

Are you prepared?

Hurricane Season: June 1 - November 30

Were a hurricane or natural disaster to strike our community, would you be ready? Here's some information that can help you be sure the answer to that question is "yes." Along with some tips about what to do before, during and after the storm, you'll find an overview of how JEA will respond and restore the services we provide to you.



Building Community®

<p>Special Needs Medical Forms 904-630-2472 www.coj.net</p>	<p>JEA 904-665-6000 jea.com</p>	<p>Northeast Florida Red Cross 904-358-8091 www.nefloridaredcross.org</p>	<p>Baker County www.bakercountyfl.org</p>
<p>Clay County Emergency Preparedness www.claycountygov.com</p>	<p>Disaster Relief www.floridadisaster.org</p>	<p>Duval County Emergency Preparedness Division www.coj.net</p>	<p>Federal Emergency Management Agency (FEMA) www.fema.gov</p>
<p>Florida Department of Emergency Management www.floridadisaster.org</p>	<p>Jaxstorms www.jaxstorms.com</p>	<p>Nassau County www.nassauclerk.com</p>	<p>National Hurricane Center www.nhc.noaa.gov</p>
<p>National Weather Service www.nws.noaa.gov</p>	<p>St. Johns County www.co.st-johns.fl.us</p>	<p>The United States Small Business Administration www.sba.gov</p>	



→ Trees

The majority of the power outages experienced by JEA customers during major storms are caused by tree damage. These trees grow too close to power lines. In some cases, fuses are blown when limbs brushed our power lines.

Because of the potential hazard trees pose to electric lines, JEA uses professional trimming contractors to routinely perform maintenance on trees around power lines. These contractors use proper arboricultural pruning methods to keep the tree growth within acceptable limits. This is done under the close direction of JEA's foresters and certified arborists.

How can you protect your trees? Periodically, have an arborist assess the status of your trees' health. Consider the location and mature height of a tree before planting it. Also, make sure there is adequate clearance for the tree to grow and not interfere with utility lines and equipment.

→ Generator Safety

Portable generators can offer convenience during periods of prolonged power outages. They can also be dangerous if used improperly. Please review this information before a storm approaches if you plan to use a portable generator:

- Always ground the generator in accordance with the manufacturer's instructions.
- Turn off the power at the main circuit breaker before you connect any appliances to the generator. Keep it turned off while the generator is in operation.
- Never connect the generator to your home's wiring system.
- Never use a generator indoors or in attached garages. Doing so can result in carbon monoxide poisoning. Only use generators in a well ventilated, dry area.
- Turn the main breaker to the off position to protect utility workmen, even if your power is out.



→ Special Needs Medical Forms

Duval County residents who are transportation dependent or who have medical conditions requiring the use of a Special Medical Needs Shelter during an emergency evacuation should register now with the Emergency Preparedness Division. Forms are available at the JEA Downtown Customer Care Center and all JEA branch offices, online at www.coj.net or by calling Emergency Preparedness at (904) 630-2472.

→ Evacuation Checklist

- ✓ Vehicles - Check gas, oil, water and maintenance
- ✓ Determine evacuation route
- ✓ Confirm destination
- ✓ Pack supplies
- ✓ Lock windows and doors
- ✓ Take care of pets
- ✓ Turn off your home's main electrical circuit breaker

→ Supply checklist

- ✓ Food - Canned goods and non-perishables that do not need cooking
- ✓ Drinking water in unbreakable containers (1 gallon per person per day)
- ✓ Prescription medication, specific medical information
- ✓ Cash, identification, valuable papers, insurance information, photos in waterproof containers
- ✓ Personal hygiene items such as soap, shampoo, toothbrush, toothpaste, wash cloth, towel
- ✓ Baby needs - formula, diapers, etc.
- ✓ Personal aids - glasses, hearing aids, etc.
- ✓ Clothing
- ✓ Fix-a-flat product for tires

These are just a few of many items you'll need to remember depending on your circumstances. Additional checklists and emergency preparation information is available online at www.nefloridaredcross.org.



→ Water

You can add to your supply of fresh water for the days immediately following a hurricane by doing the following:

- Hot water heaters - turn off the power to the unit and then close the water valves. This will give you about 40 extra gallons.
- Bathtubs and washing machines - Filling these with water can give you a supply for cleaning and operating toilets.
- Boil Water Advisories - JEA's water system could also suffer damage during a hurricane that could affect water pressure and quality. Don't drink, brush your teeth, or bathe with tap water until you have been informed that it is safe. Should a problem occur, JEA will issue advisories to the news media that will identify affected locations. We'll also update the advisories as services are restored and the water is once again safe to drink and use.
- How to purify water - Use a liquid household bleach. Add ¼ teaspoon per gallon. Shake it and let it stand for 30 minutes. If you have electricity, and a boil water advisory is in effect, bring the water to a rolling boil for 5 minutes. Strain it through a clean cloth to remove sediment.

→ Evacuation

If evacuation notices are issued, please take them seriously and make plans to leave. Become familiar with evacuation routes ahead of time. Decide where you will go outside of the area and have an alternate destination as well. Your best options are the homes of friends or relatives, hotels, motels or emergency shelters operated by the American Red Cross or other public agency.

→ Pets

Remember that most emergency shelters will not accept pets. Consult your veterinarian about boarding facilities and pet shelters in your area. Make sure that your pets' immunizations are current and that they have tags and collars. If you are unable to take your pet with you should you evacuate, confine your pet in the most secure area of your home, such as an interior room or hallway. Leave them adequate supplies of food and fresh water to last until you can return home. For information about the City of Jacksonville's Pet Friendly Public Evacuation shelter program and how to prepare an emergency kit for your pets, visit the Animal Care and Control web page online at www.coj.net.



➔ Electric Service

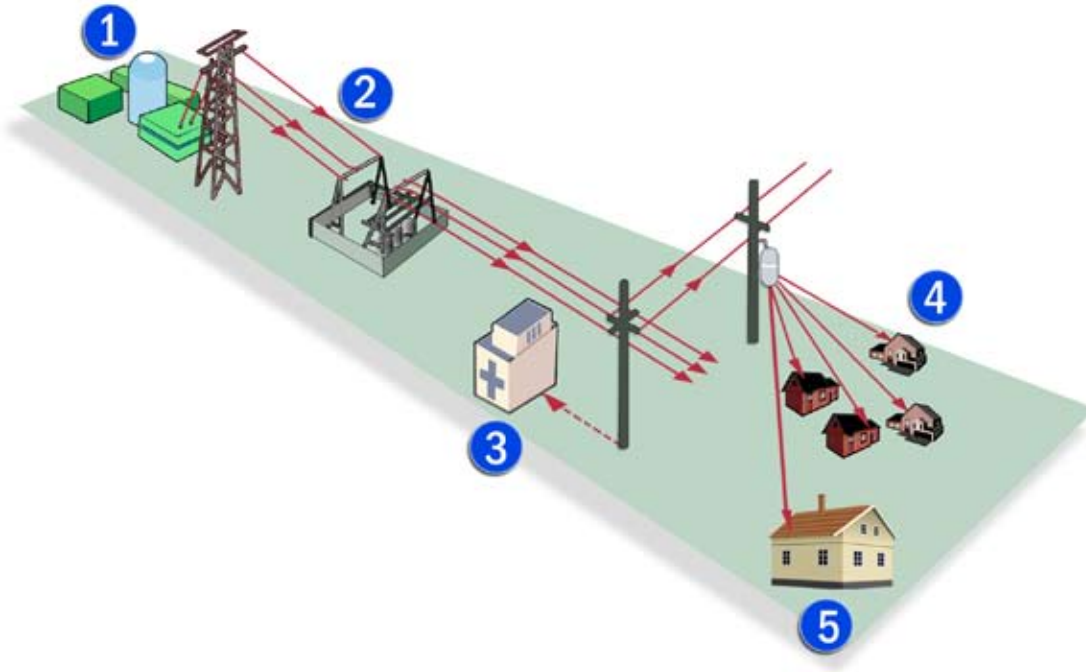
Should you lose power during the storm, do not call our call center. We will announce through the media when to begin calling. For safety purposes, we do not send our crews out during the brunt of the storm. As soon as the storm passes and crews can safely begin work, JEA will perform a damage assessment before power restoration. We ask you for patience during this time period.

- Stay away from downed power lines. You don't have to touch a downed power line to be electrocuted - if the line is touching any object, including the ground, it poses a deadly hazard. Report downed lines immediately by calling 911.
- JEA customers need to have a plan and be prepared for the worst-case scenario - you need to have 5-7 days of food and water and need to be prepared to be without power for an extended amount of time - two to four weeks.
- If evacuating, the electric and water need to be turned off.
- Turn the sprinkler system off.
- Do not try to fix your service by opening transformers or any other type of JEA equipment. Such action could result in serious injury or death in addition to potentially causing further electric damage.
- Keeping safe is the top priority for our line crews. You can help ensure their progress is not slowed down and they are not distracted while performing this potentially dangerous work; do not approach or talk to line crews and ask questions.
- If appliances were on when the power was lost, make sure all appliances are turned off. If left on, they could pose fire hazards when the power is restored.
- Should your home flood, have your electrical system inspected by a licensed electrician before turning your power back on.



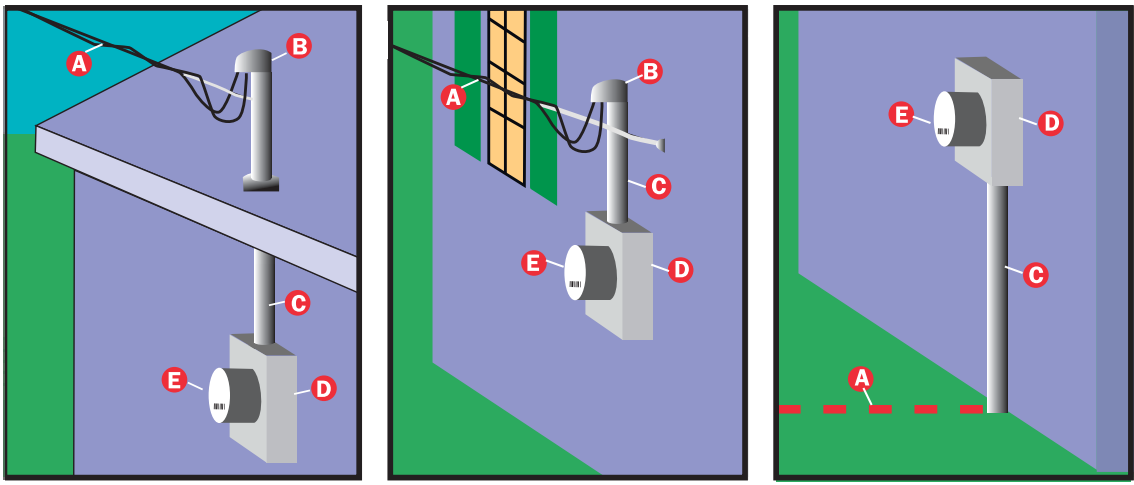
→ Power Restoration

JEA maintains a comprehensive emergency plan that utilizes our highly skilled workforce, and many additional resources, to restore electric, water and sewer services to the communities we serve following a major disaster such as a hurricane.



1. The first step in our restoration plan is damage assessment, which includes physical inspections of our facilities and plants. Once damage assessments have been made, JEA begins repairs.
2. We begin repairs to our generating facilities and transmission lines from those plants, and to water and wastewater treatment facilities.
3. Next, we move on to main line repairs on electric circuits, and water and sewer systems that serve critical facilities such as hospitals, police and fire stations.
4. It is our goal to restore services to the greatest number of customers as soon as possible.
5. Once the large impact areas have had power restored, JEA begins restoring power to those small clusters or individuals still without power.

Important Notice: If you have damage where the electric wires attach to your house, you must get a licensed electrician to make repairs before we can restore power to your house.



Repair for which the homeowner is responsible includes:

- Damage to the weatherhead (for houses with overhead lines) (B)
- Damage to the riser (C)
- Damage to the meter can (the metal case surrounding the meter) (D)

JEA:

- JEA will repair or replace damaged service lines, whether overhead or underground, up to the point where the lines attach. (A)
- Damage to the actual meter (E)

- A: Service Lines**
- B: Weatherhead**
- C: Riser**
- D: Meter Can**
- E: Meter**

→ Mutual Aid

Water/Sewer

- JEA is the founding member of the Florida Wastewater Agency Response Network (FlaWARN). This now 150-member network of water/sewer utilities help one another by having crews available within 24 hours after a storm hits to help restore water and sewer services.

Electric

- JEA has mutual aid agreements with Florida and out-of-state utilities to provide electric restoration services should a severe storm strike.

→ Tree damage following a major storm or hurricane:

- JEA is responsible for removing downed electric lines caused by tree damage on your property.
- Your cable and/or phone service provider is responsible for the removal of cable or phone lines caused by tree damage.
- The homeowner is responsible for removing downed trees on private property, including the removal of trees leaning on the house, garage or other structures. If there is damage where the electric wires attach to the house, the homeowner must also hire an electrician to make repairs before we can restore power to your house.
- The City of Jacksonville Department of Public Works is responsible for clearing any downed trees in the roadways. Please contact 630-CITY to report any roads blocked by fallen debris.



What does JEA do to prepare for a hurricane?

JEA staff members meet regularly to assess the situation and update our strategies and plans. JEA has a comprehensive, detailed plan for responding to a hurricane that assigns responsibilities to each JEA employee. JEA considers all employees essential to our efforts to restore services in a time of emergency as quickly and safely as possible. While repair personnel will be making repairs to the system, many office workers will be out in the field supporting those repair crews. They also may serve as guides to out-of-town repair crews, using chain saws to remove debris from JEA facilities, or serving meals to restoration crews.

When a hurricane threatens Jacksonville, we begin notifying those utilities and companies with which we have mutual aid agreements and contracts so they will be ready should we need them. JEA has agreements and contracts with other electric utilities, food vending companies, fuel suppliers, tree-cutting services and other vendors to assist and support the restoration effort.

During the storm, does JEA plan to keep the power and water on or will you turn the power, water and sewer plants off at some point for safety?

JEA will not choose to turn off electric or water service to any customers. As weather conditions worsen, it is very likely that some customers will lose power. As long as safety permits, we will continue trying to keep power on for all customers by making repairs to the system as needed. However, once winds exceed 45 mph, it is no longer safe to use equipment like bucket trucks. At that point, JEA will order crews to shelter until the brunt of the storm passes. Crews will return to work as soon as they can safely do so.

JEA's water and sewer plants have back-up generators to help keep those services operating throughout a storm. However, severe system damage could occur causing service disruptions. Crews will make those repairs as quickly as possible.

What does JEA do immediately after a hurricane passes?

JEA field engineers, about 20 teams of two, begin a field assessment of the damage. This effort could take several days, depending on the level of damage the system sustains. You can help by keeping in mind that stopping the engineers to ask questions will slow down this assessment and can also slow down the overall restoration effort. After the assessment is complete, JEA will have a better idea of how long it will take to restore service to customers. Also during this time, JEA will be communicating updates through local media outlets about outages, where crews are working and the progress being made.



What about damage on my property?

When the storm has safely cleared, we encourage you to assess your own damage, too. Once JEA crews have cleared away any electric lines, the homeowner is responsible for tree removal on the homeowner's property. JEA will clear from the lines only that section of a tree or limb that prevents a crew from repairing the JEA wires. All clean up from a broken or fallen tree and/or limb is the responsibility of the property owner. JEA will not remove limbs or trees from wires that are NOT JEA's, which includes phone and cable TV wires. JEA will NOT remove any limb or any part of a tree that is on a structure or building.

Likewise, any damage to the weatherhead (the device where the electric line attaches to the home) must be repaired by a licensed electrician before JEA can safely reconnect your power.

What about trees that block my driveway or the roadway.

The City of Jacksonville's Department of Public Works is responsible for removing trees, limbs and other debris from the roadways. To report this, contact City Link at 630-2489, or if you have internet access, do so online at www.coj.net.

Does JEA restore power to one side of town before another?

No. JEA generally restores power in the sequence that will result in returning service to the greatest number of customers as soon as possible. The only customers that receive any special consideration are hospitals, public safety and other life support or life-sustaining institutions. Typically, these large customers are served by very large electric lines, which are the first lines to be repaired anyway.

If people lose power or water service, what should they do?

Each situation is unique. Stay tuned to your radio for instructions about whether or when to call. If the damage to the electric system is extensive, there may be no need for you to call in the first few days. If you have lost water service, but not power, turn off the circuit breaker for the water heater to prevent damage to the heating elements from overheating.

If there is widespread destruction of the electric system, how will JEA re-build the system quickly?

In the case of a major outage, it will be days and may be even weeks before all power is restored. However, JEA has mutual aid agreements in place with other electric utilities around the southeast. JEA also has contracts with several private companies that perform utility construction and tree clearing. These extra crews would provide assistance to help restore power as quickly and safely as possible. JEA has arranged for several staging areas around Northeast Florida where supplies and equipment can be prepared and distributed to work crews in our area.



During or after a hurricane, should I call JEA at 665-6000 to tell the utility I don't have power?

Not immediately. JEA will know the major circuits are out and begin repairing them first. Once the circuits are restored, JEA will ask you - through the local media - to begin calling in with your individual outage information.

Is food left in refrigerators safe to eat after the power has been out?

According to the Red Cross, food can stay fresh in the refrigerator for up to two days without electricity, and even longer in the freezer. However, they also recommend using the food in the refrigerator first as the frozen food will be safe longer. Freezing and storing water in clean containers to leave in the refrigerator before the storm hits can also help your food stay cool. It's best to have plenty of non-perishable food on hand to get you through post-hurricane recovery. Of course, don't open the refrigerator/freezer door more often than necessary.

For people whose homes were flooded, is there anything they should do before turning their power back on at their breaker box?

Yes. Consult a private electrician to determine if it is safe to restore power to your home. If rising water approached your home, but just missed coming inside, you may need to have an air conditioning contractor check your heating and cooling system. The outdoor unit of the air conditioner typically sits on the ground, lower than the home, so rising water may have gotten into the electrical connections and wiring of the compressor unit control panel.

People have called local news stations complaining that their neighbor (next door? next street?) got power back on before they did. Why is that happening? Why am I the only one in my neighborhood without lights?

It could be that you and your neighbor do not share the same power line (more specifically, the same circuit). The power line feeding electricity to your home may be damaged, while the one to your neighbor's house is not. It also could be that your individual connection requires repair. It may also be possible that your home needs internal electrical repairs before you can receive service.

Again, JEA will work to restore power to the largest number of customers first, moving to individual locations once power has been restored to major concentrations of customers.



If Jacksonville experiences tremendous damage, will JEA go underground with the replacement electric system?

No. JEA will generally restore the system to the existing design. Most lines will remain overhead. The objective in any restoration effort is to restore power as quickly and safely as possible. Installing underground utilities is a time-consuming job that would greatly delay power restoration to many customers. When JEA does convert service from overhead to underground, the overhead system stays in place until all construction on the underground system is complete. Only then is the service switched over so that the power outage is very brief.

During the restoration effort, will JEA be assessing late fees to customers who don't pay on time?

No. If Jacksonville is hit by a hurricane requiring multiple days of restoration efforts, JEA will suspend late fees until business returns to normal.

Will JEA reimburse customers for the cost of food lost to spoilage?

No. Hurricanes are considered an act of nature and therefore JEA is not responsible for spoilage. JEA encourages customers to buy canned goods, not perishable items, and keep food stored in freezers to a minimum during hurricane season.

What if I or someone in my home relies on medical equipment powered by electricity. Will JEA restore my power first?

No. JEA will focus first on public health and safety facilities (hospitals, police/fire stations, schools, etc.) then begin restoring power to major circuits before responding to individual outages. Customers facing this type of situation need to contact the Emergency Operations Center (EOC) in their county for assistance. The Jacksonville EOC telephone number is (904) 630-2472.

If I see a sewer overflow, what should I do?

Certainly, stay away from the waste and contact JEA at 665-6000 to report it. JEA has portable, gas-powered generators that it uses to keep pump stations working in the event of a major power outage and prevent Sanitary Sewer Overflows (SSOs).

