

# USAG DAEGU

## STANDARD OPERATING PROCEDURE

### UTILITY OUTAGES

28 January 2019

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1. **PURPOSE.** This SOP describes policies and procedures for all construction and maintenance activities at United States Army Garrison Daegu (USAG-Daegu) to request, approve, and execute utility outages. This SOP reflects current Army doctrine to include Army Regulation, DA Pamphlets, Field Manuals, Technical Manuals, Circulars, and Bulletins.

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**2. APPLICATION.**

a. This standard operating procedure (SOP) supersedes previous guidance and applies to all construction and maintenance work at USAG Daegu and any tenant organizations whom are serviced by the USAG Daegu DPW.

b. The scope of this SOP is work requiring isolation upstream of the main building shut-off. In general, any work affecting more than 1 facility requires an outage in accordance with this SOP. Exception: for work downstream and isolable at the building or its main shutoff valve (main panelboard main breaker or cutout switch for electrical work), work will be directly coordinated between the maintenance activity and the building facility manager and tenants. See Appendix A for a pictorial representation of when an outage is required.

**3. GENERAL.**

a. The USAG-Daegu DPW is the Garrison approval authority for utility outages.

b. Utility outages impact mission and the community. They are a safety and fire hazard due to the nature of the work involved and the disabling of alarms, elevators, and other equipment. To minimize risk, outages are scheduled and controlled in accordance with this SOP.

**4. REFERENCES.**

a. AR 420-1, Army Facilities Management, 24 Aug 12.

b. AR 385-10, The Army Safety Program, 24 Feb 17.

**5. ACTORS IN THE UTILITY OUTAGE PROCESS**

a. Project Manager (PM) - the lead organizer or “quarterback” for the planned project outage who resides in either the Directorate of Public Works (DPW) or US Army Corps of Engineers (USACE). There may be cases where the PM resides within a separate organization but the terms and conditions of this SOP govern.

b. Workers – the workers executing the scope that requires the outage could be either contractors or DPW shop workers.

c. DPW POCs & Technical Leads:

(1) Utility Chief – Primary Outage Coordinator

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- (2) Electrical Engineer – Technical lead for electrical outages
  - (3) Mechanical Branch – Technical lead for water/wastewater outages
  - (4) Engineering Division – Technical lead for gas outages
  - (5) Engineering Technician Busan – Busan Site lead for outages
- d. Building Occupants and Impacted Mission Owners
  - e. Signal Brigade POCs for impacted mission buildings and facilities
  - f. Garrison Fire Department POCs
  - g. Directorate of Plans, Training, Mobilization and Security (DPTMS) POCs
  - h. Public Affairs Office (PAO) POCs
  - i. Time is of the essence in the outage process to avoid schedule delays and associated cost to the government. In event of absence of one or more of the actors listed above, their designee will perform their function.

**6. ADVANCE NOTICE RULES FOR UTILITY OUTAGE SCHEDULING**

- a. Minimum two-week notice must be provided to occupants of impacted building or sites due to the scheduled outage. Notice date is the date occupants sign acknowledgement roster and outage notices get plainly posted on front doors and other entrances to impacted buildings and sites.
- b. Minimum three-week notice must be provided to Signal if the outage impacts one or more of their mission buildings (Appendix I). Notice date is the same as above.
- c. In special cases where the required notice could not be provided for whatever reason, the Utility Chief will make an effort to review and approve; however, Mission or other factors may dictate that the requested outage dates/times cannot be approved. The PM must then arrange for alternate dates that provide adequate notice.

**7. TASK SEQUENCE TO ACHIEVE A SUCCESSFUL UTILITY OUTAGE**

- a. PM works with contactor or his staff to identify (a) primary and (b) alternate dates and times to conduct (c) scope of work for the utility outage.

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b. PM consults “Signal Mission Building and Facility List” (Appendix I) and understands that Signal must be given a 21-calendar day prior notice of any power or other outage that will impact their mission.

c. PM emails Utility Chief AND appropriate sub-branch Section Lead to (1) share planned outage primary and alternate dates/times and (2) confirm the list of buildings/facilities impacted by proposed scope of work.

*PRO TIP: Use the Outlook mailbox account, “USARMY Camp Walker IMCOM List Daegu Outage Request” [usarmy.walker.imcom.list.daegu-outage-request@mail.mil](mailto:usarmy.walker.imcom.list.daegu-outage-request@mail.mil), to email the initial outage request notification and follow-up correspondence (See Appendix J for POCs).*

d. Utility Chief posts the planned dates against garrison master calendar to identify potential conflicts.

e. Section Lead emails the PM and “Outage Request Mailbox” the confirmed impacted building/facility list.

f. PM completes and creates a digital signature block under his/her information in Block 6 on the appropriate Planned Outage Public Notice (Appendices B, C, or D).

*NOTE: The following information must be clearly captured/presented on the outage notice: (1) primary and alternant outage dates/times; (2) date posted on buildings; (3) camp/site; (4) impacted buildings; (5) scope of work; (6) who is doing the work; (7) primary point of contact information (POC info) for lead Contractors/Workers; and (8) POC info for PM/outage originator.*

*PRO TIP: Ensure that the scope and other information on the outage notice is written in clear English so it is easily read and understood. Incorrect or poorly-phrased outage notices will generate confusion and likely additional work on the part of the PM and Utility Chief.*

*PRO TIP: Do not use technical acronyms or jargon in the outage notice text that the average non-technical layperson would not understand. The whole intent of the outage notice SOP is for the casual reader to easily grasp the work being done, schedule, etc. without being confused.*

*PRO TIP: Font of main text in the Outage Public Notice is Arial Black 12 point – if your entered content causes the text to carry over onto a second page – then reduce the font of ALL text under the Alternate Date and time to Arial Black 11 or lower point size. This will ensure the notice looks crisp and professional.*

g. PM or his agents secure building occupant signatures on “Outage Notification Roster” (Appendix H).

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h. PM or his agents clearly posts the outage public notice on impacted building/facility front doors.

i. PM forwards one PDF containing (1) a digitally signed copy of the appropriate outage public notice, (2) Outage Notification Roster, (3) Site Map of Impacted Area, and (4) relevant project/scope information to the Utility Chief (no separate documents).

j. Utility Chief reviews the package then posts it on the Garrison SharePoint.

k. Once the outage is reasonably cleared from potential conflicts, the Utility Chief digitally signs public outage notice.

*NOTE: This step constitutes approval and results in follow on publication to the community.*

l. Utility Chief emails the package to designated POCs in Command, PWD, DPTMS, Fire, Public Affairs, PAIO, PAO, and other interested parties for their awareness and action.

*PRO TIP: Use the Outlook mailbox account, "USARMY Camp Walker IMCOM List Daegu Outage Notice [usarmy.walker.imcom.list.daegu-outage-notice@mail.mil](mailto:usarmy.walker.imcom.list.daegu-outage-notice@mail.mil), to distribute the approved Outage Notification. The interested garrison parties will be captured in "Current Distribution List of Points of Contact" (Appendix J)*

m. PAO conducts public awareness campaign on Facebook and USAG-D webpage.

*NOTE: If any building occupant raises a conflict with the primary scheduled date to the PM or Contractor or Utility Chief (all three actors have their contact information listed on the Outage Public Notice) during the process then this knowledge gets immediately shared via email between them.*

n. PM will attempt to develop a workaround with the occupant to maintain the primary date/time. If a workaround is not possible, then the alternate date/time becomes the new outage planned date and he shares this information with the Utility Chief.

o. If for whatever reasons, both primary and alternate dates become void then: (1) PM must go back to Step 1 to schedule new primary and alternate dates and (2) Utility Chief removes Notice from Shared Drive and scheduled outage from Master Calendar.

*NOTE: For outages planned after-hours, weekends, or holidays, the DPW will have adequate representation on-site to ensure the work is conducted safely and if an unforeseeable situation arises, it can be properly addressed and leadership notified.*

## 8. EMERGENCY OUTAGE RESPONSE

- a. For unplanned outages refer to the Emergency Outage Response SOPs (separate from this SOP).
- b. For reference purposes, sample “Emergency Outage Public Notices” (Appendices E, F, and G) illustrate how the format of the draft emergency outage notices are very similar to the planned outage notices. The intent is get building occupants familiar with just one notice template and avoid generating confusion with multiple different forms.

## 9. KNOWLEDGE MANAGEMENT

a. One of the closeout actions for an outage is the Utility Chief posts the outage package on the shared drive for future reference.

b. The shared drive is: \\Cwala7koa4imcom\O&M DIVISION\UTILITY OUTAGES\

10. The point of contact for this SOP is Mr. James P. Johnson, Utility Chief, DSN 763-5322 (Camp Walker VOIP).

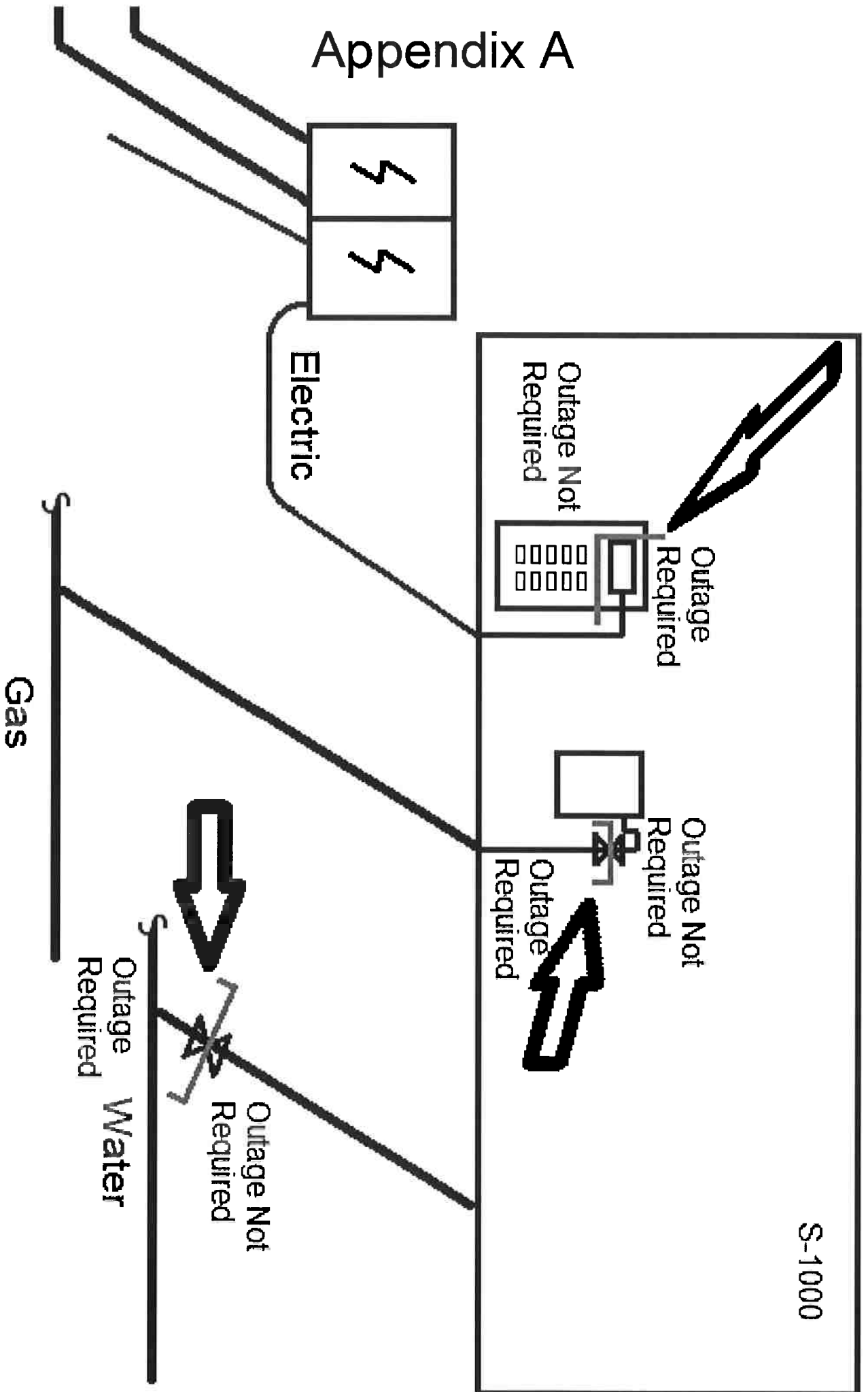


ROBERT P. MANN, JR.  
COL, LG  
Commanding

## APPENDIX

- |                                      |  |
|--------------------------------------|--|
| A. Outage Scope Illustration         | F. Emergency Natural Gas Outage Notice   |
| B. Planned Power Outage Notice       | G. Emergency Water Outage Notice         |
| C. Planned Natural Gas Outage Notice | H. Outage Acknowledgment Roster          |
| D. Planned Water Outage Notice       | I. Signal Mission Bldg and Facility List |
| E. Emergency Power Outage Notice     | J. Current Distro List of POCs           |

# Appendix A



# POWER OUTAGE NOTICE

**Date/Time: 08/04/18 (Sat) 1300-1700**

**Alternate Date/Time: 08/05/18 (Sun) 0900-1400**

- We regret any inconvenience this outage may cause.
- Weather or unforeseeable issues may shift outage date.
- Concurrence of designated Bldg Managers/POCs on file.
- For more information contact Primary POCs.
- Date Posted on Buildings: 07/16/2018

1. Site: Camp Carroll

2. Affected Facilities: Bldg. 561, 563, 565, 573, 574, 640, Union Office

3. This outage is required to remove existing electrical overhead cables and install the new electric line at southwest corner of site near buildings.

4. Work by: Yojin Const. & Eng. Co., Ltd.

5. Primary POCs: Mr. Noh, Hwa Seung/CQCSM at 010-3730-1999 or Mr. Vallejo (USACE-FED) at cell 010-9300-0162.

6. Approving Outage Project Manager/Originator: Fabio Vallejo (USACE Construction Control Rep), [fabio.j.vallejo@usace.army.mil](mailto:fabio.j.vallejo@usace.army.mil), cell: 010-9300-0162

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7. Concurring USAG Daegu DPW Representative: James P. Johnson, USAG Daegu Utility Chief, [james.p.johnson2.civ@mail.mil](mailto:james.p.johnson2.civ@mail.mil), cell: 010-8582-0265  
<Signature on file.>



# NAT-GAS OUTAGE NOTICE

**Date/Time: 08/04/18 (Sat) 0800-1700**

**Alternate Date/Time: 08/05/18 (Sun) 0800-1400**

- We regret any inconvenience this outage may cause.
  - Weather or unforeseeable issues may shift outage date.
  - Concurrence of designated Bldg Managers/POCs on file.
  - For more information contact Primary POCs.
  - Date Posted on Buildings: 07/01/2018
1. Site: **Camp George**
  2. Affected Facilities: **Bldg. 001**
  3. This outage is required to install new gas line regulating valves and kitchen stoves. Please try to be present in your apartment or work will be done in your absence with DPW/Housing supervision.
  4. Work by: **DPW**
  5. Primary POCs: **Mr. Dan Mills (DPW Shop Lead) at cell 010-0123-4567 or Ms. Janet Wallace (Housing) at cell 010-9876-5432.**
  6. Approving Outage Project Manager/Originator: **Mr. Hal Bruen (Engineering Div Lead), [harold.b.bruen.civ@mail.mil](mailto:harold.b.bruen.civ@mail.mil), cell: 010-1234-5678**

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7. Concurring USAG Daegu DPW Representative: **James P. Johnson, USAG Daegu Utility Chief, [james.p.johnson2.civ@mail.mil](mailto:james.p.johnson2.civ@mail.mil), cell: 010-8582-0265**  
<Signature on file.>

# WATER OUTAGE NOTICE

**Date/Time: 08/04/18 (Sat) 0800-1700**

**Alternate Date/Time: 08/05/18 (Sun) 0800-1400**

- We regret any inconvenience this outage may cause.
  - Weather or unforeseeable issues may shift outage date.
  - Concurrence of designated Bldg Managers/POCs on file.
  - For more information contact Primary POCs.
  - Date Posted on Buildings: 07/01/2018
1. Site: Camp Henry
  2. Affected Facilities: Bldg. 001 (PX), 002 (Bowling Alley), 003 (Church)
  3. This outage is required to replace water backflow prevention valves.
  4. Work by: DPW
  5. Primary POCs: Mr. Clark Kent (DPW Shop Lead) at cell 010-0123-4567 or Mr. Lex Luther at cell 010-9876-5432.
  6. Approving Outage Project Manager/Originator: Mr. Jimmy Olsen (Mechanical Shop Lead), [james.olsen.civ@mail.mil](mailto:james.olsen.civ@mail.mil), cell: 010-1234-5678
- Digitally sign here
7. Concurring USAG Daegu DPW Representative: James P. Johnson, USAG Daegu Utility Chief, [james.p.johnson2.civ@mail.mil](mailto:james.p.johnson2.civ@mail.mil), cell: 010-8582-0265  
<Signature on file.>

# <<< EMERGENCY >>>

## POWER OUTAGE NOTICE

**Date/Time: 05/31/18 (Monday) 0800 - Until Resolved**

- **DPW is working hard to restore power.**
- **For more information contact Primary POCs.**

**1. Site: Camp Henry**

**2. Affected Facilities: Bldg. 001 (Garrison HQ)**

**3. Likely Outage Cause: lightning strike.**

**4. Work by: DPW.**

**5. Primary POCs: Mr. John Striker (DPW Lead Electrician) at 010-3730-1999 or Mr. Tony Thunder at cell 010-9300-0162.**

**6. DPW O&M Outage Response Lead: Mr. Albert Einstein, (DPW Electrical Engineer), [al.einstein.civ@mail.mil](mailto:al.einstein.civ@mail.mil), cell: 010-9300-0162**

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**7. Supervisory USAG Daegu DPW Representative: James P. Johnson, USAG Daegu Utility Chief, [james.p.johnson2.civ@mail.mil](mailto:james.p.johnson2.civ@mail.mil), cell: 010-8582-0265  
<Signature on file.>**

**<<< EMERGENCY >>>**

# **NAT-GAS OUTAGE NOTICE**

**Date/Time: 05/31/18 (Monday) 0800 - Until Resolved**

- **DPW is working hard to restore power.**
- **For more information contact Primary POCs.**

**1. Site: Camp Carroll**

**2. Affected Facilities: Bldg. 320 (DPW)**

**3. Likely Outage Cause: gas smell in building, system is shut down for safety testing.**

**4. Work by: DPW.**

**5. Primary POCs: Mr. Johnny Lighter (DPW Lead) at 010-3730-1999 or Mr. Tony Flame at cell 010-9300-0162.**

**6. DPW O&M Outage Response Lead: Mr. Timmy Torch, (DPW Mechanical Engineer), [timmy.torch.civ@mail.mil](mailto:timmy.torch.civ@mail.mil), cell: 010-9300-0162**

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**7. Supervisory USAG Daegu DPW Representative: James P. Johnson, USAG Daegu Utility Chief, [james.p.johnson2.civ@mail.mil](mailto:james.p.johnson2.civ@mail.mil), cell: 010-8582-0265  
<Signature on file.>**

# <<< EMERGENCY >>>

## WATER OUTAGE NOTICE

**Date/Time: 05/31/18 (Monday) 0800 - Until Resolved**

- **DPW is working hard to restore power.**
- **For more information contact Primary POCs.**

**1. Site: Camp Carroll**

**2. Affected Facilities: Bldg. 320 (DPW)**

**3. Likely Outage Cause: crushed water supply line.**

**4. Work by: DPW.**

**5. Primary POCs: Mr. John Striker (DPW Lead Electrician) at 010-3730-1999 or Mr. Tony Thunder at cell 010-9300-0162.**

**6. DPW O&M Outage Response Lead: Mr. Albert Einstein, (DPW Electrical Engineer), [al.einstein.civ@mail.mil](mailto:al.einstein.civ@mail.mil), cell: 010-9300-0162**

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**7. Supervisory USAG Daegu DPW Representative: James P. Johnson, USAG Daegu Utility Chief, [james.p.johnson2.civ@mail.mil](mailto:james.p.johnson2.civ@mail.mil), cell: 010-8582-0265  
<Signature on file.>**



# Appendix I

Site	BLDG NO.	CATCD DESCRIPTION	21 Day Notice Needed? (Y/N or N/A)
Busan Storage Facility	1336	PAD (COMM SHELTER)	Y
Busan Storage Facility	1351	VEH MAINT SHOP	Y
Carroll	563	SATCOM TERM EQP FAC	Y
Carroll	652	INFO SYS FAC TECH CONTROL	Y
Carroll	953	XMITTER BLDG	Y
Henry	1115	PTF FAC	Y
Pier #8	2650A	PTF/DSN RM ONLY	Y
Salem Site	2200	XMITTER BLDG	Y
Walker	205	INFO PROC CTR	Y
Walker	301	DSN FAC	Y
Walker	315	COMMO CTR	Y
Walker	316	INFO SYS FAC	Y
Walker	555	XMITTER BLDG	Y
Walker	570	INFO SYS FAC TECH CONTROL	Y
MUJUK AFN Site	SHELTER	XMITTER Shelter (AFN-K)	Y
Site-G DMU Site	SHELTER	DMU XMITTER Shelter	Y

# Appendix J

## Distribution List of Points of Contact

### Outage Request Mailbox

Global Address List:

USARMY Camp Walker IMCOM List Daegu Outage Request  
<usarmy.walker.imcom.list.daegu-outage-request@mail.mil>

Recipients: DPW Outage Coordinators

1. DPW O&M Utility Chief
2. DPW O&M Mechanical Chief
3. DPW O&M Electrical Engineer

### Garrison Outage Notification Distribution Mailbox

Global Address List:

USARMY Camp Walker IMCOM List Daegu Outage Notice  
<usarmy.walker.imcom.list.daegu-outage-notice@mail.mil>

Recipients: Multiple Stakeholders for Outage Impact

1. Deputy Garrison Commander
2. DPW Director
3. DPTMS
4. PAO
5. DES
6. USACE FED
7. AAFES
8. 1SG BDE