

Pender Productions
Jersey Central Power & Light Company
Storm Emergency

FADE IN:

SCENE 1

INT. MORRISTOWN OFFICE - WEATHER ROOM

Close up of a weather map being ripped from printer. The camera tilts up to the SHERRY, who has just retrieved the map. She exits the room and heads for the command center.

CUT TO:

SCENE 2A

INT. COMMAND CENTER - EARLY MORNING

The members of the storm team cluster around a table in a conference room. The company VP speaks into a speaker phone.

VP

Tom, what's Colonial Division look like?

TOM (V.O.)

He is the Division Director & voice on speaker.

We've got 12,000 customers out.
Summit's our biggest problem right now.
They've got 80 spans down.

CUT TO:

SCENE 2B

INT. COMMAND CENTER - EARLY MORNING

Close up of the weather map in Sherry's hand. Pull back to an over the shoulder shot of Sherry as she hands the map to the VP. The VP is speaking as scene begins.

VP

So what are you looking at Tom?
How many days?

The VP looks up at Sherry and mouths "Thank you". Sherry crosses in front of the camera and leaves the frame.

TOM (V.O.)

Without any new outages, I'd say we'd have
those customers back in two days.

CUT TO:

SCENE 2C

INT. COMMAND CENTER - EARLY MORNING

Medium shot, VP glances at the map in his hands while listening to Tom.

TOM (V.O.)

But we've got more outage reports coming in.
We need more line crews and more tree crews.

VP

OK Tom, thanks. We'll get back to you
as soon as we can.

VP cuts off the speaker phone.

VP
(addressing the group)

All right. All operating districts are logged on.
Everybody's got outages.

He turns to look at a flip chart.

CUT TO:

SCENE 2D

INT. COMMAND CENTER - EARLY MORNING

CU flip chart, showing 150,000 IO's (Individual Orders). Pull back as the VP turns back to the table.

VP

And we've got 150,000 IO's. Judging by this map -

He gestures with the weather map and tosses it onto table in front of him.

VP (CONT'D)

- it looks like the situation is going to get worse
before it gets better. I'm declaring a "class four"
storm emergency.

CUT TO:

SCENE 3

INT. DARK BEDROOM - EARLY MORNING

A flash of lightning illuminates the room, revealing GAIL and her HUSBAND in bed, asleep. The phone RINGS loudly. Gail turns on the light, fumbles for the phone and answers it.

GAIL
(she is half-asleep)

Hello? Yes, this is Gail Taylor. No, no, that's alright.
I'm on my way.

She hangs up, yawns and rubs the sleep from her eyes.

GAIL (CONT'D)

They're calling me in for storm duty.

She slowly gets out of bed.

GAIL (CONT'D)

I'm going to hop in the shower.
Make me a cup of coffee?

HUSBAND
(groggily)

Sure.

CUT TO:

SCENE 4

INT. LIVING ROOM – DAY – (POST STORM INTERVIEW)

Gail is seated on a couch. Medium shot.

GAIL

It was three in the morning when I got the call.
A Class Four storm was ripping into our service area.

CUT TO:

SCENE 5

NBC TV WEATHER REPORT – THE EVENING BEFORE THE STORM – (STOCK)

We see a News 4 weather map full screen as we HEAR weatherman AL ROKER.

AL ROKER (V.O.)

Wind gusts 45-50 miles per hour are not unlikely
as this storm really races its way up the coast.
High wind warnings are in effect for the entire
tri-state area, coastal flood warnings as well.

CUT TO:

SCENE 6

INT. LIVING ROOM – THE EVENING BEFORE THE STORM

Gail and her husband watch the weather report. They look worried.

CUT TO:

SCENE 7

INT. LIVING ROOM – DAY – (POST STORM INTERVIEW)

GAIL (V.O.)

Watching the news that night, I knew there was a good chance I'd get called in for storm duty.

CUT TO:

SCENE 8

EXT. STORM – NIGHT – (STOCK)

We see quick shots of the storm raging. We HEAR howling wind and thunder.

CUT TO:

SCENE 9

INT. BEDROOM - EARLY MORNING

Gail packs an overnight bag as her husband watches.

HUSBAND

How much do you have to pack?

GAIL

They told us to take enough for twenty-four hours, but I'm bringing three day's worth just in case. I don't want to be caught short.

CUT TO:

SCENE 10

INTERVIEW. DAN SCHEURER – GENERAL LINE SUPERVISOR

DAN SCHEURER

When they're called in to come to a storm, they should be at least prepared to spend a minimum of twenty-four hours. Usually it does go in excess of that.

CUT TO:

SCENE 11

EXT. DRIVEWAY - EARLY MORNING

Gail is in the car. Her husband is beside the car, huddling under an umbrella.

HUSBAND

When will I hear from you?

GAIL

I don't know. I'll call as soon as I can.

HUSBAND

Ok. Be careful. And don't worry, you'll do fine.

GAIL

I hope so.

CUT TO:

SCENE 12A

INT. GAIL'S CAR - EARLY MORNING

Gail's face is a study in concentration as she drives through the storm. The radio is on and we HEAR a news report.

RADIO ANNOUNCER (V.O.)

The storm continues to intensify at this time. Fifty mile-an-hour winds have already been recorded along with torrential rains, and New Jersey is taking a beating.

CUT TO:

SCENE 12B

INT. GAIL'S CAR - EARLY MORNING

We see the radio in close up.

RADIO ANNOUNCER (CONT'D)

Sea walls have been breached along the coast and flooding is heavy. Lots of trees and wires are down and thousands are without power.

CUT TO:

SCENE 13

INT. LIVING ROOM – DAY – (POST STORM INTERVIEW)

GAIL

I'd never worked storm duty before, and I was nervous. Even though I'd gone through storm training, I wasn't sure I was prepared for the real thing.

CUT TO:

SCENE 14A

INT. COMMAND CENTER - LATER MORNING - 5AM

VP is listening to MALE PHONE VOICE over speaker phone. BARBARA enters behind him and updates the flip chart.

MALE PHONE VOICE (V.O.)

It looks like we're not getting hit as bad
as most of you, so here's my crew situation:
I can send you seventeen two-man crews, six
three-man crews, four HEO's, and three tree crews.

VP

Ok, good.

MALE PHONE VOICE (V.O.)

Now, do you want me to call in the crews
I've got on vacation?

VP

Oh yeah, bring 'em on in. We can't afford to
be shorthanded. Call me as soon as you know
how many you can get and when they'll be
ready to go.

CUT TO:

SCENE 14B

INT. COMMAND CENTER - LATER MORNING - 5AM

JANE is in the foreground, at other end of table from the VP. As the meeting continues around her, she turns, as if to speak to an interviewer just off-camera.

JANE

This is the command center in Morristown. We're in direct contact with JCP&L's operating divisions and use the information they give us to make all the key, strategic decisions on how to run Jersey Central's restoration effort.

CUT TO:

SCENE 14C

INT. COMMAND CENTER - LATER MORNING - 5AM

The VP turns to BOB, his second in command.

VP

Bob, you got a handle on how many crews we can get from other utilities?

BOB

I just got off the phone with Virginia Power and New York State Electric and Gas. Virginia Power can get twelve crews on the road in about two hours.

VP

So they'll be here about what - 1500 hours?

BOB

As long as they don't have any trouble on the road, yeah. There's another 30 Virginia Power crews coming out of Fairfax, but we won't be seeing them until tomorrow night.

VP

And New York State Electric and Gas?

BOB

They'll have twenty-seven crews here by 0800, another sixteen by 1200 hours.

VP

Good. Call Henkels & McCoy and T.C. Lloyd and see what they've got available.

Bob gets up and heads for the door. The VP calls after him.

VP (CONT'D)

And get me an update of what crews MetEd is sending us and when they're going to be here.

CUT TO:

SCENE 15

INTERVIEW. CHARLIE BETZ – TECHNICAL OPERATIONS DIRECTOR

CHARLIE BETZ

We have a checklist of some twenty items that we go through. One might be getting on the priority list with other utility companies so so that we will have the first opportunity to get their crews if they're available. Things like material -

CUT TO:

SCENE 16

INT. COMMAND CENTER - LATER MORNING - 5AM

The VP questions KEN, who is in charge of materials.

VP

Ken, how's our fuel situation?
Have you talked to Stores?

KEN

We're in the process of topping off gas tanks in all the districts. According to Stores, we're fully stocked with poles, cross arms, transformers, and rain gear.

CUT TO:

SCENE 17

INTERVIEW. CHARLIE BETZ – TECHNICAL OPERATONS DIRECTOR

CHARLIE BETZ (V.O.)

Things like cash -

CUT TO:

SCENE 18

INT. COMMAND CENTER - LATER MORNING - 5AM

The VP turns to KIM, who is in charge securing emergency operating funds.

VP

We're going to have a lot of hungry crews to feed over the next few days. Kim, have we got money coming?

KIM

Yeah, Treasury's aware.
We've got money coming.

CUT TO:

SCENE 19

INTERVIEW. CHARLIE BETZ – TECHNICAL OPERATONS DIRECTOR

CHARLIE BETZ (V.O.)

Having the media folks over here so we know how we're gonna handle communications with the outside -

CUT TO:

SCENE 20

INT. COMMAND CENTER - LATER MORNING - 5AM

The VP turns his attention to CHRIS, a company media representative.

VP

Chris, are the local area liaisons in place yet?

CHRIS

The local area liaisons are on their way to their county assignments. By the way, calls from the media are getting really heavy.

CUT TO:

SCENE 21

INTERVIEW. CHARLIE BETZ – TECHNICAL OPERATIONS DIRECTOR

CHARLIE BETZ (V.O.)

All of those things that you could prepare for.

CUT TO:

SCENE 22

INT. COMMAND CENTER - LATER MORNING - 5AM

The VP listens to another phone call from the field.

MALE PHONE VOICE #3

I've got line crews ready and willing to go to work in Dover but we've got a ton of trees down along Elm Street and we can't do a thing until we get some tree crews working.

The VP turns to TIM.

VP

Tim, we need twenty-five tree crews and as many spotters and guides as we can get. See what you can do.

Tim nods, gets up and leaves the room.

JANE

How long are we going to need the New York State Electric and Gas, Virginia Power and Metropolitan Edison crews?

VP

At least three days.

JANE

Then we'll need to bed them down.
I'll start making the arrangements.

VP

Good. Oh, Bob. Who do we have to run Boonton as a receiving center for the foreign crews and contractors?.

BOB

Ed Taylor ran it the last time. He did a good job.

VP

Alright. Call him and tell him to get a few days of clothes together and head over to Boonton. Make sure we fax over safety rules to give to the contractors.

CUT TO:

SCENE 23

EXT. NIGHT SKY. LIGHTNING BOLTS - (STOCK)

CUT TO:

SCENE 24

EXT. NIGHT. POWER LINES SPARKING - (STOCK)

CUT TO:

SCENE 25

INT. KITCHEN. EARLY MORNING - BEFORE DAWN

A woman is seated at kitchen table.. The room goes dark as power is cut.

CUT TO:

SCENE 26

INT. CUSTOMER SERVICE CENTER - EARLY MORNING

TED, a customer service representative, takes the woman's call.

TED

Good morning, Jersey Central Power and Light,
Ted speaking. How can I help you?

We HEAR the woman's voice over the phone.

WOMAN

I just lost my power.

TED

I see. May I please have your telephone number,
starting with the area code first?

He types information into the computer as the woman answers.

WOMAN

201-555-4546.

TED

Is the account at the location in the name of Sandra Thomas, 15 Elm Street, Hopewell?

WOMAN

Yes it is.

TED

I'll report this for you, Mrs. Thomas, and we'll take care of it as soon as possible.

WOMAN

When will I get my lights back?

TED

Our crews are out working now, but unfortunately it's too early to tell.

WOMAN

OK, thank you.

TED

Thank you for calling.

CUT TO:

SCENE 27

INT. CUSTOMER SERVICE CENTER - EARLY MORNING

Close up of Ted's hands on the computer keyboard as he enters information.

CUT TO:

SCENE 28

INT. CUSTOMER SERVICE CENTER - EARLY MORNING

Close up of Ted's computer screen showing the woman's information being entered.

CUT TO:

SCENE 29

INTERVIEW. CLIFF CUDNEY – VICE PRESIDENT, DIVISION OPERATIONS

CLIFF CUDNEY

Early in the storm, everybody's trying to call the Customer Service Center. It's incumbent upon us to get that restoration plan put together as quickly as possible because we have to tell the customers how long they're gonna be out of service.

CUT TO:

SCENE 30

INT. CUSTOMER SERVICE CENTER - EARLY MORNING

TED

The Hopewell Township area should be restored late tomorrow evening.

CUT TO:

SCENE 31

INT. CUSTOMER SERVICE CENTER - EARLY MORNING

A customer representative passes in front of the camera, momentarily obscuring the shot. As the rep passes, we see DAWN. Dawn maintains her composure while speaking with an irate customer.

DAWN

Yes sir, I know this is an inconvenience. But we have at least six thousand customers without power in your area. Our best estimate now is two days.

CUT TO:

SCENE 32

INT. CUSTOMER SERVICE CENTER - EARLY MORNING

Another keyboard and a set of hands. Tilt to another customer rep, PAMELA.

PAMELA

Yes ma'am. We have a record of the medical equipment in your home. I'm reporting your outage and we will try to get someone there as soon as possible.

CUT TO:

SCENE 33

NBC TV WEATHER REPORT – (STOCK)

AL ROKER

It looks pretty dangerous and we're not trying to scare folks, but this one could be one of the worst in recent memory.

CUT TO:

SCENE 34

EXT. DISTRICT OFFICE - GARAGE - EARLY MORNING

Driving rain pelts the garage area . Two linemen board their truck and get ready to head out into the storm.

CUT TO:

SCENE 35

INTERVIEW. DAN SCHEURER – GENERAL LINE SUPERVISOR

DAN SCHEUER

During a storm there's a multitude of things that go on, between trying to determine the extent of the damage, trying to determine the number of crews that are going to be needed.

CUT TO:

SCENE 36

INT. DISTRICT OFFICE - EARLY MORNING

Gail enters the office. She looks about in confusion at the people rushing about. AL, the Group Supervisor, enters. A LINEMAN rushes up to Al.

LINEMAN

Al! Al! Lone Pine is clear. What's next?

AL

I want you to go back out in two minutes, but I've got to talk to Wayne first, alright?

LINEMAN

Alright.

The lineman exits. Al heads towards Gail and bumps her as he passes.

AL

Excuse me. Sorry.

Gail manages to catch the attention of another employee, LIZ.

GAIL

Excuse me, I'm here to work storm duty. I was wondering where to leave my things and who to see about a job assignment?

LIZ

Sure. You can leave your stuff in the ladies' room, up the stairs in back.

GAIL

Ok.

LIZ

Our Line Supervisor is John Williams. That's him over there.

Liz points to JOHN.

LIZ (CONT'D)

He's the one to see about your job assignment.

GAIL

Thanks.

Gail sheds her coat as she heads towards the ladies' room.

CUT TO:

SCENE 37

INT. LIVING ROOM – DAY – (POST STORM INTERVIEW)

GAIL

What was my impression of the district office
that first morning of the storm?

She laughs.

CUT TO:

SCENE 38

INT. DISTRICT OFFICE - EARLY MORNING

Al is speaking to DONNA, the Senior Operating Clerk, and BILL, the Statistician. An employee thrusts a report into Al's hands.

Al

We've got a new outage on Clark Street.
It's a life support. Who can we send?

BILL

4517 just called in. They're free.

CUT TO:

SCENE 39

INT. DISTRICT OFFICE - EARLY MORNING

Close up of Donna's radio receiver.

MALE RADIO VOICE

4523 to Dover. We had a primary down at pole BT45. It also blew a 40K fuse on pole BT71. Restored at 3:55. Over.

CUT TO:

SCENE 40

INT. DISTRICT OFFICE - EARLY MORNING

Close up radio's transmit button. Donna's hand enters and keys the radio. We pull back to see Donna.

DONNA

Roger, Stand by.

CUT TO:

SCENE 41

INT. DISTRICT OFFICE - EARLY MORNING

AL

(to Bill, referring to the radio message Donna received)

Bill, did you get that?

BILL

Got it.

CUT TO:

SCENE 42

INT. DISTRICT OFFICE - EARLY MORNING

EDDIE, a Spotter, returns from the field, shaking the rain from his coat. He reports to Al.

EDDIE

I checked that wire down on North Street.
It was just a telephone line.

Al is relieved. He thanks Eddie.

CUT TO:

SCENE 43

INTERVIEW. BARBARA MATERO – SENIOR OPERATING CLERK

BARBARA MATERO

When they come in they're gonna see a lot of bodies
in this office. They'll see several clerks at CRTs.
We have to man the phones, we have to man the radios.

CUT TO:

SCENE 44

INT. DISTRICT OFFICE - EARLY MORNING

Donna leans from her cubicle and yells to WAYNE, the Restoration Engineer.

DONNA

Wayne! 4506 just finished with that call
in Victory Gardens.

Wayne grabs a bunch of work orders from a bin.

WAYNE

Tell them not to leave. We just got two more
outage reports there.

CUT TO:

SCENE 45

INT. DISTRICT OFFICE - EARLY MORNING

The CREW CHIEF hands a work order to Liz.

CREW CHIEF

We've got an outage over on Michigan Street.
Would you take the guys over and cover this one?

LIZ

Ok.

Liz walks to a group of waiting linemen.

LIZ (CONT'D)

Follow me.

CUT TO:

SCENE 46

INT. DISTRICT OFFICE - EARLY MORNING

SUZANNA, another office employee, has just taken a phone call from a crew in the field. She shouts a question to Al.

SUZANNA

Hey Al! The guys from 5204 have been out for six hours.
Can they take their break now?

AL

Didn't they eat yesterday? Only kidding.

CUT TO:

SCENE 47

INTERVIEW. BARBARA MATERO – SENIOR OPERATING CLERK

BARBARA MATERO

So when they come in, they're gonna look around and think, "My god, this is chaos!" But it's not.

CUT TO:

SCENE 48

INT. DISTRICT OFFICE - EARLY MORNING

The camera arcs around Gail. She is shocked by the noise and activity in the office. She mouths the line, "My God, this is chaos."

CUT TO:

SCENE 49

INTERVIEW. CHARLIE BETZ – TECHNICAL OPERATIONS DIRECTOR

CHARLIE BETZ

You have probably ten times as many people in that office as would be there on a normal day; it seems like everyone is scurrying around trying to do a million things.

CUT TO:

SCENE 50

INT. JOHN'S OFFICE - EARLY MORNING.

John is on the phone, speaking to the command center in Morristown.

JOHN

I just got three more tree crews but I could use five more. I need you to get me line crews, twenty-five more if you can swing it.

Gail enters as John hangs up the phone.

GAIL

John?

JOHN

Yes?

GAIL

I'm Gail Taylor. I was told to report here for storm duty.

JOHN

Well, let's put you to work, then.

He yells to Donna, who is standing outside his office.

JOHN (CONT'D)

Donna! Got some help for you.

Donna enters.

JOHN (CONT'D)
(to Gail)

Donna's our Operating Clerk. She'll set you up.

GAIL
(to John)

Thanks.

Donna and Gail exit.

CUT TO:

SCENE 51

INTERVIEW. RANDY BASHORE – DIVISION DIRECTOR, SHORE

RANDY BASHORE

Just make sure that people know you're there
and that you're ready to help and also define
what your past experiences have been to let
somebody know that you may have done
something before and could do it again.

CUT TO:

SCENE 52

INT. DISTRICT OFFICE - EARLY MORNING

DONNA

So tell me Gail, what can you do?
What training have you had?

GAIL

Well, I know computers and I've been trained
on outages.

DONNA

Great! You can relieve Suzanna.

Gail follows Donna to a nearby cubicle, where Suzanna is making computer entries.

DONNA

Suzanna, this is Gail.

Gail and Suzanna greet each other.

DONNA (CONT'D)
(to Suzanna)

You can take a break.

SUZANNA

Great, thanks. Let me log out.

Suzanna logs out of the computer.

SUZANNA (CONT'D)
(to Gail)

There you go, it's all yours.

Suzanna exits.

DONNA

You've got a whole bunch of outages here that need to be closed out. Start with these. While you're closing out, I'll be taking in the new ones.

Donna leaves. Gail starts working.

CUT TO:

SCENE 53

INT. LIVING ROOM – DAY – (POST STORM INTERVIEW)

GAIL

So I started closing out outages. And I became an expert at it, because that's what I did for the next 36 hours.

CUT TO:

SCENE 54

EXT. DAY. STORM DAMAGE - JCP&L CREWS AT WORK – (STOCK)

NEWS ANNOUNCER

And all you have to do is look out the window to see the big story this afternoon is still the weather. New Jersey is a disaster area. Widespread flooding is reported along the coast and in low lying areas and winds continue to gust well over 40 miles per hour. Downed trees and utility wires are everywhere. Line crews are working around the clock to restore power to thousands of customers affected by the storm. It may be days before everything is back to normal.

CUT TO:

SCENE 55

INT. DISTRICT OFFICE - LATE MORNING

Various shots: Gail interacting with office staff; at work at computer, taking a long breath and looking at the action around her.

GAIL (V.O.)

I didn't get a chance to relax very much those first 36 hours, but every once in a while, when I did get a chance to take a breath and look around me, I realized that this office wasn't in chaos at all. In fact, everybody had a specific job to do, just like I did.

CUT TO:

SCENE 56

INT. DISTRICT OFFICE - LATE AFTERNOON

John is in the middle of a phone call.

JOHN

Do you have any word on the extra crews we're waiting for?

He puts a hand over the mouthpiece and speaks to someone off-camera, as if he is speaking to an interviewer.

JOHN (CONT'D)

I'm the General Line Supervisor. I run this district office. During a storm emergency I work the phones quite a bit. I talk to any customers who want to talk to me. And I keep in touch with my Division Director. As a matter of fact, that's who I'm waiting for right now.

He hears the Division Director come on the line. John's attention is now back on his phone call.

JOHN (CONT'D)

Yes Don. Twenty-five line crews on the way? Three hours? Great!

CUT TO:

SCENE 57

INT. DISTRICT OFFICE - LATE AFTERNOON

A close up of a radio speaker. Pan to Donna. She is listening to an incoming message.

RADIO VOICE

4523 to Dover. Restored service on Garden Street
in Wharton. Can we break for dinner?

Donna hits the transmit key.

DONNA

Dover to 4523, standby.

She directs her attention to someone just off-camera, as if she's being interviewed.

DONNA (CONT'D)

I'm the Operating Clerk. You could say I'm the
Line Supervisor's right hand - the "office manager".
I make sure all the information coming into this
office gets to the people who need it, and I
assign jobs to the employees who come in to
work storm duty.

She turns and yells to Al.

DONNA (CONT'D)

Al! 4523 finished in Wharton, can we send
them to dinner?

CUT TO:

SCENE 58

INT. DISTRICT OFFICE - LATE AFTERNOON

Al is looking at a system map with WAYNE, the Restoration Engineer. Wayne is holding a collection of outage reports. Al turns to answer Donna.

AL

Yeah, let them go.

He turns his attention back Wayne, the map and the outage reports. He points to the map to indicate where the outages are located.

AL (CONT'D)

This fuse is here, and this one is here.
Ok, this is really one outage.
Group them together.

WAYNE

You got it.

Wayne exits. Al turns and, as if responding to an interviewer, speaks to someone off-camera.

AL

I'm the Group Supervisor. It's my job to oversee the line crews. Usually I'm out in the field, but I also stay here in the office to help trace outages and organize work for the line crews.

CUT TO:

SCENE 59

INT. DISTRICT OFFICE - LATE AFTERNOON

Wayne completes some paperwork. He turns and, as if responding to an interviewer, speaks to someone off-camera.

WAYNE

I'm the Restoration Engineer. I deal with paperwork - lots of it. I take the outage reports generated by the computer and group them by area. This helps us use our crews efficiently.

CUT TO:

SCENE 60

EXT. DAY. STORM DAMAGE - JCP&L CREWS AT WORK – (STOCK)

NEWS ANNOUNCER (V.O.)

The question a lot of people are asking is, "when will power be restored?" Line crews are continuing their repairs tonight, but it looks like it will be several days before life returns to normal.

CUT TO:

SCENE 61

INT. DISTRICT OFFICE - EARLY EVENING

A PIZZA DELIVERER enters and approaches Donna's desk.

PIZZA DELIVERER

You ordered the pizza?

Everyone in the office reacts excitedly to the arrival of the pizza. They are all starved and tired.

CUT TO:

SCENE 62

INT. DISTRICT OFFICE GARAGE - EVENING

A line truck backs into the garage.

CUT TO:

SCENE 63

INT. DISTRICT OFFICE HALLWAY LEADING FROM THE GARAGE - EVENING

A line crew walks quickly through hall.

CUT TO:

SCENE 64

INT. DISTRICT OFFICE - EVENING

Gail is listening to John, who is off screen.

JOHN (O.S.)

Is it what you expected?

GAIL

It's a little hectic, but I'm ok.

The line crew enters. One of the crew, JIM, pauses. While the others pass, he speaks to someone off camera, as if he's being interviewed.

JIM

We're line personnel. There's a lot of damage out there:
downed power lines, blown transformers and fuses.
My crew and I are here to make the physical repairs
needed to restore service .

Jim turns and speaks to everyone in the room.

JIM (CONT'D)
(jokingly)

Hey everybody, the cavalry has arrived.
Where do you want us?

People laugh at the mention of "cavalry."

AL

Wayne, you got those IO's for Dewey Avenue?

WAYNE

Yeah, coming right up.

Wayne hands papers to Liz.

JOHN

Liz, take these guys over to Dewey Avenue.

LIZ

Ok, John.

Liz's attention turns from John and, as if being interviewed, speaks to someone off camera.

LIZ (CONT'D)

I'm here to work as a guide. During a storm we get a lot of crews who aren't familiar with our area. I take them where they have to go and stay with them until they're finished.

She turns and walks to the line crew.

LIZ (CONT'D)

Ok, let's go.

They exit.

CUT TO:

SCENE 65

INT. DISTRICT OFFICE - EVENING

We see a close up of Bill's hand writing down truck assignments. We pull back to see Bill. As if being interviewed, he speaks to someone just off camera.

BILL

I'm the statistician. I keep track of where all our crews are and where they're going. To operate efficiently, we have to know where every person in the field is at any given moment.

CUT TO:

SCENE 66

INT. DISTRICT OFFICE - EVENING

Al hands a bunch of outage reports to Eddie.

AL

Eddie, I've got a bunch of individual orders here on Quaker Avenue with no associated "no lights". I need you to check it out.

EDDIE

On my way.

Eddie turns from Al and, as if being interviewed, directs his attention to someone just off screen.

EDDIE (CONT'D)

I'm a Spotter. I spend my time on the road looking for the causes of outages and checking on downed wires. The information I get gives the district a better picture of the storm damage we've suffered. Plus, you don't want to waste a line crew by sending them out on what might be a wild goose chase.

Eddie exits.

CUT TO:

SCENE 67

INTERVIEW. ELENA STYLES – SUPERVISOR, DIVISION ENGINEERING

ELENA STILES

Even though things just seem to happen and crews just seem to appear, it's really not the case. It's pretty well thought out and planned out and is very methodical in the tracking of the people and where they're going.

CUT TO:

SCENE 68

INT. DISTRICT OFFICE - EVENING

Gail has been taking advantage of a brief lull in the action to stretch her legs. Donna calls Gail over and hands her more paperwork.

DONNA

Gail! Things are starting up again.
Break time's over.

Gail gets back to work.

CUT TO:

SCENE 69

EXT. DAY. JCP&L LINE CREWS AT WORK – (STOCK)

NEWS ANNOUNCER (V.O.)

Continuing with our storm coverage, the good news this second day after the storm is that life is returning to normal. Jersey Central crews, with help from out-of-state crews, are continuing to make repairs and more customers are being returned to service.

CUT TO:

SCENE 70

INT. LIVING ROOM – DAY – (POST STORM INTERVIEW)

GAIL

After the first couple of days we knew exactly where power needed to be restored and what resources we had to enable us to make repairs. At that point it became a matter of just forging ahead, working 12-hour shifts, until all the lights were back on.

CUT TO:

SCENE 71

INT. DISTRICT OFFICE - DAY

Suzanna is on the phone, speaking to a customer.

SUZANNA

Hello, this is Jersey Central Power and Light.
Is your power on?

Suzanna smiles. The answer is obviously “yes.”

SUZANNA (CONT'D)

Okay, thank you.

CUT TO:

SCENE 72

INT. DISTRICT OFFICE - DAY.

Gail phones another customer.

GAIL

Yes, this is Jersey Central Power and Light.
I'm just calling to see if your lights are back on.

Gail smiles. Again, the answer is obviously “yes.”

GAIL (CONT'D)

Ok, thank you.

CUT TO:

SCENE 73

NBC TV WEATHER REPORT – (STOCK)

AL ROKER

You can see clear skies on top of us, those are getting ready to move on through, big area of high pressure will be drifting off the east coast.

CUT TO:

SCENE 74

INT. LIVING ROOM – DAY – (POST STORM INTERVIEW)

GAIL

I think it was a great experience. Don't get me wrong, I'm not looking forward to another storm anytime soon. But I really felt like I was part of a great team. A team that served Jersey Central's customers well during a very trying time.

CUT TO:

SCENE 75

INT. GAIL'S HOUSE – FOYER - DAY

Gail enters the house and is met by her husband.

HUSBAND

So, it's all over?

GAIL
(exhausted)

All over.

HUSBAND
(jokingly)

You fixed all the lights?

GAIL
(smiling)

Well, I helped.

FADE OUT.

THE END