UTILITIES PROBLEMS AND FAILURES

ELECTRICAL OR PLUMBING FAILURE/FLOODING/WATER LEAK
NATURAL GAS OR PROPANE LEAK

BOCA RATON CAMPUS (24 hrs/7 days)
Call Work Control 7-2240 (561) 297-2240

JUPITER CAMPUS
Call Work Control 7-2240 (561) 297-2240

TREASURE COAST CAMPUS
Call IRSC maintenance (772) 462-7750

BROWARD CAMPUSES
Call Physical Plant Hotline 6-5040 (954) 762-5040

HBOI
Call Physical Plant (772) 242-2246 M - F 8a - 5p
HBOI@FAU Security (772) 216-1124 Afterhours, Weekends or Holidays

What should I do if the utility failure causes or has the potential to cause serious danger to personnel or property?
- NOTIFY the University Police 911.
- FOLLOW evacuation procedures.
- NOTIFY Building Safety personnel if possible.

What should I do if the building does not have emergency lighting or a generator?
- NOTIFY the University Police 911.
- FOLLOW evacuation procedures.
- NOTIFY Building Safety personnel if possible.

What should I do if flooding occurs?
- STOP using electrical equipment until repairs are accomplished and the area is dry.
- AVOID standing water due to the potential for electrical shock.
- NOTIFY the University Police 911.
- NOTIFY Building Safety personnel when possible.

What should I do if I smell natural or propane gas?
- LEAVE the area immediately
- KEEP others out of area
- NOTIFY the University Police 911.
- FOLLOW evacuation procedures.
- NOTIFY Building Safety personnel if possible.

If the utility failure is wide spread, the University Police, EH&S or appropriate University administrator may order the building or area evacuated until the problem has been corrected.

TELEPHONES

What should I do if my FAU landline telephone stops working?
For all campuses; during normal business hours (M-F: 8 am to 5 pm):
- CALL the Telecom Help Line at (561) 297-6235 AND
- Put a ticket in to www.fau.edu/helpdesk

For all campuses, after hours:
- CALL OIT at (561) 297-3147 OR
- CALL the University Police at (561) 297-3500, Option 9 if the situation involves a life safety emergency. They will contact a technician (to open a ticket).
- In an actual emergency, CALL 911
COMPUTERS -IRM- (AUTOMATED HOTLINE 7-2121)

What should I do if I'm experiencing problems with my FAU computer?

All FAU Campuses

Help Desk:  561 297-3999 (avail. 24 hrs/7days)
Also:  www.fau.edu/helpdesk