This emergency management plan is hereby approved. This plan is effective immediately and supersedes all previous editions.

John Hall  
Vice President for Administration & Campus Operations  
6/7/16  
Date

Bill Poole  
Assistant Vice President for Facilities Management & Campus Operations  
7/13/14  
Date

Cindy Mohay  
Emergency Management Coordinator  
7/6/2016  
Date
## RECORD OF CHANGES

Annex L

**UTILITIES**

<table>
<thead>
<tr>
<th>Change #</th>
<th>Date of Change</th>
<th>Entered By</th>
<th>Date Entered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original</td>
<td>2010</td>
<td>Cindy Mohat</td>
<td>2010</td>
</tr>
<tr>
<td>1.0</td>
<td>04/30/2011</td>
<td>Jason Johnston</td>
<td>04/30/2011</td>
</tr>
<tr>
<td>2.0</td>
<td>11/2012</td>
<td>Peggy Morales</td>
<td>12/28/2012</td>
</tr>
<tr>
<td>3.0</td>
<td>06/2015</td>
<td>Peggy Morales</td>
<td>06/22/2016</td>
</tr>
</tbody>
</table>
# TABLE OF CONTENTS

Annex L

Utilities

I. AUTHORITY ................................................................................................................. L-1
II. PURPOSE ..................................................................................................................... L-1
III. EXPLANATION OF TERMS ..................................................................................... L-1
IV. SITUATION & ASSUMPTIONS ................................................................................ L-2
V. CONCEPT OF OPERATIONS ...................................................................................... L-3
VI. ORGANIZATION & ASSIGNMENT OF RESPONSIBILITIES ............................... L-7
VII. DIRECTION & CONTROL ......................................................................................... L-8
VIII. READINESS LEVELS ............................................................................................... L-8
IX. ADMINISTRATION & SUPPORT ............................................................................. L-9
X. DEVELOPMENT & MAINTENANCE ......................................................................... L-10
XI. REFERENCES ............................................................................................................. L-10

# SUPPORT DOCUMENTS

Support Document 1 Local Utility Information .................................................................. SD-1
Support Document 3 List of UT Arlington Generators .................................................... SD-3
Support Document 4 Utility Conservation Measures ....................................................... SD-7
Support Document 5 Utility Communications Network Diagram .................................. SD-9
Support Document 6 UT Arlington Unplanned Electrical Outage Protocol ..................... SD-10
Support Document 7 Utilities Map .................................................................................. SD-17
Support Document 8 UT Arlington Power Reference ..................................................... SD-18
Support Document 9 Protocol After Electrical Service Restoration ............................. SD-21
ANNEX L

UTILITIES

I. AUTHORITY

A. University of Texas (UT Arlington) Basic Plan, Section I
B. Sixteen (16) Texas Administrative Code, Part 1, Chapter 7 Gas Utilities, Subchapter B, Rule 7.45 Quality of Service

II. PURPOSE

The purpose of this annex is to describe the organization, operational concepts, responsibilities, and procedures to prevent, protect from, respond to, and recover from temporary disruptions in utility services that threaten public health and/or the safety at UT Arlington.

Persistent shortages of water due to drought or with prolonged statewide or regional shortages of electricity or natural gas are not elements of this annex.

III. EXPLANATION OF TERMS

A. Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arlington</td>
<td>City of Arlington</td>
</tr>
<tr>
<td>EMC</td>
<td>Emergency Management Coordinator</td>
</tr>
<tr>
<td>EOC</td>
<td>Emergency Operations Center</td>
</tr>
<tr>
<td>IC</td>
<td>Incident Commander</td>
</tr>
<tr>
<td>OFM</td>
<td>Office of Facilities Management</td>
</tr>
<tr>
<td>TDEM</td>
<td>Texas Division of Emergency Management</td>
</tr>
<tr>
<td>UT Arlington</td>
<td>University of Texas at Arlington</td>
</tr>
<tr>
<td>UT System</td>
<td>University of Texas System</td>
</tr>
</tbody>
</table>

B. Definitions

Public utilities. Companies and organizations authorized to provide utility services including electricity, water, wastewater, natural gas, and telecommunications to the public.
IV. SITUATION & ASSUMPTIONS

A. Situation

1. As identified in the UT Arlington hazard summary of the Basic Plan, UT Arlington is vulnerable to a number of hazards. These hazards could result in the disruption of electrical power, natural gas, telephone service, water, and wastewater services.

2. The loss of utility services, particularly extended utility outages, will adversely affect the capability of UT Arlington personnel to respond to, and recover from, the emergency that caused the disruption of utility service and create additional health, and safety risks for the students, staff, and faculty.

3. Private companies, with the exception of City of Arlington (Arlington) Water Utilities, hold all utilities in Arlington. The public and private utilities serving UT Arlington include:

   a. Electric: Oncor Electric delivery
   b. Water/Wastewater: Arlington
   c. Telecommunications: AT&T for landlines, and various cellular carriers.
   d. Natural Gas: Atmos Energy Corporation and Cokinos Energy

Additional information on the utilities is located in Support Document 1 Local Utility Information.

4. The state and/or federal government regulate most utility providers. State regulators include:

   a. The Public Utilities Commission: Telecommunications companies and most electrical utilities other than municipal electric utilities
   b. The Texas Commission on Environmental Quality: Most water suppliers and wastewater utilities
   c. The Railroad Commission of Texas: Natural gas utilities
   d. The Electric Reliability Council of Texas: Electrical distribution oversight

5. State regulations require utility companies to have emergency operations plans for restoring disrupted service. Many utilities maintain Emergency Operation Centers (EOC), and those that do not normally have procedures to establish temporary facilities as needed.

6. Extended electrical outages can directly influence other utility systems, particularly water and wastewater systems. In areas where telephone share poles with electrical distribution lines, telecommunication providers will not be able to make repairs to the telephone system until electric utilities restore power lines to a safe condition.

B. Assumptions

1. In the event of damage to or destruction of utility systems, utility operators will restore service to their customers as quickly as possible.
2. A major disaster will require extensive repairs and reconstruction of portions of utility systems that will take considerable time to complete.

3. Damage to electrical distribution systems and water/sewer systems will create secondary hazards such as increased risk of fire, increased security risks, and public health hazards.

4. Each utility will direct and control its own resources and plan to carry out its own response operations, coordinating as necessary with UT Arlington and other utilities.

5. Individual utility operators, particularly small companies, will not have sufficient physical or monetary resources to restore utility systems affected by a major disaster or one having widespread effects. Utilities typically obtain supplementary repair and restoration assistance from other utilities pursuant to mutual aid agreements and by using contractors hired by the utility.

V. CONCEPT OF OPERATIONS

A. General

1. In the event of the loss of utility service for any reason, UT Arlington is to rapidly assess the possible impact on health, safety, and property and take appropriate actions to prevent a critical situation from occurring or to minimize the impact. When timely restoration of utility service occurs slowly, UT Arlington will take actions to protect people, property, and the environment from the effects of the loss of service.

2. UT Arlington is not to direct utility companies to repair utility problems. Utilities have a franchise that requires them to provide service to their customers and they have the ultimate responsibility for utility service outages. Virtually all utilities are required by state regulations to make all reasonable efforts to prevent interruptions of service and, if interruptions occur, to re-establish service in the shortest possible time. Utilities are required to inform state officials of significant service outages and expected to keep their customers and local officials informed of the extent of utility outages and, if possible, provide estimates of when service should resume.

3. UT Arlington will coordinate with public and privately owned utilities to facilitate their efforts to restore services to the specific area of the campus.

4. Utilities will prioritize service restoration efforts to the following types of facilities:
   a. Command and control facilities
   b. Police, fire, and emergency medical service stations
   c. Hospitals
   d. Water treatment and distribution facilities
   e. Sewage pumping and treatment facilities
   f. Buildings serving as public shelters or mass feeding facilities
   g. Fueling facilities
5. Initial utility restoration priorities for critical campus facilities are included in Support Document 2 Utility Restoration Priorities for Critical Facilities. General planning considerations give the tentative priority for utility restoration.

B. Campus Response to an Unplanned Utility Outage

1. It is essential for UT Arlington to obtain an initial estimate of the likely duration of a major utility outage from the utility company as soon as possible. After the estimate, UT Arlington officials will make determinations of the anticipated impact and actions to protect the health and safety of students, faculty, staff, and protect UT Arlington property. Such actions may include:

a. Water or sewer outage
   1. Arrange for supplies of emergency drinking water (bulk) for continued operations.
   2. During sewer service disruption arrange for portable toilets, and hand washing facilities to meet sanitary needs.

b. Electrical or natural gas outage
   1. Obtain emergency generators to power critical facilities, as described in Support Document 2 Utility Restoration Priorities for Critical Facilities.
   2. During periods of cold weather, establish shelters for students who lack heat in their residence halls or campus owned apartments.
   3. During periods of extreme heat, establish “cooling sites” for students who do not have air conditioning in their residence halls or campus owned apartments.
   4. Arrange for fuel deliveries to keep emergency generators running at critical facilities and temporary fuel for heating campus facilities during natural gas curtailment periods.

c. Telecommunications outage
   1. Request telecommunications providers implement priority service restoration plans.
   2. Activate amateur radio support if available.
   3. Request external assistance in obtaining additional radios, repeaters or satellite telephones.
   4. Implement telecom restoration plans.

d. General
   1. Isolate damaged portions of utility systems to restore service quickly to those areas where systems are substantially undamaged.
   2. In cooperation with utilities, institute utility conservation measures will be implemented as discussed in Support Document 4 Utility Conservation Measures.
   3. Disseminate emergency public information requesting conservation of utilities.
   4. Provide law enforcement personnel to control traffic at key intersections if traffic control devices are inoperative.
5. Consider staging public safety officers for fire watches.
6. Consider increased security patrols in secure areas due to lack of utility service.

2. A portion of the Executive Policy Group or their designees will meet and decide if it is necessary to cancel classes in affected buildings and what to do with the student, faculty, and staff in those buildings during a widespread, or prolonged outage, reference Support Document 6 UT Arlington Unplanned Electrical Outage protocol.


C. Facilitating Utility Response

1. UT Arlington may facilitate utility response by:

   a. Identifying utility outage areas reported to UT Arlington police dispatch (817) 272-3003 or the Office of Facilities Management (OFM) call center (817) 272-2000.
   b. OFM has guidelines for response; see the Office of Facilities Management and Housing/University Center Emergency Technician On-Call Hand Book, or Support Document 6 UT Arlington Unplanned Electrical Outage Protocol.
   c. Those who reside on campus will be asked to minimize the use of utilities that have been degraded by emergencies, Support Document 4 Utility Conservation Measures.
   d. Identify facilities for priority restoration.
   e. Coordinate with utilities on priorities for clearing debris from roads, which also provides access to damaged utility equipment.
   f. Providing access and traffic control in utility repair areas where appropriate.

D. Protecting Resources and Preserving Capabilities

In the event of a slow developing emergency, OFM will be able to mitigate some of the effects of a major emergency or disaster by protecting key facilities and equipment. A list of critical facilities on campus is located in Support Document 2 Utility Restoration Priorities for Critical Facilities.

1. In some cases, in an effort to preserve pumps, electrical control panels, and other vital equipment, it will also be prudent to remove equipment from facilities to prevent damage due to rising water.

2. Loss of power could severely affect critical functions such as communications, water pumping, purification and distribution, sewage disposal, traffic control, and operation of critical medical/research equipment. Critical facilities that require back-up electrical power will have appropriate generator equipment on-site. Emergency generator requirements determined in advanced, facilitates timely arrangements during emergencies.

E. Utility Support for Other Emergency Response Operations

The assistance of utility providers may assist in supporting other emergency response and recovery operations. Such assistance may include:
1. Rendering downed or damaged electric lines safe to facilitate debris removal from roadways.
2. Cutting off utilities to facilitate the emergency response to fires, explosions, building collapses, and other emergencies.
3. Facilitating search and rescue operations by cutting off electrical power, gas, and water to areas.
4. Establishing temporary utility hookups to facilitate response activities.

F. Utility Support for Disaster Recovery Operations

Utilities play a primary role in the recovery process and must coordinate closely with UT Arlington to:

1. Render electrical and gas distribution lines safe before campus officials authorize re-entry of students, staff, and faculty into affected areas to salvage belongings.
2. Participate in inspections of affected structures to identify hazards created by damaged utilities, and eliminate those hazards.
3. Determine the extent of damage to publicly owned utility infrastructure and equipment.
4. Restore utility systems to their pre-disaster condition.

G. Public Information

1. It is essential to provide current information on utility status, the anticipated time to restore service, recommendations on dealing with the consequences of a utility outage, conservation measures, and information on sources of essential life support items such as water.
2. In some emergencies, many of the normal means of disseminating emergency information may be unavailable and alternative methods of information dissemination out to the public is used as described in Annex A, Warning.

H. Phases of Emergency Management:

1. Prevention

   OFM should review proposed utility construction or renovation activities to determine if such activities increase existing hazards.

2. Preparedness

   OFM

   a. Contact local utilities to determine the type of damage assessment information that they can provided in an emergency.
   b. In key facilities where it is not possible to install permanent backup generators, identify emergency generator requirements. Location of all generators on campus is in Support Document 2 Utility Restoration Priorities for Critical Facilities.
   c. Ensure OFM has emergency contact phone numbers for utilities serving the campus.
d. Encourage utilities to participate in emergency drills and exercises.
e. Train workers, especially supervisors, to be familiar with the Incident Command System and incident site procedures.

3. Response

OFM

a. Request each utility serving the campus suffering system damage regularly report its operational status, the number of customers affected by service outages, and areas affected.
b. Provide expedient substitutes for inoperable utilities at critical facilities or relocate those facilities. Update utility restoration priorities for critical facilities as necessary.
c. During an extended utility outage, take actions necessary to protect the health and safety of students, faculty, and staff and to protect UT Arlington property and implement utility conservation measures; reference Support Document 4 Utility Conservation Measures.
d. Support utility emergency response.
e. Include utility status information in the initial emergency report and periodic situation reports produced during major emergencies and disasters, see Annex N, Direction & Control for further details.

4. Recovery

OFM

a. Continue to request regular reports from each utility serving UT Arlington concerning its operational status, the number of customers affected by service outages, and areas affected.
b. Update utility restoration priorities for critical facilities, as appropriately described in Support Document 2 Utility Restoration Priorities for Critical Facilities.

VI. ORGANIZATION & ASSIGNMENT OF RESPONSIBILITIES

A. Organization

1. Individuals designated by the owners or operators of utilities will manage the operation of those utilities.
2. UT Arlington does not own or operate any public utilities.
3. UT Arlington has a Thermal Energy Plant that provides cooling and heating. Duel fuel #2 provides heating to UT Arlington during natural gas curtailments.

B. Assignment of Responsibilities

OFM
a. Provide general direction for UT Arlington response to major utility outages that will affect students, faculty, and staff or threaten campus property and, within the limits of legal authority, implement measures to conserve utilities.

b. Coordinate with utilities to obtain utility emergency point of contact information. Disseminate utility emergency contact information for campus officials and incident command if Incident Command System field operations exist.

c. Maintain the utility restoration priorities for critical facilities. In coordination with the liaison officer or EOC manager, update utility restoration priorities for critical facilities in the aftermath of an emergency if required.

d. Coordinate regularly with utilities during an emergency to determine utility status, areas affected, what response, repair, restoration actions are underway, and provide information to the EOC manager.

e. Ensure Annex M, Resource Management has current information on utility assets.

f. Request resource assistance from utilities during emergencies.

g. Maintain information on the utilities serving UT Arlington including maps of service areas.

The emergency management coordinator (EMC)/liaison officer in the EOC will provide guidance to OFM function on EOC processes and developing utility status reports.

VII. DIRECTION & CONTROL

The incident commander (IC) will provide general direction for UT Arlington response to major utility outages within the limits of legal authority.

The OFM function will monitor utility response and recovery operations, receive situation reports, from the IC, and disseminate this information.

Utility managers will direct the emergency response and recovery activities of their organizations. Their normal supervisors will direct utility crews.

VIII. READINESS LEVELS

A. Normal Conditions - Level 4

1. Review this annex annually.
2. Conduct personnel training programs regarding response to a utility emergency.
3. Test existing communication systems and backup systems for serviceability.
4. Test emergency generators on a regular basis.

B. Increased Readiness - Level 3

1. Check emergency contact information for each utility.
2. Request utilities keep the OFM informed of any plans, protective actions, or preparedness activities that may affect UT Arlington.

C. High Readiness - Level 2
1. Monitor the situation.
2. Increase short-term readiness of equipment if possible.
3. Alert OFM response personnel for possible emergency duty.
4. Review mutual aid plans and advise mutual aid resources of possible emergency operations.
5. Review contractor and supplier lists and alert contractors and suppliers of possible emergency operations.
6. Identify personnel to staff the incident command post and EOC if needed.

D. Maximum Readiness - Level 1

1. Continue to monitor and review the impending situation.
2. Implement planned protective measures for utility infrastructure and equipment.
3. Test communications systems.
4. Consider precautionary deployment of emergency response crews.

IX. ADMINISTRATION & SUPPORT

A. Resource Support and Readiness

1. In general, utilities are responsible for obtaining and employing the resources needed to make repairs or reconstruct their systems.

2. In the event of a utility outage UT Arlington is expected to use its own resources, and those that it can obtain pursuant to mutual aid agreements or by contracting with commercial suppliers. In the event these resources are insufficient to deal with the situation, UT Arlington will request resources from Arlington and/or may request state resource assistance through the Disaster District Committee in Hurst, Texas. The president of UT Arlington or designee authorizes requests for state assistance or University of Texas System (UT System) Interagency Disaster Response Guidebook.

B. Coordination

During emergencies involving utility outages OFM will maintain communications with utilities by any means possible. Support Document 5 depicts the utilities communication network.

C. Utility Restoration Priorities for Critical Facilities List

Support Document 2 has a list of buildings rated by priority for utility service restoration for critical campus facilities.

D. Reporting

OFM will provide utility status information to Operations Section located in the field and provide utility status inputs for the initial emergency report, and periodic situation reports prepared during major emergencies.

Ver 3.0
06/2015
Confidential per § 418.177 Texas Government Code
E. Records

Certain expenses incurred in carrying out emergency response and recovery operations will be recoverable from the responsible party or, in the event of a Presidential Disaster Declaration, partially reimbursed by the federal government. Therefore, all government-owned or operated utilities will keep records of labor, materials, and equipment used and goods and services contracted for during large-scale emergency operations to provide a basis for possible reimbursement, future program planning, and settlement of claims.

F. Post-Incident Review

UT Arlington’s emergency management plan provides a post-incident review conducted in the aftermath of a significant emergency event. The purpose of this review is to identify needed improvements in plans, procedures, facilities, and equipment. Key personnel who participate in major emergency operations will also participate in the post-incident review.

X. DEVELOPMENT & MAINTENANCE

A. Development

The OFM and Office of Emergency Management are responsible for developing and maintaining this annex.

B. Maintenance

Review this annex every two years, and updated in accordance with the schedule outlined in Section X of the Basic Plan.

XI. REFERENCES

C. Texas Department of Emergency Management, Disaster Recovery Texas Manual (TDEM-62)
D. Office of Facilities Management and Housing/University Center Emergency Technician On-Call Hand Book