



FPSC Hurricane Preparedness Workshop

May 17, 2022

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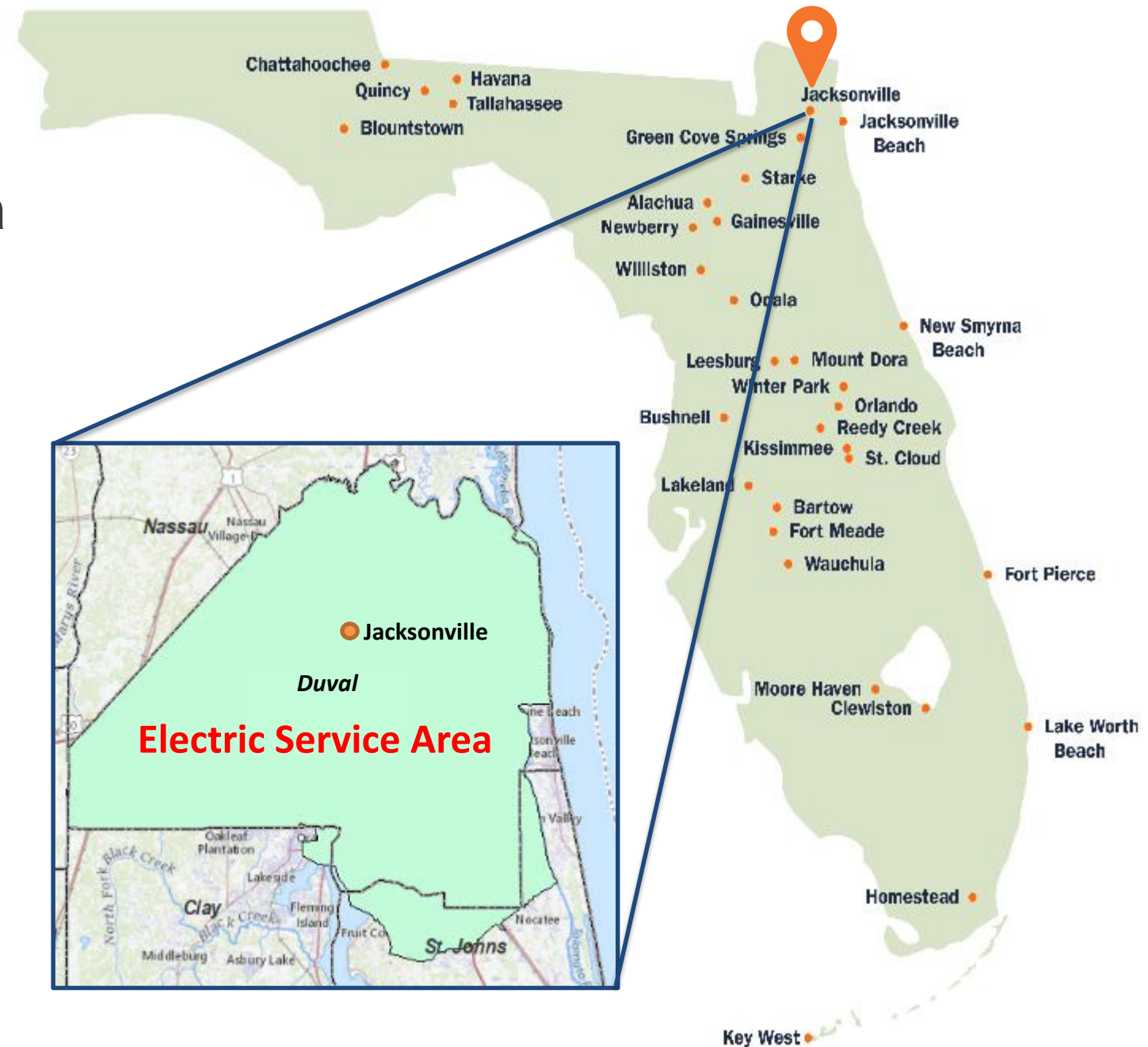


JEA is Florida's largest public power utility



(8th largest in the USA) serving over 1 million people in our service territory.

- Appx 500,000 Electric Meters
- 904 Square Miles of Electric Service Area
- 7,161 Miles of Distribution Lines
- 744 Miles of Transmission Lines
- 208,502 Distribution Poles
- 107,815 Distribution Transformers
- 83 Substations
- Over 3,000 MWs of Electric Generation Assets/Purchased Power



JEA is also one of Florida's largest water utilities

Serving customers in Duval, St. Johns, Nassau, and Clay counties

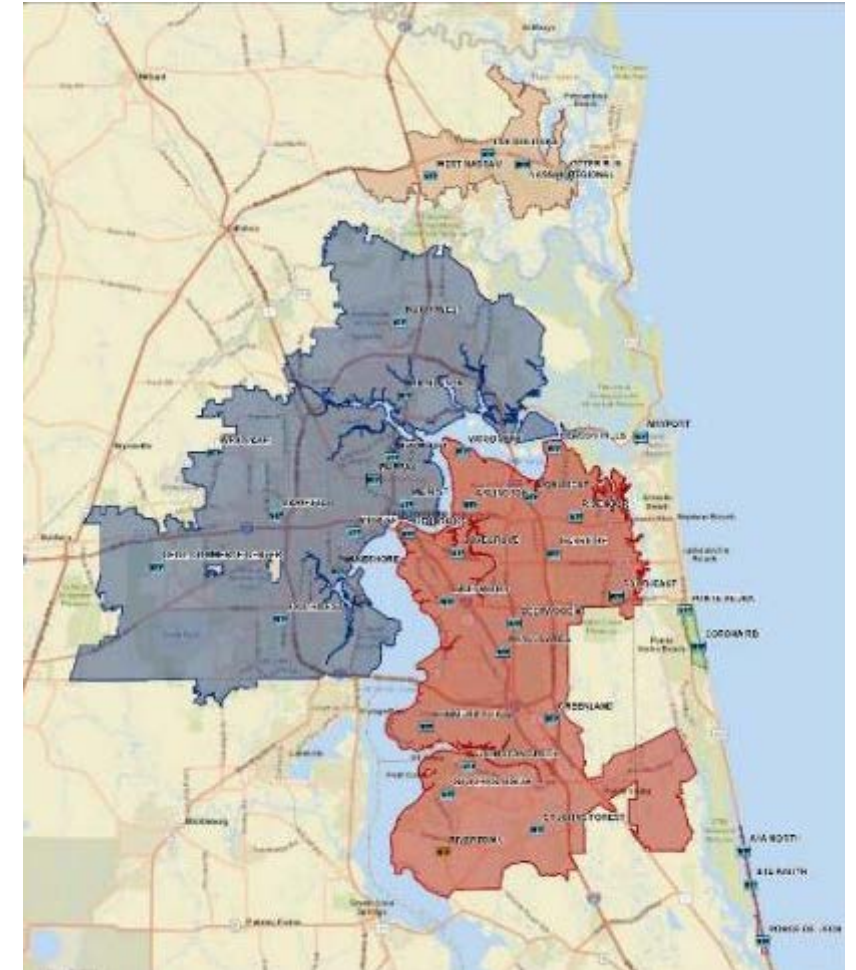
- *Water System*

- 372,000 Customers
- 38 Water Treatment Plants
- 137 Production Wells
- 5,200 Miles of Pipe
- Produces 120 MGD

- *Wastewater System*

- 293,000 customers
- 11 WWTPs
- 1,500 Lift Stations
- 4,000 Miles of Pipe
- Treats 80 MGD
- Produces 20 MGD of Reclaimed Water

Water/Wastewater Systems



Topics for Discussion

Storm Preparation & Restoration Process

Customer/Stakeholder Outreach & Communication

Vegetation Management

Pole Inspection

Lessons Learned



Storm Preparation & Restoration Process

Annual Drills

- Company wide storm drill – June 6th to 8th
- Completed in partnership with the City of Jacksonville and National Weather Service

2022 COJ/JEA Table-Top Exercise

- Understanding National Weather Service Products and Models
- Education on NIMS Leadership structure and communication
- Challenging response scenarios to foster collaboration and ICS structure



Storm Preparation & Restoration Process

Mutual Aid

- Florida Municipal Electric Association (FMEA) & American Public Power Association (APPA)
- Florida Electric Power Coordinating Group, Inc (FCG)
- Storm contracts with storm restoration contractors/vendors
- COVID Guidelines

Availability/Inventory of Equipment Needed for Restoration

- Storm Stock



Customer/Stakeholder Outreach & Communication



Coordination with City/County & State EOCs

Utility Staffing Assignments at City EOC

Customer Communication & Messaging

Third Party Attachers



Coordination/Staffing with Local EOCs

- JEA participates with City of Jax Annual Hurricane Drill.
- JEA assigns staff to local EOCs
- Designated Liaison with Third Party Attachers
- Update Priority Customer List Annually



Customer Communication & Messaging

Restoration 1-2-3



Operational Restoration Process

Phased Customer Communication

Multi-media Messaging

JEA Microsite



Phase 1 – Public Safety & Infrastructure

Customers are reminded that in Phase 1 JEA focuses on repairing infrastructure and life safety structures and to view our outage map on jea.com for more information.

Outage Map on jea.com and 665-6000 automation will reinforce that we are aware of outage areas.

Mass customer emails and social media updates sent out regularly to provide updates and encourage customers to visit the outage map.

Key commercial accounts are being contacted as well as reps being on standby.

Customers may still speak to a CCC rep 24/7 to ensure personal service and reassurance.

POWER RESTORATION 1·2·3 | PHASE 1: PUBLIC SAFETY

ADVISORY

Should a full order delivery be issued for a specific neighborhood, that will allow that information through our website and all you can do is monitor whether a full order delivery has been issued to your neighborhood. Call 665-6000.



WHAT JEA WILL DO

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.



WHAT YOU CAN DO

SIT TIGHT AND STAY CALM:

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.

BE PATIENT:

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 ready to accept outage reports from individual customers.

Phase 2 – Individual Customers

JEA moves into Phase 2 when the core infrastructure and public safety centers are up and running, focusing on circuits powering neighborhoods and businesses across the service territory.

Phase 2 is the time we encourage customers who are still without power to go to our outage map on jea.com or call in to report their outage through the JEA automated system.

Customers will begin receiving personalized alerts as to when a crew is assigned, when the crew is on the way, and when repairs in the area have been made.

Customer emails continue to be sent out as well as social media posts to provide updates.

POWER RESTORATION 1·2·3 | PHASE 2: INDIVIDUAL CUSTOMERS

WHAT JEA WILL DO

With public safety repairs complete, JEA will announce that we are entering Phase 2 and are now ready to accept outage reports from individual customers. 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 at once.



WHAT YOU CAN DO

REPORT YOUR OUTAGE:

Call (904) 685-6000 or visit jea.com/outage to report your power outage. If you've already registered for JEA alerts, you can also text "OUT" to MyJEA (689332).

Important tip:

In order to receive customized alerts from JEA on the status of your power outage, you must call in and report your home's outage during Phase 2. If you assume your neighbors have already reported your neighborhood's outage, you'll miss the chance to have personalized progress updates sent to you.

Monitor the status of your outage on the JEA Outage Map (jea.com/outage), where you can see the location of outages across our community.

Phase 3 – Final Repairs

POWER RESTORATION
1·2·3 | PHASE 3: FINAL REPAIRS

Phase 3 begins when JEA has completed repairs on main circuits across the service territory, focusing on customers remaining who have more unique outage circumstances that are affecting their household or business.

Customers will be alerted that the circuit in their area has been restored and if they are still without power to please contact us.

WHAT JEA WILL DO

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.



Educate Customers and Community Early



Educate customers on restoration process and the importance of their partnership through a broad range of paid, earned, owned and shared media channels through a coordinate media campaign.

Set expectations for restoration and communication practices,

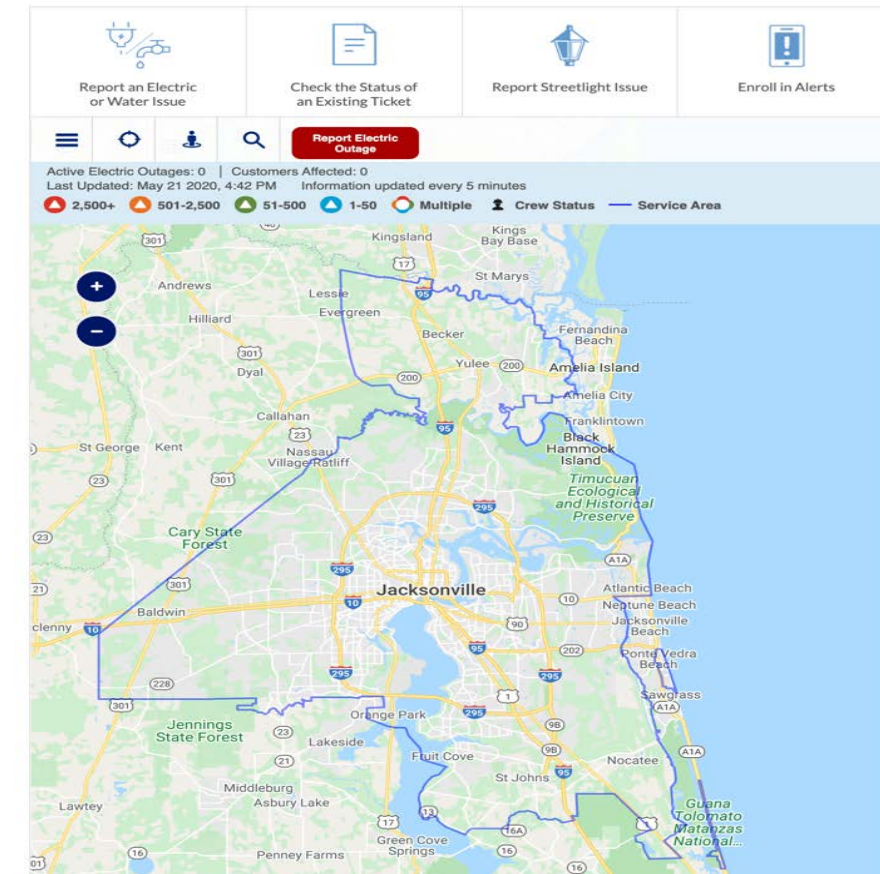
Calls to action:

- Update account contact information
- Download the JEA Storm Recovery Guide
- Sign up for Outage Alerts
- Once a storm subsides, visit jea.com outage map for updates

Home > Outage Center > Electric Outage Map

Electric Outage Map

By clicking a pin on the map, you can monitor the status of the outage. To report an electric outage use the red button on the map. To report and monitor water issues, [please login](#).



**WE ARE READY.
ARE YOU?** Update your contact
info at jea.com



**WHEN A STORM MOVES
ON, WE MOVE IN.**

Learn about Restoration 1-2-3 at jea.com



New Microsite: DoMoreWithJEA.com



Visit

DoMoreWithJEA.com

Sign Up for Alerts
at jea.com

Follow us
on Social Media



Vegetation Management

Trim Cycles

Distribution: 2.5-year cycle

- 100% Feeders, Laterals, Service Drops
- 1200 Miles maintained (2021)

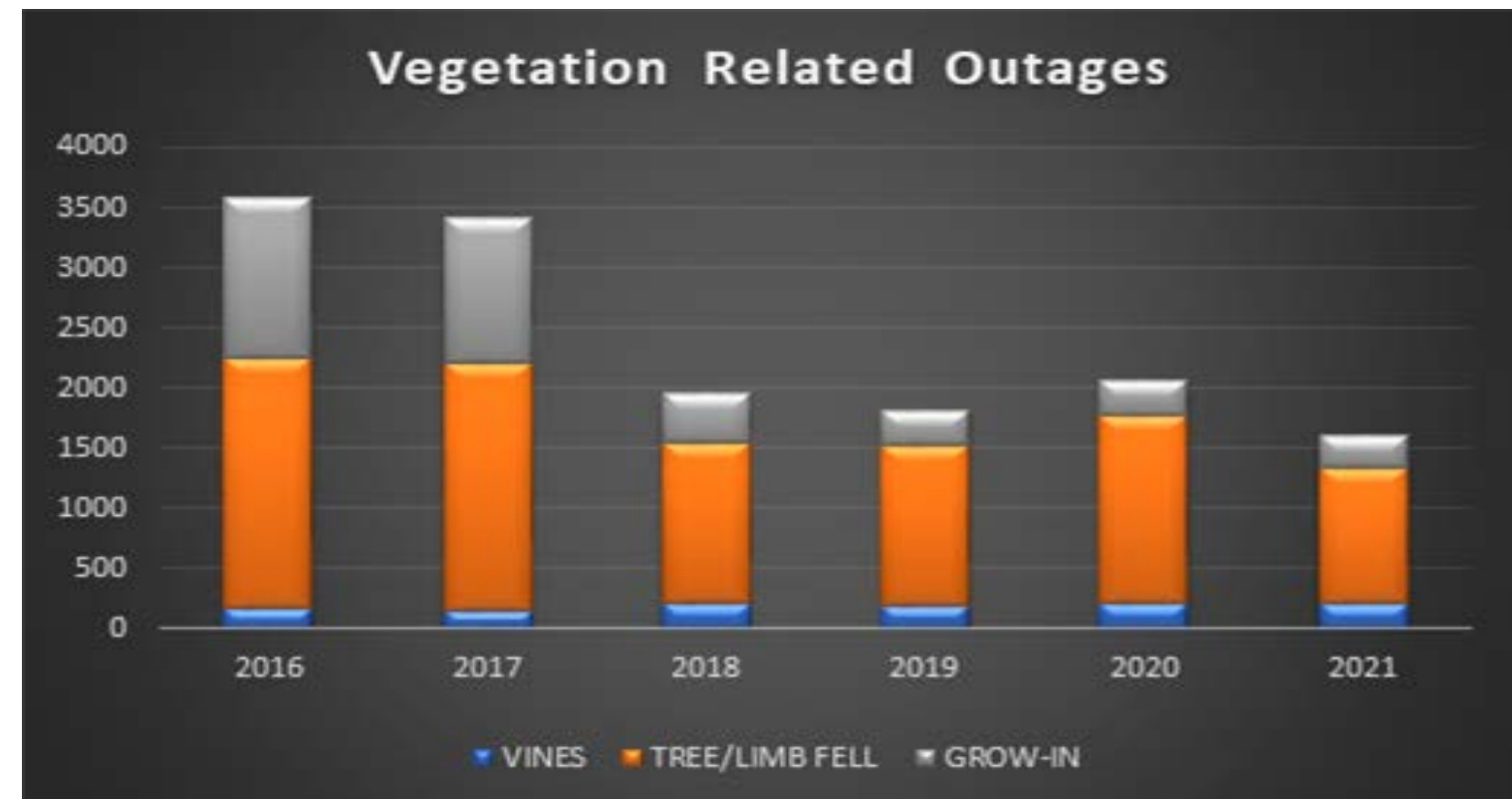
Transmission:

- Mow at least 2 times per year
- Ground inspection 2 times per year
- Maintain clearances and reporting in accordance with the NERC Reliability Standard FAC-003

2021 Trimming Results

Distribution Outage 5 Year Average

- Limb Fall into line decreased 9%
- Limb/Tree Grow into line decreased 22%



Pole/Structure Inspections

180,000 distribution poles

8-year inspection cycle

In 2021 – 19,129 poles inspected

- 86% successful inspection rate
- 14% scheduled for replacement/rehab



5914 transmission structures

Inspection cycle:

- 2-year for 3 critical (N-1) circuits
- 5-year for all other circuits

In 2021 - 1,421 structures inspected

6-138 kV (concrete) poles need repairs due to lightning damage



Lessons Learned

Provide a safety video and information packets for incoming mutual aid.

Continuity conflicts across business response plans.

Enhance education around completion of FEMA forms to expedite process.

Customer communication is critical.

Logistics is key to success!





IMPROVING LIVES. BUILDING COMMUNITY.



JEA®