



# When Storms Threaten Our Area, Make Sure You Are Prepared

Powerful storms often pass through our area, leaving damage to our utility services. In many instances, we can diagnose and often repair problems with minimal impact to our customers. However, there are those storms that create widespread damage, leaving customers without power for an extended period of time.

When major outages occur, JEA's emergency response plan is put into place with a goal of restoring power safely to the greatest number of customers in the shortest time possible. The damage is assessed to make sure conditions are not hazardous, then major problems are fixed first. Priority is given to restore power to vital services in our community such as hospitals, nursing homes, customers who rely on life support systems, emergency, police, fire, water and wastewater treatment plants.

JEA employees monitor our utilities 24 hours a day, 7 days a week from our underground bunker. A technologically advanced monitoring system alerts us immediately to any problems throughout our utility infrastructure. Because of system restoration priorities during widespread

outage events, it is often difficult to provide an estimated time of restoration. If your power is out and you are a customer who depends on medical equipment, we recommend you relocate to an alternate location or have a portable generator available for emergency use to keep your medical equipment running. If you see that power in your neighborhood has been restored and you are still without power, please give us a call at 422-7500 so that we can determine the problem and get you restored.

Safety for our crews and our customers during outages is our highest concern. Please use portable generators with caution and follow all manufacturer's instructions. Improper use can cause hazardous conditions for you as well as our crews out restoring power to lines.

At times our utility restoration process may seem a bit confusing, particularly if you are a customer without power. It is best to remain patient and understand that crews work around the clock to restore power. Always remember, the better prepared you are for threatening weather, the greater your chances of enduring the storm.

## Portable Generator Safety Tips to Follow

- Connect a portable generator DIRECTLY to appliances or equipment, NOT your existing house wiring. Make sure the generator is properly grounded and use only approved, appropriate sized power cords.
- Always run portable generators outside away from flammable objects, pets and children. Never run a generator indoors or in an unvented space. Harmful fumes can build up and cause serious injury or death.
- To add fuel, turn the generator off and let it cool down. Never add fuel when the generator is running.
- Do not connect to a neighboring home or business with an extension cord. This can result in power feeding back into the utility lines, causing harm to our crews working to restore power.

