



The operations of The Ohio State University are dependent on reliable utilities. The requirements of these procedures ensure that appropriate actions are taken to minimize the impact of utility outages to university operations.

All planned outages must be requested two weeks or more in advance at <https://s2f.osu.edu/outage>. If two weeks cannot be provided, then the outage is deemed an emergency outage request and must be called in to Service2Facilities at 292-HELP ([614-292-4357](tel:614-292-4357)). Service2Facilities will submit a service request.

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## Resources

Planned Utility Outage Request Form - <https://s2f.osu.edu/outage>  
Planned Utility Outage Calendar – <https://s2f.osu.edu/calendar>

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## Key

Blue	Natural Gas
Orange	Electric
Purple	Fire Suppression
Pink	Fire Alarm/Systems
Red	Chilled Water
Olive Yellow	Domestic Hot Water
Green	Domestic Cold Water
Teal	Heating Hot Water
Hash Pattern	Pending Request
Solid	Approved Request

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## Workflow

1. Requester (Project Manager, Operations staff, etc.) initiates a coordination meeting with Operations Zone Leader, Operations Engineering, building coordinators, etc., to determine impacts and an appropriate schedule for the outage.
2. Requester completes the Planned Utility Outage Request Form.
  - a. A pending request is added automatically to the Planned Utility Outage calendar.
  - b. A pending work order is created automatically.
  - c. The requester receives an email conformation with a work order number.
3. The pending work order is routed to the corresponding CMS queue for Facilities Operations and Development (FOD), based on location.
4. An email is automatically sent to FOD stakeholders to collect feedback.
5. FOD will correspond via email to confirm once the request is approved. FOD will change the CMS work order status from “pending” to “active-scheduled.”
  - a. Changing the status to “active” generates an email to the requester and the stakeholders, confirming that the outage request has been approved.
  - b. Changing the status to “active” also changes the status on the Planned Utility Outage calendar.
6. After the utility is restored, FOD will change the work order status to “complete.”
7. If an outage request needs to be cancelled, FOD will change the work order status to “cancelled.”
  - a. Changing the status to “cancelled” generates an email to the requester.
  - b. Changing the status to “cancelled” removes the event from the Planned Utility Outage calendar.

