The operations of The Ohio State University are dependent on reliable utilities. The requirements of these procedures ensure that appropriate actions are taken to minimize the impact of utility outages to university operations.

All planned outages must be requested two weeks or more in advance at [https://s2f.osu.edu/outage.](https://s2f.osu.edu/outage) If two weeks cannot be provided, then the outage is deemed an emergency outage request and must be called in to Service2Facilities at 292-HELP (614-292-4357). Service2Facilities will submit a service request.

# Resources

Planned Utility Outage Request Form - <https://s2f.osu.edu/outage> Planned Utility Outage Calendar – <https://s2f.osu.edu/calendar>

# Key

|  |  |
| --- | --- |
| Blue | Natural Gas |
| Orange | Electric |
| Purple | Fire Suppression |
| Pink | Fire Alarm/Systems |
| Red | Chilled Water |
| Olive Yellow | Domestic Hot Water |
| Green | Domestic Cold Water |
| Teal | Heating Hot Water |
| Hash Pattern | Pending Request |
| Solid | Approved Request |

**Workflow**

1. Requester (Project Manager, Operations staff, etc.) initiates a coordination meeting with maintenance to determine impacts and an appropriate schedule for the outage if needed.
2. Requester completes the Planned Utility Outage Request Form.
   1. A pending request is added automatically to the Planned Utility Outage calendar.
   2. A pending work order is created automatically.
   3. The requester receives an email confirmation with a work order number.
3. The pending work order is routed to the corresponding CMS queue for maintenance based on location.
4. An email is automatically sent to Student Life stakeholders to collect feedback.
5. Student Life will correspond via email to confirm once the request is approved. All requests are deemed approved if no objections are received within 3 business days. After 3 business days has passed, maintenance will change the CMS work order status from “pending” to “active”.
   1. Changing the status to “active” generates an email to the requester and the stakeholders, confirming that the outage request has been approved.
   2. Changing the status to “active” also changes the status on the Planned Utility Outage calendar.
6. After the utility is restored, maintenance will change the work order status to “complete.”
7. If an outage request needs to be cancelled, maintenance will change the work order status to “cancelled.”
   1. Changing the status to “cancelled” generates an email to the requester.
   2. Changing the status to “cancelled” removes the event from the Planned Utility Outage calendar.

**BMS changes work order status to complete**

**REQUESTOR completes Planned Utility Outage Request form**

**Request is emailed to OUTAGE COORDINATOR, BMS and STAKEHOLDERS via CMS**

**BMS receives pending work order**

**BMS changes work order status to active and performs work**

**OUTAGE COORDINATOR provides why request is denied + alternative date(s) for outage**

**OUTAGE COORDINATOR revises work order and emails STAKEHOLDERS**

**Outage is performed as requested**

**OUTAGE COORDINTATOR marks outage work order “complete”**

**BMS and OUTAGE COORDINATOR allow 3 business days for applicable STAKEHOLDERS to share feedback via email**

**DENIED**