



Steam Distribution Operators



Steam distribution operators provide quick and efficient problem resolution to trouble calls received through the service office and after hours from public safety dispatch for:

- All types of leaks
- Gas or unidentifiable odor calls
- Unfamiliar noises
- Abnormal conditions of facilities
- Equipment failure

Why Steam Distribution?

Located throughout campus, the steam distribution operators can react and mobilize to locations fast, establishing triage to conduct immediate diagnostic work based on their broad knowledge of infrastructure troubleshooting. These solutions may prove complex, which necessitates the experienced response that the steam distribution operators can provide as a first point of contact for why water, odor, or noises might be present.



Once on site, operators can then perform the necessary duties to resolve the issue or properly identify when Crafts & Trades need to be called for specific repair work. Steam distribution can initiate an immediate dispatch work order for fast problem resolution and also initiate cleanup by contacting the required organizations. If there is potential danger, steam distribution operators can notify the necessary emergency personnel.

Steam distribution, located in the Physical Plant Services Building, maintains a staff of 30 people consisting of three crews working 24/7. In addition to their priority response protocol, steam distribution performs the following functions:

- Locate university-owned steam, natural gas, chilled water, storm and sanitary sewer utility systems, and natural gas pipeline in two different counties.
- Work with contractors to tie new construction into existing infrastructure and university utilities
- Monitor more than nine miles of steam pipes and tunnels with weekly walk-throughs
- Visit all campus mechanical equipment rooms daily to prevent catastrophic failures before they occur
- Respond to alarms generated by the building automation systems

Steam Distribution Infrastructure Coverage

- 9 Miles of Steam Tunnel
- 8 Miles of Compressed Air
- 24 Miles of Chilled Water
- 31 Miles of Natural Gas
- 11 Miles of Direct Buried Steam
- 39 Miles of Sanitary Sewer
- 81 Miles of Storm Sewer



To request service: my.fs.illinois.edu

For urgent assistance: **217-333-0340**

For additional information or questions: fsserviceoffice@illinois.edu