

**JEA BOARD MINUTES**  
**April 27, 2021**

The JEA Board met in regular session on Tuesday, April 27, 2021, on the 19<sup>th</sup> Floor, 21 W. Church Street, Jacksonville, Florida. Attendees were required to wear masks, CDC guidelines and social distancing were required at the physical location, and the meeting was also accessible via WebEx. In attendance physically were John Baker, General Joseph DiSalvo, Dr. Zachary Faison, Marty Lanahan, Bobby Stein, and Thomas VanOsdol. Dr. Leon Haley participated in the meeting via WebEx. Also in attendance was Jody Brooks, Chief Administrative Officer and Jay Stowe, Managing Director/CEO.

**Welcome**

Chair John Baker called the meeting to order at 9:00 am.

**Time of Reflection** was observed by all.

**Introductions** – Chair Baker recognizing there were no introductions to be made proceeded with the business of the meeting.

**Adoption of Agenda** – On *motion* by Marty Lanahan and seconded by Thomas VanOsdol, the agenda was approved.

**Safety Briefing and Moment** – Steven Bossier, Director- Risk Management Services, provided a safety briefing and presented a safety moment on Fall Protection.

**Comments / Presentations**

**Council Liaison's Comments** – Council Member Randy DeFoor stated the biggest issue before the Council is the gas tax. CM DeFoor provided details on how this is connected to JEA and its parallel legislation on the septic tank phase out project. CM DeFoor also stated that the City is dealing with Jacksonville Small and Emerging Business (JSEB) and JEA is a really good model for them to follow.

**Comments from the Public** – N/A

**Managing Director/CEO** – Mr. Stowe opened his report recalling his time in Huntsville, Alabama when there was 100% power loss due to tornadoes. Mr. Stowe provided an update on the focus on building an unbeatable team. Next, he stated there would be a presentation on Diversity, Equity, and Inclusion later in the meeting. He then provided an update on the leadership team vacancies and other key roles in the organization and the importance of building in-house talent. Mr. Stowe then provided an update on the current timeline for the early retirement opportunities. Next, he gave positive comments on JEA's commitment to safety, ensuring JEA employees will continue to wear masks as they slowly return to work on July 1<sup>st</sup> in a hybrid environment. He stated, JEA provided onsite vaccinations to employees and contractors, and the company is updating its safety protocols as staff goes through the transition from working under a COVID strategy to a new normal. Mr. Stowe provided an update on the company's United Way campaign and its first in-person community project since the pandemic.

Mr. Stowe continued with updates on the JD Power survey, reclaimed water bill, and the broadband infrastructure bill. He reported on conservation efforts which are highlighted on jea.com. He also included in his report an update on Plant Vogtle delays, JEA contributions to septic phase out, the grant for autonomous vehicles in downtown with Jacksonville Transportation Authority (JTA), St. Johns River Water Management District (SJRWMD) Minimum Flows and Water Levels (MFLs) impact to JEA and customers, and the closed session of the Board meeting. Lastly, Mr. Stowe closed his report by thanking the Board for being present and their service.

### **Consent Agenda**

**Consent Agenda** – The Consent Agenda consists of agenda items that require Board approval but are routine in nature, or have been discussed in previous public meetings of the Board.

On *motion* by Marty Lanahan and seconded by Dr. Zachary Faison, the following agenda item was approved unanimously.

Board Meeting Minutes of March 23, 2021 – approved

On *motion* by Bobby Stein and seconded by Marty Lanahan, the following agenda item was approved unanimously.

Clarifying Assignment Rights – Real Property Sale of Cecil Commerce Center - approved

### **For Board Consideration**

#### **Unbeatable Team:**

**Safety Performance** – Tony Long, Director Health & Safety, referencing materials provided to the Board in advance of the meeting, provided an update on Safety Performance and recognized the JEA Facilities Teams on their exceptional safety records.

This presentation was received for information only.

**Jacksonville Small and Emerging Business (JSEB) Quarterly Report** – Rita Scott, Manager JSEB Program & Procurement Performance, referencing materials provided to the Board in advance of the meeting, presented an update on the JSEB Scorecard and provided a video to highlight three JSEB vendors. Ms. Scott concluded her presentation outlining JEA's efforts to expand supplier diversity.

This presentation was received for information only.

**Diversity, Equity, and Inclusion: More Than Just the Numbers** – David Emanuel, Chief Human Resources Officer, referencing material provided to the Board in advance of the meeting, stated JEA is excited about the work being done on this program. Mr. Emanuel noted diversity is important because it is the right thing to do, adding diversity is more inclusive, and reflective of a respectful community. He reviewed JEA's current diversity metrics compared to the City and stated Staff looks to

improve the numbers. He noted JEA has hired a female owned contractor to determine what those in the community are doing [in diversity, equity, and inclusion] beyond our community in utilities and other businesses. Mr. Emanuel stated Staff wants to build a strategy that makes Jacksonville proud. He add JEA is looking to form a coalition of employees and community partners to gain an understanding of what they see as good diversity and good practices. Lastly, Mr. Emanuel stated that he looks forward to ongoing conversations and will come back to the Board at its July meeting for a more in-depth review.

This presentation was received for information only.

*Dr. Leon Haley joined the meeting via WebEx at 9:30am*

### **Customer Loyalty:**

**JD Power Residential Customer Satisfaction Survey Results** – Sheila Pressley, Chief Customer Officer, presented the wave 2 JD Power customer satisfaction survey results. Ms. Pressley highlighted the scores noting the 72 point increase since December 2020 and the 766 score is the second highest score of any survey period in JEA’s nine years of participating in the survey. Ms. Pressley reported although JEA’s overall score is below the corporate goal, employees’ steadfast focus on customers will continue to yield improved overall satisfaction. Lastly, Ms. Pressley presented the JDP score comparison breakdown, performance relative to peer utilities, positive impacts contributing to customer satisfaction improvement, and customer feedback. Board members offered positive comments and a fulsome discussion ensued.

This presentation was received for information only.

**St. Johns River Management District’s Minimal Flows & Levels Strategy** – Wayne Young, VP Environmental Services, referencing materials provided to the Board in advance of the meeting, requested the Board approve Resolution 2021-08 granting the CEO authority to continue work with the St. John’s River Water Management District to include, if necessary, the submission of an administrative petition. Mr. Young stated JEA understands the need for additional time to implement a strategy.

On *motion* by Bobby Stein and seconded by General DiSalvo, Resolution 2021-08 was approved unanimously.

### **Business Excellence:**

**Monthly Financial and Operations Report** – Russell Caffey, Controller, presented on the monthly financial and operations report with highlights on electric and water/wastewater sales and system financial forecast, FY2021 pay for performance program corporate performance factors, and the electric and water/wastewater operations scorecard.

This information was received for information only.

**Revisions to Procurement Code Policy** – Jenny McCollum, Chief Procurement Officer & Director of Procurement and Inventory Planning presented an overview of the history of the Procurement Code. In the report, she highlighted the background of the Procurement Code Policy, history of revisions, summary of the Charter revisions included in the P-Code, and recommended revisions to the policy. Following a brief discussion, Management requested the Board’s approval for its Resolution 2021-09, revisions to the Procurement Code.

On *motion* by Marty Lanahan and seconded by Dr. Zachary Faison, Resolution 2021-09 was approved unanimously.

### **Board and Committee Reports**

N/A

### **Closed Session**

The public session of the Board meeting was halted at 10:38am and Board members convened on the 8<sup>th</sup> floor for the Closed Session portion of the meeting to discuss Cybersecurity for JEA.

The Closed Session of the Board meeting was adjourned at 12:08 pm and the Board members reconvened on the 19<sup>th</sup> floor, at 12:09 pm, to continue its public session.

### **Other Business and Closing Considerations**

**Old Business** – None

**Other New Business** – None

**Open Discussion** – None

**Chair’s Report** – None

**Announcements** – Next Board Meeting, May 25, 2021

### **Adjournment**

With no further business claiming the attention of the Board, Chair John Baker adjourned the meeting at 12:10 pm.

**Upcoming Board Agenda Items** – Items listed for reference only.

**Informational Material** – Appendices A – D were received for information only.

APPROVED BY:

Jim D. Balun II

SECRETARY

DATE: Marty Lanahan

Board Meeting recorded by:

M Jones

Madricka Jones, Executive to CEO