Utility Demarcations Points between Facilities Management & Fee Based Customer’s Facilities

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# Fee Based Customer’s Facilities

This document applies to Facilities Management’s fee based customer’s facilities and explains where Facilities Management responsibility stops and the customer’s starts. Fee based customers are Facilities Management customers who are responsible for the cost of operating and maintaining their facility. Facilities Management is not responsible for the maintenance of fee based customer’s facilities. However, fee based customers may request that Facilities Management perform work on their facilities and the customer pays Facilities Management for this work. For example, Student Fitness is a fee based customer. Facilities Management does much of the maintenance work for Student Fitness and bills Student Fitness for labor and materials for these services. Current fee based customer facilities are:

1. All Cougar Village Buildings
2. All Residence Halls
3. Student Success Center
4. Student Fitness Center
5. Morris University Center
6. Birger Hall
7. University Park (Water & Sewer Systems only)
8. Parking Services

# Electrical Systems

Historically the line of demarcation for electric supply has changed between the load side connection to the transformer and where power enters the building. Just prior to the purchase of the electrical distribution system from Ameren in 2014, Ameren called the load side connection to the transformer the line and the connectors and wire to the building belonged to the customer. See the diagram below.

Incoming power from Ameren

Customer Load Side

Demarcation Line – Connectors were customer’s responsibility

**Ameren’s 2014 Line of Demarcation**

Transformer

## Point of Demarcation

There are two different configurations of electrical equipment for fee based customer’s equipment.

Configuration 1 – For most buildings and some of the apartment buildings in Cougar Village, the transformer is directly connected to the switchgear in the building. See the Configuration 1 diagram below.

Configuration 2 – At some of the apartment buildings in Cougar Village, a junction box was installed between the transformer and the switchgear in the building as part of the 2014 Electrical Distribution System project. See the Configuration 2 diagram below.

The Point of demarcation will be at the load side of the equipment just prior to entering the building. In Configuration 1 this is at the load side of the transformer and for Configuration 2 it is at load side of the junction box. Everything up to this point and including the connectors will be the responsibility of Facilities Management. This was decided because many new transformers and the connectors to the load side wire were part of the 2014 Electrical Distribution project and including the connectors with the transformer keeps all the project equipment and warranties under the responsibility of Facilities Management. The wire into the building and everything after it will be the responsibility of the fee based customer.

Switchgear in building

Transformer

Switchgear in building

Junction Box

Transformer

**Configuration 1**

Typical connections and equipment for most buildings and some buildings in Cougar Village

**Configuration 2**

Typical connections and equipment for some buildings in Cougar Village

**Typical Electrical Service Connections**

Demarcation

Demarcation

Incoming Power

Incoming Power

## Outage problem verification

Before Facilities Management Utility Electricians are dispatched to a fee based customer’s facility, the customer is to verify, if possible, that the problem is not within their area of responsibility. If the customer has their own electricians, it is preferable if those electricians verify the problem before calling Facilities Management. If Facilities Management Electricians troubleshoot a problem associated with equipment in the customer’s area of responsibility, the customer will be charged for all costs to troubleshoot and repair problems.

## Power Outages

When planned outages are necessary, it is recommended that all buildings be disconnected from the power grid at the main disconnect for each building. This is to protect the building equipment from any power quality issues as power is restored. The customer decides if their facility will be disconnected from the power grid. If the customer has their own electricians, those electricians are responsible for disconnecting the load. For buildings typically maintained by Facilities Management, Facilities Management electricians will disconnect the load if necessary. If the customer decides not to disconnect buildings prior to the outage, Facilities Management shall bear no responsibility for any damage occurring to any customer facilities as a result of the shutdown or reenergizing of the power grid.

On **rare** occasions it may be necessary to remove loads prior to reenergizing circuits to protect employees or equipment. The Facilities Management Assistant Director for Utilities will determine if this is required. For buildings typically maintained by Facilities Management, Facilities Management electricians will disconnect the loads. If the customer has their own electricians, those electricians will be responsible for disconnecting their facilities.

# Water System

There are two different configurations for connection to the water system.

Configuration 1 – There is a master meter that feeds all of Cougar Village. Facilities Management is responsible for this meter and water lines up to and including the underground shutoff valve outside each building or group of buildings. UHFM is responsible for the lines after the shutoff valve, toward the building. See the Configuration 1 diagram below.

Configuration 2 – At most other single buildings there is a meter and backflow preventer for each building. The equipment may be inside or outside of the building. Facilities Management is responsible for the meter. The customer is responsible for everything from the building side of the meter toward the building, including the backflow preventer. See the Configuration 2 diagram below.

Water Main

Shutoff Valve

1 or More Customer Buildings

**Typical Water Service Connections**

Line of Demarcation

Customer Responsibility

FACILITIES MANAGEMENT Responsibility

Meter

Backflow Preventer

**Configuration 2**

Typical connections and equipment for metered buildings

Water Main or Service Line

Demarcation

**Configuration 1**

Typical connections in Cougar Village

# Gas System

A gas meter and regulator are typically outside a building, but may be inside. Sometimes there is not a regulator on the incoming service. There is a single master meter for Cougar Village and a regulator at each building. Facilities Management is responsible for gas lines coming into a building, including the main line meter and regulator. The customer is responsible for anything after the main line meter or regulator on the low pressure side of the system.

**Typical Gas Service Connections**

Gas meter & regulator

Demarcation

Gas main

# Sewer System

Facilities Management is responsible for all sewer mains. The customer is responsible for the sewer laterals connecting the facility to the sewer main. See the diagram below.

One exception is that the MUC is responsible for all expenses to clean out grease from the sewer system from food service facilities. Facilities Management manages this maintenance and charges the MUC for the work.

Sewer Main

1 or More Customer Buildings

**Typical Water Service Connections**

Point of Demarcation

Sewer Laterals to Buildings

# Communication

## Points of Contact

The following is a list of the primary points of contact. The primary contact may designate an alternate contact for specific projects or emergencies, so all references to a primary contact may be a designee.

|  |
| --- |
| **Facilities Management and Fee Based Customer Contacts** |
|  | **Facility(s)** | **Primary Contact** | **Phone Number** |
|  | **Facilities Management (During business hours)** | **Customer Service** | **(618) 650-3711** |
|  | **Facilities Management** | **Asst. Dir. Utilities** | **(618) 650-2258** |
|  | **University Police Non Emergency (After Business Hours)** |  | **(618) 650-3324** |
| 1 | All Cougar Village Buildings | Assoc. Dir. UHFM | (618) 650-2070 |
| 2 | All Residence Halls | Assoc. Dir. UHFM | (618) 650-2070 |
| 3 | Student Success Center | Assoc. Vice Chancellor for Student Affairs | (618) 650-2899 |
| 4 | Student Fitness Center | Asst. Dir. – Campus Rec | (618) 650-3236 |
| 5 | Morris University Center | Director MUC | (618) 650-2302 |
| 6 | Birger Hall | Director Univ. Advancement | (618) 650-2760 |
| 7 | University Park (Water & Sewer Systems only) | Janet Haroian | (618) 659-9300 |

## General Communication Procedures

### Facilities Management Initial and Status Information Point of Contact

The type of work, project or emergency, shall determine who is involved in initial communications and status updates. For projects, the FM Project Manager or his/her designee will be the FM Point of Contact. For emergencies or non-scheduled work, the FM Assistant Director of Utilities or his/her designee will be the FM Point of Contact.

### Communication during Work Execution

Communication regarding the details of execution of work will always be the same, regardless of the nature of the work. During work execution, all employees or contractors actually performing the work will communicate directly with each other to execute any work in a safe and efficient manner. The lead FM employee performing the work will provide periodic updates to the FM Point of Contact only. The goal is to minimize the number of communications with the personnel performing the work so they can focus on the work.

The FM Point of Contact will provide the Primary Contact or Designee of the facility with status updates at a mutually agreed to frequency. The Primary Contact or Designee of the facility may also contact the FM Point of Contact for updates. The intent is to communicate general status and progress regarding schedule and any issues that may significantly impact the schedule, plan and operations. Departments may also get information directly from their employees as they deem appropriate.

The Primary Contact or Designee of the facility shall be involved in all decisions affecting operation of their facility unless there is immediate risk to personnel or equipment. In this case, the personnel performing the work will use their best judgment to balance the risk to personnel or equipment and operational needs.

## Unplanned Work or Emergencies

### Who to Contact

During normal business hours, the facility Primary Contact or Designee will contact FM Customer Service if there is a utility emergency for their facility. At all other times, the University Police Non Emergency number shall be called. The University Police will report the problem to Facilities Management to be addressed.

#### Normal Business Hours

1. Facility Primary Contact or Designee calls FM Customer Service with situation & contact info.
2. FM Customer Service calls Assistant Director of Utilities or Designee and appropriate Foreman/General Foreman.
3. Assistant Director of Utilities or Designee notifies Associate Director & Assistant Director of Maintenance.

#### Outside of Normal Business Hours

1. Facility Primary Contact or Designee calls University Police non-emergency number and gives situation & contact information.
2. University Police calls Building Engineer on duty and gives situation and Facility Primary Contact or Designee contact information.
3. Building Engineer confirms situation if necessary and calls Assistant Director of Utilities.
4. Assistant Director of Utilities or Designee calls in appropriate personnel & notifies Associate Director & Assistant Director of Maintenance.
5. Once situation is assessed, Assistant Director of Utilities or Designee calls customer with status info.

### Response Times

Facilities Management will respond as quickly as possible to any emergency. Response times will vary depending on a number of factors like time of day, people and equipment required to troubleshoot, complexity of the issue, etc. Once the situation is assessed, the Primary Contact or Designee of the facility will be given an update of estimated times to complete repairs and restore services.