

# Power Outage Procedures

## Summary

Plant Operations has procedures to be followed when an unplanned power outage occurs.

## Purpose

The purpose of this document is to describe the procedures to be followed when an unplanned power outage occurs.

## Procedures

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 Plant Operations at (706) 507-8222, regarding 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 Plant Operations problem or an incoming Georgia Power issue, inquire as to how long the estimated time is for the outage. Only estimates provided by Plant Operations or Georgia Power for clearing the outage will be communicated.
3. If this is a problem due to a Georgia Power incoming outage, Plant Operations will contact Georgia Power at the Distribution Center at (800) 253-1329, and inquire as to the problem and the estimated time of reconnection.
4. During this time, one person in Plant Operations should be helping to answer the phone, informing customers of what is factually known.
5. Plant Operations is to inform the Director of Maintenance & Construction of all information received from Georgia Power immediately.
6. Director of Maintenance & Construction is to keep upper management informed of significant information during the outage.
7. If it will be a prolonged outage, the Director of Maintenance & Construction would request University Relations personnel to put out a campus-wide message regarding the outage.

8. Debriefing to follow the outage at the Director of Maintenance & Construction's discretion.

**Related USG Policy**

N/A

**Last Update**

N/A

**Responsible Authority**

Plant Operations