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**Sent:** Friday, April 27, 2018 3:04 PM  
**To:** Alan Howard; Cumber, Husein (Husein.Cumber@feci.com); 'newbill32218@yahoo.com'; 'flanagank@jaguars.nfl.com'; april.green@bethelite.org  
**Cc:** Zahn, Aaron F. - Interim Managing Director CEO; Dykes, Melissa H. - Chief Financial Officer; Brooks, Jody L. - Chief Legal Officer; Wannemacher, Ryan F. - Dir Financial Planning & Analysis; Hightower, Mike R. - Chief Public Affairs Officer; Rinaldi, Stacey; 't.joseph@firsttimothy.org'; 'clilly@thebethelexperience.com'; Charleroy, Melissa M. - Executive Assistant  
**Subject:** Presentation to Jacksonville Civic Council  
**Attachments:** 2018-4-27 JEA Civic Council - vFINAL.pdf

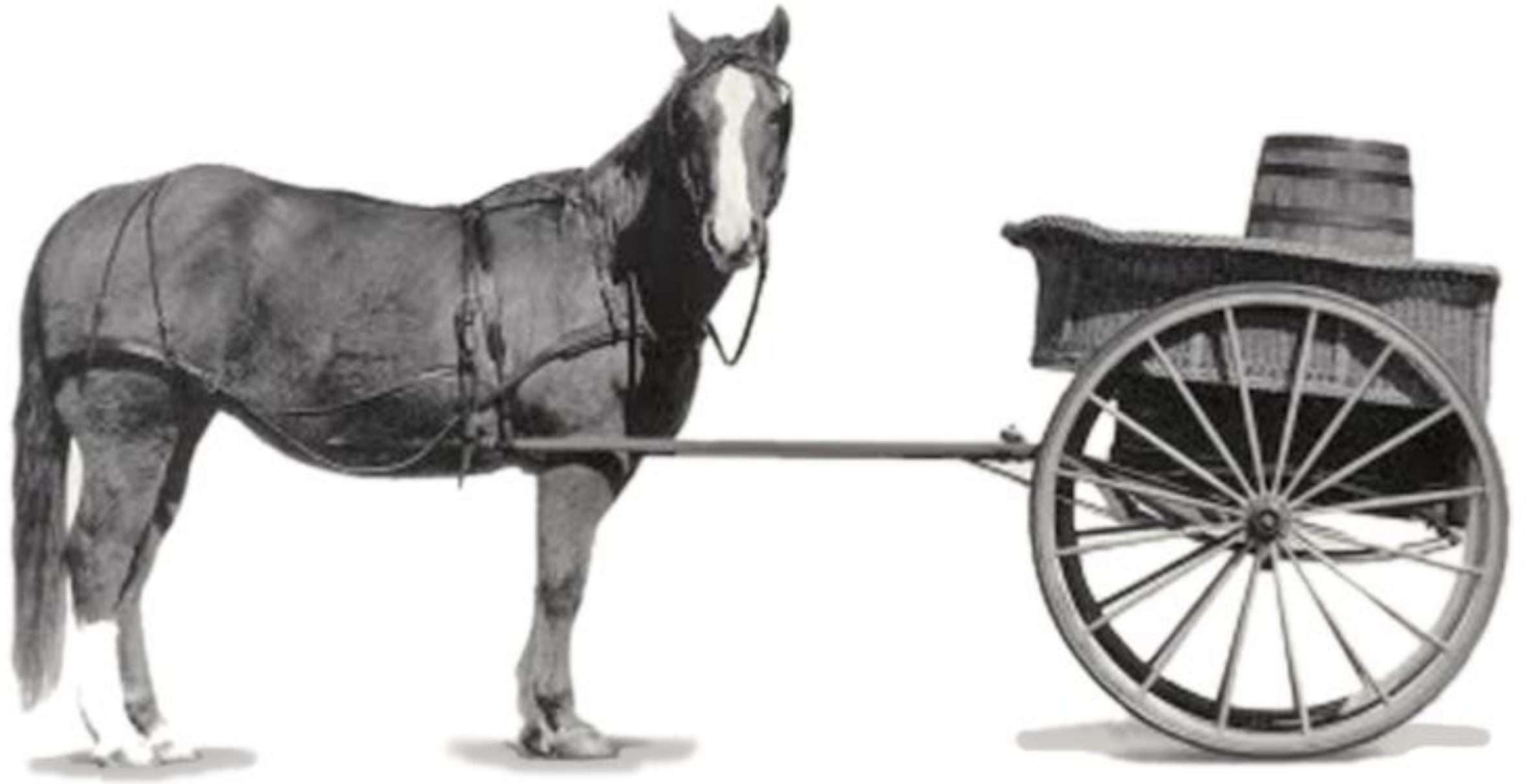




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Jacksonville







How did we get here?



JEA has 6,800 miles of distribution lines and 745 miles of transmission lines across our 900-square-mile service territory.

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# Decision point





Each day, JEA delivers about 115 million gallons of water from the pristine Floridan aquifer to our customers.



# JEA's Path Forward

- 1) Focus on Core Business
- 2) Listen and Align our Purpose with Shareholder Trustees and Stakeholders
- 3) Align an 'updated' Strategic Plan to become the Utility of the Future
- 4) Execute as a community



Serving our  
Customer is our  
#1 Commitment  
to Action

JEA is adding new solar farms that will enable us to provide up to 300 MW of solar power, making JEA one of the leading solar cities in the nation.

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# Focus



We do this with our “Unbeatable Team”

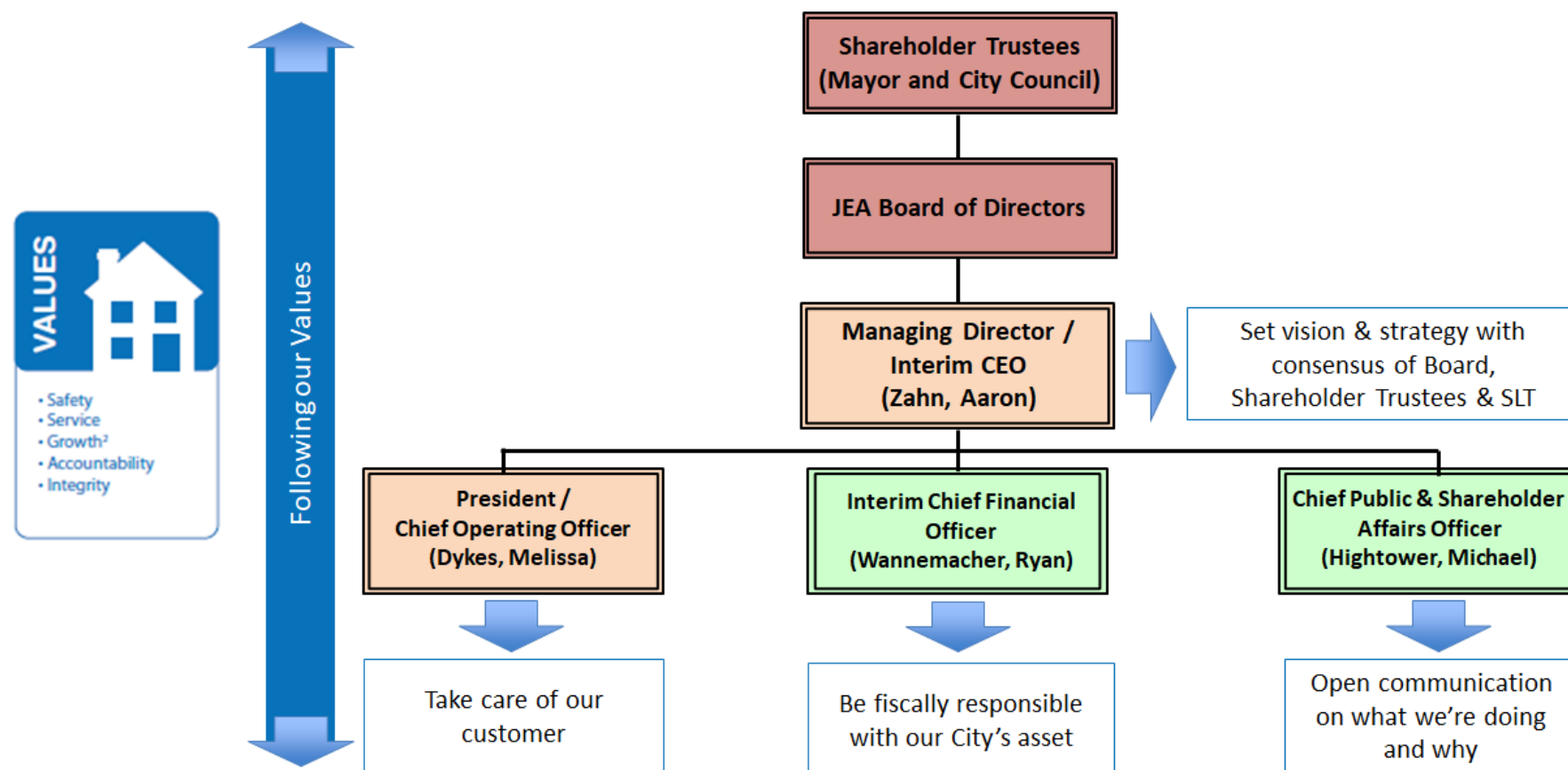


In 2016, JEA reduced the monthly fuel charge by \$6.85 per megawatt hour, a 5.56 percent decrease in the electric portion of a 1,000 kWh/month residential customers bill. JEA rates are currently 4.7 percent below the national average.

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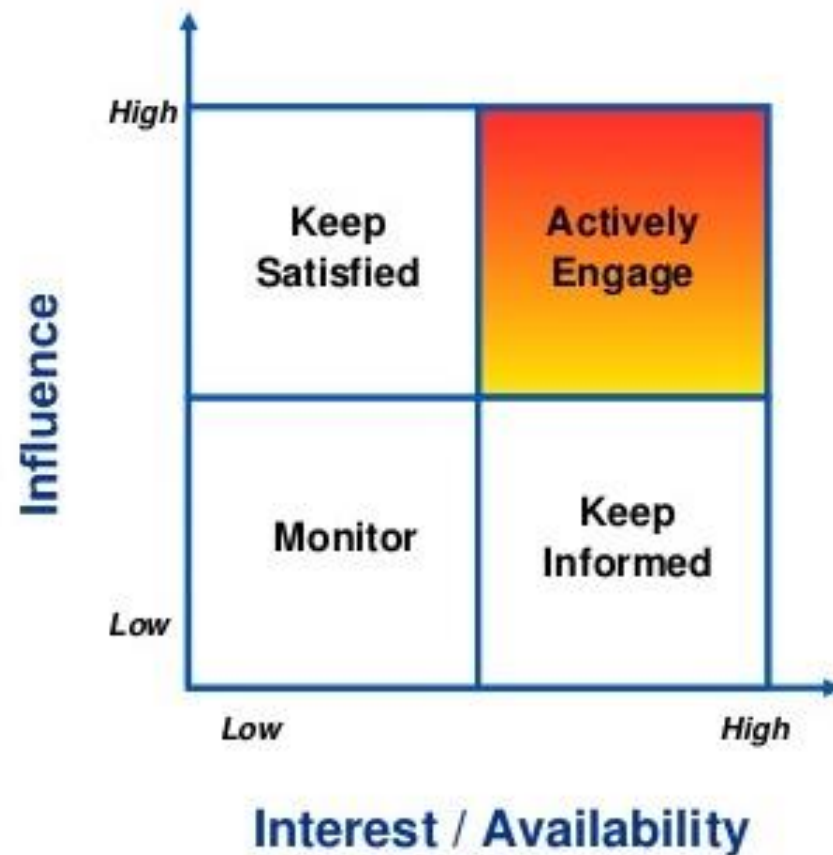
# Step 1(a) – Organize

Prior: 36 Direct Stakeholders & Day-to-Day Operational Control



# Step 2 – Listen & Align

Develop “Shareholder Trustee Framework” with consensus of City Council and Mayor







JEA is the largest community-owned utility in Florida and the eighth largest in the United States. We are committed to improving the quality of life in the communities we serve, with a spirit that has united our business for more than 100 years.

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# Step 3 – Update Plan

**Customer must remain #1**



## CORE COMPETENCIES:

- 1) Trusted partner for essential services
- 2) Asset management
- 3) Scale of existing infrastructure
- 4) Regional logistics



Before Hurricane Irma hit northeast Florida, mutual aid crews from across the country were in place to assist local communities with restoration efforts. More than 800 electric utility workers and 400 tree-removal personnel assisted JEA employees in restoring power to 284,000 customers.

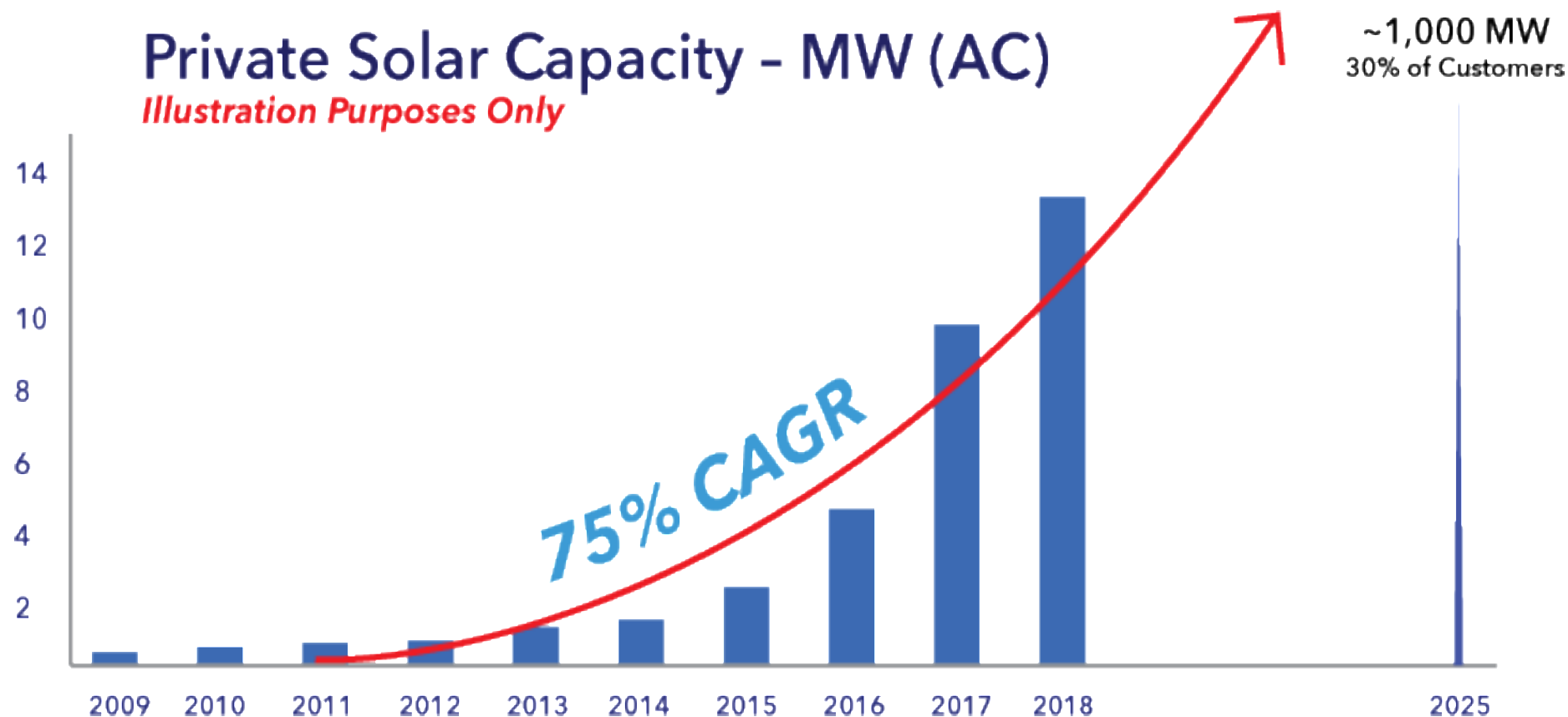
  
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# Step 4 – Execute

Ride the tailwinds. *Don't fight them.*

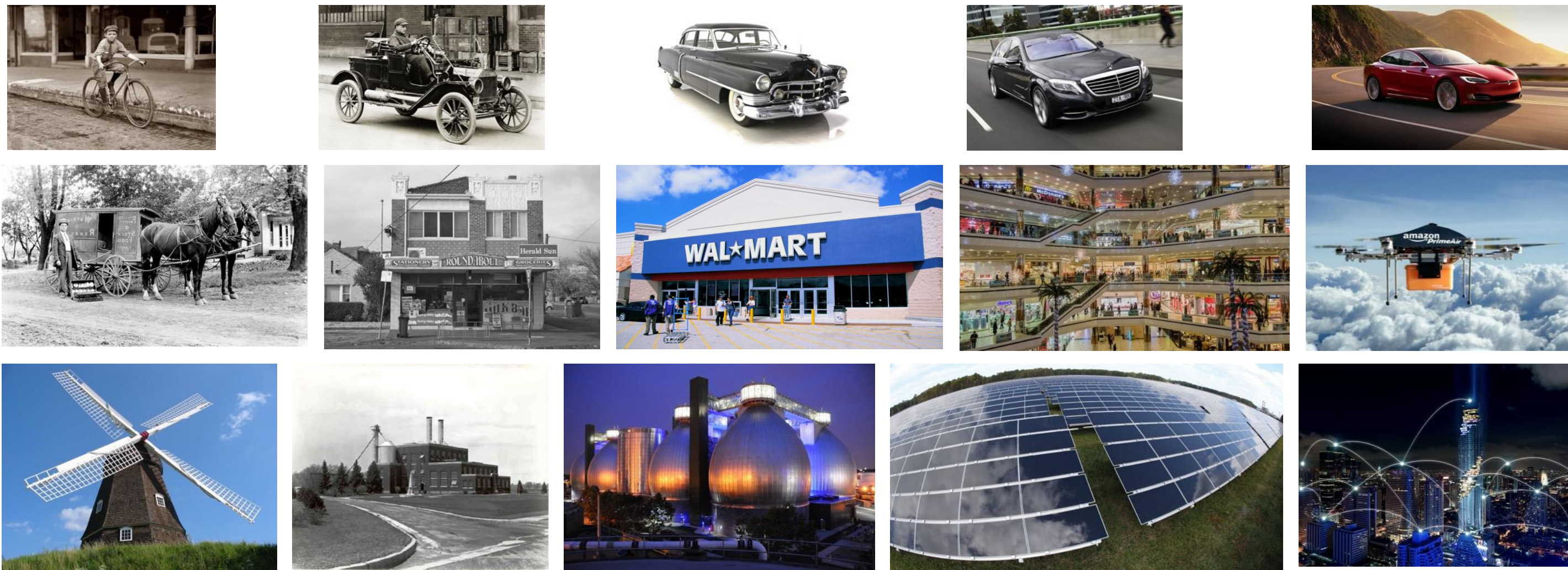
## Private Solar Capacity - MW (AC)

*Illustration Purposes Only*





# Bold Leaders Drive Innovation





**BOLD Ideas**

**BOLD Safety**

**BOLD Service**

**BOLD Growth<sup>2</sup>**

**BOLD Accountability**

**BOLD Integrity**

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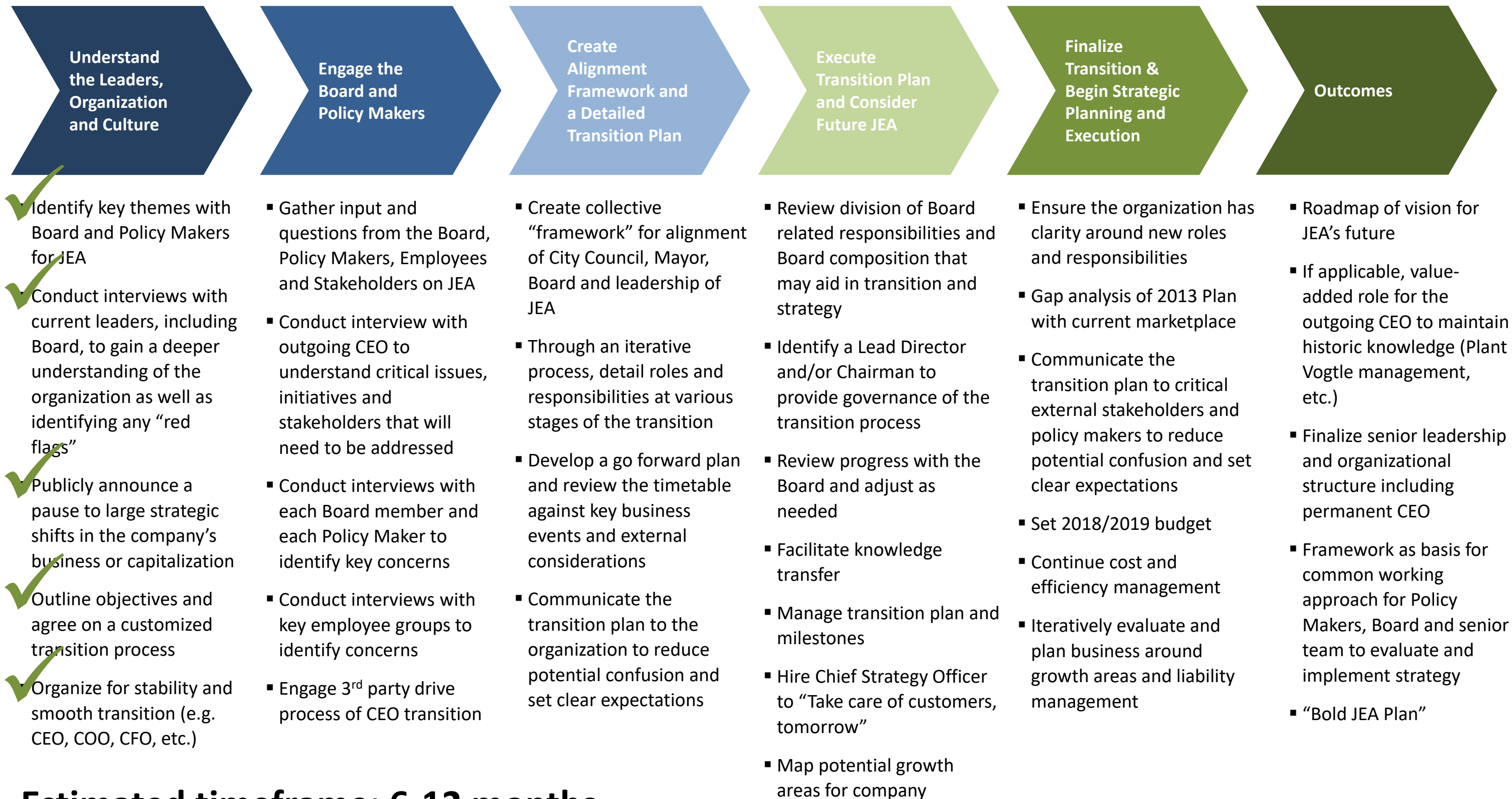






***BE BOLD*** – **BE JEA**

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} **For the Future of  
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**Estimated timeframe: 6-12 months**





# Thank you



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