

# A NEW DAY FOR JEA

*A look back at 2023, as we plan for a bright future*

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# A NEW DAY FOR JEA



# LEADERSHIP MESSAGE

From Chairman of the Board Robert Stein and Managing Director & CEO Jay Stowe

**At JEA, we are proud of what our 2,100+ team members accomplished in 2023 to fulfill our mission of improving lives and building community. The energy and water services we provide are foundational to more than one million residents and businesses who live and work in Northeast Florida. We remain steadfast in our commitment to our customers, determined to become the best utility in the nation. Our values of safety, respect, and integrity guide and direct our daily work.**

## Our Future Energy Goals

Among the significant accomplishments of the past year, we're proud of the work we did and the path set by our electric Integrated Resource Plan. Along with a group of community stakeholders, we examined Jacksonville's energy needs for the next three decades. Our efforts culminated in the development of a plan that we will continue to revisit and update as energy technologies evolve. We are grateful for the time, commitment and integral contributions members of the community shared with us to create this roadmap. We've set ambitious targets—35 percent clean energy in our supply portfolio by 2030—while ensuring reasonable rates and system reliability. Achieving our goals will result in an 80 percent reduction in JEA's overall carbon emissions from 2005 levels.



**35% clean energy  
by 2030**

## Expanding Our Energy Mix

As part of our plan to significantly increase renewables in our energy mix, JEA is working with vendors who will manage four solar farms (totaling 280 megawatts of additional renewable capacity) on JEA property in Duval County. Beyond these solar sites in our service territory, we also are receiving solar power through purchase power agreements and carbon-free nuclear energy from Plant Vogtle in Georgia.



Four solar farms  
= 280 MW additional  
renewable energy





The JEA H2.O® Purification Center



The H2.O® Purification Center will be on Jacksonville's Southside.

### Advances in Water Purification

JEA moved forward with a thoughtful, phased approach to exploring water purification in an effort to provide lasting solutions for our region. This will help ensure the sustainability of our underground aquifer, while continuing our state-mandated steps to reduce treated water discharges into the St. Johns River watershed. The phased project, which began with research in 2014, is called H2.O®, a nod to providing the 2.0 version of water supply. We will help provide a sustainable water future by taking water our customers use, purifying it through multi-barrier technology, and returning it back to the aquifer. In 2023, we began construction work for the JEA H2.O® Purification Center, which will house this industry-leading process, educate the public, train JEA team members, and help us ensure a sustainable water supply for future generations here in Northeast Florida.

### Sustainable Solutions Lab at UNF

In 2023, JEA made a five-year financial commitment to establish the JEA Sustainable Solutions Lab as part of the University of North Florida's College of Computing Engineering and Construction. As JEA prepares for a more sustainable future, collaborations like these are critical to developing a workforce prepared to meet our community's energy and water needs. This investment will benefit UNF students, JEA and our entire Northeast Florida community.



Photo courtesy University of North Florida

## JEA's New Headquarters



HQ uses 42% less water than a conventional office.



Another measure of JEA's commitment to sustainability is our new headquarters, which opened in April. The building received LEED Gold Certification for building standards in energy efficiency. It is designed to use 42 percent less water than a conventional office. This will result in savings of more than 500,000 gallons of potable water per year, the equivalent consumption from 80 single-family homes. A Customer Solutions Center in the lobby of the seven-story building allows easy-to-use self-service kiosks, which accept cash, checks, credit and debit cards, and mobile wallets in a contemporary, customer-friendly setting. With the new headquarters, JEA continues providing exceptional customer service, attracting and retaining an engaged workforce and contributing to the vibrancy of an energized downtown Jacksonville.

## Customer Satisfaction Reaches New Heights



As a testament to our enhanced efforts to serve our business customers, J.D. Power recognized JEA as ranking highest in business customer satisfaction for service among mid-size utilities in the South in the 2023 Electric Utility Business Customer Satisfaction Study. The J.D. Power study measures electric utilities based on surveys of customers.

The rankings are a result of data collected from 17,683 utility customers surveyed during 2023. The survey results mark only the second time that JEA has received the top

business customer satisfaction ranking among mid-size utilities in the South, comprising eight utilities from seven Southern states. Nationally, JEA ranked third among mid-size utilities (serving between 50,000 and 89,999 business customers).

## Combating Supply Chain Challenges



As supply chain challenges impact utilities throughout Florida and the United States, JEA worked proactively

to continue to serve our customers and support economic growth.

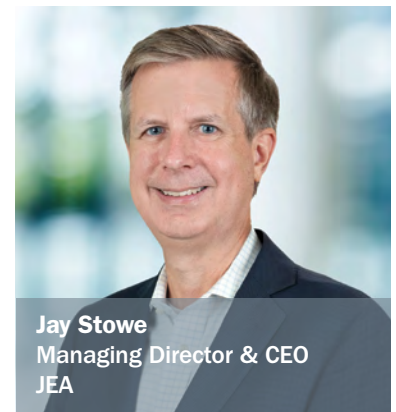
Leaders met regularly with the development community to understand and anticipate their short- and long-term needs. We also worked with manufacturers and suppliers and our internal leaders to find creative solutions to boost inventory levels and address disruptions. On the national level, Jay Stowe serves as co-chair of an Electricity Subsector Coordinating Council Supply Chain team, an effort by the federal government and electric power sector to understand and mitigate widespread electric grid supply chain shortages.

## Looking to the Future with Gratitude

We continue to be grateful for the opportunity to lead and represent JEA and the 2,100+ team members who serve our community every day. Looking to the future, we will continue in our commitment to our three biggest areas of focus: earning customer loyalty, delivering business excellence and developing an unbeatable team. As part of our goals, we want to ensure that doing business with us is as easy as possible. From board rooms to birthday parties, JEA is part of every day for every customer, counting on us to provide safe, reliable and sustainable services. We look forward to continuing our legacy as Northeast Florida's community-owned utility for generations to come.



**Robert Stein**  
JEA Board Chair  
President, The Regency Group



**Jay Stowe**  
Managing Director & CEO  
JEA



# BOARD OF DIRECTORS



# JEA AT A GLANCE

Timeframe: quarter ending 9/30/23

## Electric System

- 519,884 customers
- 905 square miles of electric service area
- 7,408 miles of distribution
- 744 circuit miles of transmission

## Electric Generation

- Northside Generating Station (NGS)
- Brandy Branch Generating Station (BB)
- Kennedy Generating Station (KS)
- Greenland Energy Center (GEC)

## Generation Technologies

- 2 circulating fluidized bed units (NGS)
- 1 oil/gas-fired turbine-generator unit (NGS)
- 4 diesel-fired combustion turbines (NGS)
- 1 combined cycle heat recovery steam generator unit (BB)
- 7 gas/diesel-fired combustion turbines (3 at BB, 2 at KS, 2 at GEC)
- 8 solar photovoltaic sites

## Electric Power Supply Mix

- Natural Gas 56%
- Purchased Power 26%
- Petroleum coke 9%
- Renewables\* 4%
- Coal 1%

## Water System

- 395,392 customers
- 100% groundwater supply
- 39 active WTPs
  - 29 major, 10 minor
- 2 re-pump facilities
- 136 active wells
- 2 major grids, 4 minor grids
- 4-county service area
- 5,119 miles delivery system

## Sewer System

- 315,293 customers
- 11 treatment facilities
  - 7 regional, 4 non-regional
- 1,616 pump stations
- 4,402 miles collection system

## Reuse System

- 26,902 customers
- 10 reclaimed water production facilities
- 2 storage and re-pump facilities
- 3 production and storage facilities
- 584 miles of pipe

## District Energy System

- 3 chilled water plants
- Total capacity: 19,900 tons

\*Included in this percentage is JEA's total investment in renewable energy, i.e. solar, landfill gas and biomass.

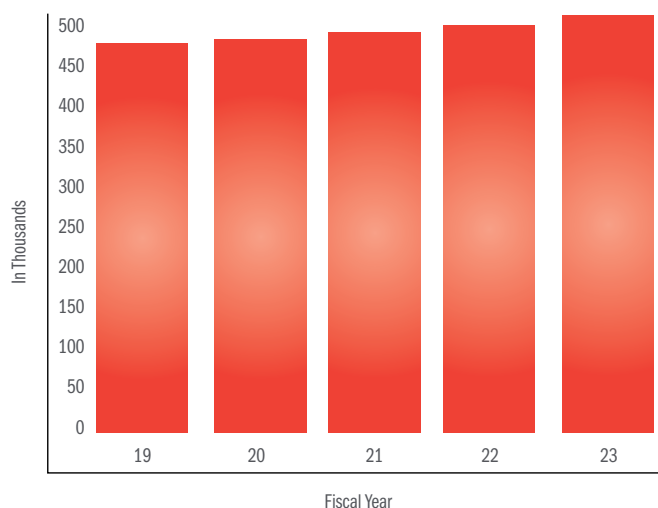
# FINANCIAL REPORT

# ELECTRIC FINANCIAL AND OPERATING HIGHLIGHTS

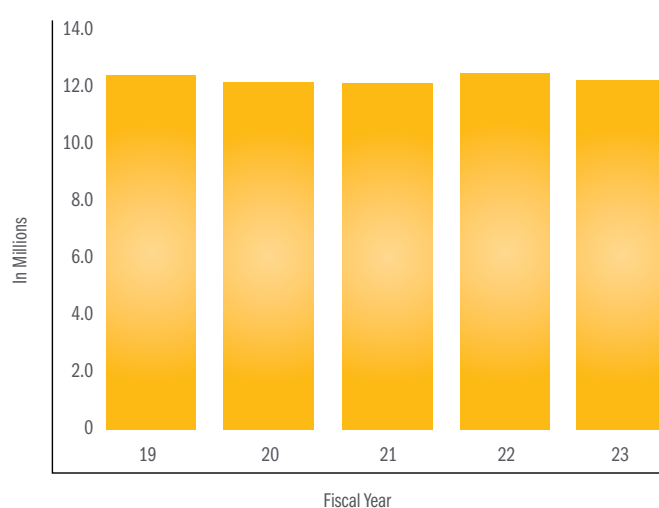
Years Ended September 30

	2023	2022	2021	2020	2019	% Change 2023-2022
<b>FINANCIAL HIGHLIGHTS</b>						
Total operating revenues (thousands)	\$1,324,028	\$1,534,816	\$1,308,982	\$1,241,506	\$1,300,208	-13.73%
Fuel and purchased power expenses (thousands)	\$711,072	\$771,954	\$475,461	\$376,011	\$465,573	-7.89%
Total operating expenses (thousands)	\$1,351,113	\$1,470,109	\$1,010,636	\$921,912	\$1,019,589	-8.09%
Debt service coverage:						
Senior and subordinated - Electric	3.72 x	5.55 x	5.17 x	4.79 x	2.81 x	-32.97%
Senior - Electric	6.50 x	10.03 x	11.80 x	10.68 x	6.51 x	-35.19%
Bulk Power Supply System	2.15 x	9.36 x	1.27 x	1.96 x	2.19 x	-77.03%
St. Johns River Power Park 2nd Resolution	1.15 x	2.31 x	1.15 x	1.15 x	1.19 x	-50.22%
<b>OPERATING HIGHLIGHTS</b>						
Sales (megawatt hours)	12,366,462	12,488,252	12,239,149	12,202,973	12,465,958	-0.98%
Peak demand - megawatts (60 minute net)	2,816	2,816	2,582	2,658	2,644	0.00%
Total accounts - average number	515,514	503,934	494,656	485,000	475,786	2.30%
Sales per residential account (kilowatt hours)	12,401	12,907	12,932	13,026	13,172	-3.92%
Average residential revenue per kilowatt hour	\$13.46	\$13.69	\$11.42	\$11.21	\$11.41	-1.68%
Power supply:						
Natural gas	58%	58%	62%	63%	49%	0.00%
Purchases	30%	29%	15%	3%	26%	3.45%
Coal	3%	6%	15%	12%	16%	-50.00%
Petroleum coke	9%	7%	8%	12%	9%	28.57%

Average Number of Electric Retail Accounts



Retail Megawatt Hour Sales

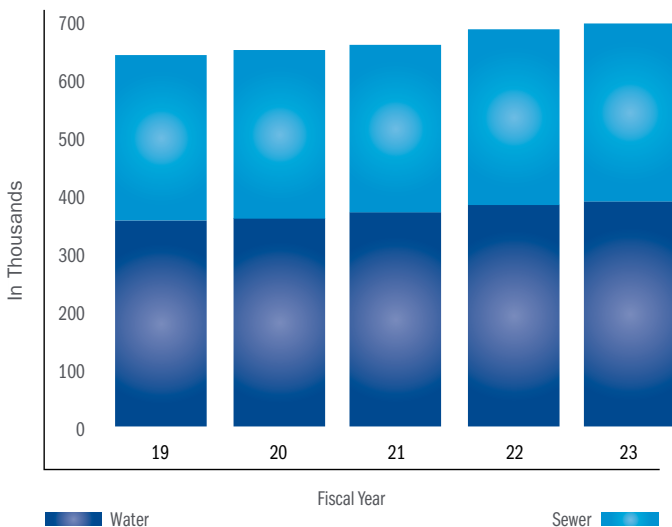


# WATER AND SEWER FINANCIAL AND OPERATING HIGHLIGHTS

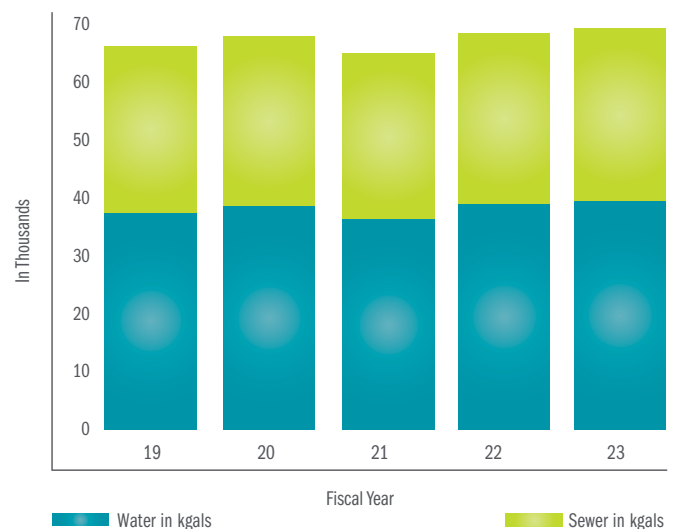
Years Ended September 30

	2023	2022	2021	2020	2019	% Change 2023-2022
<b>FINANCIAL HIGHLIGHTS</b>						
Total operating revenues (thousands)	\$538,308	\$509,862	\$471,430	\$483,859	\$463,817	5.58%
Operating expenses (thousands)	\$458,489	\$396,512	\$358,288	\$352,973	\$334,177	15.63%
Debt service coverage:						
Senior and subordinated	3.62 x	6.65 x	6.33 x	4.96 x	3.02 x	-45.56%
Senior	4.35 x	7.71 x	7.24 x	5.58 x	3.59 x	43.58%
<b>OPERATING HIGHLIGHTS</b>						
<b>WATER</b>						
Total sales (kgals)	39,733,861	39,208,877	37,180,568	38,271,797	37,696,072	1.34%
Total accounts - average number	391,859	383,481	373,075	363,597	355,635	2.18%
Average sales per residential account (kgals)	60.20	60.23	59.78	62.83	61.28	-0.05%
Average residential revenue per kgal	\$5.50	\$5.48	\$5.44	\$5.32	\$5.40	0.36%
<b>SEWER</b>						
Total sales (kgals)	29,666,832	29,252,868	28,139,524	28,160,202	27,726,796	1.42%
Total accounts - average number	311,873	303,550	293,870	285,104	277,815	2.74%
Average sales per residential account (kgals)	59.13	59.13	58.72	61.57	60.61	0.00%
Average residential revenue per kgal	\$9.40	\$9.38	\$9.45	\$9.26	\$9.30	0.21%
<b>REUSE</b>						
Total sales (kgals)	5,277,237	5,166,479	4,463,047	4,426,905	3,884,210	2.14%
Total accounts - average number	25,764	22,634	19,704	17,031	14,267	13.83%

Average Number of Water and Sewer Accounts



Water and Sewer Sales Volume



# FINANCIAL SUMMARY

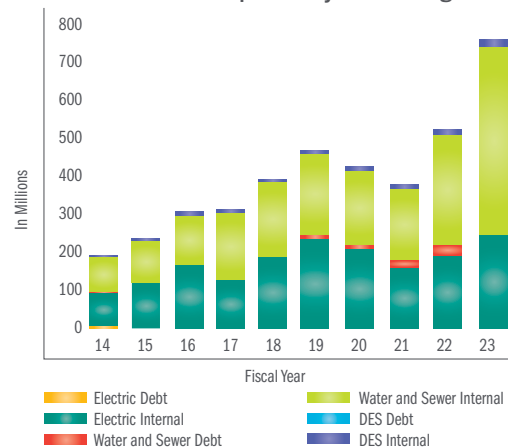
Combined Electric System, Bulk Power Supply System, St Johns River Power Park System, Water and Sewer and District Energy System (in thousands of dollars)

	2023-22	2022-21	2021-20	2020-19	2019-18
<b>Operating revenues:</b>					
Electric	\$1,276,715	\$1,491,097	\$1,267,212	\$1,203,688	\$1,259,815
Water and sewer	518,767	489,814	457,076	469,914	450,116
District energy system	11,934	8,516	7,704	8,235	8,504
Other	7,533	40,435	37,269	32,621	33,526
Total operating revenues	1,844,949	2,029,862	1,769,261	1,714,458	1,751,961
<b>Operating expenses:</b>					
Maintenance and other operating expenses	521,676	402,290	387,916	422,925	395,692
Fuel and purchased power	711,072	771,954	475,461	376,011	465,573
Depreciation	432,147	500,257	391,715	365,146	362,313
State utility and franchise taxes	83,809	83,892	70,966	69,769	71,569
Recognition of deferred costs and revenues, net	39,718	92,261	30,718	28,619	44,792
Total operating expenses	1,788,422	1,850,654	1,356,776	1,262,470	1,339,939
Operating income	56,527	179,208	412,485	451,988	412,022
<b>Nonoperating revenues (expenses):</b>					
Interest on debt	(109,275)	(114,707)	(120,911)	(141,213)	(175,046)
Earnings from The Energy Authority	23,603	29,731	15,378	2,848	2,412
Allowance for funds used during construction	25,853	13,866	9,305	19,713	14,099
Other nonoperating income, net	6,600	6,853	4,796	7,370	9,082
Investment income (loss)	27,787	(9,668)	2,165	15,721	39,745
Other interest, net	(7,744)	(1,343)	(23)	666	(1,626)
Total nonoperating expenses, net	(33,176)	(75,268)	(89,290)	(94,895)	(111,334)
Income before contributions and special item	23,351	103,940	323,195	357,093	300,688
<b>Contributions (to) from:</b>					
General fund, City of Jacksonville	(122,424)	(133,713)	(120,012)	(118,824)	(132,802)
<b>Capital contributions:</b>					
Developers and other	176,771	121,227	94,580	109,546	97,726
Reduction of plant cost through contributions	(112,236)	(74,016)	(54,299)	(76,558)	(68,188)
Total contributions, net	(57,889)	(86,502)	(79,731)	(85,836)	(103,264)
<b>Special item</b>	11,135	100,000	-	-	-
<b>Change in net position</b>	(23,403)	117,438	243,464	271,257	197,424
<b>Net position – beginning of year</b>	3,584,892	3,467,454	3,223,990	2,952,733	2,755,309
<b>Net position – end of year</b>	\$3,561,489	\$3,584,892	\$3,467,454	\$3,223,990	\$2,952,733

Total Operating Revenues and Expenses



Sources of Capital Project Funding

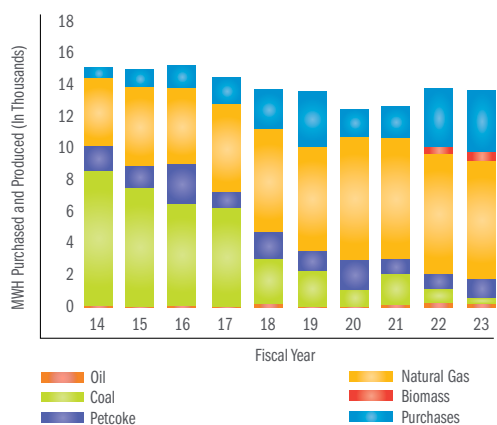


# FINANCIAL SUMMARY, CONTINUED

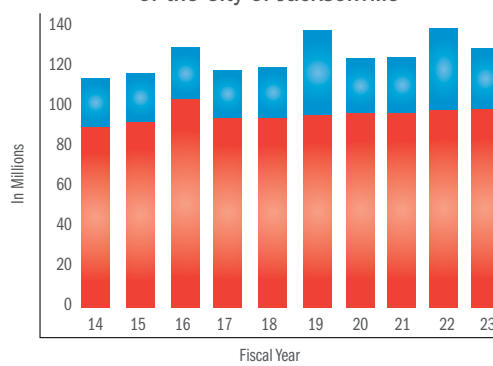
Combined Electric System, Bulk Power Supply System, St Johns River Power Park System, Water and Sewer and District Energy System (in thousands of dollars)

	2018-17	2017-16	2016-15	2015-14	2014-13
<b>Operating revenues:</b>					
Electric	\$1,267,202	\$1,382,206	\$1,321,713	\$1,324,883	\$1,431,167
Water and sewer	423,480	448,057	417,404	379,789	383,643
District energy system	8,348	8,185	8,337	8,778	8,682
Other	90,952	36,729	34,298	35,930	38,389
Total operating revenues	1,789,982	1,875,177	1,781,752	1,749,380	1,861,881
<b>Operating expenses:</b>					
Maintenance and other operating expenses	431,269	392,142	380,219	374,166	364,764
Fuel and purchased power	530,246	536,250	485,874	517,239	585,021
Depreciation	360,609	386,699	382,432	366,486	375,505
State utility and franchise taxes	70,027	69,683	71,244	72,510	72,221
Recognition of deferred costs and revenues, net	6,856	(4,075)	(1,527)	(11,168)	49,271
Total operating expenses	1,399,007	1,380,699	1,318,242	1,319,233	1,446,782
Operating income	390,975	494,478	463,510	430,147	415,099
<b>Nonoperating revenues (expenses):</b>					
Interest on debt	(166,508)	(182,992)	(184,457)	(198,199)	(223,736)
Earnings from The Energy Authority	4,074	6,335	6,136	1,461	3,567
Allowance for funds used during construction	11,764	11,774	9,407	5,723	3,894
Other nonoperating income, net	9,857	5,918	8,765	11,634	7,280
Investment income (loss)	11,826	10,576	14,225	12,904	20,546
Other interest, net	(1,825)	(451)	(403)	(68)	(38)
Total nonoperating expenses, net	(130,812)	(148,840)	(146,327)	(166,545)	(188,487)
Income before contributions and special item	260,163	345,638	317,183	263,602	226,612
<b>Contributions (to) from:</b>					
General fund, City of Jacksonville	(116,620)	(115,823)	(129,187)	(111,688)	(109,188)
Capital contributions:					
Developers and other	82,157	66,875	53,652	52,709	38,845
Reduction of plant cost through contributions	(54,114)	(42,069)	(31,632)	-	-
Water & Sewer Expansion Authority	-	-	-	(33,105)	-
Total contributions, net	(88,577)	(91,017)	(107,167)	(92,084)	(70,343)
Special item	(45,099)	-	-	151,490	-
Change in net position	126,487	254,621	210,016	323,008	156,269
Net position - beginning of year, originally reported	2,628,822	2,376,925	2,166,909	1,843,901	2,039,737
Effect of change in accounting	-	(2,724)	-	-	(352,105)
Net position - beginning of year, as restated	2,628,822	2,374,201	2,166,909	1,843,901	1,687,632
Net position - end of year	\$2,755,309	\$2,628,822	\$2,376,925	\$2,166,909	\$1,843,901

Fuel Sources



Contribution to the General Fund of the City of Jacksonville



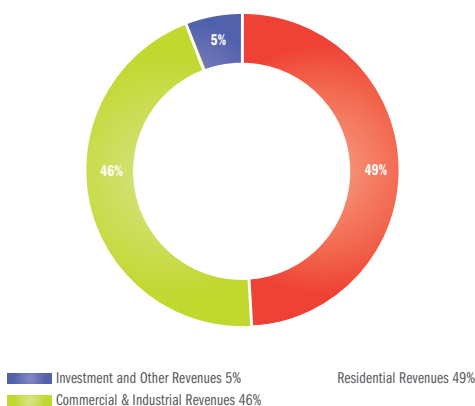
# OPERATING SUMMARY: ELECTRIC SYSTEM

Electric System, Bulk Power System and St Johns River Power Park

	2023-22	2022-21	2021-20	2020-19	2019-18
<b>Electric revenues (000s omitted):</b>					
Residential	\$760,374	\$785,986	\$644,639	\$624,078	\$629,355
Commercial and industrial	708,529	714,288	566,942	556,722	590,473
Public street lighting	15,423	15,039	13,821	13,410	13,176
Sales for resale	2,254	1,341	2,137	2,128	3,914
Florida Power & Light saleback	-	-	1	(1)	1,664
Total	1,486,580	1,516,654	1,227,540	1,196,337	1,238,582
<b>Sales (megawatt hours):</b>					
Residential	5,650,016	5,741,350	5,642,412	5,566,222	5,515,428
Commercial and industrial	6,608,722	6,674,205	6,518,435	6,562,365	6,793,557
Public street lighting	54,822	54,939	55,487	55,974	57,410
Sales for resale	52,902	17,758	22,815	18,412	99,563
Florida Power & Light saleback	-	-	-	-	-
Total	12,366,462	12,488,252	12,239,149	12,202,973	12,465,958
<b>Average number of accounts:</b>					
Residential	455,609	444,840	436,299	427,321	418,728
Commercial and industrial	55,895	55,105	54,381	53,750	53,204
Public street lighting	4,010	3,989	3,976	3,929	3,854
Total	515,514	503,934	494,656	485,000	475,786
<b>System installed capacity – MW (1)</b>	2,931	2,931	3,129	3,113	3,114
<b>Peak demand – MW (60 minute net)</b>	52%	56%	54%	56%	48%
<b>System load factor – %</b>	52%	52%	56%	54%	56%
<b>Residential averages – annual:</b>					
Revenue per account – \$	1,766.90	1,477.52	1,460.44	1,503.02	1,507.51
kWh per account	12,907	12,932	13,026	13,172	13,205
Revenue per kWh – ¢	13.69	11.42	11.21	11.41	11.42
<b>All other retail – annual:</b>					
Revenue per account – \$	1,668.92	1,766.90	1,477.52	1,460.44	1,503.02
kWh per account	12,401	12,907	12,932	13,026	13,172
Revenue per kWh – ¢	10.86	10.84	8.83	8.61	8.81
<b>Heating-cooling degree days</b>	3 4,004	3,937	4,012	4,015	4,294

(1) Includes JEA's 50% share of the SJRPP's two coal-fired generating units (638 net megawatts each) through closure in January 2018 and JEA's 23.64% share of Scherer's 846 net megawatt coal-fired generating Unit 4 through December 2021. System installed capacity is reported based on winter capacity.

Electric System Revenue Sources





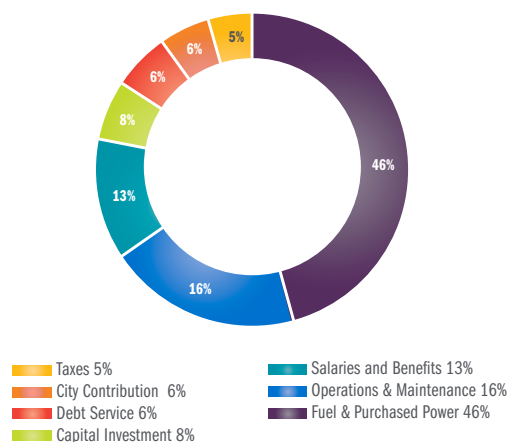
# OPERATING SUMMARY: ELECTRIC SYSTEM, CONTINUED

Electric System, Bulk Power System and St Johns River Power Park

	2018-17	2017-16	2016-15	2015-14	2014-13
<b>Electric revenues (000s omitted):</b>					
Residential	\$618,171	\$584,663	\$599,009	\$619,897	\$608,983
Commercial and industrial	594,395	587,972	597,796	627,547	632,121
Public street lighting	12,873	13,069	13,488	11,982	13,943
Sales for resale	5,474	21,813	31,210	32,424	34,700
Florida Power & Light saleback	30,767	128,737	130,053	128,475	159,747
<b>Total</b>	<b>1,261,680</b>	<b>1,336,254</b>	<b>1,371,556</b>	<b>1,420,325</b>	<b>1,449,494</b>
<b>Sales (megawatt hours):</b>					
Residential	5,414,721	5,108,945	5,328,245	5,243,002	5,086,866
Commercial and industrial	6,851,803	6,725,201	6,847,583	6,767,836	6,636,445
Public street lighting	59,176	65,721	80,108	89,376	111,325
Sales for resale	74,069	300,903	474,352	417,361	473,695
Florida Power & Light saleback	332,467	1,693,082	1,856,198	1,862,122	2,003,682
<b>Total</b>	<b>12,732,236</b>	<b>13,893,852</b>	<b>14,586,486</b>	<b>14,379,697</b>	<b>14,312,013</b>
<b>Average number of accounts:</b>					
Residential	410,060	403,164	396,664	389,287	382,438
Commercial and industrial	52,573	52,060	51,472	50,867	48,999
Public street lighting	3,776	3,727	3,649	3,549	3,477
<b>Total</b>	<b>466,409</b>	<b>458,951</b>	<b>451,785</b>	<b>443,703</b>	<b>434,914</b>
<b>System installed capacity – MW (1)</b>	<b>3,084</b>	<b>3,722</b>	<b>3,722</b>	<b>3,759</b>	<b>3,759</b>
<b>Peak demand – MW (60 minute net)</b>	<b>3,080</b>	<b>2,682</b>	<b>2,674</b>	<b>2,863</b>	<b>2,823</b>
<b>System load factor – %</b>	<b>48%</b>	<b>53%</b>	<b>56%</b>	<b>51%</b>	<b>51%</b>
<b>Residential averages – annual:</b>					
Revenue per account – \$	1,507.51	1,450.19	1,510.12	1,592.39	1,592.37
kWh per account	3,205	12,672	13,433	13,468	13,301
Revenue per kWh – ¢	11.42	11.44	11.24	11.82	11.97
<b>All other retail – annual:</b>					
Revenue per account – \$	10,776.91	10,773.85	11,089.86	11,752.59	12,311.61
kWh per account	122,646	121,729	125,682	126,015	128,588
Revenue per kWh – ¢	8.79	8.85	8.82	9.33	9.57
<b>Heating-cooling degree days</b>	<b>4,256</b>	<b>3,737</b>	<b>4,117</b>	<b>4,159</b>	<b>3,998</b>

(1) Includes JEA's 50% share of the SJRPP's two coal-fired generating units (638 net megawatts each) and JEA's 23.64% share of Scherer's 846 net megawatt coal-fired generating Unit 4. System installed capacity is reported based on winter capacity.

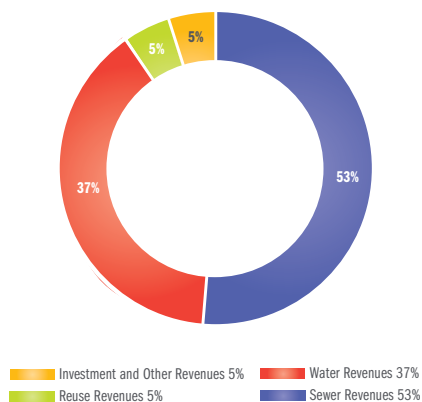
Electric System Revenue Uses



# OPERATING SUMMARY: WATER AND SEWER SYSTEM

	2023-22	2022-21	2021-20	2020-19	2019-20
<b>WATER</b>					
<b>Water revenues (000s omitted):</b>					
Residential	\$107,920	\$105,065	\$100,361	\$100,316	\$96,699
Commercial and industrial	49,970	49,302	47,429	47,011	47,619
Irrigation	34,291	34,510	31,666	35,030	34,800
Total	192,181	188,877	179,456	182,357	179,118
<b>Water sales (kgals):</b>					
Residential	19,632,070	19,168,978	18,448,336	18,839,990	17,921,588
Commercial and industrial	14,423,321	14,321,083	13,675,041	13,540,631	13,958,000
Irrigation	5,678,470	5,718,816	5,057,191	5,891,176	5,816,484
Total	39,733,861	39,208,877	37,180,568	38,271,797	37,696,072
<b>Average number of accounts:</b>					
Residential	326,119	318,284	308,626	299,872	292,460
Commercial and industrial	27,265	26,939	26,518	26,190	25,963
Irrigation	38,475	38,258	37,931	37,535	37,212
Total	391,859	383,481	373,075	363,597	355,635
<b>Residential averages - annual:</b>					
Revenue per account - \$	330.92	330.10	325.19	334.53	330.64
kgals per account	60.20	60.23	59.78	62.83	61.28
Revenue per kgal - \$	5.50	5.48	5.44	5.32	5.40
<b>SEWER</b>					
<b>Sewer revenues (000s omitted):</b>					
Residential	\$162,512	\$157,706	\$152,684	\$151,893	\$146,186
Commercial and industrial	114,093	114,448	111,255	109,682	110,724
Total	276,605	272,154	263,939	261,575	256,910
<b>Volume (kgals):</b>					
Residential	17,295,189	16,816,302	16,148,759	16,405,359	15,717,129
Commercial and industrial	12,371,643	12,436,566	11,990,765	11,754,843	12,009,667
Total	29,666,832	29,252,868	28,139,524	28,160,202	27,726,796
<b>Average number of accounts:</b>					
Residential	292,490	284,401	275,022	266,460	259,308
Commercial and industrial	19,383	19,149	18,848	18,644	18,507
Total	311,873	303,550	293,870	285,104	277,815
<b>Residential averages - annual:</b>					
Revenue per account - \$	555.62	554.52	555.17	570.04	563.75
kgals per account	59.13	59.13	58.72	61.57	60.61
Revenue per kgal - \$	9.40	9.38	9.45	9.26	9.30
<b>REUSE</b>					
<b>Reuse revenues (000s omitted):</b>	\$26,150	\$25,260	\$20,644	\$21,097	\$17,909
<b>Reuse sales (kgals):</b>	5,277,237	5,166,479	4,463,047	4,426,905	3,884,210
<b>Average number of accounts:</b>	25,764	22,634	19,704	17,031	14,267
<b>RAINFALL</b>					
<b>Inches</b>	50.07	59.32	56.40	60.97	45.95
<b>Days</b>	104	109	135	122	123

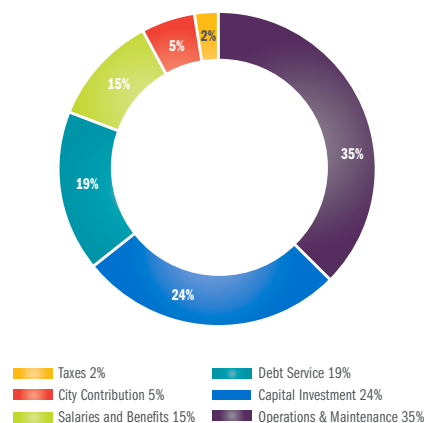
Water and Sewer System Revenue Sources



# OPERATING SUMMARY: WATER AND SEWER SYSTEM, CONTINUED

	2018-17	2017-16	2016-15	2015-14	2014-13
<b>WATER</b>					
<b>Water revenues (000s omitted):</b>					
Residential	\$91,954	\$96,615	\$89,946	\$86,215	\$83,014
Commercial and industrial	47,494	47,969	46,212	45,078	43,647
Irrigation	32,004	36,836	34,846	32,681	30,088
Total	171,452	181,420	171,004	163,974	156,749
<b>Water sales (kgals):</b>					
Residential	16,932,812	17,624,952	17,086,586	16,271,698	15,507,752
Commercial and industrial	14,023,130	13,402,094	13,343,376	12,870,984	12,131,400
Irrigation	5,230,617	6,218,142	5,927,957	5,415,602	4,829,184
Total	36,186,559	37,245,188	36,357,919	34,558,284	32,468,336
<b>Average number of accounts:</b>					
Residential	285,404	278,838	272,157	265,373	259,159
Commercial and industrial	25,702	25,423	24,698	23,951	23,722
Irrigation	37,053	36,755	36,284	36,028	35,827
Total	348,159	341,016	333,139	325,352	318,708
<b>Residential averages - annual:</b>					
Revenue per account - \$	322.19	346.49	330.49	324.88	320.32
kgals per account	59.33	63.21	62.78	61.32	59.84
Revenue per kgal - \$	5.43	5.48	5.26	5.30	5.35
<b>SEWER</b>					
<b>Sewer revenues (000s omitted):</b>					
Residential	\$139,174	\$143,967	\$135,288	\$129,976	\$125,526
Commercial and industrial	108,126	107,446	103,731	101,910	97,339
Total	247,300	251,413	239,019	231,886	222,865
<b>Volume (kgals):</b>					
Residential	14,623,682	15,225,124	14,614,026	13,934,981	13,269,638
Commercial and industrial	11,716,940	11,487,646	11,203,632	10,987,160	10,257,338
Total	26,340,622	26,712,770	25,817,658	24,922,141	23,526,976
<b>Average number of accounts:</b>					
Residential	252,531	246,187	239,738	233,203	227,216
Commercial and industrial	18,340	18,149	17,981	17,771	17,620
Total	270,871	264,336	257,719	250,974	244,836
<b>Residential averages - annual:</b>					
Revenue per account - \$	551.12	584.79	564.32	557.35	552.45
kgals per account	57.91	61.84	60.96	59.75	58.40
Revenue per kgal - \$	9.52	9.46	9.26	9.33	9.46
<b>REUSE</b>					
<b>Reuse revenues (000s omitted):</b>	\$13,659	\$13,216	\$10,267	\$7,378	\$5,533
<b>Reuse sales (kgals):</b>	3,119,739	3,290,311	2,644,046	1,783,730	1,300,838
<b>Average number of accounts:</b>	11,498	9,391	7,498	5,891	4,501
<b>RAINFALL</b>					
<b>Inches</b>	57.41	72.89	31.38	49.43	51.17
<b>Days</b>	120	98	98	114	114.00

Water and Sewer System Revenue Uses



# FINANCIAL STATEMENTS



**Building Community**

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