



@MYJPSONLINE

STORM SEASON

FREQUENTLY ASKED QUESTIONS

AFTER THE HURRICANE



Do not go sight-seeing.

If you must go outside, stay away from fallen poles and power lines.



SCROLL TO READ

JPS

Q1:

How soon after the hurricane will the light come back on?

ANSWER:

Restoration of power after a hurricane could take days, weeks, or even months – depending on the extent of the damage to the electricity grid. To protect life and property and ensure the safe restoration of electricity to everyone, electric utilities must follow specific restoration guidelines. It's a step-by-step process that guides utilities all over the world.

After the hurricane, JPS must wait on the “all clear” signal from the Office of Disaster Preparedness & Emergency Management (ODPEM) in collaboration with the Meteorological Service, indicating that it is safe to dispatch restoration crews. Once the “all clear” is received, these are the steps that JPS has to follow:



DAMAGE ASSESSMENT: Our first priority is to assess the extent of the damage to power plants and the power delivery network across the island.



REPAIRING POWER PLANTS & MAIN TRANSMISSION LINES: The Company will then focus on fixing damage to the power plants and main transmission lines, because without these systems customers cannot get electricity.



RESTORING ESSENTIAL SERVICES & CRITICAL FACILITIES: Once repairs are done and it is safe to start turning the lights back on, electricity will first be restored to the transmission and distribution lines that provide electricity to essential services such as hospitals, airports, communication systems, and water supply facilities.



RESTORING MAIN LINES SERVING LARGE POPULATION CENTRES: While maintaining a focus on essential services and critical infrastructure, JPS will also work on restoring the main lines with little or no damage, that will get supply to most people in the shortest time.



REPAIRING AND RESTORING SMALLER LINES: Attention is then given to the smaller distribution lines and those with the most damage.



INDIVIDUAL CASES: Finally, the focus will turn to individual customers with isolated problems.

Q2:

It's been several hours since the hurricane passed, why is the light not back on?

ANSWER:

We understand the inconvenience of being without electricity. However, we must follow the restoration protocol outlined to ensure that your power is restored as safely and as quickly as possible.

Q3:

I don't see any damage in my community – why is it taking so long for me to get back electricity service?

ANSWER:

Electricity comes to you through a complex interconnected power delivery network. There could be some damage to a section of the network that you are not able to see from where you are, which may be affecting your supply. We ask for your patience, as our teams work to get service back to you as safely and as quickly as possible.

Q4:

Why does my neighbour have light and I don't?

ANSWER:

It's possible that your neighbour gets power from a different line, which has had little or no damage, so we were able to restore that line before the one that provides you with power.

Q5:

Everyone else in my community has power except me. Why is this and how soon can JPS come and fix the problem?

ANSWER:

If all your neighbours have power and you are the only one without, the problem is likely to be on your premises. Have an electrician check and fix the problem. Only when this is done can we take the next step in reconnecting you to the grid.

Q6:

Is there anything I should do if power from my neighbour's generator is coming into my home?

ANSWER:

This is a very dangerous situation and could put life and property at risk. Immediately bring the matter to the attention of your neighbour, who will need to have his generator properly installed by a professional.

Q7:

How soon will JPS get power to the NWC pumps so they can get the water to their customers?

ANSWER:

NWC pumps are among the critical infrastructure that get priority attention during restoration. However, sometimes restoration of these facilities is delayed because of access challenges, or the extent of the damage caused by the hurricane to either the NWC facility itself or to the JPS network. JPS will be coordinating its restoration efforts with those of the relevant agencies, including the NWA, to clear roadways and facilitate access to affected areas.

Q8:

I did not lose electricity during the hurricane, but now several hours after the hurricane has passed, my electricity is gone. Why? How soon can I expect power to come back?

ANSWER:

Your power supply may have been temporarily suspended to facilitate the completion of restoration work on an interconnected line.



Q9:

Will light bills go up after the hurricane?

ANSWER:

We make every effort to give our customers bills that are based on actual readings each month. However, estimations may become necessary if there is a breakdown in the technology that reads the smart meters, or if our meter readers are unable to get to meters that must be read manually. Remember, estimated bills are based on the average of the last three actual readings. If your bill is under- or over-estimated, the adjustment is made when the meter is next read.

**Sometimes after a hurricane there is an increase in the FUEL CHARGE on bills.
This is due to:**

(1) **Gas turbines** being used to “jump start” the grid after the hurricane: The gas turbines are best suited for this role because the technology they use allows for greater flexibility and quicker start-up than the other generating units. However, the gas turbines use Automotive Diesel Oil (ADO), which is the most expensive fuel in the fuel mix. JPS tries to limit the use of gas turbines, in order to contain costs that are reflected on customers’ bills.

(2) **Liquefied Natural Gas (LNG)** not being available: About two-thirds of the nation’s power supply comes from LNG, which is a cheaper fuel than gas. However, the off-shore regasification facilities are usually removed before a hurricane in order to protect them from damage. If LNG is unavailable for an extended period, the plants will have to revert to the back-up fuel, ADO, which is more expensive. This will result in higher fuel charges on customers’ bills.

Q10:

Will JPS be sending me an estimated bill?

ANSWER:

We make every effort to give our customers bills that are based on actual readings each month. However, estimations may become necessary if there is a breakdown in the technology that reads the smart meters, or if our meter readers are unable to get to meters that must be read manually. Remember, estimated bills are based on the average of the last three actual readings. If your bill is under- or over-estimated, the adjustment is made when the meter is next read.

Q11:

How do I make reports to JPS?

ANSWER:

Make reports using the MyJPS Mobile App, which can be downloaded from the App Store or the Google Play Store. You can also **call us** at 888-225-5577 / 888 CALL JPS or 888-935-5577, or **connect with us** on Social Media @myjpsonline.

Please note that **during a hurricane it might not be possible for us to respond to individual calls and reports.** We will, however, keep you updated with critical information on the impact of the hurricane and the progress of restoration. Kindly update the contact information on your account to ensure that you get timely updates from us.

