

JEA BOARD MINUTES
April 3, 2020

The JEA Board held a special meeting on Friday, April 3, 2020, via WebEx. Pursuant to State of Florida Executive Order 20-69 (Emergency Management-COVID-19-Local Government Public Meetings), this meeting is permitted to be conducted by communications media technology. No physical location was provided for this meeting. Board Members present were April Green, Dane Grey, Henry Brown, and Camille Lee-Johnson. Also present was Lawsikia Hodges, Office of General Counsel.

Agenda Item I – Welcome

- A. The meeting was **called to order** at 3:03pm by Chair April Green.
- B. A **Moment of Reflection** was observed by all.
- C. The **Virtual Instructions** were provided by Chair Green and Shawn Eads, Chief Information Officer.
- D. **Adoption of Agenda** – An amended agenda was approved on **motion** by Board Member Henry Brown and second by Board Member Camille Lee-Johnson.

The agenda was modified to move the Moment of Reflection before the Virtual Instructions.

- E. **Sunshine Law/Public Records Statement** – Lawsikia Hodges, Office of General Counsel (OGC), stated this Board Meeting is being held in compliance with Florida's Government in the Sunshine Law, §286.011. The complete statement can be found in section I. F. of the Board package.

Agenda Item II – Comments / Presentations

- A. **Comments from the Public** – There were no public comments via email or during the meeting.

Agenda Item III – Operations (Discussion/Action)

- A. **Fuel Credit for Electric Systems Customers** - Joe Orfano, Interim Chief Financial Officer, opened the presentation explaining that Staff is recommending a fast-track bill credit to all electric customers to ease the impacts during the COVID-19 pandemic. Mr. Orfano stated that lower fuel prices and greater efficiency of operations creates an opportunity to share the savings with customers during the greatest time of need. Mr. Orfano further explained how the fuel credit would be calculated and provided an example of how it would impact customers' bills.

Kerri Stewart, Chief Customer Officer, reviewed the pros and cons of implementing the rebate through bill credit, debit card, and checks. Ms. Stewart stated the bill credit is the most efficient method. Ms. Stewart also stated if the fuel credit is approved, the Customer Experience team is committed to launching a communications campaign to explain to customers how they could share their credit with others in need.

Staff recommends the Board of Directors approve a Fuel Charge credit of approximately \$27 million to customers in May 2020.

Chair Green commended the team for looking at all ways to help the customers and reach out to the community.

On *motion* by Dane Grey and second by Henry Brown, the fuel credit of approximately \$27 million to customers in the month of May 2020 was approved unanimously.

- B. Update on JEA’s Response to COVID-19 Pandemic** – Melissa Dykes, Interim Managing Director/CEO stated JEA’s goal during the COVID-19 pandemic is to provide reliable service to customers while keeping the employees safe. Ms. Dykes’ review focused on employee protection, business continuity, and social distancing. Ms. Dykes explained all JEA employees who can work from home are currently doing so with support from technology services, field crews are on staggered shifts and assigned diverse deployment sites to reduce the size of employee gatherings, and signage was distributed to field workers to encourage customers to stay 6 feet away while working. Ms. Dykes stated there has been increased thorough sterilization of common areas and equipment and PPE has been provided to all employees in the field and onsite. Ms. Dykes further stated that because JEA is an essential service provider, employees showing symptoms of the virus receive priority screening at Duval County Department of Health, Mayo Clinic, and UF Health which allows for JEA to make the right operational decisions. To ensure business continuity for electric and water/wastewater, fully redundant control centers that can run the system in an emergency have been established. Also stay at work facilities have been established, but will only be implemented in the event the virus affects the power plant operators. Ms. Dykes advised that by the end of the day, all residential and commercial call center employees will be working from home and health and temperature screenings have been implemented at Northside Generating Station. These screening stations will be expanded to other critical facilities and protections for employees will continue to evolve.

Ms. Dykes highlighted that reliable service for JEA’s customers is more important now than any other time and to provide assistance there will be no disconnections, late fees will be waived, and on Monday the fee for customers to pay their bills with a credit card will be waived. Ms. Dykes encouraged customers to call 665-6000 if further assistance is needed and JEA will connect them to resources that can help and also with payment plans. Ms. Dykes reminded customers that hurricane season starts on June 1 and to also be mindful of Hurricane Preparedness during this time. Ms. Dykes stated thanks to today’s board action, customers will receive a rebate and convenient ways to contribute to those in need. Ms. Dykes closed by saying JEA will continue to keep employees and customers safe and provide the excellent service that JEA is known for.

Chair Green thanked Melissa Dykes and the team for their efforts to assist customers and assist customers.

Agenda Item IV – Closing Considerations

A. Adjournment

With no further business claiming the attention of the Board, Chair Green adjourned the meeting at 3:33p.m.

APPROVED BY:

SECRETARY

DATE: _____

Board Meeting recorded by:

Madricka L. Jones, Executive Staff Assistant