

During Storm/Restoration

JEA Restoration – Press Conference Talking Points

Phases

- JEA is currently in Phase 1 of our Restoration 1-2-3 process. During Phase 1, JEA repairs its facilities and restores power to hospitals, shelters, and police and fire stations. Once we have restored these critical public safety locations, we will move to Phase 2, at which time we encourage individual customers to contact us to report their power outages. Please stay safe and thank you for your patience.
- JEA has completed repairs and power restoration to our public safety network and we are now moving to Phase 2. We encourage individual customers without power to contact us to report their power outage.
- With XX percent of customers now restored, JEA is moving to Phase 3 of our Restoration 1-2-3 process. We're now directing all our resources toward repairing those few remaining outages scattered across our service territory. Rest assured, we won't stop until all customers have power.

Daily updates

- Currently, approximately XX percent of our customers (ACTUAL NUMBER) are without power. That's down from XX percent on [PEAK DAY]. So we are making progress.
- I'm pleased to report we have completed XX percent of our damage assessments and as of [WHEN], we had restored power to all our hospitals and shelters as well as every public school in Duval County.
- We have over XXX utility workers in the field, working to restore power – and more are on the way. We'd like to thank all the crews who have come from across the [STATE/REGION/COUNTRY] to work alongside JEA crews to help us in this emergency.

If flooding:

- Our restoration efforts have been slowed by flooding and the number of fallen trees across our service territory, which covers 900 square miles. We know this is frustrating for residents in those areas, and believe me, we are doing everything we can to clear those areas of water and trees so that our crews can get in, do their jobs and get the power back on.
- One thing we sometimes hear from customers is, "I haven't seen a JEA truck on my street or in my neighborhood." That's because many times, the cause of a power outage

is actually a downed line or equipment failure located some distance away. So, if you don't see a JEA crew on your street, please know that we ARE working to restore your power by fixing the problem at the source.

- Restoring service to everyone is not just a top priority for JEA right now – it's our *only* priority and we will continue to operate 24/7 until we make that happen.