

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 IRCC maintenance (772) 879-4199

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

HBOI
Call Physical Plant (772) 465-2400 X 246

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.
- 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.
- 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 University Police.
- 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 University Police.
- 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 OR Trouble/Repairs (561) 297-6333 or
- SEND an email to CSlhelp@fau.edu.

For all campuses, **after hours**:

- LEAVE a message on the Trouble/Repair line, 7-6333, or
- CALL the Campus University Police or Security at (561) 297-3500 or 911 if the situation involves a life safety emergency. They will contact a technician (to open a ticket).

COMPUTERS -IRM- (AUTOMATED HOTLINE 7-2121)

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

BOCA RATON CAMPUS and HBOI

Help Desk 7-3999 (avail. 24 hrs/7days)

Also: 3999@fau.edu

TREASURE COAST CAMPUS

Help Desk 7-3999

Also: www.fau.edu/helpdesk

HBOI

Help Desk: 772-465-2400 X 289

JUPITER CAMPUS

Help Desk 7-3999

Also: acsnorth@fau.edu

BROWARD CAMPUSES

Help Desk 7-3999

Also: bchelp@fau.edu