



@MYJPSONLINE

# STORM SEASON

FREQUENTLY ASKED QUESTIONS  
BEFORE THE HURRICANE



**Be prepared.** Take time to make a checklist of all the things you will need: drinking water, non-perishable food items, first aid supplies, back-up lighting, battery-powered radio and batteries, etc. Have an emergency evacuation plan for your family in case you need to leave home because of a hurricane.

**JPS**



WE HAVE BEEN **PREPARING**  
**ALL YEAR**  
**LONG.**





## Q1:

### Will I lose electricity if a hurricane affects Jamaica?

#### ANSWER:

It's best to be prepared for power outages. Strong winds and heavy rain from a hurricane can cause damage to the power system, resulting in outages. And, depending on the severity of the hurricane, JPS may make a decision to proactively shut down the grid to limit damage to the network.

## Q2:

### What exactly is JPS doing to reduce power cuts during the hurricane season?

#### ANSWER:

Our ongoing maintenance programme involves a number of activities to reduce the impact of adverse weather conditions on the grid. These activities include: pole replacement and repair, and infrastructure and equipment upgrades. In addition, we are investing in smart grid technology to help improve service reliability and make the grid more resilient. The smart technology will limit the extent of outages and the number of customers affected, and also make it easier to restore supply after a hurricane.

## Q3:

### How is JPS preparing for the Hurricane Season?

#### ANSWER:

JPS' preparation for the hurricane season starts almost as soon as one season ends. We focus on structural integrity – strengthening the power delivery network by replacing poles and lines, and upgrading equipment. We also pre-order and stockpile material in anticipation of the increased demand for these items to repair the grid after a hurricane.

An intensive ongoing vegetation management programme is implemented to reduce the impact of trees on the power lines, in the event of a storm or hurricane. The removal of 'danger trees' that could cause power outages is an important part of JPS' hurricane preparations. The company is therefore working with contractors across all parishes to remove trees that threaten power lines. JPS is also urging customers to keep trees on their properties from growing close to the power lines.

People preparation is an integral part of hurricane preparations. We ensure proper training of staff and contractors. Several hurricane drills are carried out before the start of the hurricane season, to ensure team members are familiar with their storm roles and ready to respond in the event of a hurricane.

JPS has also established formal arrangements with local and overseas partners, so we can call on additional resources if the need arises.



**Q4:**

**Why doesn't JPS put the lines underground to reduce the number of power cuts?**

**ANSWER:**

While there are advantages to having lines underground, it could cost up to 10 times more to have an underground network, compared to an overhead network. This is not a cost JPS' customers are willing to pay at this time.

**Q5:**

**Will JPS turn off the power during the hurricane?**

**ANSWER:**

Although JPS' power system is built to withstand up to Category 3 Hurricane conditions, if the conditions are severe, it may become necessary for the company to initiate a partial or complete shutdown of the grid. Proactively shutting down the grid helps to reduce damage, and makes it easier to quickly begin restoration after the hurricane has passed.

The decision to turn off the electricity is dependent on the strength of the hurricane and the projected impact on the power system. Every hurricane is different, so JPS has to monitor the conditions associated with each hurricane and respond accordingly. It is therefore difficult to predict if, and when, the power is likely to be turned off. However, once the decision is made, customers will be advised.





## Q6:

### How should customers prepare for the season?

#### ANSWER:

Here are five (5) things you need to do, as the hurricane season approaches:



**PREPARE FOR OUTAGES:** Make sure you have back-up lighting such as flashlights, candles or lamps. Get a battery-powered radio and extra batteries, and stock up on non-perishable food items.



**CUT TREES - SAFELY:** Trim trees around your property to prevent them from falling on power lines or your house. If the trees are already close to, or touching the lines, contact JPS for advice or assistance.



**CHECK & SECURE ELECTRICAL INSTALLATIONS:** Check your service wires, solar panels and other installations. If you notice loose or exposed wires, corrosion or rust, get a licenced electrician to fix them now.



**CLEAR DEBRIS FROM YOUR YARD:** Remove items that could be blown away and become missiles, putting you and others at risk, or causing damage to JPS lines.



**CONNECT WITH JPS:** Download the MyJPS Mobile App, so you can keep in touch with us - before, during and after a storm. Also, make sure that JPS has your current mobile phone number and email address, so we can send you regular updates and important information to help you through the hurricane season.





**Q7:**

**Do I need to turn off my breaker when the hurricane starts?**

**ANSWER:**

You will need to turn off your circuit breaker if there's a risk of flooding in your home, if you have to evacuate, or if the power supply gets unstable because of strong winds. Make sure family members know where to find the breaker and how to turn it off.

**Q8:**

**I have a generator, but I haven't used it in a while – do I need to have it serviced even though I might not need it?**

**ANSWER:**

Yes, get your generator thoroughly checked by a professional.

**Q9:**

**Will JPS cut customers' trees?**

**ANSWER:**

JPS is not responsible for the maintenance of trees on private property. However, where there are safety concerns, JPS will provide guidance and assistance. **If the tree on your property is close to, or already touching the power lines, contact JPS.** Do not attempt to cut trees that are close to power lines.

It is very important to keep your trees from growing into power lines, in the first place. If you already have trees that could grow into the lines, keep them pruned to avoid contact. Better yet, we recommend that you protect your electricity supply by removing all trees that could grow into the power lines. Replace them with plants that will not grow tall enough to touch the lines. Safe and attractive options include crotons, bougainvillea, Jamaican cherry and dwarf coconut palms. Large trees like mango, otaheite apples, ackee, or bamboo, should be planted at least 10 feet away from power lines.

