**SOP 23 – Electrical Pedestal or Utility Hookup Malfunction** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If smoke, fire, sparks, or burning odor is present, call 911 immediately. Do not attempt to investigate or repair the pedestal.
2. Shut off the power at the breaker if it is safe to do so and you are trained or instructed by management.
3. Do not allow guests to touch or tamper with malfunctioning utility hookups.
4. Notify the General Manager or on-site lead right away and mark the site “Out of Service” using tape or signage.
5. Take photos of the pedestal, cords, and any visible damage. Record:  
   * Site number
   * Time issue was discovered
   * Name of reporting guest or staff member
6. If a guest’s RV cord or hookup is involved, advise them to unplug immediately and inspect their equipment. Do not attempt repairs.
7. Complete an Incident Report including:  
   * Description of the malfunction
   * Any guest complaints or damage claims
   * Actions taken to secure the area
8. Only authorized electricians or qualified personnel may inspect or repair the pedestal. Volunteers and staff should not attempt fixes.
9. Keep the site closed until management verifies repairs are complete and safe for use.