

# Cedric Dean Holdings, Inc.

**Peer Support NC Program**  
**Utility Management Plan Policy**

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## 1. Policy Title

**Utility Management Plan Policy**

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## 2. Effective Date

**Effective:** January 21, 2026

**Review Cycle:** Annual and as required by regulatory, operational, or facility changes

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## 3. Policy Statement

Cedric Dean Holdings, Inc. (CDH) is committed to ensuring the **continuous, safe, efficient, and compliant operation of all essential utilities** supporting the Peer Support NC Program. This policy establishes standards for managing utility systems to protect the health, safety, dignity, and continuity of services for participants, staff, and stakeholders.

CDH recognizes that utility stability is a **critical component of emergency preparedness, regulatory compliance, and operational resilience**.

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## 4. Scope

This policy applies to:

- All CDH-owned, leased, and operated facilities
- Administrative offices and service delivery locations
- Residential, community-based, and mobile service environments (when applicable)
- All staff, contractors, and vendors responsible for facility or utility oversight

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## 5. Definitions

### **Utilities:**

Essential services including, but not limited to:

- Electricity
- Water and sewer
- Natural gas or heating systems
- Telecommunications and internet services
- Waste disposal and sanitation systems

### **Utility Failure:**

Any disruption, reduction, or loss of utility service that may impact safety, service delivery, or regulatory compliance.

### **Critical Utility Incident:**

A prolonged or hazardous utility failure requiring emergency response, relocation, regulatory notification, or service suspension.

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## 6. Guiding Principles

CDH's utility management framework is guided by:

- **Safety and Health Protection**
- **Continuity of Services**
- **Regulatory Compliance**
- **Environmental Responsibility**
- **Transparency and Accountability**
- **Emergency Preparedness**

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## 7. Utility Management Objectives

CDH shall:

- Ensure reliable and safe operation of all essential utilities
- Prevent service disruptions through proactive maintenance and monitoring
- Maintain compliance with local, state, and federal utility and safety regulations
- Minimize environmental and operational risks
- Ensure emergency readiness for utility failures
- Protect participant and staff health and safety during disruptions

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## **8. Utility Systems Covered**

CDH shall manage and monitor the following systems:

- Electrical power systems
- Water supply and wastewater systems
- Heating, ventilation, and air conditioning (HVAC)
- Gas and fuel systems (if applicable)
- Internet and telecommunications systems
- Fire alarm and life-safety systems (where utility-connected)
- Waste management and sanitation services

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## **9. Roles and Responsibilities**

### **9.1 Executive Leadership**

- Ensure organizational compliance and resource allocation
- Approve contracts with utility providers and vendors
- Review utility risk and performance reports

### **9.2 Program Director / Compliance Officer**

- Maintain this Utility Management Plan
- Coordinate regulatory and audit responses
- Ensure staff training and documentation compliance
- Oversee incident investigations and corrective actions

### **9.3 Facilities / Operations Manager (or Designee)**

- Monitor utility systems and service providers
- Schedule preventive maintenance and inspections
- Maintain utility service records and contracts
- Lead emergency response for utility failures

### **9.4 Staff and Contractors**

- Report utility hazards or failures immediately
- Follow emergency and safety procedures
- Support continuity measures during outages

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## **10. Preventive Maintenance and Monitoring**

CDH shall implement:

- Routine inspections of utility systems
- Preventive maintenance schedules for HVAC, plumbing, and electrical systems
- Vendor performance reviews
- Utility usage monitoring to detect anomalies or inefficiencies
- Documentation of all inspections and service activities

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## **11. Emergency Utility Failure Response**

### **11.1 Immediate Actions**

In the event of a utility failure, staff shall:

- Ensure participant and staff safety first
- Notify Facilities/Operations and Program Leadership
- Contact utility providers or emergency services as appropriate
- Implement contingency plans, including temporary relocation if necessary

### **11.2 Critical Incident Escalation**

CDH shall:

- Notify regulatory bodies and MCOs when required
- Document the incident and corrective actions
- Review service continuity and participant impact

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## **12. Continuity of Operations**

CDH shall maintain contingency plans including:

- Backup power options (where feasible)
- Alternative service locations or remote service protocols
- Emergency water and sanitation provisions
- Communication protocols for participants, staff, and partners

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## **13. Environmental and Resource Stewardship**

CDH is committed to:

- Promoting responsible energy and water use
- Supporting environmentally sustainable practices
- Reducing waste and unnecessary utility consumption
- Partnering with utility providers that align with sustainability standards when feasible

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## **14. Documentation and Recordkeeping**

CDH shall maintain records including:

- Utility contracts and service agreements
- Maintenance and inspection logs
- Incident and outage reports
- Regulatory correspondence
- Training records related to utility safety and emergency response

Records shall be retained in accordance with CDH Records Management and Compliance Policies.

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## **15. Training and Awareness**

All staff shall receive training on:

- Utility safety and hazard recognition
- Emergency response procedures
- Reporting and escalation protocols
- Continuity of operations procedures

Training shall occur upon onboarding and annually thereafter.

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## **16. Regulatory Compliance**

This policy complies with:

- North Carolina DHHS facility and service standards

- Medicaid and MCO operational requirements
- Local building and safety codes
- OSHA workplace safety standards
- Environmental health regulations

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## **17. Non-Retaliation Policy**

CDH prohibits retaliation against any individual who reports utility hazards, failures, or compliance concerns in good faith.

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## **18. Disciplinary Action**

Failure to comply with this policy may result in:

- Retraining
- Corrective action plans
- Disciplinary measures
- Contract termination
- Regulatory notification, when required

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## **19. Policy Review and Revision**

This policy shall be reviewed:

- Annually
- After any critical utility incident
- Following regulatory or facility changes
- When service delivery models are modified

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## **20. Approval and Authorization**

### **Approved By:**

Cedric Dean, Chief Executive Officer  
Cedric Dean Holdings, Inc.

**Signature:** \_\_\_\_\_

**Date:** January 21, 2026

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## **21. Organizational Commitment Statement**

Cedric Dean Holdings, Inc. affirms that **reliable utilities are essential to dignity, safety, and service continuity**. Through proactive planning, responsible management, and regulatory compliance, CDH commits to maintaining environments where individuals can receive support without disruption or risk.