

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.

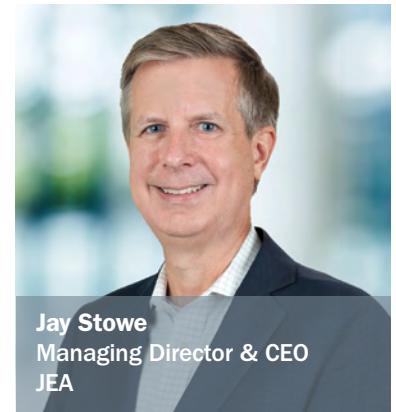
Leaders met regularly with the development community to understand and anticipate their short- and long-term needs. We also worked with manufacturers and suppliers and our internal leaders to find creative solutions to boost inventory levels and address disruptions. On the national level, Jay Stowe serves 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