

JEA Communications Overview

Neighborhood Construction Projects

JEA's Project Outreach team is responsible for proactive communication and complaint resolution for all JEA water, sewer and electric projects located within our service territory. It is our goal to provide accurate and timely information to our customers throughout the life cycle of each project. Below is a high level overview of some of the communication practices JEA uses to keep our customers informed during neighborhood projects.

Pre-construction Communication

- Meet with local organizations (SPAR, RAP, Old Arlington Incorporated, etc...), CPACs, HOAs, Churches, Schools, City Council, Mayor's Office, Public Works, FDOT, and businesses prior to large scale or sensitive projects to inform and receive input during the initial design phase.
- Provide door hangers or mail postcards to customers prior to survey work near homes or businesses
- Provide information for future projects on JEA's website located at jea.com/construction.
- Project Outreach holds neighborhood meetings at local schools prior to large scale, disruptive or sensitive construction projects. Customers are provided a brief presentation and project information that outlines the project. The project team and contractor are made available to answer any questions or concerns.

Construction Communication

- Project signs are installed throughout the project area with contact information provided.
- Press release and project information sent out to local Media for larger projects and events such as major road closures.
- Project information is mailed or hand delivered to each property owner that may be affected by the construction. Flyers are distributed throughout the life cycle of the project to address different stages of construction (water outages, paving, etc...)
- Updated information is provided on JEA construction website, Twitter, and Facebook.
- JEA has recently piloted a program to send important project related messages through a telephone messaging system that alerts our customers to events such as water and electric outages during projects.
- JEA provides a dedicated construction hotline (904-665-7500) and e-mail (projectoutreach@jea.com) that customers can contact Monday through Friday from 8 AM to 5PM to address questions, concerns or claims from project areas.
- Onsite meetings with customers as requested.
- Information requests are responded to within 24 hours, usually the same day. Formal complaints or claims are resolved within 10 business days

Post Construction Communication

- Post project town meetings are held for projects that require specific follow-up by customers. For example, a septic tank phase out project would require a follow-up meeting to discuss connecting to the JEA system.
- Post construction surveys are sent out to solicit constructive feedback and assist in rating contractors or JEA crews. This information is used to address concerns and solicit feedback that is used to improve future projects.
- Postcards are sent out following the project to "thank" customers for their patience and to reinforce the positive reasons for the construction (increased water pressure, more reliability etc...).