THE UNIVERSITY OF TEXAS
MD Anderson Cancer Center
Making Cancer History®

FACILITIES PLANNED UTILITY OUTAGES POLICY

PURPOSE

The purpose of the policy is to define roles and responsibilities for requesting, coordinating, scheduling, and executing Planned Utility Outages.

POLICY STATEMENT

It is the policy of The University of Texas MD Anderson Cancer Center (MD Anderson) to establish and maintain a consistent process for requesting, coordinating, and executing Planned Utility Outages.

SCOPE

This policy applies to all MD Anderson workforce members and addresses MD Anderson-owned campus utilities systems and utility systems in rented or leased property under the responsibility of MD Anderson (*e.g.,* life safety or fire alarm systems).

TARGET AUDIENCE

The target audience for this policy includes, but is not limited to, Facilities Management (FM) Project Managers, FM Operations and Maintenance (O&M) Staff, Contractors, and Stakeholders who request a Scheduled Utility Outage for:

- New construction.
- Renovation.
- Maintenance.

STRATEGIC VISION

Strategic Goal 7: Resources
Safeguard and enhance our resources.

DEFINITIONS

Contractor/Vendor: An individual or company hired to perform tasks on MD Anderson campuses but who does not receive wages directly from MD Anderson payroll.
Customer: Any MD Anderson workforce members or contractor who may be affected by the utility outage.

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Energy Source: Any source of electrical, mechanical, hydraulic, pneumatic, chemical, thermal, or other energy.

Facilities Work Notifications: A notification associated with a utility that a customer won’t notice or be impacted by an interruption.

FM Onsite Outage Manager: The Facilities Management (FM) workforce member responsible for managing the utility outage execution. This person must be listed in the official outage e-mail notification.

FM Project Manager: Facilities personnel who manage construction projects.

FM Property Manager / Director: The Facilities Management (FM) staff member responsible for managing a property/building and approving utility outages affecting its operations, excluding fire detection and fire suppression outages.

Large Project: A project that is estimated to have more than 50 outages during the course of the project.

Mission Area: Groups within Facilities Management that conduct technical investigations.

O&M: Operations and Maintenance

Outage Coordinator: Facilities Management personnel responsible for guiding MD Anderson-approved personnel through the procedures outlined in this policy.

Outage Request: A form that is used to collect pertinent information and to initiate the process for a planned interruption of the normal/expected operation environment of the facility.

Outage Request System: A system that is used to collect and capture all data associated with the requisition and completion of a planned utility outage.

Planned Utility Outage: A foreseen interruption of a utility flow to an end user that the end user will detect. Planned utility outages have a plan of action to accomplish specific tasks during the event.

Requestor: An MD Anderson workforce member, or his/her approved designee, who is authorized to input or generate utility outage requests in the utility outage system.

Scheduled Utility Outage: An outage is considered “scheduled” whenever the outage coordinator sends the final e-mail notification of approval, which includes the outage date/time and pertinent details.

Shop Response: A utility outage system document that is completed by the technical investigator and documents the impact and scope of the utility outage.

Stakeholders: Facilities Management staff, including contractors/vendors, who have participated in the planning, implementation, and execution of a utility outage.

Technical Investigator: A Facilities Management staff member who is responsible for investigating the impact of the outage request and preparing the Shop Response.

Utility: Any service provided by an outside source or manufactured in-house that facilitates building operations (*e.g.,* gas, water, electricity, fire suppression water, fire alarm systems).

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PROCEDURE

1.0 Request Outage

1.1 The Requestor will submit a completed Outage Request form through the Outage Request System.

Note: Refer to the **Summary of Outage Scheduling Procedure Timeline** (Appendix A) for typical timelines for executing outages in all MD Anderson buildings based on the scope of the outage, as determined by the Shop Response.

1.2 The Outage Coordinator will accept an Outage Request form and ensure that it is forwarded automatically to a Technical Investigator.

Note: A returned Outage Request form must be re-submitted as a new request.

1.3 Mission Areas must generate a work order and indicate “outage” as the work type for the associated equipment involved in the outage.

Note: Time and expenses must be assigned, as appropriate, to the work order.

2.0 Evaluate Outage

2.1 The Technical Investigator will determine the scope and impact of the Outage Request.

2.2 The Technical Investigator will review historical outages for the affected equipment before the field investigation.

2.3 The Technical Investigator will complete and submit the Shop Response in the Outage Request System.

2.4 Environmental Health and Safety (EH&S) will review and respond to all Outage Requests that may impact life safety systems (*e.g.,* sprinkler, fire alarm, egress paths) and perform an Interim Life Safety Measures (ILSM) evaluation.

Note: The Outage Coordinator will perform an initial review for the terms “fire,” “emergency,” “egress,” and “life safety systems.” If any of these terms are present, the Outage Request will be forwarded to EH&S. The Final ILSM assessment and plan will be implemented by EH&S.

2.5 Work Notifications will be handled as follows:

A. The Outage Request will be turned into a Work Notification if, per the response of the Mission Area, the Customer will not detect or be affected by the outage.

B. The Outage Request will be turned into a Work Notification if the potential for impact to patients is low or non-existent.

C. The Mission Areas will complete an assessment of impacts on the Customer and building before indicating “No Impact” as a response to the Outage Coordinator.

D. If the Work Notification requires an interruption of utility service, an emergency outage will be implemented, per the proper procedure, to reduce risk to the Stakeholders and operations.

Examples of Utility Work Notifications:

- Hot Taps (*i.e.,* Domestic Water).

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- Turning off Energy Source to equipment that is not in service.
- “Hot” Electrical Work (i.e., Installing breakers or bus plugs in a hot panel or riser).
- Utilities that have redundant sources (*e.g.,* domestic water tanks, pumps, heat exchangers).
- Testing of systems (*e.g.,* fire detection systems, fire pump tests, and annual Air Handler Unit (AHU) / fire alarm shutdown function testing).
- Load shed testing.
- Uninterrupted Power Supply (UPS) and equipment on UPS.

3.0 Coordinate Outage

3.1 The Outage Coordinator will review the Shop Response and establish the date and time for the outage after communicating and coordinating with the personnel impacted by the outage.

Note: Project management business units are encouraged to provide dedicated contract staff for Large Projects to expedite outage coordination.

3.2 The Outage Coordinator will obtain approval from the FM Property Manager / Director for the final scheduled date and time of the outage.

Note: EH&S will approve fire alarms and fire sprinkler systems.

3.3 The Outage Coordinator will send the final e-mail notification of the approved outage to Stakeholders and Customers.

Note: This e-mail notification makes the outage an officially Scheduled Utility Outage. The FM Onsite Outage Manager must be designated in the e-mail.

3.4 The Requestor will notify Contractors/Vendors when the outage schedule is official and will provide them with all the pertinent information.

Note: For a complex outage, it is recommended that the Requestor and Contractor do a pre-outage walk-through to confirm that the outage will occur as scheduled.

3.5 The Outage Coordinator(s), Mission Area, and Stakeholders will meet, as needed, to discuss outages, review requested and Scheduled Utility Outages, and review the status of all Shop Response requests.

4.0 Schedule and Execute Outage

4.1 FM and/or designated Contractor personnel will execute the outage.

4.2 The FM Property Manager / Director, or his/her designee, will approve the cancellation of the outage or the extension of the outage after it is executed.

4.3 The FM Onsite Outage Manager will notify the Facility Operations Center and the Outage Coordinator that the work has been completed, extended, or cancelled.

4.4 The Facility Operations Center or the Outage Coordinator will notify Stakeholders that the outage has been extended or cancelled.

4.5 The Facility Operations Center will log completed and cancelled outages in the shift log.

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5.0 Cancellations

5.1 If situations require the outage to be cancelled or rescheduled, the FM Project Manager / FM Property Manager / Director or on-site manager is responsible for cancelling an outage after it has been approved and before it is executed.

5.2 The Facility Operations Center and Outage Coordinators will communicate cancellations as follows:

A. During Normal working hours:

Outage Coordinator issues a cancellation notice under the direction of the FM Project Manager / FM Property Manager / Director or on-site manager.

B. After normal working hours:

The Facility Operations Center issues a cancellation notice under the direction of the FM Project Manager /FM Property Manager / Director or on-site manager.

C. All Stakeholders will be notified of the cancellation, including those parties in O&M and EH&S who are involved in facilitating the outage.

ATTACHMENTS/LINKS

Summary of Outage Schedule Procedure Timeline – Appendix A.

RELATED POLICIES – (CONTACT OWNER’S PROJECT MANAGER)

Interim Life Safety Measures Policy (UTMDACC Institutional Policy #ADM0210).

Lockout/Tagout of Energized Equipment Policy (UTMDACC Institutional Policy #ADM0229).

JOINT COMMISSION STANDARDS / NATIONAL PATIENT SAFETY GOALS

“The hospital manages risks associated with utility systems.” Standard: EC.02.05.01. Comprehensive Accreditation Manual for Hospitals (CAMH), January 2012.

“The hospital protects occupants during periods when the Life Safety Code is not met or during periods of construction.” Standard: LS.01.02.01. Comprehensive Accreditation Manual for Hospitals (CAMH), January 2012.

OTHER RELATED ACCREDITATION / REGULATORY STANDARDS

None.

REFERENCES

None.

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APPENDIX A
SUMMARY OF OUTAGE SCHEDULING PROCEDURE TIMELINE
REF, PCPF, AFCO, CPM

This document illustrates a summary of the flow of action and a *typical* timeframe for executing outages in buildings with critical research, patient care, or administrative functions based on the level and scope of the outage.

1. Request Outage → **2. Evaluate Outage** → **3. Coordinate Outage** → **4. Schedule and Execute Outage** → **Complete Post Outage Activities**

Level 1 – Impacts ranging from “No effects to normal operations”, to less than one-half of a building floor. Level 2 – Impacts ranging from one-half of a building floor to less than one-half of a building. Level 3 – Impacts ranging from one-half of a building, up to an entire / multiple buildings.		**LEVEL 1**	**LEVEL 2**	**LEVEL 3**
Step 1. REQUEST OUTAGE	**WHO TAKES ACTION**	**BUSINESS DAYS FOR MOST OUTAGES.**		
Complete, submit Utilities Outage Shutdown request.	Requestor	0	0	0
Accept outage, or return outage to requestor.	AFCO Outage Coordinator	1	1	1
Step 2. EVALUATE OUTAGE				
Complete shop response. The shop response is used by the outage coordinator to determine the scope of outage impact.	Property Area Technical Investigator	1	3	5
Assign outage level based on the outage impact as determined in the shop response.	AFCO Outage Coordinator	0	0	0
Step 3. COORDINATE OUTAGE				
Determine preliminary outage scheduled date using shop response and negotiate preliminary outage date with key stakeholders.	AFCO Outage Coordinator	2	3	5
Additional time may be required to: 1) obtain a consensus from key stakeholders who do not agree with requested outage date; 2) escalate to the FM property manager / director and/or FM AVP; and 3) receive final approval from FM property manager / director.				
Step 4. SCHEDULE AND EXECUTE OUTAGE				
Notify all impacted personnel of approved outages via email with lead time for preparation of the outage. Conduct walk through of impacted area within 48 hours of outage, if feasible. Execute the outage.	AFCO Outage Coordinator, Requestor, Contractor or FM Onsite Outage Manager	1	3	4
ELAPSED BUSINESS DAYS for STEP 1 - REQUEST OUTAGE TO STEP 4 - SCHEDULE AND EXECUTION UTILITY OUTAGE.		5	10	15
COMPLETE POST OUTAGE ACTIVITIES				
* Facility Operations Center is notified about early, extended, cancelled and/or completed outages. * Facility Operations Center notifies via email all impacted customers and key stakeholders about early, extended, and/or cancelled outages. * Facility Operations Center notifies outage coordinator of outage completion and updates shift log.	FM Onsite Outage Manager, Facility Operations Center			

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