21 West Church Street
Jacksonville, Florida 32202-3139



May 9th, 2022

ELECTRIC

Commission Clerk Public Service Commission 2540 Shumard Oak Blvd. Tallahassee, FL 32399-0850

WATER

Commission Clerk:

SEWER

On behalf of JEA, please accept the 2022 Ten-Year Site Plan – Staff's Data Request #2.

If you have any questions, please contact me by email at landsg@jea.com.

Sincerely,

Stephany Landaeta Gutierrez

Associate Engineer

JEA

Review of the 2022 Ten-Year Site Plans for Florida's Electric Utilities Staff's Data Request #2

14. Please list each form of communication (such as phone calls, text, utility website, social media, etc.) the Utility uses to inform customers of anticipated cold weather events. As part of this response, please provide a sample of such communications.

JEA normally employs mass digital channels to broadcast important information and updates to customers about inclement/cold weather events. Channels used typically include, but are not limited to, all-customer email blasts, social media and alerts posted on the homepage of JEA's website, <u>jea.com</u>. Examples of each follow on subsequent pages.



Need a hand with your JEA bill?

At JEA, our customers always come first. We understand that higher-than-normal utility bills due to the winter weather may make it difficult to make ends meet. That is why we offer several options to help you pay your bills and stay warm these winter months.

Our options include:

- Payment Extensions: For when you need a little extra time to pay your bill.
- Payment Arrangements: For when you need to pay your balance due over a longer period of time with installments.
- Access to Community Resources: We can point the way to third-party groups that offer utility bill assistance, such as the OUR Florida Emergency Rental Assistance Program (ERAP), Emergency Rental Assistance Funding, Low Income Home Energy Assistance Program (LIHEAP) and others.
- **MyBudget**: This levelized billing program averages your past usage so your bill is about the same each month. <u>Learn more about MyBudget</u>.

Find the Best Option for You

Preparing for cold weather

We're now in the heart of winter, when many of us will experience the coldest weather of the season.

Learn what you can do to prepare your property for plunging temperatures. Stay safe and reduce winter's effects on your utility bill by reviewing our winter Ways to Save tips.

Review Winter Tips

Can you help your neighbors in need?

With freezing weather expected this weekend, it's more important than ever to help our neighbors in need. Consider making a monthly commitment to JEA's Neighbor to Neighbor Fund. For as little as \$2, you can help keep the lights on and water running for the elderly, disabled and those facing short-term financial challenges.

Give a Gift That Matters





Scam Alert

JEA will never contact you demanding an instant payment. Learn the signs of a scam at <u>jea.com/scams</u>. Report scams to (904) 665-6000.

JEA 21 W. Church Street Jacksonville, FL 32202 Residential: (904) 665-6000
Business: (904) 665-6250

Email Us

Update Alert Preferences

FOLLOW US

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You are receiving this message as a JEA Customer.

If you'd like to unsubscribe and stop receiving these emails click here.

Social Media Examples

Post examples:





We know you may want to turn your thermostat up on these colder days.

But remember, drastic temperature adjustments can trigger your system's emergency heat setting. That means the system will be working harder and using more energy. When this happens, you could see a spike in electric usage on your bill.

Instead, adjust the temperature by a degree or two at a time.

Check out this video to learn more https://jea.fyi/3tFXlkB









Stories example:





Sign In



jea.com Homepage (1/28/2022)

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Extreme Cold Weather Expected This Weekend: Prepare with These Tips

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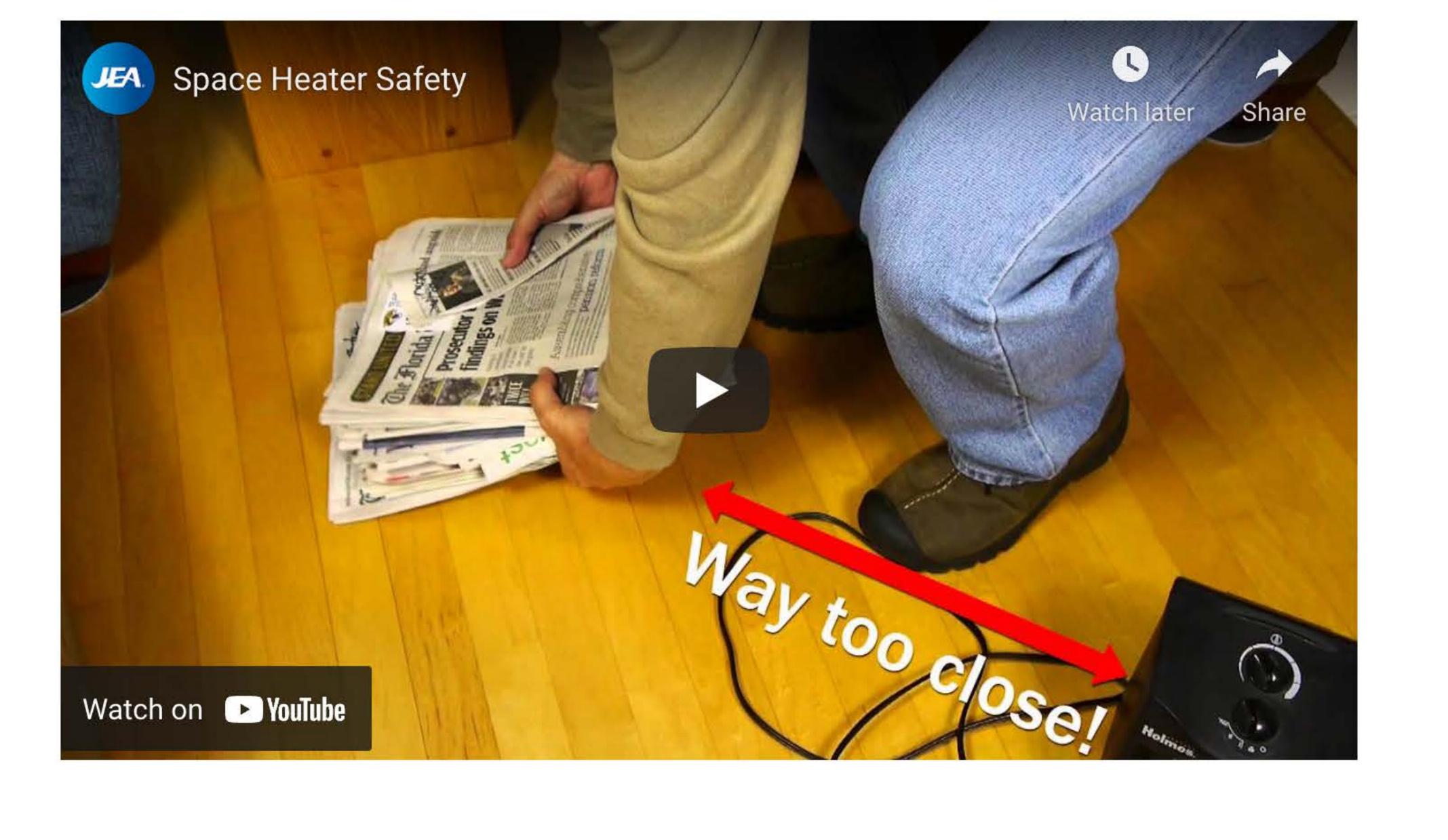
Home > Residential Customers > Ways to Save > Seasonal Tips > Winter Holiday Preparation Guide Winter Holiday Preparation Guide

You may find that the holiday season can have a big impact on your utility bill. Between holiday cooking, winter break, hosting guests, and holiday decor your energy and water consumption is likely to go up without you even realizing it. That's why we've put together a list of top tips for conserving energy and water during the holiday season.

- Winterizing Your Home
- Conserve While Cooking
- Decorating Tips

jea.com/winter

- Traveling and Receiving Guests
- Gift Giving



down into your home.

Winterizing Your Home

- It's best to think about protecting your house before cold weather hits. While you may live in the Sunshine State, our temperatures can hit freezing during the winter months. And if there is a freeze, your pipes have a higher chance of bursting. Become informed on how to prevent and thaw frozen pipes .
- Become informed on how to prevent and thaw frozen pipes .
- When the outdoor temperature is significantly cooler or warmer you usually see a significant increase on your utility bill. While we use more energy cumulatively in the summer months, we actually use the most energy in a single occurrence during the cold winter days. Learn how weather can affect your bill.
- Manage the heat strip in your HVAC unit. It consumes three times as much energy as a conventional heat pump when in use. If you aren't familiar with heat strips, check out this <u>video</u> 🗷 .

Consider using space heaters in occupied spaces as a "spot heater" and turn down the

thermostat to avoid the costs of heating your entire home. While using them, keep these <u>safety tips</u> in mind. Fireplaces are nostalgic and can set a cozy mood but they can also create drafts of cold

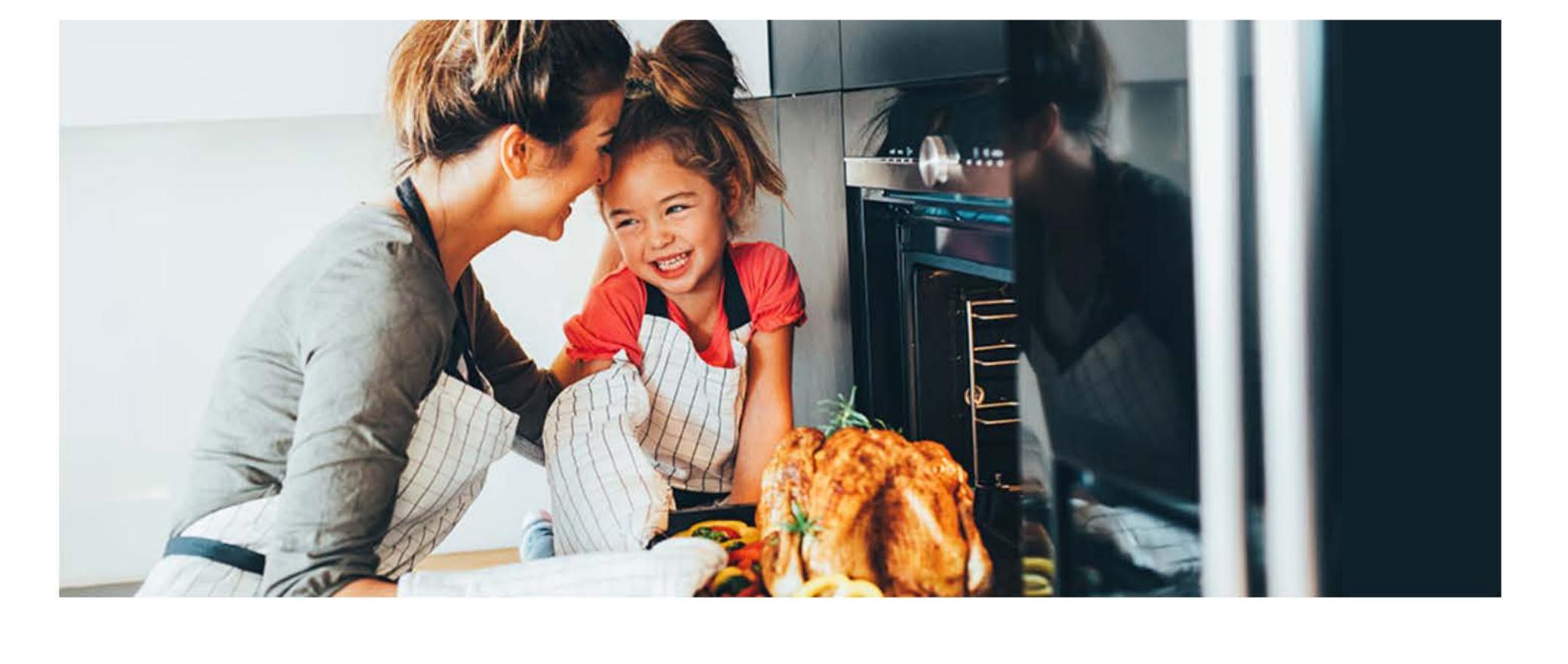
air within the home causing the homeowner to use more electricity. If your fireplace is

not in use, remember to close the flue with a damper to prevent cold air from coming

 When temperatures first start to dip in autumn, it's a great time to air seal around windows, doors and other leak points. We suggest scheduling a free Efficiency Assessment. A JEA representative will conduct a walk through inspection of your home to determine where improvements can be made both in behavior and in new

equipment. They may suggest boosting your attic insulation if it is under an R-38 level.

 Have your local HVAC professional tune-up your system before the winter heating season begins.



if case there is a problem.

than you spent on the new appliance.

Conserve While Cooking

- Turkeys and hams are typically slow roasted for many hours there's no need to preheat your oven.
- Opening the oven door lowers the temperature inside by as much as 25 degrees,

Fill the oven with as many items that can be cooked at one time.

- increases cooking time, and heats up your kitchen. Instead, look through the oven window if you have one. Use a microwave oven to cook smaller dishes quickly and efficiently. Microwaves use
- Slow cookers, or crock-pots, also are an efficient option. They can cook a whole meal for about \$.17 worth of electricity.

50 percent less energy than conventional ovens and they don't heat up the kitchen.

- Instead of cooking in the oven, use outdoor grills or smokers when the weather is nice to save energy.
- When cooking on top of the range, match the size of the pan to the heating element. Clean burners and reflectors provide better heating while saving energy.
- Use lids while cooking with pots and pans to prevent heat loss. Do not put aluminum foil in the bottom of your oven to catch spills, etc. This blocks the
- Consider investing in Energy Star-qualified appliances which consume 10–50 percent less energy and water than standard models. You can save more money on utilities

heat that the oven elements are trying to radiate. It can also void your oven's warranty

You can deposit used cooking oil at any one of the 21 participating Jacksonville Fire & Rescue stations.

If you are frying food, recycle your used cooking oil which can be turned into biodiesel.

- Read the American Red Cross's tips on preventing home fires . Unattended cooking causes nearly 90 percent of all kitchen fires. <u>Learn more home</u> fire facts.
- Never use an oven to heat your home.



string lights , have a longer lifespan, and operate at a much lower temperature, reducing the risk of fire.

the night, depending on your preferences.

• Check lights for frayed or bare wires and loose connections. Replace or repair any damaged light sets before using. Set timers for lights to automatically turn on when it gets dark and off in the middle of

• LED Holiday lights are a great option. They use far less energy than conventional

- Reflective ornaments and tinsel are just as bright at night, so getting creative with your lighting display can multiply your resources for shine. • Never light candles near curtains, drapes or near any potentially flammable item. Also

be sure to blow them out before you leave home or turn in for the night.



are not home: If you are leaving for two or three days: Turn your thermostat down and your water heater off. Remember to turn them on immediately when you get back home.

the conservationist in your family!

- other water consuming appliances (e.g. water softeners) may be negatively impacted.
- In the case that a pipe breaks, this will reduce your water consumption and your risk for flooding.

If you are receiving out of town guests, keep track of your energy usage with <u>JEA's</u>

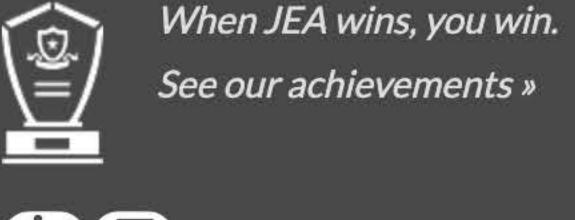
If you are leaving for four or more days: Consider turning your water main off unless

Utility Tracker. Gift Giving

Techie gifts are popular around the holidays. Before purchasing, investigate the <u>best</u>

- options that are also energy efficient. Check out EnergyStar's Holiday Gift Guide for greener, more energy efficient gifts for

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Estimate Your Bill Add, Move or Stop Service Payment Locations How to Report an Outage

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