

Talking Points for Keri Stewart VP, Customer Experience

Thank you so much for being a part of this event today.

We at JEA truly do consider this a vital partnership with you on behalf of your congregations. You share feedback and information that allows us to do a better job at “building community” – which is a big part of our mission here.

Today you’ve heard about some of the programs and initiatives we consider important.

From the Septic Tank Phase out, which will allow us to reduce the amount of harmful nutrients that affect the St. Johns River and other local waterways – to the JEA SolarSmart program that allow customers the opportunity to take advantage of solar power without any contract – we hope you can see our commitment to our community.

As a community-owned utility, JEA believes that we have a higher responsibility to reflect the community we serve. That’s why we are fully committed to diversity and cultural competency. Your participation each year in this event and throughout the year leading up to it, allows us to ...

Please remember that our conversation and communication doesn’t end here today. JEA has staff who would be delighted to come to your congregations and speak to your membership about the issues that concern them the most. We want to provide services that go beyond just electricity and water. We want to help improve the quality of life in our city.

In an effort to provide an additional resource to you this year – we’ve compiled a list of email addresses and telephone numbers that appear in the material we’ve provided to you today. In addition, we’ve shared helpful tips on how customers can save on their JEA bill.

Thank you again for being here today and for representing the members of the community we serve. We know that we only exist because there is a population who needs the life-sustaining services we provide. We never want to take for granted that as the utilities industry changes, so do the needs of our customers. We want to be on the forefront of innovative initiatives that allow us to meet those needs and exceed their expectations.