



**UNIVERSITY OF WEST FLORIDA**  
**Facilities Management**

**Pensacola, FL 32514-5750**  
**Effective August 4, 2004, Revised February 5, 2020**  
**Reviewed July 1, 2024**

**STANDARD OPERATING PROCEDURE #FAC 6.002**

**Subject: Utilities Trouble Call Log Sheet and Online Utilities Log**

**Purpose and Scope:** The log book sheet will be used by the Utility Plant Operators to identify what type of request and or trouble calls are received after normal working hours. This log will assist supervision in informing other departments as to the nature of the problems that have occurred and what action was taken to correct the situation if it was possible.

The online log will be used for Utility owned equipment operations and issues. This log will assist supervision in determining the operation(s) and status of Utility owed equipment.

**Procedure:** All operators will fill out an individual trouble log sheet for each trouble call that is received during their shift. Operators should be as descriptive as possible when filling out the event in the log book or on a form. Other types of requests should also be noted on the log sheet. Log book will be kept in the Energy Plant Control Room.

**At the end of each shift, the reports for the previous shift will be reviewed with the oncoming operator along with any information that needs to be passed on from shift to shift. Supervisor will review log book or any form sheets at the beginning of their shift.**

**Developed by: Utilities, Energy & Sustainability**

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