

Messiah University
Utility and Essential Service Emergencies Policy and Procedure
May 2026

Policy: Loss of Utilities or Essential Services, or Emergencies Requiring Contractor Support.

Under no circumstances should staff provide any information, interviews, or statements to the media. All questions, inquiries and concerns should be directed to the office of Marketing and Communications.

Objectives: To establish standardized procedures to be followed, and a list of available resources to be utilized, in the event of loss of essential services or utilities.

Equipment: Attachment A
Radios

Procedure:

Responsibility:

Vice President for Operations
Director of Facility Services

During weekday, day shift hours, determine the need to contact an external contractor (see Attachment A) for corrective action on those areas which the Facility Maintenance Department are responsible.

Facility Maintenance

In conjunction with the Department of Safety, Director of Facility Services, or VP for Operations determines after hours the need for an external contractor.

Facility Services maintenance standard working hours are 7:30am through 4pm Monday through Friday. The Facility Services maintenance on-call personnel are responsible for maintenance problems after standard hours. On-call employees can be contacted by notifying Dispatch at X6005.

Facility Services will provide coverage and handle the CHP Return to Grid Re-set Procedure (See Attachment B)

On duty staff may use their own judgment and initiate appropriate action.

Notify Dispatch at ext. 6005 and the VP for Operations at ext. 6003 or the Director of Facility Services at ext. 3500, or 911 in the event of an incident requiring an emergency response.

Dispatch/VP for Operations/Director of Facility Services

In conjunction with Facility Maintenance employees, determine the need for an external contractor.

In conjunction with Facility Maintenance employees, take appropriate action of an incident requiring an emergency response.

Department of Safety Officer/Facility Maintenance Employees

Complete a summary incident investigation notice and involve input from all staff that participated in the activities. Feedback should include a detailed summary of the investigation, what improvements could be added to enhance the policy, and what education may be necessary for staff. Submit a copy of the report to the Vice President for Operations, Director of Facility Services and the Director of Safety.

Note - The signed copy of this procedure is filed in the Facility Service Department. By signing this policy you have agreed to enforce the contents, share with your staff and adhere to standards.

Attachment A: Utilities Emergency Procedures

Vendors:		
Company	Telephone	Service
ACIA	717-542-9683 Office, 717-767-1850 Emergency	Indoor Air Quality issues/Mold
ATM	Falcon Exchange X 7245	
ATS	717-697-4998	Pool
Automated Logic	Tami Crow 315-679-7356	Building Automation Systyems
Aqua Specialists	717-766-2541	Pool
Barton Associates	717-845-7654	Mechanical Engineer
Berkshire Systems	800-344-4012	Seimens Fire Alarm Systems
BluSky	Mike Oster 1-800-266-5677	Biohazard and Floor, Fire Cleanup
Creative Exteriors	717-502-1231	Athletic field contractor
CSC Res Hall Laundry support	844-272-9675 customer service or 410-212-6794 business	Washer/Dryers
Dauphin Electric	717-986-9300	Electrical supplies
Duty's Lock and Keys	717-761-6337	Key and Lock Services
E-Finity Distributed Generation	800-730-0011 option 8	acolletti@e-finity.com
EHC Associate	717-656-3008	Asbestos Removal/Testing
Ainsworth	717-796-9226	Chillers/HVAC
Elk Environmental Services	800-851-7156	Hazardous/Universal Waste disposal
Eshenaur Fuel Oil	717-236-5031	Fuel Provider
Fagers	Vince Mitchell 717-216-3088, Kevin 717-329-0727, Blaine 717-982-8349	24 hour Emergency parts support
Fullerton Electric	717-367-1228	Electrical
Gleim Excavators	Donnie Smith 717-243-7160	sink holes, brush fires, landslides, snow removal, excavating
Goods Tree Service	717-564-1995	Tree Trimming and Removal
GPRS	419-803-8422	PA One Calls
Grainger (ACCT# 803905991)	1-800-472-4643	Supplies
Guardian	Rick 717-324-2615	Water Treatment
H.B. McClure Co.	717-232-4328	Contractor
Heim Electric	717-233-8711	Electrical/Mechanical
Heller's Propane	717-701-8322	Propane Provider
Hobart/Vulcan	717-564-6202	Kitchen Equipment
K & D Factory Services Inc	717-236-9039	Kitchen Equipment Repair
K.S. Heagy	717-909-9709	Contractor
Kinsley	Jim Sheaffer 717-324-2976	sink holes, brush fires, landslides, snow removal, excavating
Kline's Septic	717-898-2333	Septic Service
Liberty	800-522-4551	Elevator inspector 844-542-3538
Lobar	717-432-3429	Contractor
L. R. Four Roofing	717-697-7366	Roofing
Norfolk Southern Rail	800-453-2530	Train Issues
Overhead Door	866-418-0919	Garage Door Service and Repair
PA One Call System	800-242-1776	PA One Call
Paloma Gas Water Heaters	866-720-2076	Gas water heaters
Penn Waste	717-767-4456	Waste Disposal
PP&L Power Outage	800-342-5775	Electric Utility

RSR Electrical	Skip: 717-209-2599 Office: 717-626-4746	CHP Electrical Emergencies
Seimen's	800-382-1387	HVAC Computer
Simplex	888-746-7539 (24 hour emergency)	Fire alarm systems
Susquehanna Doors	800-481-8595	Card swipes
The Tub Doctor	717-361-9757	Tub repair
TKE	717-767-5600	Elevator
TMA	918-858-6600	TMA
T-Mobil	717-203-3674	Boyer Roof Antennas
Trane	717-541-1570	HVAC supplies
Treatment Specialties	215-850-2478	Pool
Tub Repair	717-791-2790	Tub
Tuckey's	717-483-7510	Metal fabrication
Veolia	717-564-3662	Water Company
UGI Natural Gas	800-276-2722	Leaks
Upper Allen Sewer	717-801-5092 Bill	Local Sewer Authority
USG Sewer	717-443-9882 Wes	Sewer emergencies
Winter Generator	717-848-3777	Generators
Zimmerman's	717-766-7656	Garage/vehicles

Attachment B - CHP Return to Grid Re-set Procedure

- Go into the CHP Building and walk to the main power distribution breakers. Located on the right side of the room as you enter.
- Look at the distribution panel that is labeled "PPL Breaker".
- If there is no grid power the red breaker (red button) will say "OPEN".
- If the breaker says "OPEN" call Dispatch at 6005 and tell them that you will be re-setting the system and that the power will go off for about 30 seconds in the Campus Center.
- Walk over towards the turbines and go to the Micro turbine Interface Module/ Capstone Control Panel.

TO Re-SET

- Main screen will say "Island Mode".
- On the Main Screen press the button that says "Return to Grid".
- The power in the room and the turbines will shut down after you press that button. This is normal.
- Walk back over to the PPL Breaker.
- Crank the black handle until you can no longer easily crank it. Usually about 4 cranks.
- Press the "GREEN" button to reset.
- Power will restore immediately and the turbines will start back up.
- Call Dispatch at 6005 to verify that the power came back on in the Campus Center.
- Call Jarrod Sites 717-226-4435, Amy Stephan 717-695-1666, or Brian Miller 717-357-0702 so that they can log onto Siemens remotely to check mechanical systems are working properly in ECC and SSC.

Before starting the re-set procedure have a flash light available. The room will go dark after you start the re-set process.

Summer/Winter changeover

- When shutting down absorption chiller, shut valve 25 and 35 and open valve 66. When starting up absorption chiller, open valve 25 and 35 and shut valve 66.

Scott Zeigler, Form creator

Electronically signed by Scott Zeigler on 05/06/2026 10:16:42 AM

Vice President for Operations

Electronically signed by Kathie Shafer on 05/06/2026 11:56:10 AM

Director of Building and Grounds

Electronically signed by Mark Graybill on 05/06/2026 10:20:56 AM

Director of Facility Services

Electronically signed by Brian Miller on 05/06/2026 11:35:20 AM

Director of Safety

Electronically signed by Maranda Hogue on 05/06/2026 4:10:13 PM

Facilities Manager

Electronically signed by jarrod sites on 05/06/2026 2:53:06 PM

Project Manager

Electronically signed by Russ Ehrich on 05/06/2026 11:41:38 AM

Facility Maintenance Supervisor

Electronically signed by Amy Stephan on 05/24/2026 6:58:02 PM