

Appendix D: Crisis Procedure - Power or Utility Outages

Decision-Making Process

Scheduled event:

When utilities (power, gas, water, etc.) will be shut down on a planned basis, Facilities Services notifies building managers and employees through Campus Notifications (<https://blogs.oregonstate.edu/closurenotices>) or the INFORM list, depending on the scale of the outage.

Emerging incident:

A decision on whether the loss of utilities is sufficient to affect campus operations will be made by the Incident Commander, with consultation of appropriate members of the Incident Management Team.

Communication Release Process

A decision to change university operations will be communicated to appropriate audiences as soon as possible, using an approved message tailored for different communication channels.

The message will be originated by Facilities Services, edited by University Relations and Marketing, and approved by the appropriate authorization authority.

Topic	Subject Matter Expert
<ul style="list-style-type: none">• Facility/infrastructure issues• University Closure Issues	<ul style="list-style-type: none">• Director of Facilities Services (or delegate)• VP URM (or delegate)

Communicating the Impact on Operations

It is important to let people in affected buildings know when utilities have been restored. Updates and final notice should be distributed through the same channels as the initial notification.