

Future of JEA Workshop

June 26, 2018

Competition for Electric Revenue – Team Dykes

Problem: “Get bigger or die” - Charter restrictions limit business type & service territory.

Success: Increased revenue while maintaining competitive rates and service levels; partner with customers on trusted advisor

Measurement: Increased operating and FCF, rates at or below median, J.D. Power

Charter Changes – Broader business types and service areas

- Engage in strategic partnerships
- Public records flexibility/modifications
- Cultural changes internally – sales culture

Solution

- State and local charter and public-private partnership rules to protect customer privacy.
- Gas LDC, DG, electrification, monetize customer relationship

Next Step

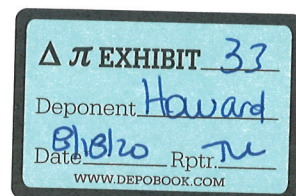
- Vet revenue opportunities
- Maintain community support
- Begin to define charter and state changes
- Review TEA and SJRPP for structural opportunity, brainstorm partnership with other industries

Competition for Workers

Problem: Competing for the same talent by other industries coupled with lack of technically skilled workers results in shortage of workers today, increasing risk in the future.

Success: Enough workers to fill attrition positions with qualified workers results in working more efficiently, doing more with less. Lower cost?

Low turnover rate, employees with vested interest in organization increases employee satisfaction and engagement, time to fill decrease



Step 2

- Re-think structure of JEA and how it fits into COJ.
- Enhance partnerships with local trade schools and universities – FSCJ technical certifications, for example.
- Funnel back to high schools to get it to be part of their curriculum.

Change Management

1. Engage in political process to change structures
2. Construct a campaign to educate employees about benefits to them from changing employment structure.