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

**BROWARD CAMPUS**
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/ 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.
- 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
- Put a ticket in to www.fau.edu/helpdesk

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

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