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Sent: Monday, July 23, 2018 7:22 AM
To: Hobson, Ted E. - VP & Chief Compliance Officer
Subject: Listening Tour Notes
Attachments: Listening Tours.docx

Listening Tours—talking points

- 4th Quarter FY18: listening tours, SLT-Board alignment, talking w/ Shareholders and stakeholders.
- FY19: develop new 10-yr 2028 Strategic Plan.
- How to define JEA Value to Shareholders and stakeholders: \$\$\$, Customers, Community & Environment.
- Ensure the discussions around privatization are over. If they ever resurface, employees would see it on the board agenda—full transparency.
- Ask employees if we are a not-for-profit organization. Talk about us making \$900M in profits last year—and how we invested it.
- Talk about the new board agenda format... serves to make the meetings transparent, etc. Operational reports and items for approval. Strategic discussion. Subject Matter Exploration.
- Talk about JEA core values; asked employees to name them. “Are they real” at JEA? Aaron talks about adding a 6th one, for “ideas”...
- Lead into asking employees for ideas/suggestions for the future. What is working well at JEA today? What isn’t? What concerns do they have?