

University of Colorado Denver/ Anschutz Medical Campus

Facilities Management

Utility Interruption/Outage Request Procedure

1. A Project Manager, Manager or Supervisor from the Department of Facilities Management will submit a completed **Utility Outage Request** form to the Outage Coordinator. It is preferred that these requests be submitted via email to the following individuals:

To: Jesse.Walklett@UCDenver.edu
CC: David.Tilton@UCDenver.edu
Ron.Turner@UCDenver.edu

2. ***A minimum of seven (7) working days advance notice is required for MINOR Utility Outages.** This allows for a 2 day field verification of the outage request and a 5 day notice for the affected areas and personnel.
***A minimum of thirty (30) working days advance notice is required for MAJOR Utility Outages.** This allows for a 2 day field verification of the outage request and 28 working days prior notice for the affected areas and personnel
***Flexible Schedule (if the request is less than 7 working days).** This allows for a 2 day field verification of the outage request and the notification time frame may be reduced, determined by the Outage Coordinator

When an Outage is requested without the benefit of the minimum advance notice (7 days for a minor outage – 30 days for a major outage), **the Outage Coordinator reserves the right to decline the outage and the outage in question will need to be rescheduled for a later date. ANY AND ALL COMPLAINTS WITH THE OCCUPANTS OF THE AFFECTED AREA(S) AND/OR CONTRACTOR(S) WILL BE RESOLVED BY THE REQUESTER.**

3. A University of Colorado Project Manager, Manager or Supervisor may be asked to assist the Outage Coordinator in developing and implementing a Method of Procedure (MOP) by **providing** the following required information:

- Specific Scope of Work (SOW)
- Sequence of work to be performed (time line)
- Requested dates of outage
- Anticipated outage duration
- Affected Areas/ Buildings or Systems (If unknown, contact the Outage Coordinator)

ONLY AFTER ALL THE REQUIRED INFORMATION OR REQUESTED INFORMATION HAS BEEN SUBMITTED, WILL THE REQUEST BE FORWARDED ON FOR APPROVAL.

4. The Outage Coordinator will arrange to have notices posted in the affected area(s) and notify appropriate departments, Building Administrators and others listed on the form.

5. The Outage Coordinator will arrange for temporary services to be utilized if request by impacted personnel. It will be the responsibility of the Facilities Manage Projects team to provide all necessary temporary services as requested, if deemed necessary.
6. If needed, the Outage Coordinator will schedule a follow-up meeting after the completion of an Outage that experienced any type of process failure.
7. If the Outage is needed for tying in any “**temporary service**”, the request must be accompanied by a detailed and accurate schematic/ one lines of the placement of the new temporary service.
8. In order to assist with project timelines, the Outage Coordinator, or his designee, will be invited to attend Facilities Management Projects OAC meetings to gather and share information pertinent to all required Utility Outages.
9. Utility Outage scheduling is the responsibility of the University of Colorado Project Manager, Manager or Supervisor in regards with their contractors or crews. Utility Outages will be identified on the project schedule.
10. Every effort will be made to accommodate the requested schedule. In the event that a Utility Outage will have severe adverse impact on the occupant programs – which cannot be resolved through the Outage Coordinator, Principle Investigator, Building Administrator, Project Manager and/or Building Operations – the Utility Outage may be modified, postponed, or cancelled.

***NOTES:**

***Minor Utility Outage:** This is an outage that impacts a small area, to include rooms and floors. Depending on impact it may need to be elevated to a “Major Utility Outage” which will be determined by the Outage Coordinator.

***Major Utility Outage:** This is an outage that severely impacts a building or facility’s performance by affecting one or more systems intrinsic to the operation of the building or facility as determined by the Outage Coordinator. This also includes the impact associated with personnel required to investigate and/or carry out procedures for the outage. Facilities Management will make the final determination in this regard.

*** Flexible Schedule:** This is a process that depending on area of impact and personnel affected, maybe reduced. The 2 day field verification is still required in this process. If the area of impact is located only within the project site and no other areas will be affected, the University of Colorado Project Manager may request a reduced outage notification time frame.