Information
Utility Failure

Applicability
This procedure applies to the University Community (administrators, faculty, staff, and students).

Administrative Authority
Chief Operating Officer - COO

Responsible Unit
Facilities - Physical Plant Operations
University of Louisville
2215 S. Brook St.
Louisville, KY 40292
502-852-6241
phyplant@louisville.edu

History
Revision Date(s): September 27, 2021
Reviewed Date(s): September 27, 2021; January 24, 2025

Categories

Statement:
In case of utility failure (electricity, water, gas) immediately call Physical Plant Work Control at 502-852-6241 during normal business hours (Monday through Friday, 7:30 am - 4:30 pm) to report any utility failures.
If the phone service is affected, attempt to use the university's computer network to notify Physical Plant at phyplant@louisville.edu. After hours report all utility failures to the Department of Public Safety at 502-852-6111.
If someone is trapped in an elevator, call University Police at 502-852-6111. In any case, be prepared to provide the following information:

- Building name.
- Floor number.
- Room number (if applicable).
- Nature of the problem.
- Person to contact or telephone extension.

The Building Emergency Coordinator/Department Chair or the Designee will determine if employees should continue working or leave the building. Remain in place until notified by the emergency coordinator to leave, or the utility failure is over. Exit corridors, exit stairs, or exit doors should be evacuated while emergency lights are on. Emergency lighting is temporary and is not provided to continue building operations.