



# HOW JEA RESTORES POWER AFTER A STORM AND HOW YOU CAN HELP



## BEFORE THE STORM

### **STORM HARDENING:**

In the past five years, JEA has invested hundreds of millions of dollars in hardening our electric, water and sewer systems to make them more resistant to storm-related disruptions. These critical repairs and improvements help us restore power and return to normal operations more quickly after a major storm.

### **YEAR-ROUND TREE TRIMMING:**

While strong winds and heavy rains cause their share of storm damage, most storm-related power outages result from tree branches falling on power lines. That makes some sections of our city – those with the most mature trees – more susceptible to service interruptions when a major storm hits. To reduce the risk of downed branches causing outages during a storm, JEA trims trees across the city all year long, working on a 2.5-year cycle to cover JEA's 900-square-mile service territory.

### **WATER AND SEWER UPGRADES:**

We've invested millions in upgrading our water and sewer facilities, and have installed backup generators to reduce the risk of storm-related service interruptions.



## DURING THE STORM

At the height of a major storm, JEA personnel are in place, monitoring the weather and assessing the impact on our facilities. Our Emergency Operations Center works around the clock. Key personnel are deployed out in the field to alert us to any serious system failures. And our linemen are in position, waiting for weather conditions to improve to the point that it is safe for them to begin restoring power.



## AFTER THE STORM

Once the height of the storm passes and weather reports indicate it is safe, JEA immediately enters the restoration phase of our emergency operations. Our "Restoration 1-2-3" process is designed to assess and repair our facilities and restore power across our service territory as quickly and safely as possible.

## PHASE 1: PUBLIC SAFETY

As soon as weather conditions permit, JEA begins assessing our facilities, making critical repairs to our power plants, transmission lines, substations, and water and sewer facilities. We then restore power to our local hospitals, shelters, and police and fire stations, and make repairs to the “backbone” of our electric grid that will bring the majority of our customers back into power as quickly as possible.

## PHASE 2: INDIVIDUAL CUSTOMERS

With public safety repairs complete, JEA will move to Phase 2 and encourage individual customers to report their power outages. Utility crews now begin making repairs by electric “circuits” – repairing an entire circuit of approximately 2,500 homes before moving on to another circuit. Priority is given to making repairs that will restore power to the most customers.

## PHASE 3: FINAL REPAIRS

When repairs to all major circuits are complete, JEA will enter Phase 3, targeting the few remaining isolated outages. We know this phase can be the most frustrating for those few customers who are still without power, and we appreciate your continued patience as we direct all our resources toward completing the restoration process. Rest assured, we won't stop until everyone has power.



### WHAT YOU CAN DO:

#### STAY SAFE:

Phase 1 is our public safety phase, and we appreciate your patience as we restore these critical services first. If possible, stay off the roads and avoid downed power lines.

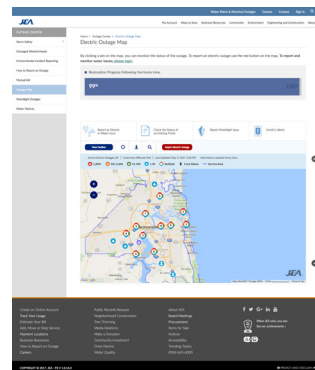
#### KNOW WE'RE ON IT:

Just as you'd pull over on the highway to let an ambulance pass, you can help us save lives and restore power to everyone faster by waiting for the announcement that JEA is accepting outage reports from individual customers.

### WHAT YOU CAN DO:

#### REPORT YOUR OUTAGE:

Call (904) 665-6000 or visit [jea.com/outage](http://jea.com/outage) to report your power outage. If you've already registered for JEA alerts, you can also text “OUT” to MyJEA (69532).



### WHAT YOU CAN DO:

#### IF YOU STILL DON'T HAVE POWER:

Sometimes, major storms can cause damage to your home that will prevent your power from coming back on even though JEA has made all necessary repairs to your circuit. If everyone else in your neighborhood has power and you don't, please call (904) 665-6000 so JEA can help you determine the cause of your continued outage. To help us better assist you:

#### CHECK YOUR CIRCUIT BREAKER:

Have any switches been tripped? **Note:** If your home has any storm-related flooding, address this issue first before attempting to assess any home electrical problems.

#### MAKE A VISUAL INSPECTION OF THE OUTSIDE OF YOUR HOME:

Is there any visible damage to your weatherhead – the place where electric wires attach to your home? Are there any wires dangling on the ground that should be connected to your home? If so, stay clear and call (904) 665-6000 to report it.

#### IF YOU'RE RETURNING HOME AFTER EVACUATING:

Enter cautiously and look for signs of flooding or other damage. Steer clear of any downed power lines and report them to (904) 665-6000.

#### POWER UP GRADUALLY:

Turn on your appliances one at a time to prevent power surges.