

UTILITIES MISSION STATEMENT

It is the mission of the Utilities Division of the Facilities Management Department to provide the high quality, well maintained, and the most reliable environmental conditions, utilities systems, and facilities services conducive for supporting the mission of the University of Texas Health Science Center's as stated below:

- Educate health professionals for San Antonio and the entire South Texas community and for the State of Texas, to provide the best possible health care, to apply state-of-the-art treatment modalities, and to continue to seek information fundamental to the prevention, diagnosis, and treatment of disease.
- Play a major regional, national and international role as a leading biomedical education and research institution in the discovery of new knowledge and the search for answers to society's health-care needs.
- Be an integral part of the health-care delivery system of San Antonio and the entire South Texas community, as well as an important component of the health-care delivery system of the State of Texas and the nation.
- Serve as a catalyst for stimulating the life science industry in South Texas, culminating in services and technology transfer that benefit local and state economies.
- Offer continuing education programs and expertise for professional and lay communities.

PREFACE

The purpose of this manual is to provide all Utilities Division employees with a readily available source of information pertaining to policy, operating procedures, safety, etc., that may be encountered in the performance of one's assigned duties.

Policies that are detailed in other departmental or university handbooks or manuals are generally not repeated in this manual, but are referred to for the employee's benefit. In general, the manuals referred to for information not contained herein is the University's "Handbook of Operating Procedures" (HOP). A copy is available on the University's website at <http://www.uthscsa.edu/HOP2000/INDEX.html>. If you do not have access to the web, contact your supervisor for further instructions.

Employee suggestions for improving this SOP or the operations, maintenance, and effectiveness of our organization are welcomed and strongly encouraged by management.

In the event questions arise concerning information contained in this manual, or lack thereof, the employee shall contact his/her supervisor.

The policies and procedures covered in this manual are intended to be in full compliance with the UTHSCSA "Handbook of Operating Procedures" (HOP) and all State of Texas laws, regulations, and guidelines. In the event of a conflict between this SOP and the HOP or State requirements, the latter shall take precedence.

This manual will be reviewed annually and revised as necessary.

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III. SAFETY

General:

The University's Office of Environmental Health and Safety (EH&S) is tasked with the overall responsibility of ensuring employee safety in the workplace. New employees shall attend a safety class (usually a part of employee orientation) at the earliest possible time after employment date to become familiar with the general safety practices and procedures at UTHSCSA. This section is not intended to cover every aspect of general safety precautions and procedures (chemicals, radiation, biological agents, physical hazards, etc.). However, the following items are specific to the Utilities Division and shall be followed when such tasks are being performed.

Eye Protection:

Eye protection equipment will be issued to each employee **and required** when performing operations such as grinding, chipping, cutting, torching, striking an object with a hammer, handling water treatment chemicals, etc. If you wear prescription glasses, contact your supervisor concerning University purchased safety glasses. Wearing appropriate Personal Protective Equipment (PPE) will

Hearing Protection:

It has been determined that the noise level in the Central Energy Plant can be damaging to the human ear, therefore anyone entering that area is required to wear hearing protection. Hearing protection is available at both entrances to the plant.

Hearing protection is issued to each employee and required when needed. It is also recommended for personnel working in any mechanical or equipment rooms. Disposable hearing protection is available in the Utilities Shop Area or Main Control Room.

Confined Space Entry:

The Code of Federal Regulations, 29 CFR 1910.146 is the OSHA Standard for permit required confined space entry. All employees of the Utilities Division shall attend a "Permit Required Confined Entry Safety Training" sponsored by the Safety Office. Notifications will be sent when such training is available. A copy of the 29 CFR 1910.146, "Confined Entry Space Requirements," is provided **Appendix A** at the end of this document.

The definition of "Confined Space" and "Permit Required Confined Space" is as follows:

Confined Space is a space that;

- (1) Is large enough and so configured that an employee can bodily enter and perform assigned work; and

- (2) Has limited or restricted means for entry or exit; and
- (3) Is not designated for continuous employee occupancy.

Permit Required Confined Space is a space that has one or more of the following:

- (1) Contains or has a potential to contain a hazardous atmosphere;
- (2) Contains a material that has the potential for engulfing an entrant;
- (3) Has an internal configuration such that an entrant could be trapped or asphyxiated by inwardly converging walls or by a floor which slopes downward and tapers to a small cross-section; or
- (4) Contains any other recognized serious safety or health hazard.

If an employee has any doubt whether a space is "confined" or not, contact your supervisor or the EH&S Office before entry. Entry requirements for "permit required confined spaces" are provided and available from EH&S.

Heat Stress:

The Main Mechanical Room at the McDermott Clinical Research Building has been determined to be an area with conditions conducive to "heat stress" during the months of May through September. Therefore during these months while working in this area, employees are encouraged to work 75% of the time and rest the remaining 25% (i.e., work for 45 minutes and rest for 15). Employees are also encouraged to consume ample amounts of fluid to maintain sufficient hydration.

Lock-Out/Tag-Out Procedures:

All personnel are required to practice proper lock-out/tag-out procedures when working on any equipment or system. This includes the locking out and tagging of all valves and electrical disconnect switches before commencement of work. If an employee does not understand the proper procedures to undertake, he/she shall contact his/her immediate supervisor.

Bio-Safety Level III (BSL3) Facilities:

The University currently owns, operates, and maintains three (3) Bio-Safety Level III (BSL3's) facilities. One is in the South Texas Center for Biology in Medicine (STCBM) located at the Texas Research Park (TRP), one on the first floor of the Basic Science Building at the Main Campus, and one at the Regional Academic Health Center in Edinburg on UT Pan Am's campus.

The BSL3 facilities on the Main Campus and the TRP are monitored 24/7 by the Main Control Room. The BSL3 in Edinburg is monitored by UT Pan Am's Cooling Plant personnel. All alarm conditions shall be reported to the appropriate personnel as

indicated in **Appendix B** at the end of this document. Refer to Sections on the Basic Science, STCBM, and RAHC Edinburg for more information.

Occasionally, Utilities personnel will be required to enter the "core area" or "dirty area" of these facilities to perform routine maintenance and/or repairs. All personnel must be properly trained in procedures for gowning-up and fitting of respirators. Additionally, all personnel entering any BSL3 area must be escorted by a person from the EH&S Office or one of the responsible investigators. After work is complete, decontamination procedures must be supervised by one of the above mentioned personnel. A copy of the "Entry and Exit Procedures" is included in **Appendix C** at the end of this document.

The EH&S Office provides training for individuals who will be entering this facility. Should training be required, contact your immediate supervisor.

IV. EMERGENCIES

The following are UTHSCSA procedures for reporting emergencies. If there are any questions or doubt, contact your supervisor, the Main Control Room, or the University Police immediately.

Medical Emergencies:

- A. Call EMERGENCY NUMBER "911" and give the following information:
 1. Location with specific address and/or building and room number.
 2. Nature of emergency.
 3. Phone number where you can be called back.
 4. Stay on line with dispatcher until all necessary information is recorded.
 5. **Do not panic!**
- B. Call the University Police at 7-2800

Fire Alarms:

- A. Call University Police at 7-2800
- B. Call EH&S at 7-2955
- C. Send operator to check out reason for alarm.
- D. Assist fire department and security in the event of an actual fire.

Fires:

- A. Alert all occupants in the vicinity immediately.
- B. Activate building fire alarm system at a pull station.
- C. Call emergency number "911."
- D. Locate and use a fire extinguisher if the fire is small.
- E. In the event a fire pump starts during a fire emergency, the Control Room operator shall dispatch an operator or maintenance worker to stand by and ensure the pump continues to operate. If the pump trips

off or fails, report the incident to the Control Room **immediately** and then attempt to reset or repair

Addresses:

A. Main Campus

7703 Floyd Curl Drive
SAT 78229-3900

B. North Campus - McDermott, Allied Health, Children's Cancer Research Institute (CCRI), and the North Energy Plant (NEP).

8403 Floyd Curl Drive
SAT 78229-3900

C. University Plaza

7526 Louis Pasteur
SAT 78229-3900

D. Texas Research Park (TRP) – Hayden Head, South Texas Center for Biology in Medicine (STCBM), Barshop, SBC Conference Center, and TRP Cafeteria

15355 Lambda Drive
SAT 78245

E. Harlingen Campus

2102 Treasure Hills Blvd.
Harlingen, TX 78550

F. RAHC Edinburg

1214 W. Schunior
Edinburg, TX 78539

G. Laredo Campus

1937 E. Bustamante
Laredo, TX 78041

V. ORGANIZATION STRUCTURE

The Utilities and Central Energy Plant Divisions of the Facilities Management Department fall under the responsibility of the Associate Director assigned to the Division. The Associate Director reports to the Director of Facilities Management.

See **Appendix A** for organizational charts of Facilities Management and the structure of the Utilities and CEP Divisions.

VI. POLICIES

Batteries:

The Utilities Division utilizes numerous types of “gel cell” batteries in UPS systems and fire alarm panels. The Electronics Shop is responsible for collecting these batteries and periodically transferring them to EH&S for proper disposal.

Break Periods:

All daytime employees working normal hours (8:00 a.m. to 5:00 p.m.) are entitled to two fifteen minute breaks at 10:00AM and 3:00PM during the day. The Refrigeration Shop day shift shall take their fifteen minute breaks at 10:00 a.m. and 3:00 p.m. and lunch will be from 11:50 a.m. to 12:50 p.m. The evening shift shall take their breaks at 4:00 p.m. and 8:00 p.m. and evening meal will be from 6:00 p.m. to 7:00 p.m.

During breaks **and** lunch periods, personnel who choose to leave their work location shall only leave that location when their break or lunch period begins and shall be back at that location when the break or lunch period has ended. An employee’s break period starts at the time he/she leaves a workstation and ends upon his/her return. Extra time is not allowed for traveling to and from a specific location such as the Cafeteria, Bookstore, or Facilities Management.

The time periods above do not apply to shift operators and other personnel since their shifts start and end at different times other than normal working hours. All shift personnel, with the exception of the Main Control Room operator, shall be entitled to the two break periods at the appropriate times during your shift. The operator in the Main Control Room is entitled to break periods **if and only if**, a qualified Operator II or III assumes responsibilities during his/her absence.

All Division personnel **are subject to be called off their break or lunch periods** in the event of an emergency as determined by their supervisor or any other Utilities’ Division personnel with proper authority.

Bulletin Boards:

There are bulletin boards in the Main Control Room and Utilities' shop areas. These bulletin boards are intended to be used for informative purposes only (safety procedures, memos, position vacancies, campus activities, etc.). Other items may be posted on the bulletin at the discretion of the Associate Director and/or the Utilities Operations Superintendent.

Call-Ins:

The Utilities Division is tasked with staffing the campus on a 24-hour/7-day per week basis. An employee's absence from work places an additional burden on co-workers and funding. If an employee anticipates that he/she is going to be late or absent from work due to illness, notify your supervisor or the Main Control Room (Ph: 567-2947) as

soon as possible. The Main Control Room shall then immediately notify the appropriate supervisor. During nights and weekends, the employees shall notify the Control Room operator or the shift supervisor on duty.

Cell Phones:

Cell phones will be issued by the department to employees who have a need in conducting their daily business activities. Privately owned cell phones may be brought onto the campus, but the use of such during working hours is prohibited, except in an emergency. Cell phones may be used during you breaks.

Disciplinary Procedures:

When it becomes necessary to administer disciplinary procedures, the following are some of the options available to management. They are listed in order of the least punitive to the most punitive:

- Verbal counseling
- Verbal reprimand (documented)
- Written formal reprimand
- Suspension without pay
- Demotion with pay cut
- Termination

These actions **are not** a series of steps that must be taken when management opts to administer corrective discipline. The particular administrative action that is applied to an employee depends on the seriousness of his/her violation of established policies and procedures. Refer to the university's HOP for details.

Discrimination:

It is management's responsibility to ensure a non-threatening work environment so all employees will be free from any form of discrimination. The university has an extensive non-discrimination policy (refer to Section 4.2.1 of the HOP for specifics), therefore any type of verbal, written, or administrative discrimination relating to an employee's race, color, religion, sex, national origin, age, disability, citizenship, and veteran status will not be tolerated. Should an employee feel he/she is being subjected to any of the above, report it to your supervisor **immediately**. Individuals who engage in such conduct will be subject to disciplinary action, up to and including termination.

Emergency Call List:

A comprehensive "Emergency Call List" shall be kept in the Control Room and updated on a continual basis. Included in the list shall be emergency numbers for Facilities Management, Lab Animal Resources, Environmental Health and Safety, Computing Resources, Telephone and Networking, all BSL3's, etc. The Control Room supervisor shall be responsible for maintaining this list.

Entry/Exit Procedures for All BSL3's:

Due to the nature of research and presence of potentially dangerous organisms, EH&S has developed a specific set of guidelines for entering and exiting any of the three BSL3's on our campus. These BSL3's include one in the Basic Science Building on the Main Campus, one in the STCBM at the Texas Research Park, and one in the RAHC in Edinburg. Should you have the need to enter one of these facilities, please contact EH&S.

Equipment Logs:

One of the primary functions of the personnel assigned to the Utilities Division is the recording on a continual basis the various pressures, temperatures, liquid levels, flow meter readings, and other operating conditions of equipment. The reliable operation of equipment supporting University's clinical, research, and academic activities rely on accurate data being provided to the supervisors and management for evaluation. It is the responsibility of each individual to ensure that his/her readings are accurate and timely for his assigned duties and work area. Any negligence or apathy on the part of an individual will be met with disciplinary procedures as outlined in the HOP.

Ethics:

The Utilities Division of Facilities Management shall follow all policies and procedures outlined in Section 2.4, "Ethics and Standards of Conduct" of the University's HOP. Employees are encouraged to consult the Handbook before consulting with supervisor on ethical questions. An ethical violation is generally defined as a violation of laws, rules, regulations, or University policies through fraud, theft, waste, non-compliance, or abuse. If an employee feels the need to report ethical violations anonymously, he/she is encouraged to call the "Ethics Line" at 1-800-500-0993. You will not be asked to identify yourself and all information will be held in confidence.

In addition to the Ethics Hotline, an employee has the right to schedule a meeting with the Institutional Compliance Office or EEOC.

Firearms, Weapons, and other Agents:

The possession of any firearm, weapon, explosive device, or any unauthorized chemical, biological, or radioactive material on University property is a violation of University policy, **including** those individuals possessing a concealed handgun license issued by the State of Texas.

Games:

Playing cards, dominoes, board games, electronic devices, etc., is prohibited during meal and break periods. Such activities will be subject to disciplinary action.

General Harassment:

It is management's responsibility to enforce a non-threatening work environment so all employees will be free from not only discrimination and/or sexual harassment, but also from any form of general harassment. General harassment includes any type of name calling, taunting, illicit behavior, threats, verbal abuse, practical jokes, etc. Should an employee feel he/she is being subjected to any of the above, report it to your supervisor immediately for resolution. Individuals who engage in such conduct will be subject to disciplinary action, up to and including termination.

Keys and Identification Badges:

Under no circumstance shall any employee lend his/her keys or ID badges to anyone else on this campus, especially an outside contractor. Security is everyone's responsibility and is the utmost importance on our campuses. Violating this policy may lead to your termination.

Leave Administration:

The University grants paid time off for vacation, personal leave (personal days), sick leave, holidays, jury duty, military duty, funerals, etc. The policy is detailed in Section 4.7 of the "Handbook of Operating Procedures." The following is a breakdown to assist in you finding a specific subject.

<u>Subject</u>	<u>Section</u>
Family Medical and Leave Act of 1993 (FMLA)	4.7.17
Funerals	4.7.19
Jury Duty	4.7.15
Holidays	4.7.14
Leave of Absence	4.7.16
Military Duty	4.7.21
Parental Leave	4.7.18
Sick Leave	4.7.12
Vacation and Personal Leave	4.7.11
Voting	4.7.24

Outside Employment:

The UTHSCSA policy regarding outside employment is outlined in Section 4.5.13 of the "Handbook of Operating Procedures." In general, employees are discouraged from seeking outside employment so they may devote their energies to supporting the mission of the HSC.

Overtime:

It is the policy of the Utilities Division not to schedule employees for overtime work. However, on occasions the need arises for employees to be called in during

emergencies or to assist in shift coverage during the absence of another employee. Employees may receive compensation or compensatory time for additional hours worked. Approval of all overtime shall be through an employee's supervisor. Consult with your supervisor or the HOP for details before working any overtime.

Radios/Televisions/Tape and CD Players:

Under no circumstance shall an employee carry any radio, tape, CD or DVD player, Ipod, etc., with them while working on University property.

Television sets are not permitted in any area of Utilities' work area with the exception for training and educational purposes. There is a television set in the break area for use by employees on their meal break.

Reading Materials:

Personnel are not permitted to read magazines, newspapers, books, etc., during normal working hours, except during shift or meal breaks. At no time shall such material be allowed in the Main Control Room. However reading of technical manuals, trade journals, and other literature related to assigned duties that will further one's knowledge and expertise is acceptable and encouraged provided such actions do not interfere with employee's duties and responsibilities. **Remember that monitoring, operating, and maintaining campus equipment is a full time job!**

Personal Clean-Up:

A maximum of 10 minutes will be allowed at the end of your assigned shift for cleaning up your work area, tools, and/or yourself provided that relief personnel are ready to start work. This does not alter the requirement for you to stay at your assigned work area until the end of your shift.

Personal Leave (Personal Days) Off:

Starting with fiscal year 2000, the University granted two less hours of vacation per month in accordance with State requirements. To compensate employees for such, the University grants three personal days (24 hours) per year. Personal days are accrued every four months and may be carried over from year to year with no maximum. Approval to take a personal day is the same as taking vacation.

Political Activities:

The University recognizes the right of an individual to participate in political activities; however constraints on such practices are outlined in Section 2.4.4 of the "Handbook of Operating Procedures." Employees wishing to actively participate in the political process shall refer to this section.

Privately Owned Vehicles (POV's):

Use of POV's for University business is discouraged. However management recognizes that there is a shortage of available vehicles. Obtain permission from your supervisor before using a POV for University business. Mileage will be reimbursed at a rate of 44.5 cents/mile for persons obtaining prior approval. Consult with the Section 6.2.21 of the HOP for more details.

Seniority:

The University of Texas System recognizes seniority with longevity pay only. Within the Utilities Division, supervisors may elect to use seniority with respect to scheduling vacation, days off, holidays, etc., provided the operation of the University is not compromised. Also, seniority does not automatically qualify an employee for promotion to a higher level. Promotions are based on administrative skills, competency, and/or technical expertise, as the position requires.

Sexual Harassment and Sexual Misconduct:

It is management's responsibility to ensure a non-threatening work environment so all employees will be free from inappropriate conduct of a sexual nature. The university has an extensive policy towards sexual harassment and sexual misconduct (refer to Section 4.2.2 of the HOP for specifics). Therefore, any type of sexual misconduct and/or sexual harassment in any form will not be tolerated. Should an employee feel he/she is being subjected to any of the above, report it to your supervisor immediately for resolution. Individuals who engage in such conduct will be subject to disciplinary action, up to and including termination.

Shift work:

The Utilities Division maintains a 24/7 operation. Three established shift schedules are 0600 – 1400, 1400 – 2200, and 2200 – 0600.

Due to the reality of shift work, it is necessary for the shifts to overlap for a minimal amount of time (not to exceed ten minutes) to read/record information in the logbook and transfer information to the relief operators. All operators reporting for shift work or coming off a shift shall arrive in the Main Control Room **ten minutes** before the established shift change to execute the above duties. An employee may come in earlier **on his own time** prior to the start of one's shift, but shall remain in the Break Room area (unless directed otherwise by your supervisor) until ten minutes before the start of his/her shift at which time he/she is to report to the Main Control Room.

No employee will be paid overtime for any time prior to the beginning or after his established shift unless authorized in advance by his supervisor, **or a verifiable emergency occurs where prior approval was not possible to obtain.** An employee is entitled to overtime pay if he/she is required to remain on duty due to the relief operator arriving late or an operator calls in sick. Overtime will not be processed for any time less than 10 minutes overtime.

Sick Leave:

In accordance with the University of Texas Health Science Center San Antonio Handbook of Operating Procedures, Chapter 4, Policy 4.7.12, the university, at its discretion, may require an employee to submit proof that an absence was necessary and due to illness or injury.

Facilities Management Administrative or Professional (A&P) managers or Utilities Operations Superintendent (with the approval of the associate director) may issue a letter to their employees requiring them to provide a doctor's written statement that the absence was due to sickness or injury before paying sick leave. After review of the employee's attendance records, the letter may be given if any the following conditions are found to exist:

- A historic pattern of absences on Monday, Friday, or before/after holidays or other paid time off.
- Consistent use of sick leave on a monthly basis roughly equal to that earned.
- Low sick leave balances for employees who have been employed for a number of years and have not suffered serious medical problems or injuries.
- High use of sick leave from one to three day's duration when the employee is nearing end of employment with the university.

This documentation must be provided to the employee's supervisor immediately upon return to work. If the employee does not provide acceptable documentation, the absence will be counted as unexcused and the time off will be charged to personnel leave or vacation. Unexcused absences may be grounds for additional disciplinary action up to and including termination of employment.

If you have questions concerning this policy, please contact your supervisor or manager.

Smoking Policy:

Smoking is prohibited on University property and in all facilities per Section 8.2.4 of the HOP. Any employee caught smoking on campus will be subject to disciplinary action.

State Vehicles

State vehicles are provided to Utilities' operators and maintenance personnel to commute to and from the various campuses to perform assigned duties. All personnel driving a state vehicle must complete a defensive driving course every three years. Also, operators of vehicles are to maintain vehicles in good operating condition, keep vehicles clean on the inside and outside, and lock vehicles at all times when unattended.

Time Cards/Labor Cards - Reporting Time:

Time cards are provided to the employee at the beginning of each reporting period. Accurate recording of time on employee time cards is essential to the accounting procedures of the Facilities Management Department. Each employee is responsible for turning in complete and accurate time cards with the proper work request numbers. The following procedures shall be followed when filling out time cards:

1. The employee shall initial all corrections, write-overs, etc.
2. Entries of less than one hour shall be in the decimal form to the nearest 5 minutes.
3. Vacation, holiday, sick time, etc., shall be charged to the nearest 5 minutes in decimal form.
4. Prior approval from your supervisor is required if an employee intends to be compensated for hours worked outside the normal assigned shift.
5. Time cards are to be completed, signed, and turned in to the supervisor no later than 0800 hours of the next regular workday.

Time cards that are not in accordance with the above requirements will be held until the following payroll period, which may delay your regular or overtime paychecks. **Any employee who knowingly or willingly falsifies a time card may be terminated.**

Tools and Equipment Use:

The personal use of any University owned tools, equipment, or any other item for personal use is strictly prohibited. All items are to be used for University business only.

Training:

With the number of employees assigned to the Utilities Division, it is not practical or affordable to send every employee to outside training. Training of new employees is generally accomplished by on-the-job training and in-house training classes and sessions. Outside training for various employees will be considered and provided as necessary, however funding of such is minimal. It is the intent of management to conduct in-house training on a continual basis and as the need arises.

Uniforms:

Due to the nature of the mission of the Utilities Division, personnel tend to develop soiled clothing while performing their assigned duties. Therefore all employees are provided uniforms, free of charge, by the university. Each employee **is required** to wear uniform pants (with a belt) and a uniform shirt while on duty. Superintendents shall have the option to wear appropriate personal clothing. Appropriate footwear shall

be worn at all times such as boots, tennis shoes, street shoes, etc. Flip flops, sandals, house slippers, etc., will not be allowed. Appropriate headwear such as ball caps, etc., are allowed, but shall be kept clean and in "like new" condition.

While wearing the uniform, all **shirrtails shall be tucked in** and the uniform shall be kept as neat and clean as possible, especially when performing tasks that place you in the midst of the university community. Poor personal appearance casts a negative impression on our department and therefore will not be tolerated.

University Name and/or Seal:

The University name or seal may be used only on official documents for University business. Refer to Section 2.1.3 of the "Handbook of Operating Procedures" for details.

Vacation/Personal Days:

The University's policy of vacation and personal day use is detailed in Section 4.7.11 of the "Handbook of Operating Procedures." Work schedules are prepared by supervision every one to two months. All requests for vacation, personal days, compensatory time, etc., shall be submitted to your supervisor **no later than the one month preceding** the time off requested. If feasible, and without adversely affecting operations and maintenance, requests for time off will be granted for shorter periods.

Work Area:

The Utilities Division at UTHSCSA prides itself in having some of the cleanest and best maintained mechanical rooms, equipment, etc., in the UT System. When an employee of Utilities or any other division or department, in the course of his/her work performance or duties, creates unsightly conditions, it is that employee's responsibility to clean up the area. Unclean, unkept, and poorly maintained systems and equipment will not be tolerated. Failure to comply with the above will result in disciplinary action.

Work Schedules:

The Division's operational requirements mandate that at least two personnel be on duty each shift, every day of the week. There are times when employees will be asked to work an additional or alternate shift or be assigned alternate days off. Your cooperation and understanding is appreciated.

VII. PROCEDURES

Alarms for Environmental Rooms and Departmental Refrigerators and Freezers

1. Upon the receipt of an alarm condition for an environmental room, dispatch an operator to identify cause of problem and correct if possible.
2. If problem cannot be corrected within 20 minutes, refer to the Call-Out List in the Metasys database of the associated unit and notify the proper personnel.
3. Call Refrigeration Shop personnel (refer to the Emergency Call List).

Raymond Agueros

Home:

Cell: 210-508-6781

Pager: 210-235-4829

4. If any EMS system shows devices that are off line, check area for local power outage. If local outage is discovered, call the electricians.
5. The Call-Out List database shall be updated semi-annually by sending lists to all departments for updates by their appropriate personnel.
6. The Instrumentation Department has a freezer on the 5th floor near Elevator M3 in the M/S available to departments for temporary use until a malfunctioning unit can be repaired or replaced. Utilities' Control Room has a key and there is also one in the freezer box. One of these keys shall be given to a researcher in need of freezer space to protect specimens. Utilities shall notify Instrumentation that the freezer has been loaned to a department (give individual's name and number) and the operator on duty shall record such in the logbook. **Instrumentation will be responsible for the maintenance and call-outs for this freezer.**

Control Room Procedures:

The Control Room is the "heart" of campus's building operations. All of the facilities' critical and non-critical equipment is controlled and monitored in the Control Room through the two energy management systems. All responsibilities and functions of the Utilities' Building Distribution Systems Section are coordinated through the Control Room. The following is a general list of the responsibilities of the Control Room and the personnel who staff it:

A. Monitoring of Equipment

1. Chilled Water System – Monitor flow, adjust, and secure as required.
2. Steam System – Monitor flow, adjust, and secure as required.
3. Air Handlers

- a. Status
 - b. Start and stop programs
 - c. Adjust hot and cold decks, 85 and 55 degrees F respectively unless humid indoor conditions require higher hot deck temperatures in the summer.
4. Exhaust Fans
- a. Status - Report to the EH&S Office at 7-2955 all "critical" fans that are not running and tag each fume hood and biological safety cabinet that is connected to the riser. Also, tag the doors to each affected lab.
 - b. Start and stop programs
5. Environmental Rooms and Departmental Owned Refrigerators and Freezers
- a. Refer to section above for equipment owned by another department.
 - b. If any Forensic Science Center freezers and walk-ins go into alarm, dispatch an operator immediately, no exceptions.
 - c. If problem cannot be corrected, refer to the Call-Out List in the database of the associated unit and notify the proper personnel. Calls to cell phones and home telephone numbers are not to be made until a visual inspection of the box is conducted.
 - d. Call Refrigeration Shop personnel (refer to the Emergency Call List).
6. Power Failure - Refer to Section "Loss of Power" sections for procedures.
7. Fire Alarm - If a fire alarm is initiated, dispatch an operator to assist the University Police. Conduct a visual inspection of all rooms on the zone that is in alarm (a list is posted inside of all panels). If no fire is detected, reset the alarm panel. Issue a work order to the Electronics Shop if panel appears to be malfunctioning. Also, **notify EH&S and Security.** See Section IV, EMERGENCIES for more detail.

Should a fire alarm initiate the starting of a fire pump, dispatch an operator to the fire pump to verify the following:

1. Verify that the fire pump has started and is running.
2. Verify that the fire pump valves are in the open position.

8. Animal Rooms

- a. If lights malfunction, dispatch an operator to correct problem. If problem cannot be corrected, inform Lab Animal Resources (Refer to the Emergency Call List). Also, issue a work request to the Electronics Shop. If problem occurs after normal working hours, contact the Electronics Shop personnel (Refer to the Emergency Call List).

Note: LAR personnel are required to notify the Main Control Room when turning on lights after normal hours of the diurnal cycle.

- b. If room temperatures are in alarm, dispatch an operator to correct problem.

B. Trouble Calls (Hot and Cold Calls)

1. All trouble calls reported in the Control Room shall be logged into the computer database.
2. Issue a work request. When work is complete, the work request shall be returned to the Control Room for updating the work request file.

C. Energy Management System (EMS) Failure: Upon a failure of any Energy Management System, perform the following tasks:

EMS Failure **During Normal** Working Hours:

1. The Utilities Station Operator on duty shall attempt to correct the problem. If unable to correct the problem, notify UT Police at 7-2800.
2. Inform the EH&S Office at 7-2955.
3. Inform personnel in the BSL3 facility at STCBM and also the one on the Main Campus in the Basic Science bldg., first floor. Refer to the BSL3 Call-Out lists in the Control Room.
4. Issue a work request to the Electronics Shop for immediate repair.
5. Start all scheduled equipment manually.
6. Inform Mr. Avelardo (Sal) Salazar. See telephone numbers listed in "Loss of Chilled Water to Main Campus" section.
7. Call Forensic Science at 335-4075 or 4077.

EMS Failure **After Normal** Working Hours:

1. If failure occurs after normal working hours, call UT Police at 7-2800,

EH&S, and the consult the BSL3 call out lists referred to above. Always call Mr. Salazar. If Sal cannot be reached, call the following personnel until someone is contacted. See numbers listed in "Loss of Chilled Water to Main Campus" section.

- a. Tony Perez, Utilities Station Operator III
- b. Norman Digges, Utilities Station Operator III
- c. Chris Miller, Associate Director, Utilities Division
- d. Darrell Maatsch, Assistant Vice President for Campus Operations and Facilities

If none of these personnel can be contacted, continue calling until someone is reached.

2. Contact Electronics Shop personnel per Emergency Call List until someone is contacted.
3. Call Forensic Science investigators at 335-4011. If no answer, call Tricia Hitch at home () or page her at 604-5853. If she is not reached, call Belinda De La Cruz at home () or page her at 746-3196.

Elevator Call Out Procedures:

The Control Room and shift operators are tasked with assisting passengers that become trapped in an elevator. During normal working hours, the police dispatcher notifies Facilities Management. If there is no answer, the Control Room will receive the call. After normal working hours, the Control Room is the primary point of contact for the police dispatcher. Refer to **Appendix B** for additional instructions.

Forensic Science Center:

The Forensic Science Center is a county owned facility that is on our campus. The university has contracted with the county to provide maintenance and repairs to the facility as required. Included is the requirement for Utilities personnel to make rounds during each day shift and report any equipment or system deficiencies to your supervisor for appropriate action.

Hot Work Program:

Hot Work is any procedure that produces flames or heat that could ignite combustibles; therefore a Hot Work Permit must be obtained before initiating any procedures such as welding, brazing, soldering, etc. Contact your immediate supervisor when any of these types of procedures are required. Hot Work permit forms are available from the Utilities Shop Office and Institutional Safety. A complete guidance document is available on EH&S's website.

Late Entry into Buildings:

Personnel working the second and third shift are required to make rounds to all mechanical rooms at least once during each shift. This requires operators to enter buildings that are secured by UT Police after normal working hours. When entering a building, call the police dispatcher on the radio and identify yourself and your business. Also, after completing your rounds, notify the dispatcher when you leave the facility.

Loss of Power to any Campus in San Antonio:

Upon a loss of power to any of the three campuses (Main Campus, Greehey Campus, Texas Research Park (TRP)) perform the following steps:

1. Call CPS Energy (CPSE) at the following numbers to identify cause of failure and expected time of restoration.

During Normal Hours

During the hours of 8 to 5, Monday through Friday, for questions, or to report trouble, call our service rep., Mike Tyler at 353-4778.

To report trouble, call CPS at 353-2847.

After Normal Hours

After hours, the number for updates is 354-0174 for the switching operator. This is a very busy place during problem times and we need to realize that they do not typically deal with the public. Be clear and be fast.

2. Verify that the automatic transfer switches have transferred power from the generators.
3. Verify that the emergency generators have started.
4. Refer to the Emergency Call List in the Control Room and follow the instructions.
5. If power fails during other than normal working hours, call Forensic Science at the numbers listed under **EMS Failure After Normal Working Hours** on Page 25.

Upon restoration of power, place all equipment back into the normal operating mode.

1. Verify that all automatic transfer switches have transferred power back to CPSE power.

2. If any one of the EMS systems indicates any device or equipment in alarm, verify all power has been restored. If not, follow proper call out procedures.

Loss of Chilled Water to Central Campus:

Upon a loss of chilled water to the Central Campus from the Central Energy Plant, perform the following:

1. Identify the cause of failure with personnel in the Central Energy Plant (Ext. - 7-4906).
2. Call Computing Resources (Refer to the Emergency Call List).
3. Inform Telecommunications and Networking (T&N) per their Emergency Response Plan.
4. If chilled water is not restored in 15 minutes, call the following personnel:

Facilities Management	7-2880
Sal Salazar	7-2944 Cell: 288-8148
Patricia Hitch at the Forensic Science Center	335-4075 or 4077 Pager: 604-5853 Home:
Chris Miller	7-2880 Cell: 416-3041
Darrell Maatsch	7-2880 Cell: 387-5937

5. If loss of chilled water occurs after normal working hours, call the following

Sal Salazar	Home: Cell: 288-8148
Norman Digges	Home: Pager: 235-5164 Cell: 296-5727
Chris Miller	Home: Cell: 416-3041
Darrell Maatsch	Home: Cell: 387-5937

6. Secure chilled water to all the air handling units except:

BA1	DA11	M1A6
BA2	DA12	M1A17
BA3	DA47	M2A10
		M4A4-1
		M4A4-2
		M4A4-3

7. Call Forensic Science at the numbers listed under **EMS Failure After Normal Working Hours** on Page 23.

Loss of Chilled Water at Hayden Head in the Texas Research Park (TRP):

1. Call Operator on duty at 2-5030 or 7-7380. If no answer, page the operator at 235-5787.
2. If unable to make contact with either of the above, dispatch an operator to identify the cause of problem and correct if possible.
3. If problem cannot be solved, leave air handling units running if weather permits.
4. Always leave TA7 running and verify that the back-up chiller is running properly.
5. Inform Lab Animal Resources (Refer to the Emergency Call List).
6. Inform Hayden Head personnel at 7-7200.
7. Inform Telecommunications and Networking per their Emergency Response Plan.
8. Call Facilities Management personnel as described in items 4 and 5 in section "Loss of Chilled Water to Main Campus."

Loss of Chilled Water at the South Texas Center for Biology in Medicine (STCBM) at the Texas Research Park (TRP):

1. Call Operator on duty at 2-5030 or 7-7380. If no answer, call the operator at 235-5787.
2. If unable to make contact with either of the above, dispatch an operator to identify the cause of problem and correct if possible.
3. If problem cannot be solved, leave air handling units running if weather

permits.

4. **Always** leave T2A2 and T2A3 operating. Verify that the lag chiller has started and is operating properly.
5. Inform Lab Animal Resources (Refer to the Emergency Call List).
6. Inform EH&S and STCBM personnel (Refer to the BSL3 Emergency Call List in the Control Room).
7. Inform Telecommunications and Networking per their Emergency Response Plan.
8. Call Facilities Management personnel as described in items 4 and 5 in section "Loss of Chilled Water to Main Campus."

Loss of Chilled Water to Barshop Institute

1. Call Operator on duty at 2-5030 or 7-7380. If no answer, call the operator at 235-5787.
2. If unable to make contact with either of the above, dispatch an operator to identify the cause of problem and correct if possible.
3. If problem cannot be solved, leave air handling units running if weather permits.
4. **Always** leave T5A1 and T5A3 operating. Verify that the lag chiller has started and is operating properly.
5. Inform Lab Animal Resources (Refer to the Emergency Call List).
6. Inform Telecommunications and Networking per their Emergency Response Plan.
7. Call Facilities Management personnel as described in items 4 and 5 in section "Loss of Chilled Water to Main Campus."

Loss of Chilled Water to McDermott or Allied Health:

1. Call Ramon Ramirez's cell phone at 394-4548 or page him at 553-2697. If unable to reach Ramon, send an operator to identify cause of problem and correct if possible.
2. If problem cannot be solved, leave air handling units running if weather permits.
3. Always leave RA4 running and verify that the back-up chiller has started and is

running properly.

4. Inform Lab Animal Resources (Refer to the Emergency Call List).
5. Inform Research Imaging Center personnel (Refer to the Emergency Call List).
6. Inform Cyclotron Center personnel (Refer to the Emergency Call List).
7. Inform Telecommunications and Networking per their Emergency Response Plan.
8. Call Facilities Management personnel as described in items 4 and 5 in section "Loss of Chilled Water to Main Campus."

Loss of Chilled Water at Children's Cancer Research Institute (CCRI):

Upon a loss of chilled water to the CCRI from the North Energy Plant, perform the following:

1. Identify the cause of failure with personnel in the North Energy Plant (Ext. - 2-9994 or 7-4906).
2. Call Computing Resources (Refer to the Emergency Call List).
3. Inform Telecommunications and Networking per their Emergency Response Plan.
4. If chilled water is not restored in 15 minutes, call the following personnel:

Facilities Management	7-2880
Sal Salazar	7-2944 Cell: 288-8148
Chris Miller	7-2880 Cell: 416-3041
Darrell Maatsch	7-2880 Cell: 387-5937

5. If loss of chilled water occurs after normal working hours, call the following personnel until someone is notified:

Sal Salazar	Home: Cell: 288-8148
Norman Digges	Home: Pager: 235-5164

Chris Miller

Home:

Cell: 416-3041

Darrell Maatsch

Home:

Cell: 387-5937

Loss of Chilled or Hot Water to UT Plaza:

1. Dispatch an operator to identify cause of problem and correct if possible.
2. If problem cannot be solved, leave air handling units running if weather permits.
3. Inform building occupants.
8. Call Facilities Management personnel as described in items 4 and 5 in section "Loss of Chilled Water to Main Campus."

Loss of Steam to Main Campus:

Upon a loss of steam to the Main Campus from the Central Energy Plant, perform the following:

1. Identify the cause of failure with the Central Energy Plant at Ext. 7-4906.
2. If steam is not restored in 15 minutes, call the following personnel:

Facilities Management

7-2885

Sal Salazar

7-2944

Cell: 288-8148

Patricia Hitch at the
Forensic Science Center

335-4075 or 4077

Pager: 604-5853

Home:

Chris Miller

7-2880

Cell: 416-3041

Darrell Maatsch

7-2880

Cell: 387-5937

3. If loss of steam occurs after working hours, call the following people until someone is notified:

Sal Salazar	Home:
	Cell: 288-8148
Norman Digges	Home:
	Pager: 235-5164
Chris Miller	Home:
	Cell: 416-3041
Darrell Maatsch	Home:
	Cell: 387-5937

4. Call Forensic Science at the numbers listed under **EMS Failure After Normal Working Hours** on Page 25.
5. Inform Lab Animal Resources (Refer to Emergency Call List).
6. If outside air temperature is below 35 deg. F, secure all air handlers except the following: Open access doors to circulate warm mechanical room air to prevent coil freezing.

M2A10	M1A6	DA11
BA1	M4A4-1	DA12
BA2	M4A4-2	DA47
BA3	M4A4-3	

Loss of Steam to a Building at the Texas Research Park (TRP):

1. Call Operator on duty at 2-5030 or 7-7380. If no answer, call the operator at 219-0370.
4. If unable to make contact, dispatch an operator to identify cause of problem and correct if possible.
3. If unable to correct problem, secure air handlers **except** TA7, T2A2, T2A3, T5A1, and T5A3 if outside air temperature is below 35 deg. F to prevent coil freeze up. Open the side access doors on the three air handlers above to circulate warm mechanical room air to prevent coil freeze up.
4. Inform Lab Animal Resources (Refer to the Emergency Call List).
5. Inform Hayden Head/STCBM/ Barshop personnel at X - 7200.
6. Call Facilities Management personnel as described in items 4 and 5 in section "Loss of Chilled Water to Main Campus."

Loss of Steam to McDermott or Allied Health:

1. Call Ramon Ramirez's cell phone at 394-4548 or page him at 553-2697. If unable to reach Ramon, send an operator to identify cause of problem and correct if possible.
2. If unable to correct problem, secure air handlers if outside air temperature is below 35 deg. F to prevent coil freeze up.
3. Inform Lab Animal Resources for outages in McDermott (Refer to the Emergency Call List).
4. Call Facilities Management personnel as described in items 4 and 5 in section "Loss of Chilled Water to Main Campus."

Loss of Steam at Children's Cancer Research Institute (CCRI):

Upon a loss of steam to the CCRI from the North Energy Plant, perform the following:

1. Identify the cause of failure with personnel in the North Energy Plant (Ext. - 2-9994 or 7-4906).
2. Call Computing Resources (Refer to the Emergency Call List).
3. Inform Telecommunications and Networking per their Emergency Response Plan.
4. If steam is not restored in 15 minutes, call the following personnel:

Facilities Management	7-2880
Sal Salazar	7-2944 Cell: 288-8148
Chris Miller	7-2880 Cell: 416-3041
Darrell Maatsch	7-2880 Cell: 387-5937

5. Refer to LAR's callout list and place appropriate phone calls.
6. If loss of steam occurs after normal working hours, call the following personnel until someone is notified:

Sal Salazar	Home: Cell: 288-8148
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Norman Digges

Home:
Pager: 235-5164

Chris Miller

Home:
Cell: 416-3041

Darrell Maatsch

Home:
Cell: 387-5937

Loss of Power or Chilled Water in Harlingen

Upon a loss of chilled water to either building in Harlingen, perform the following:

1. Call Jesse Jaramillo

Work: 365-8921
Cell: 956-202-3765
Home:

2. Call Rene Martinez

Work: 365-8918
Cell: 956-551-2635
Home:

Loss of Power or Chilled Water in Laredo

Upon a loss of chilled water to either building in Laredo, perform the following:

1. Call Ray de la Pena

Work: 523-7434
Cell: 956-280-5884

Loss of Power, Steam, or Chilled Water in Edinburg

Upon a loss of chilled water to the RAHC Edinburg, perform the following:

1. Call Matt Maldonado

Work: 956-393-6452
Cell: 210-415-5426
Home:

2. Call John McDonald

Work: 956-393-6451
Cell: 210-232-0532
Home:

Maintenance:

A. Repairs

1. All repairs shall be coordinated through the Control Room and approved by the appropriate supervisor.

2. Repairs on pieces of equipment that are on preventive maintenance (PM) shall receive work request numbers.
3. After repairs are complete, the work request shall be returned to the Utilities' Administrative Clerk with date of completion and be initialed by the person completing the work.
4. Repairs shall also be updated in the "Machine History" portion of computerized maintenance management system.

B. Preventive Maintenance (PM)

1. Supervisor shall distribute the scheduled PM forms generated by the CMMS (computerized maintenance management system).
2. Each PM shall be performed as per the schedule and returned to the supervisor for recording in the CMMS. All PM's shall be completed within 10 working days from date of issue. PM close-outs are performed by the front office personnel of Facilities Management.

C. Emergency Repairs

1. Coordinate all emergency repairs through the Control Room for approval by the Utilities Operations Superintendent.
2. Call Facilities Management personnel using steps 4 and 5 in section "Loss of Chilled Water to Main Campus."

Meter Readings:

The Utilities Division is responsible for reading and recording all gas, electric, chilled water, steam and domestic water meters on all campuses on a monthly basis. Water meters include domestic water, firewater, cooling tower make-up, condenser water blow-down, cooling tower drain and overflow, and irrigation. Forms are provided to assist the operators at each campus in taking the proper readings. These readings are to be sent to the Utilities' Administrative Clerk who enters them on the "meter" spreadsheet stored in "Achilles" on the Facilities Management server.

Radio Communications:

Two-way radio communications are provided to increase the efficiency of operations and to provide an additional margin of safety for Utilities personnel. Each employee is required to use proper language and good judgment while using a radio. Please note that radio communications are monitored 24 hours a day and that improper language or use of radios will result in disciplinary action.

Refrigerant Storage Cylinders:

The Refrigeration Shop supervisor shall be responsible for ensuring that all 30, 50, and 100 pound DOT refrigerant storage cylinders are tested every five years as required. A log of such shall be kept in the Refrigeration Shop Office.

Rounds:

Visual inspections of all equipment that is the responsibility of the Utilities Division shall be conducted during each shift. This includes all mechanical and equipment rooms. Each person conducting such inspections shall inspect and/or note the following:

1. Leaks
2. Abnormal Noises
3. Bad Bearings
4. Broken, Frayed, or Loose Belts
5. Plugged Drains
5. General Condition and Operation
6. Abnormal Vibrations
7. Performance
8. Water on floors

All deficiencies shall be reported to the Utilities Station Operator on duty in the Control Room. Each report shall be recorded in the operator's desk log. Work requests (job orders) shall be generated the following regular workday.

Water Analyses and Treatment:

The Utilities Division employs a full time Water Treatment Technician whose primary responsibility is to oversee and direct the water treatment program per Nalco recommendations for all boilers, cooling towers, and chilled water systems for the five campuses including Harlingen and Laredo. The operators are responsible for the day-to-day testing and treatment.

Main Campus:

1. An Operator I or II from each shift shall test water softeners for hardness in the Medical School and Dental School. The hardness shall not exceed 3 grains/gallon.
2. An operator from each shift shall test the chlorine injection system.
3. An operator responsible for reverse osmosis (RO) systems as assigned by the supervisor shall test system weekly at the following locations:
 - a. Medical School
 - b. Dental School
 - c. Clinical Science Mechanical Room

4. An operator responsible for closed loop hot water systems as assigned by the supervisor shall test system weekly at the following locations:
 - a. Medical School
 - b. Dental School
 - c. Cafeteria Mechanical Room
 - d. UT Plaza
 - e. Nursing School (Both Original and New Addition)
 - f. Library
 - g. Lecture Halls

Texas Research Park (TRP) – Barshop, STCBM and Hayden Head Bldgs:

1. Test water softeners daily for hardness. Hardness shall be less than 8 ppm.
2. Test cooling tower condenser water and boiler water feedwater systems daily as instructed by Nalco's "Water Treatment Guide." A copy is located at each water lab station.
3. Test reverse osmosis (RO) systems weekly.
4. Provide periodic testing of the heating hot water system as per Nalco's "Water Treatment Guide."

Allied Health/CCRI /McDermott:

1. Test water softeners daily for hardness. Hardness shall be less than 8 ppm.
2. Test cooling tower and boiler water daily as instructed by Nalco's "Water Treatment Guide." A copy is located at each water lab station.
3. Test reverse osmosis (RO) systems weekly.

Harlingen, Edinburg, and Laredo Campuses:

1. Test water softeners daily for hardness. Hardness shall be less than 8 ppm.
2. Test cooling tower and boiler water daily as instructed by Nalco's "Water Treatment Guide." A copy is located at each water lab station.
3. Test reverse osmosis (RO) systems weekly.