

## Service Levels for Utilities & Energy Services: Building Maintenance

### **EMERGENCY: Dispatch**

**Requires an emergency response to reduce risk of safety and/or health issues, utility service disruption, and structural or mechanical damage to building, equipment, or research.**

- ADA issues: doors not operating, handicap restroom stall door issues (in restrooms with only one handicap stall)
- Gas leaks or odors, steam, or hot water reheat system leaks
- Any leaks from an unknown source, gas leaks, or any other problem in which we cannot determine a leak's source
- Water distribution failure, reports of discolored/bad tasting water throughout the entire building, swimming pool system failure, specialized water system failure
- Pest control involving biting/stinging insects/animals
- Building Card Access not functioning: Locked rooms (including classrooms in frequent use, crafts needing work access, people locked inside a room), broken locks, keys stuck or broken off in lock, broken door closures, hallway/stairwell doors that will not open
- Hot areas in labs, computer areas, animal facilities, food storage areas, library areas, or volatile storage areas
- Humidification associated with critical spaces such as KAM art collections
- Flood or major water leaks
- Manhole or sewer back-ups
- Computer server rooms overheating
- Fume hood systems (group systems) in alarm
- All fire safety device malfunctions, emergency fire pump repairs
- Emergency Locates
- Hot/cold calls from HVAC systems being down (fans, heat exchanges, air compressors)
- Unplanned (forced) utility outages

### **HIGH PRIORITY: Immediate (Due in 1-5 Days)**

- Thermostats hissing
- Utility locates
- Utility outage requests (3 working days' notice)