



UNIVERSITY OF WEST FLORIDA
Facilities Management

Pensacola, FL 32514-5750
Effective June 1, 2003, Revised July 21, 2020
Reviewed July 1, 2024

STANDARD OPERATING PROCEDURE # FAC 5.023

Subject: Unscheduled Power Outage – Work Control Guidelines

Purpose and Scope: To formalize Work Control Center guidelines to be followed when an unplanned power outage occurs. Follow the guidelines provided and keep customers informed with the most accurate up-to-date information possible. Continue to provide the most prompt and courteous customer service possible.

Procedures:

1. **Power outage has occurred** – Call Utility Plant (ext 2490), building 40 inquire as to the area affected by the outage, campus wide or confined to one to two buildings, and which ones are affected.
2. Upon determining whether it is a Utility Plant problem or an incoming Florida Power & Light (FPL) issue, inquire as to how long the estimate is for the outage. Only estimates provided by Utilities or Florida Power & Light FPL for clearing the outage will be communicated.
3. If this is a problem due to a Florida Power & Light (FPL) incoming outage the Work Control Center will contact Florida Power & Light (FPL) at the Distribution Control Center, phone number 438-7787 and inquire as to the problem and the estimated time of re-connection.
4. During this time period the one person in the Work Control Center should be helping to answer the phones informing customers of what is factually known.
5. Work Control Center is to inform the Director Utilities, Energy & Sustainability of all information received from Florida Power & Light (FPL) immediately.
6. Director of Utilities, Energy & Sustainability keeps upper management and Assistant Vice President of Facilities informed of significant information during the outage.
7. If it will be a prolonged outage the Director of Utilities, Energy & Sustainability will submit a request for an announcement to be included in @UWF through Institutional Communications' website (<https://uwf.edu/offices/institutional-communications/resources/atuwf/>).



8. De-briefing to follow the outage at the Director, Utilities discretion.

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