



▶ YOUR COMMUNITY. YOUR **YOU**TILITY.

Look inside for ways to save on your utility bill!

(904) 665-6000
jea.com

Connect with us on



We're Glad You're Here.

This little guide gives you simple ways to save money, use less and get more from your utility service. Nice, right?

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For ways to save, to sign up for programs or if you ever need our help, we're just a few clicks away.

Visit us at jea.com.

Prefer to call? There's just one phone number you need to know:

(904) 665-6000

**Either way,
we're here and
ready to serve you.**

Connect with JEA at **NewsfromJEA** on your favorite social networks to get efficiency tips and other JEA news.



Ways to Save Energy, Water and Your Money

Find the electric vehicle that's right for you. Learn more at JEADriveElectric.com.



Ways to Manage Your Monthly Usage

jea.com



The Ways to Save section of jea.com has information to help you manage your energy and water usage, including tips and free resources from JEA on programs such as assessments and rebates. Learn how to save in the way that suits you best.

jea.com/waystosave

JEA Free Efficiency Assessment



Are your windows and doors properly sealed? To find out, schedule a free JEA energy efficiency assessment. Call (904) 665-6000 to have a JEA efficiency expert inspect your home and make energy-saving recommendations.

jea.com/assessments

JEA Free Irrigation Assessment



Is the controller on your pop-up sprinkler system programmed correctly? Our irrigation experts will evaluate your system and make recommendations. They'll also be happy to program your controller. Call (904) 665-6000 to schedule your free irrigation assessment.

jea.com/irrigation

Drive Electric—Drive Clean

Electric vehicles are fast, fun, affordable and efficient. Compared to gas-powered vehicles, EVs are cheaper and simpler to maintain and will cost you less to operate. EVs also eliminate carbon emissions.



JEA High-Bill Toolkit

Want to find out what affects your bill the most? Check out our High Bill Toolkit so you can be one step ahead of potential bill spikes.

jea.com/understand-my-bill



Rebates

JEA offers you rebates for energy-saving upgrades for your home. Learn about the latest rebate offers at jea.com/rebates. Own a business? Get commercial rebates at jea.com/commercialrebates



YouTube How-Tos

JEA's YouTube channel, NewsFromJEA, provides videos about energy efficiency, water conservation, renewable resources, community projects, and much more. Connect with us here to get the latest happenings from JEA.

YouTube.com/NewsFromJEA

jea.com

Visit us online for ways to save, safety tips and tools to manage your account.

Make a Payment

Report an Outage

Check Outage Updates

Track Your Usage

Choose Your Alerts, Notifications and More

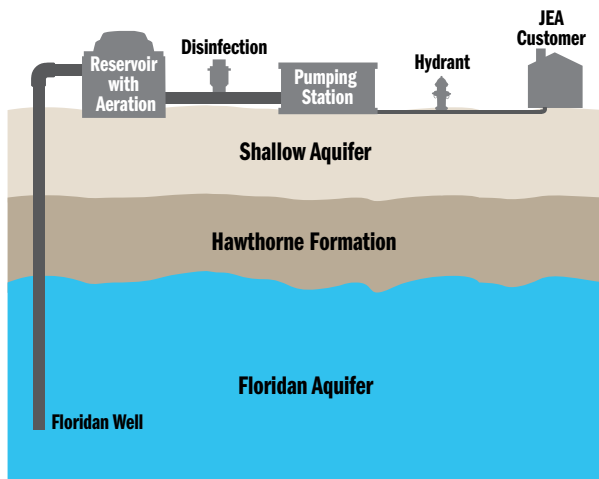
Available
24/7

Sign up for a free online account at jea.com/online-account. Follow the steps to sign up for your monthly eBill. Choose your alerts (email, voice or text) here, too. It's fast. It's easy. It's all at your fingertips.

Planting the right tree in the right place is one of the best ways to minimize tree trimming in your neighborhood. Not only do trees provide privacy, beauty and homes for many animals, but planting the right tree in the right place can also save you money on your utility bill. Learn more at jea.com/treeplanting.

The Supply and Quality of JEA Water

JEA gets its water from the pristine Floridan aquifer some 1,000 feet underground. Because the aquifer's water is naturally pure—the U.S. Geological Survey rates it among the best in the nation—it requires only minimal treatment. Public water systems like JEA are closely monitored by the Environmental Protection Agency and the Florida Department of Environmental Protection. In conjunction with these agencies, JEA publishes an annual Water Quality Report that summarizes the results of the more than 45,000 water quality tests we perform each year to ensure that our community's drinking water is of the highest quality. View the latest report at jea.com/waterqualityreport.



Watering Days

Because the Floridan aquifer is such an excellent natural resource, JEA works hard to preserve it. So does a state agency called the St. Johns River Water Management District. SJRWMD has imposed lawn-watering restrictions specifying the days when you may water your yard. These days depend on whether you have an odd- or even-numbered address and the time of the year. Learn more at jea.com/wateringdays.

Smart sprinkler controllers that connect to the internet are a great way to keep tabs on your home irrigation system from anywhere in the world. Some controllers even adjust your watering schedule automatically between seasons when water restrictions change.



Watering Tip:

Water your lawn between 6 and 10 a.m. If you wait until later, much of the water may be lost to evaporation.



Reclaimed Water

JEA produces reclaimed water, which is highly treated wastewater used to irrigate your lawn. It's not meant for anyone to drink, but it does a fine job quenching thirsty lawns and preserving the Floridan aquifer. Just look for the purple pipes. Because it's so highly treated, JEA reclaimed water costs more than potable water, but we think it's worth it to preserve our aquifer. Learn more at jea.com/reclaimed.

JEA began a reclaimed water program in 1999. Since then, JEA's reclaimed water use increased from one million gallons per day to more than 20 million gallons per day in 2021.



Tiered Water Rates

JEA's water rates are tiered to encourage conservation. Use less. Save more.



For more information about how our tiered water rates—and our electric rates—work, visit jea.com/rates.

Backflow Preventers

Do you have an irrigation system? Chances are you have a backflow preventer. These devices prevent irrigation water from contaminating the public drinking water supply. State environmental regulations require testing of residential irrigation service backflow preventers every two years. Learn more at jea.com/backflow.

This little device has a big job to do. Got a question about your backflow preventer? Send us an email at backflow@jea.com.



How to Read Your JEA Bill

Our bill is broken down in detail on jea.com/yourbill.

Account Number

You'll need this if you pay at a JEA authorized payment location. Also, be sure to include it on your check when you mail in a payment.

JEA Service Summary

This is a summary of the electric, irrigation, sewer and water charges, based on your usage. Look on the back of your bill for a more detailed explanation of charges.

How Much and When?

This is the amount you need to pay by the date shown.

Bill Messages

Here's where you'll find easy-to-follow energy- and water-saving tips and any other important information you need to know.

Ways to Pay

Here you'll find the different ways you can pay your JEA bill—quick, easy and hassle-free.

Monthly Educational Messaging

Each month you'll find messaging on a variety of topics that are of interest to customers; things from conservation tips, to streetlight outages to storm preparation.

Month	This Month	Average Daily
Apr	792	27
May	4,000	136

Consumption Chart

Here's where you can compare your consumption month to month or for the same time last year.

Neighbor to Neighbor/ Prosperity Scholarship Fund

Check this box to make a recurring, tax-deductible monthly donation to Neighbor to Neighbor—a JEA program that helps customers in need pay their utility bill—or the Prosperity Scholarship Fund that helps students attend college.



PUBLIC JOHN Q
123 MAIN STREET
JACKSONVILLE FL 12345-6789

*** JEA ***
PO BOX 45047
JACKSONVILLE FL 32232-5047

2240394823440400000000000400001668901010000000400011

We're All About Choice!

Choose a way to pay that's easy and convenient for you. Cash. Check. Credit Card. Debit Card.

Receive an eBill: Sign up at jea.com/ebill

Choose the type of alerts you'd like to receive from us. Sign up at jea.com/alerts.

SolarSmart: Solar Power. For Everyone.

Support solar energy without installing solar panels on your home. Simply choose to have from 1 to 100 percent of your energy come from local solar farms. Learn more at jea.com/solarsmart.



By Mail

Send a check or money order along with your account number to JEA, P.O. Box 45047, Jacksonville, FL 32232-5047.



By Phone

You can pay by phone 24/7. Call (904) 665-6000 and follow the prompts.



Online or Mobile Device

Need to pay your bill on the go? Go to jea.com from your computer or mobile device. When you sign in, go to "Manage My Account" to sign up to receive a monthly eBill and/or to pay online. Or you can go to your bank's website to pay.



In Person

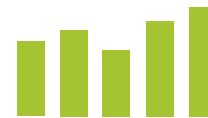
If you prefer to pay in person, use one of these options:

- Publix, Walgreens, Gate, Walmart and other Western Union locations (use Find Location on your mobile device or go to jea.com/paymentlocations).
- Visit JEA's Customer Solutions Center, 225 N. Pearl Street. JEA will provide customer parking vouchers for the nearby Duval County Courthouse Garage, 151 Clay St.



JEA AutoPay

With JEA AutoPay, you'll pay your bill on time, every time by allowing JEA to automatically withdraw your balance due from your bank account. jea.com/AutoPay



JEA MyBudget

JEA's MyBudget takes the seasonal highs out of your bill, dividing your annual energy costs into 12 monthly payments, so you will pay about the same amount every month. Find out more at jea.com/MyBudget



Guest Pay

JEA's Guest Pay program allows you to pay another customer's utility bill. jea.com/guestpay

My JEA Utility Tracker

It's one very cool savings and efficiency tool.

Once you create an online account at jea.com, sign in and click on "Enter Utility Tracker" to access a wealth of energy and water efficiency information. Get suggestions on how to lower your monthly utility bill that are tailored to your home and lifestyle.

The first thing you'll want to do is create a home profile. The more information about your home that you enter, the more customized your Tracker will be. You can compare your utility usage to similar types of homes and set alerts based on how much you have spent to date or how much energy and water you have used so far during the month. This tool can help you stay within your budget and show you how you can control your usage. Find out more at jea.com/tracker.



Make Sure You're Safe Around Electricity

It doesn't happen often, but should you see a downed power line, avoid it! Also, keep these tips in mind when you're working on a project at home that involves electricity.

Call before you dig! 8-1-1 is a free notification service for anyone digging, drilling or excavating. Find out more at jea.com/dig.



Think Safety!

1

If you're in a car accident involving a power line, stay inside your car until help arrives. If you step out, your body could become a path for the electricity. Likewise, if you witness an accident involving power lines, do not approach to help. You could be electrocuted. Call 9-1-1.

2

Always turn off the correct circuit breaker in your home before starting a project involving electricity. Make sure no one turns it back on before your project is completed.

3

Look UP before working outdoors. Check for overhead electric wires before trimming trees, cleaning gutters or doing any chores that could bring you or your tools in contact with electrical wires.

4

Call before you dig! 8-1-1 is a free notification service for anyone planning on digging, drilling or excavating. Digging into underground power lines can be deadly. Call 8-1-1 between 7 a.m. and 5 p.m., Monday through Friday.

5

Make sure your children are safe around electricity, too. We have safety-minded games online at jea.com. We also offer free DVDs and booklets for all teachers in our service territory. Find out more at jea.com/schoolprograms

For more electric safety tips, go to jea.com/electric-safety

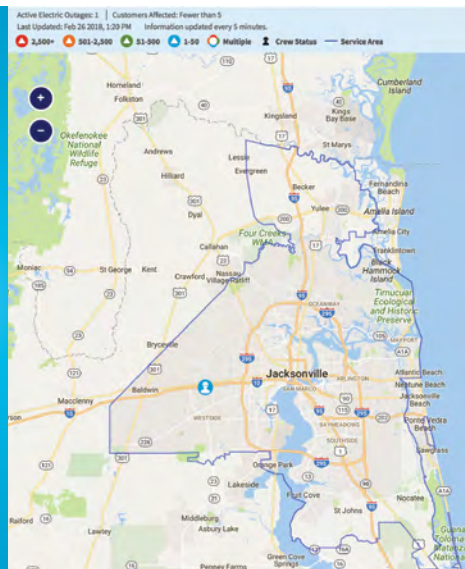
Here for You When You Need Us

We want our services to be there when you need them. But sometimes an outage will occur. It may be due to weather, an accident or a JEA improvement project that requires us to temporarily turn things off. If an outage is planned, we'll let you know ahead of time either by phone, email, letter or door hanger.

If you experience an unplanned interruption in service—other than during a hurricane or tropical storm—please report it right away. You can call us at (904) 665-6000 any time of the day or night, or report it online at jea.com/outage. We understand how inconvenient an outage can be, and we'll work hard to get your service back to normal as quickly as possible. Our team members work 24/7 in all kinds of weather.

You can also check our electric outage map on jea.com/outage

Use this map to see how widespread an outage is and whether crews are en route or on the scene correcting the problem. To make sure the outage map is updating, hit the refresh button on your computer or mobile device.



If You Lose Utility Service During a Major Storm

If our community experiences widespread storm-related outages, stay tuned to local news media for instructions. Listen to the latest news and follow us on Facebook for timely updates.

Restoration will come in steps. First, our teams will assess the damage at our facilities and plants. Then we will begin restoring service to critical facilities, such as hospitals and police and fire stations. Large blocks of customers come next, and then smaller groups of homes and businesses scattered throughout our service area. Find out more at jea.com/hurricane.

Who's Responsible for What?

After a storm, there are often questions about who is responsible for cleanup and repairs. JEA is responsible for repairing the actual meter and for replacing damaged electric service lines to the point where they attach to your home. JEA is responsible for the water line up to the meter.

In general, homeowners are responsible for hiring a licensed electrician to fix any issues where electric wires attach to the house. Homeowners also are responsible for hiring licensed plumbers to repair water lines between their house and the water meter or sewer lines. If these lines are damaged, repairs must be complete before we can restore power or water to your home.

Finally, it's good to know how to turn off your electric and water service in an emergency. Electric service can be shut down by switching off the main circuit breaker in your home. Water service can be temporarily suspended by turning off your home's main water line, usually located at the front of the house.

Hurricane Season

Be sure to have an emergency kit ready. As a rule of thumb, hurricane emergency kits should have enough food, water and supplies to get through 72 hours. That includes one gallon of water per person, per day for three days. Additionally, your kit should include:

- ✓ Cash
- ✓ A portable solar cellphone charger
- ✓ Medications
- ✓ Flashlights and extra batteries
- ✓ First aid kit
- ✓ Manual can opener for food cans
- ✓ Hand-cranked radio
- ✓ Battery-operated fan
- ✓ Pet food

If an evacuation order is issued, follow it. Make sure you know well in advance of a storm where you plan to take your family (and pets) if you have to evacuate. If you're heading to a shelter, take a change of clothes and some bedding.

If you're medically dependent on electricity, you need to register every year with the City of Jacksonville or your local county government to go to a special needs shelter. You also can register for transportation to one of these shelters. If you live in Jacksonville, register at jacksonville.gov.

Shelters that accept pets are also available, but these fill up fast. Pre-registration is key. Get the forms to pre-register your pet at jacksonville.gov. If you live in a neighboring county, check your county's official website for shelter and evacuation information. For more hurricane safety tips and resources, go to jea.com/hurricane.

Power Restoration Process

Once the height of the storm passes and weather reports indicate it is safe, JEA immediately enters the restoration phase of our emergency operations. Our "Restoration 1-2-3" process is designed to assess and repair our facilities and restore power across our 900-square-mile service territory as quickly and safely as possible. jea.com/restoration

RESTORATION 1.2.3

PHASE 1: PUBLIC SAFETY

PHASE 2: INDIVIDUAL CUSTOMERS

PHASE 3: FINAL REPAIRS

Need a Little More Time?

(Residential Customers Only)

We understand that unfortunate circumstances occur and sometimes you need more time to pay your bill. If you are unable to pay your bill by the due date, you can request an extension by signing in to your online account and clicking Request an Extension or by calling (904) 665-6000. A late fee may apply. If you still need assistance, call 2-1-1 or (904) 632-0600 to find a United Way agency that may be able to help. You may also request a payment arrangement by calling (904) 665-6000 or visiting jea.com/assistance, or by coming in to see us at JEA's downtown Customer Center at 225 N. Pearl Street.

We will also return your deposit to you—with interest—if you've gone one year without a returned check or disconnect.

Moving?

The fastest and easiest way to transfer service or stop service is by visiting jea.com/transferservice. You can also call (904) 665-6000 or visit our Customer Center, at 225 N. Pearl Street.



APPLICATION AND CONTRACT FOR SERVICE—Customers may review terms and conditions of service and policies on jea.com, or may call, write or email JEA to request a copy. Requesting utility service and JEA's acceptance to provide utility service, including the rendering of a bill, constitutes a binding contractual agreement between JEA and the customer, including each financially responsible person or entity as defined by applicable state, city and utility regulations and policies, whether or not service is listed in that individual's name.

We Want to Hear From You

If you have a comment or a question for us, we want to hear from you. If you have a concern about any of our programs or services, you can call us at (904) 665-5000, Monday - Friday, 7 a.m.–6 p.m., or visit us online at jea.com/contact.





Welcome to our community!



Building Community

As your community-owned utility JEA provides foundational services for our customers and community—**reliably, cost-effectively, and sustainably**. JEA's rates are among the lowest in Florida.

JEA builds community by investing in the infrastructure that will support growth for generations to come, and by being a dedicated environmental steward of our precious resources.

JEA team members also build community through their hearts of service. They give generously of their time and dollars to nonprofit organizations throughout the region. We all are proud to serve this community and thank you for the opportunity to do so.

So again we say, welcome to the community! We're glad you're here.

Search for **NewsfromJEA** on your favorite social networks to find up-to-date information and money-saving tips!

