

# DEPARTMENT OF EMERGENCY MANAGEMENT

4516 Monarch Way, Norfolk, VA 23508

757-683-5116

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## Utility Outage

In many instances, utility outages will be for a short duration of time. Emergency lighting and alarm systems will operate for a period of time to safely guide your way out of a building.

- **REMAIN CALM.**
- If it is an emergency, **CALL 757-683-4000 (or 9-1-1 if off-campus).**
- Otherwise, during regular business hours (8:00AM-5:00PM), notify the ODU Facilities Management Maintenance Support Center at 757-683-4600. After hours and on weekends, notify the ODU Police Department at 757-683-4000.

In the event of a longer outage, additional information will be provided using established communication mechanisms, as the circumstances dictate. The following instructions may be given during a utility outage:

### **If a Power Outage Occurs**

- Wait a few minutes for emergency power to come on to activate emergency lighting.
- If evacuation of the building is required, assist any persons with disabilities and use the stairway to exit. **DO NOT** use elevators.
- Unplug all nonessential electrical equipment, televisions, and computers. Turn off light switches as a surge may blow out left-on lights and other equipment when power is restored.
- Contact Facilities Management for information regarding scope and expected duration of the outage.

### **Power Outages in Laboratories or Research Facilities**

- **REMAIN CALM.**
- Laboratory personnel should secure experiments or activities that may present a danger when electrical power is off. Also consider what could happen if power is unexpectedly restored.
- Notify the lab supervisor and/or Principal Investigator immediately.
- Take actions to preserve human and animal safety as well as research.
- Keep essential research refrigerators and freezers closed throughout the outage to keep them cold.
- If conditions are hazardous, notify Environmental Health and Safety during regular business hours at 757-683-4495. If after hours, notify the ODU Police Department at 757-683-4000.
- If a laboratory fume hood is non-operational, cap all open containers and close the sash.

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## **If You Are Trapped In an Elevator**

If you are trapped in an elevator, press the "Call for Help" button. Speak with the dispatcher and identify the building, elevator number, and floor.

## **If Others Are Trapped In an Elevator**

If someone is trapped in an elevator because of a power outage, call the ODU Police Department at 757-683-4000. Give specific directions to the inoperative elevator and have someone meet emergency responders outside of the building. Tell passengers to remain calm and that help is en route. Talk to passengers until emergency responders arrive.

## **Water Outage Occurs**

- Notify your supervisor and call Facilities Maintenance.
- Discontinue any work with hazardous materials in areas where the emergency shower and/or eyewash stations are disabled due to water failure.
- Turn off all water-cooled operations.

## **Gas Leak**

- Evacuate the area immediately.
- Contact Virginia Natural Gas at **1-877-572-3342**.
- DO NOT turn electrical devices on or off; and DO NOT plug or unplug any device, as this may create a spark. Notify your supervisor and call Facilities Maintenance.

## **Sewage/Drainage Failure**

- Notify your supervisor and call Facilities Maintenance.
- If backup is large, evacuate the area.