



# 2024-2025 CITY OF JACKSONVILLE PREPAREDNESS AND RESPONSE GUIDE

# THE CITY OF JACKSONVILLE AND JEA - PARTNERS IN PREPAREDNESS

Dear JEA Customer:

As the 2024 Hurricane Season begins, I am writing to you as JEA's interim CEO and managing director and as your neighbor. Having dedicated many years to this remarkable organization, I have been a part of numerous storm seasons and have witnessed firsthand our team's dedication and commitment to our community.

Although this is my first storm season in this role, I have worked alongside team members throughout three decades of my tenure at JEA, and I've always been proud of our field workers who leave their families during a storm to ensure your families have reliable utility services.

We know you rely on us, and that's why we continually invest in upgrading our technology and electric and water infrastructure. We have replaced wooden transmission structures with ductile iron, steel, and concrete; added generators and pumps to our facilities and hardened electric service to our most critical pump stations. These critical repairs and improvements help us restore power and return to normal operations more quickly after a major storm.

Keep in mind, our efforts alone are not enough. We ask you to join us in being prepared. Even before storm season begins, JEA team members work with the City of Jacksonville's Emergency Preparedness Division to practice response coordination. I also encourage each of you to take necessary steps to prepare your homes and families for the storm season. This includes creating an emergency kit, having a family communication plan, and staying informed about local weather updates. Also, be sure your contact information is current on your [jea.com](http://jea.com) account.

While JEA reduces the risk of downed trees and broken branches causing outages by pruning trees within the rights-of-way all year long, we also encourage customers to responsibly maintain trees on their property, as proper tree care can greatly reduce outages.

During a storm, and in the days that follow, JEA crews operate around the clock. Once the height of the storm passes and weather reports indicate it is safe, we immediately enter 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 900-square-mile service territory as quickly and safely as possible.

Our phased response to storm restoration is detailed later in this guide. It will provide you important information about what JEA does, and what you should be doing as well.

Together, we can face this storm season with confidence and resilience. Thank you for your trust in JEA. We are privileged to serve you and our community, and we are steadfast in our commitment to your safety and well-being.

Warm regards,



Vickie Cavey  
JEA Interim CEO & Managing Director



**TIP: Learn about JEA's power restoration process on page 11.**

**TO REQUEST THIS GUIDE IN AN ALTERNATE FORMAT, PLEASE CONTACT THE EMERGENCY PREPAREDNESS DIVISION AT 904-255-3110.**

