTIVE: 720

Date: February 27, 2009 .

SUBJECT: Planned Utility Outages

PURPOSE: To establish procedures and define responsibilities for planned and emergency utility outages on campus.

CANCELLATION: None

POLICY:

Scope: This procedure defines the procedures and processes for scheduling and notifying appropriate organizations on campus of planned utility outages. This Directive applies to all elements of the Facilities Management (FM) Department.

Definitions and Timelines:

- Utility Outage – Any disruption to normal utility services to a building or series of buildings. Utility outages can be either planned or unplanned (emergency).
- Major Outage – A planned and scheduled utility outage that affects two or more buildings on campus. The *Utility Outage/System Testing Notification Worksheet* (Attached) must be submitted **at least two (2) weeks** prior to the date of the outage.
- Building Outage - A planned and scheduled utility outage that affects a single building on campus. The *Utility Outage/System Testing Notification Worksheet* must be submitted **at least five (5) working days** prior to the date of the outage.
- Any request not received within the above timeframes will be forwarded to the Deputy Director, Facilities Management for resolution.

Responsibilities:

Facilities Planning Design and Construction (FPDC) Project Managers (PM):

- Coordinate and schedule planned utility outages with appropriate contractors to meet timelines outlined in this Directive.
- Prepare and submit to Work Control a completed *Utility Outage/System Testing Notification Worksheet* within the time frames outlined in this Directive.

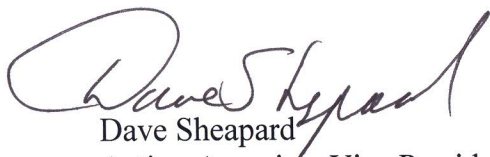
Facilities Management Supervisors and Team Leaders:

- Coordinate and schedule planned utility outages with appropriate contractors to meet timelines outlined in this Directive.
- Prepare and submit to Work Control a completed *Utility Outage/System Testing Notification Worksheet* within the time frames outlined in this Directive.

Facilities Management Work Control:

- Receive, validate, and process all *Utility Outage/System Testing Notification Worksheet* requests
- For building outages:
 - At least two days prior to the scheduled outage, notify the appropriate building coordinator, either by phone or email (preferred), of the date, time, and anticipated duration of the outage.
 - Coordinate, as appropriate, any changes to the announced outage.
- For major outages:
 - At least five days prior to the scheduled outage, notify the appropriate building coordinators, either by phone or email (preferred), of the date, time, and anticipated duration of the outage.
 - Submit a request to the FM Webmaster updating the **Utility Outage** link.
 - For the three days prior to the outage place a notice in the Staff Digest announce the outage and through a web page link direct the reader to the FM web page on **Utility Outages**. This page will be updated by the Webmaster to reflect the date, time, duration of the outage, and the buildings affected.
 - Coordinate, as appropriate, any changes to the announced outage.

Facilities Management Webmaster: When requested by Work Control, update the FM Web Page to reflect information on the outage on the Utility Outage link.


Dave Sheppard
Acting Associate Vice President