



**University of Massachusetts
Amherst**

Physical Plant Division
policy and procedures manual

PP.09.E.006.B
September 20, 2012

From: Pat Daly, Director of Physical Plant

Subject: Service Interruption Notification Procedure

Purpose: The purpose of this procedure is to ensure notification to all campus constituents effected by any interruption of service related to building utility systems. The utility systems include electrical, sewer, water, steam, chilled water, and HVAC. Additionally, the isolation of any major building components that may disturb the comfort or performance level of the building occupants should be included under this procedure.

Discussion: The safe and efficient isolation of systems and major components that effect the operation and the comfort level of the occupants of campus buildings is a primary concern. Notification of any interruption of these services must be conveyed to not only building occupants, but to various departments on campus (Environmental Healthy & Safety, Housing, UMPD, Human Resources, et al).

Action:

- 1) Whenever possible, Service Interruption Notices (SIN) shall be submitted electronically via the Physical Plant web page (<https://www.umass.edu/af-forms/physicalplant/interrupt>). Access will be granted using the requestor's NetId and Password. Do not contact Physical Plant Work Management for a username and password. These are the same credentials used to log into Spire. Facilities Planning Project Managers shall submit Service Interruption Notices (SIN) to the Facilities Planning Work Management Coordinator (FPWM) through the Facilities Planning website (<https://www.umass.edu/af-forms/physicalplant/fpinterrupt>), not the PP Service Desk. (In the event that the FPWM Coordinator is not available, the Project Manager may contact Physical Plant Work Management (Jim Antonovitch or Kevin Hamelin) directly.)
 - a) The FPWM Coordinator will ensure that the Project and speedtype number are included on the form and forward as follows:
 - i) If no Physical Plant Shop support is required (notification of shut down only), the FPWM Coordinator can forward the SIN directly to the PP Service Desk, who will generate the SIN and notify appropriate persons.
 - ii) If PP Shop support is required, the FPWM Coordinator shall forward the SIN to PPWM (Head of Work Management, Clerk V, and Customer Service Representative). PPWM will then contact the required Shop(s) via email. **If the Shop(s) are able to support the**

- R SIN action, no response to PPWM is necessary. If the Shop(s) cannot support the SIN, they shall reply to PPWM at the earliest possible time, stating their inability to support the SIN. If PPWM does not receive notification of a conflict or inability to support the SIN within a reasonable time period, they will then generate a work order for the support and process the SIN. A copy of the SIN and related work orders will be forwarded to the FPWM Coordinator for distribution within 3 days of submittal. If the FPWM Coordinator does not receive a response within 2 days, they should contact PPWM.**
- 2) **All Service Interruption Notices shall be submitted a minimum of ten working days prior to the planned shutdown.**
 - 3) The SIN shall be distributed in the following manner:
 - a) Internal (Physical Plant recipients) notification is automatically generated when the SIN is entered via the Service Interruption Notice "Program" by Work Management.
 - i) The Associate Director for Business Administration, the Manager of Work Management & Materials (Jim Antonovitch), and the Work Management Clerk V (Kevin Hamelin) shall be included in this notification process. All SINs involving service interruptions for major utilities between 6 AM and 6 PM that may cause conflicts in scheduling of classes or work environments shall be forwarded to the University's Human Resources Department.
 - R** b) External (other campus departments who receive all SINs) notification is sent by Service Desk operators via the "NotiFind" program.
 - R** c) Based on the "Building(s)/Area(s) Involved" field of the SIN, assigned Building Coordinators are notified by Service Desk operators via the "NotiFind" program.
 - R** d) If the Human Resources box is checked, the Service Desk operators shall include that department in the "NotiFind" notice (see 3.a.i above).
 - 4) It is highly recommended that the requested SIN be discussed at the Physical Plant's Scheduling Meetings held on Wednesday and Friday mornings at 8:30 AM in the Physical Plant Conference Room.
 - a) Questions related to FP SIN(s) shall be directed to the FP Project Manager.
 - 5) If the system that is requested to be isolated is utility electrical (13,800 volt or 2,400 volt), utility steam (steam distribution supply to the building), utility water (main water supply to the building), and utility sewer (main sewer leaving the building), the requestor must ensure an individual Isolation Procedure is developed and agreed to by the Utility Electrical Manager (John Ghidinelli) or the Utility Mechanical Manager (Tom Fydenkevez). This must occur prior to submittal of the Shut Down Notification.
 - 6) Requestors should provide basic background investigation prior to submittal. This includes direct customer contact to ensure there will be no major conflicts with scheduled events within the affected area(s).
 - 7) Submission of a Request for Service Interruption Notice should not be construed as notification to, and scheduling of, the Crews for support and/or equipment or system to be worked on. Only the issuance and notification of a specific Work Order number indicates that Physical Plant Shops have been notified and scheduled for the requested assistance.

Distribution:

Director
 Assistant/Associate Director
 Executive Assistant
 All Managers
 All Supervisors
 Service Desk
 All Employees with access to SIN file