



2023 Annual Supplier Survey



September 2023

Executive Summary - FY23 Supplier Survey Results

Suppliers surveyed view JEA as a good business partner

Key Insights

Supplier Relationship Overview

- 71% of businesses surveyed are Satisfied or Very Satisfied with their overall experience in partnering with JEA
- 100% of companies rated JEA a 7 or higher (1-10) in Likelihood to Recommend to another business

Diversity

- Diverse suppliers are active in many local DEI programs

Solicitation

- Across each solicitation experience area, 63 – 71% of the suppliers were satisfied or very satisfied with the experience and overall satisfaction improved compared to 2022 results

Communication

- In the areas of communication, 75 – 87% of those surveyed were satisfied or very satisfied

Collaboration

- Suppliers view JEA as responsive, thorough, and flexible and 81 – 87% of suppliers were satisfied or very satisfied with their collaboration experiences

Conducting Business with JEA

- Supplier dissatisfaction went down in 2023 when compared to 2022 survey results

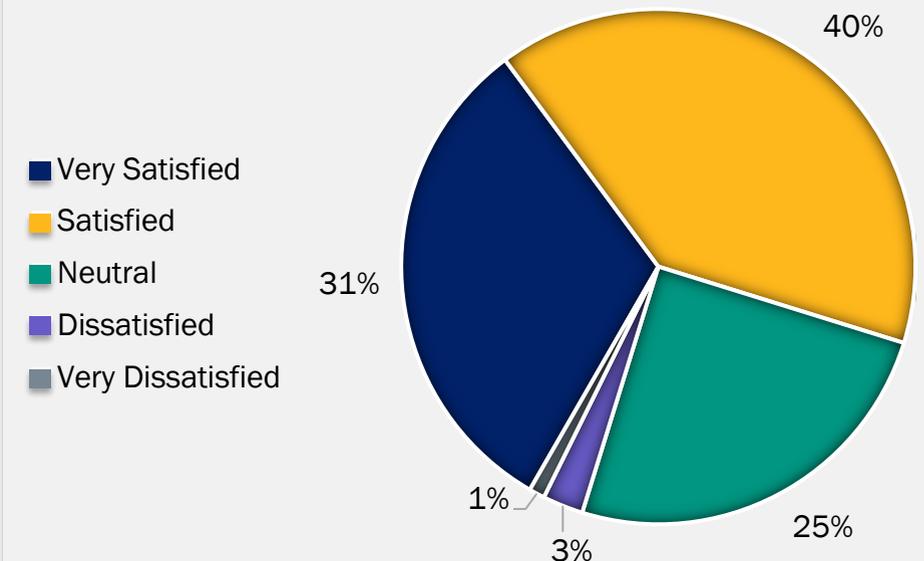
JEA Operational Feedback

- Suppliers noted highly detailed bid packages and efficiency in the process as strengths of JEA Procurement
- Suppliers identified opportunities for JEA to review that may further enhance bidding, onboarding, and post award collaboration

Number of Survey Participants

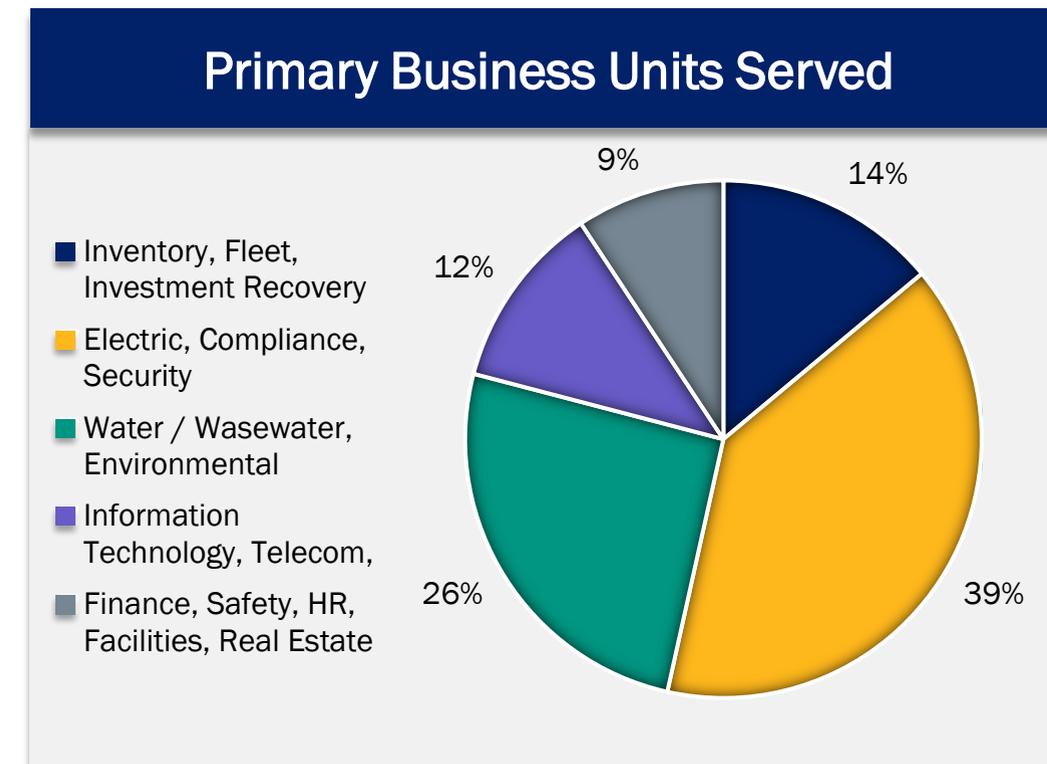
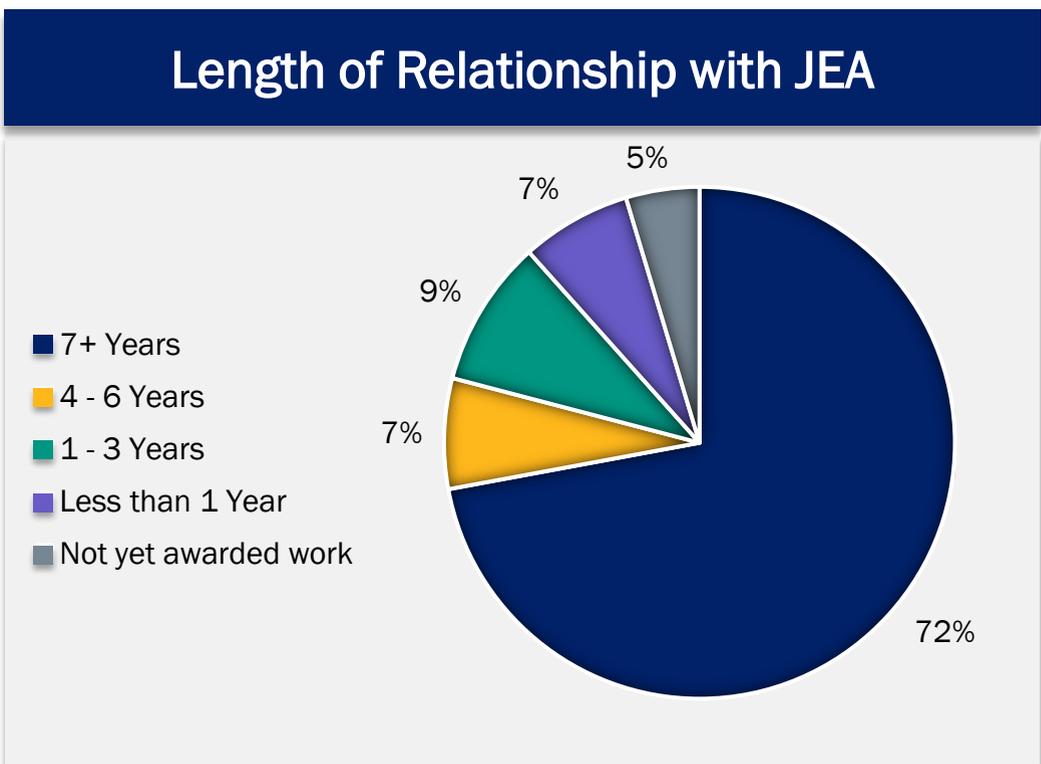
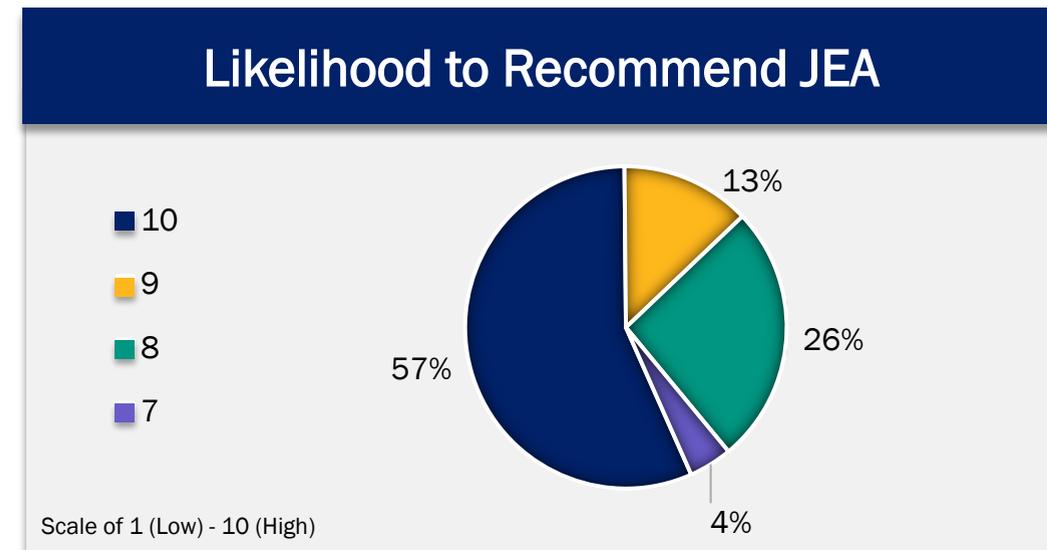
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Overall Satisfaction with JEA Processes



Supplier Relationship Overview

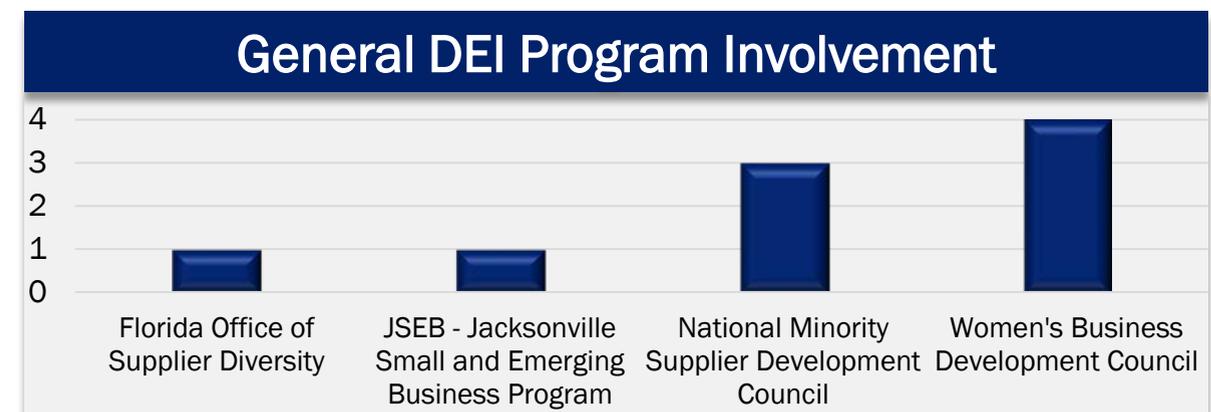
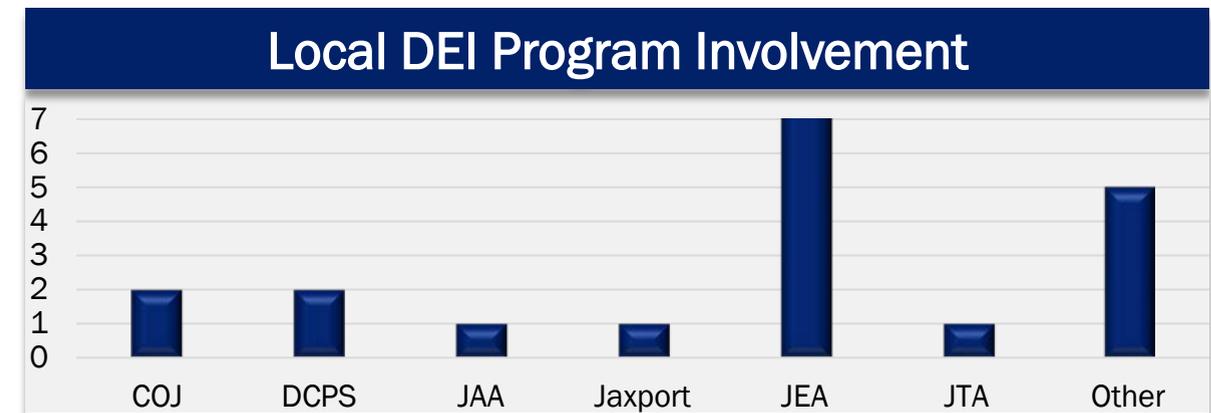
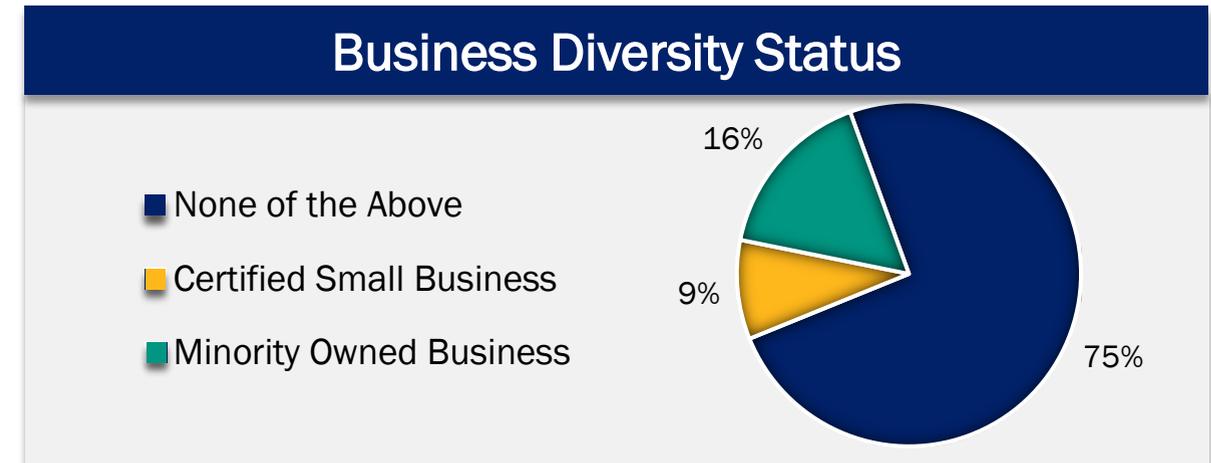
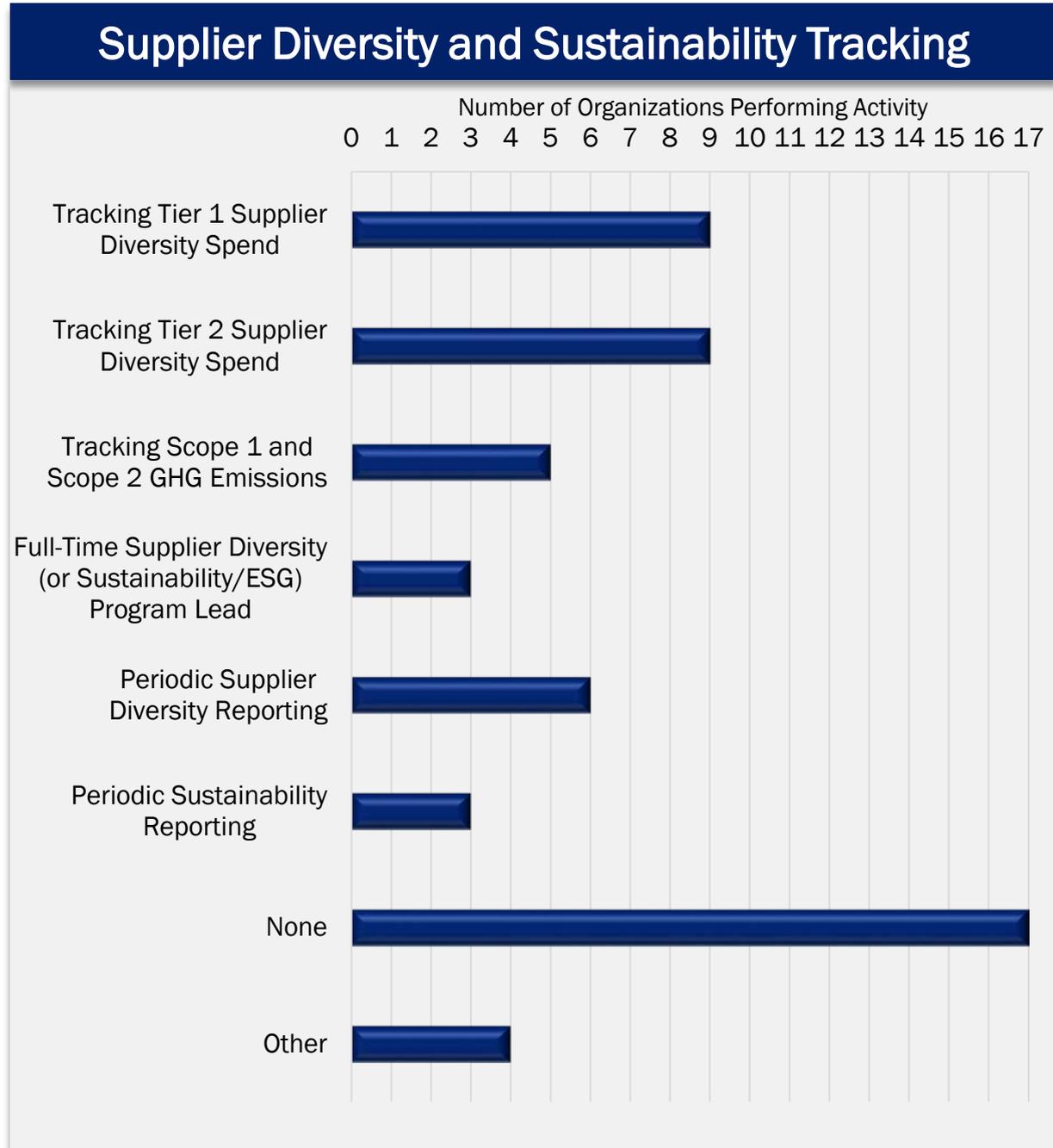
Survey respondents represented a range of industries and JEA's major business units. Suppliers are likely to recommend JEA as a good business partner



Note: All Charts – 100% is equal to the total share of survey responses

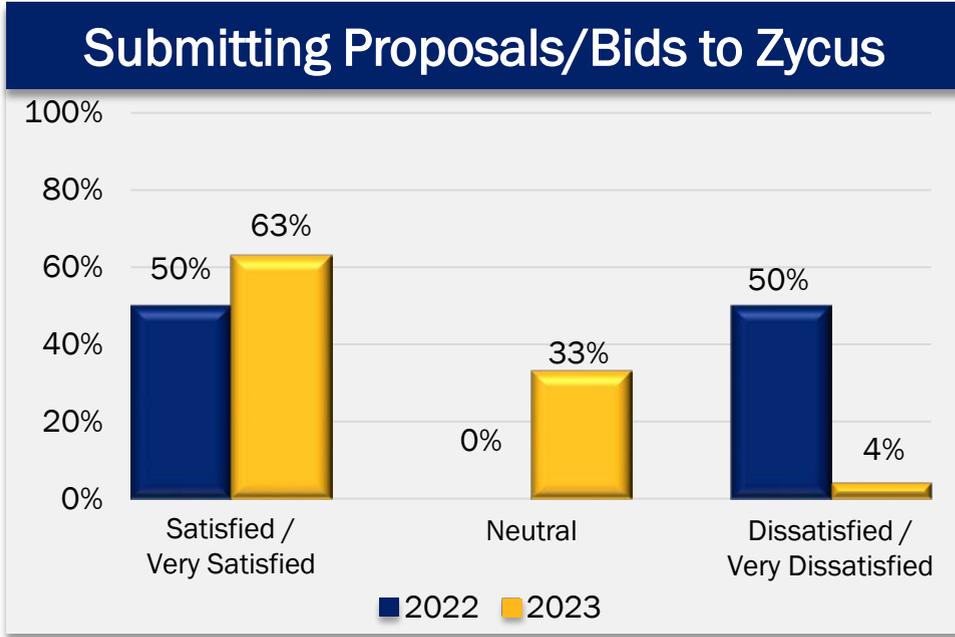
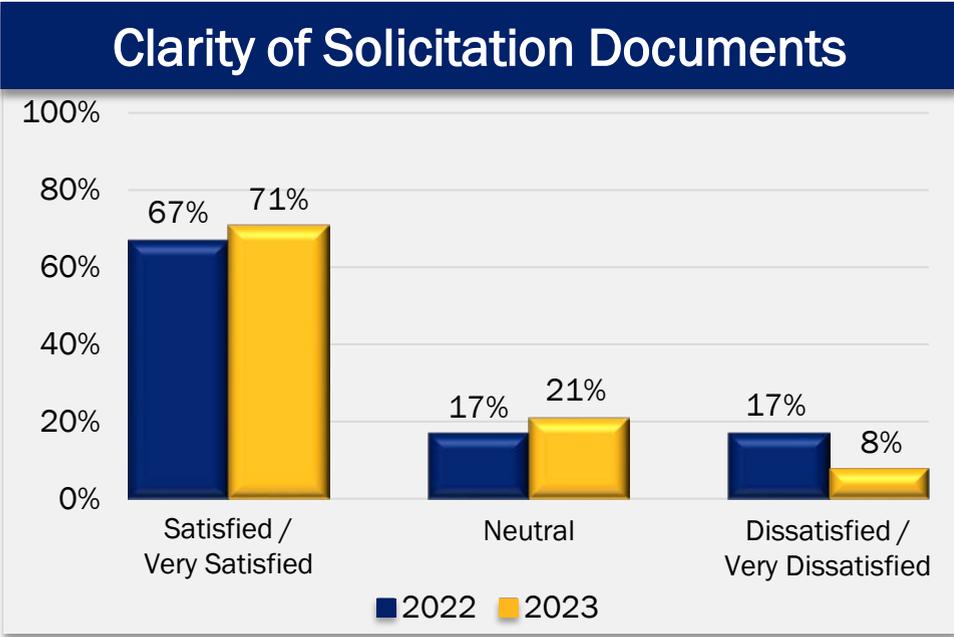
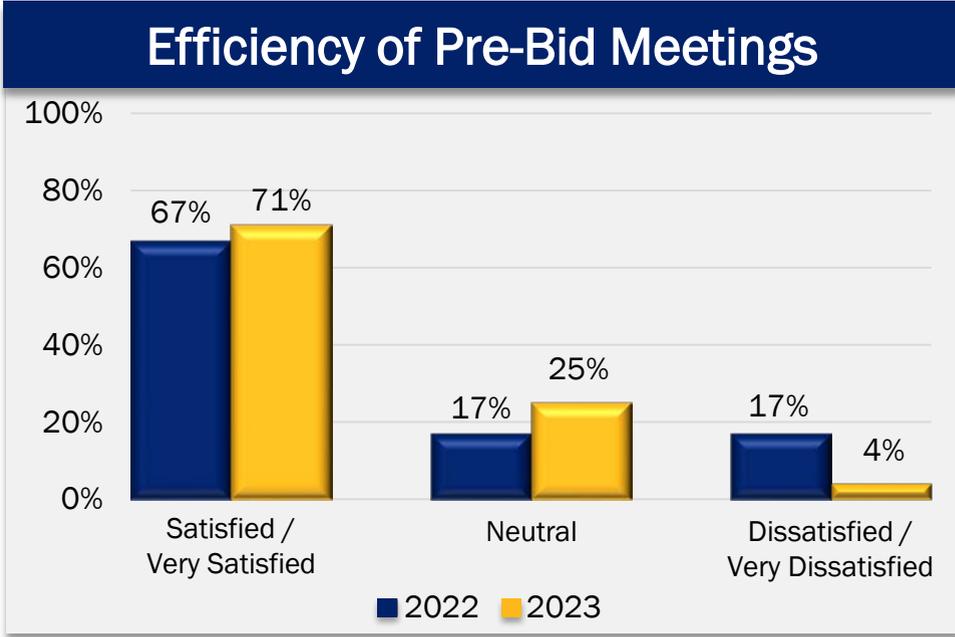
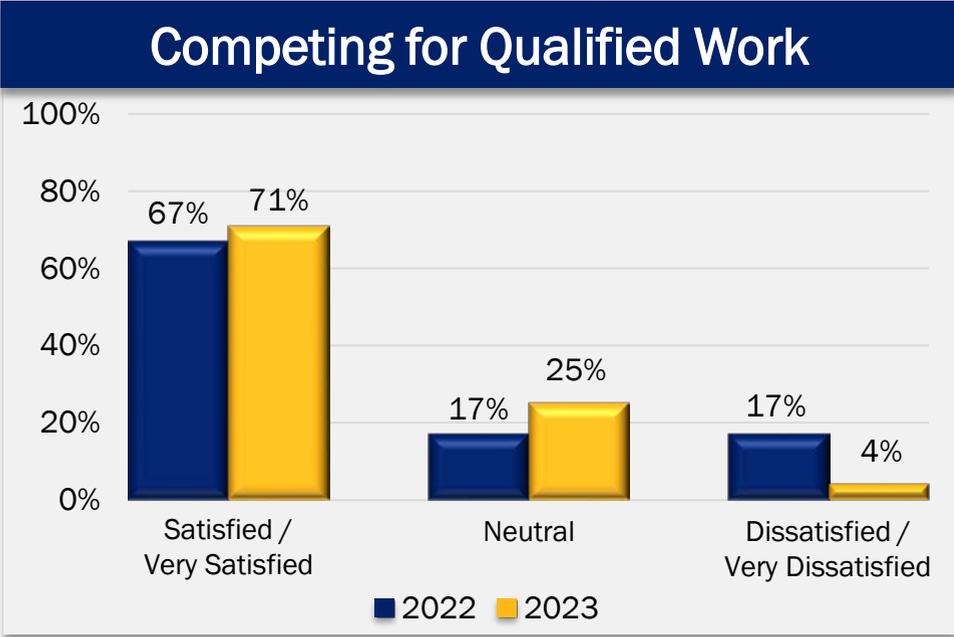
Supplier Diversity

Diverse suppliers account for 25% of survey responses and are active in many local DEI programs



Solicitation

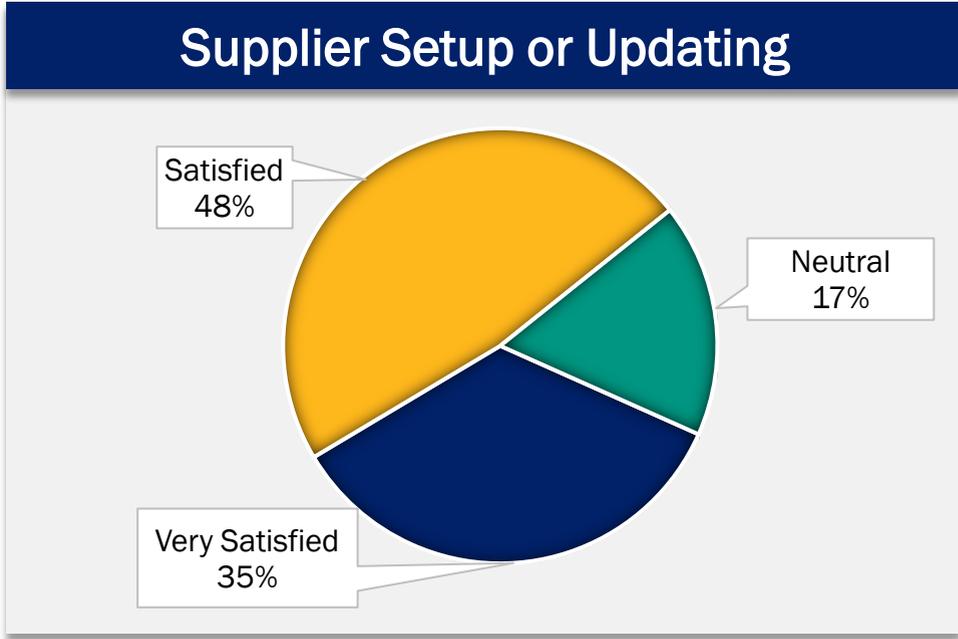
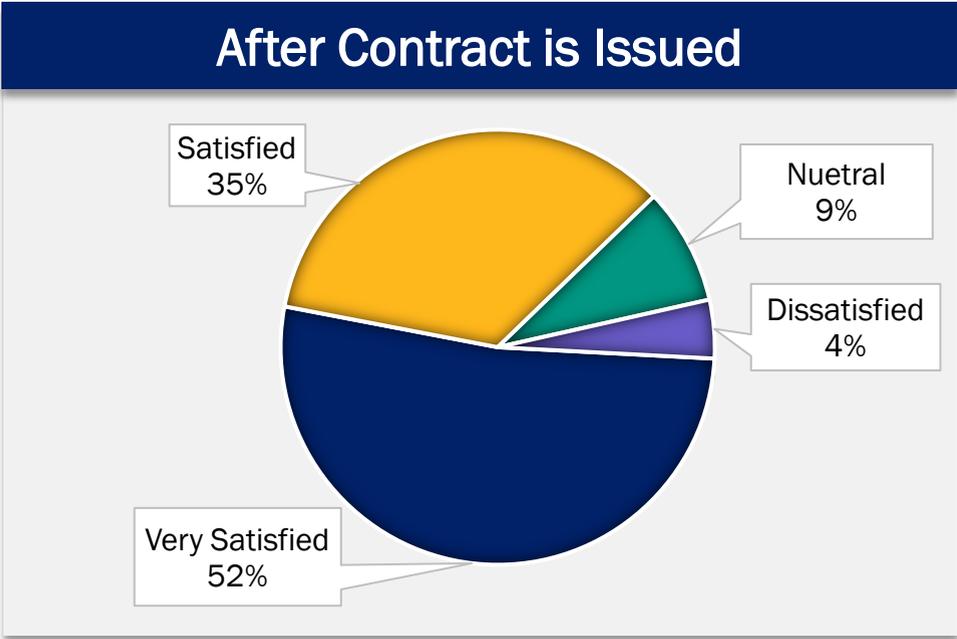
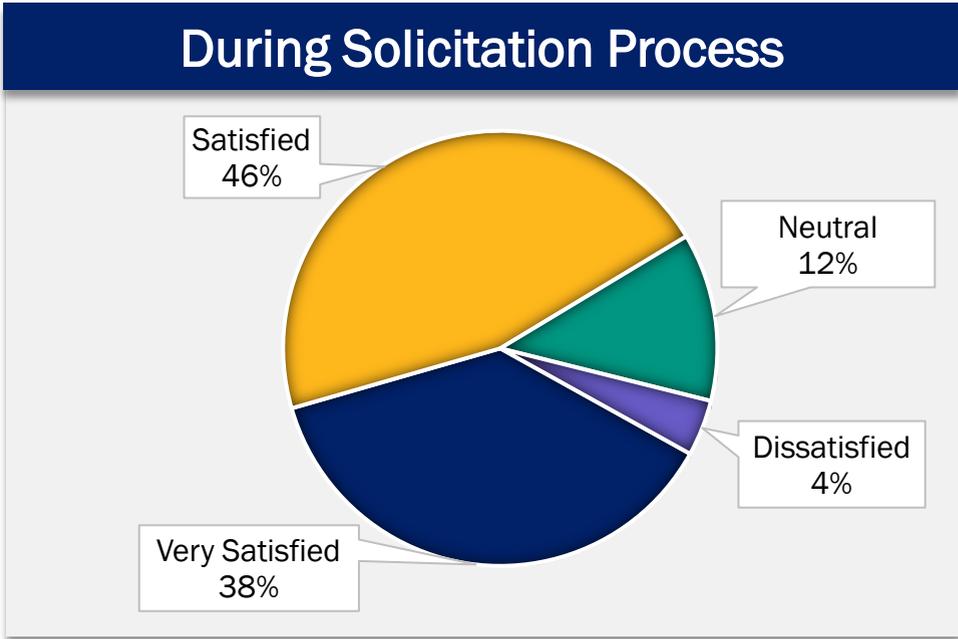
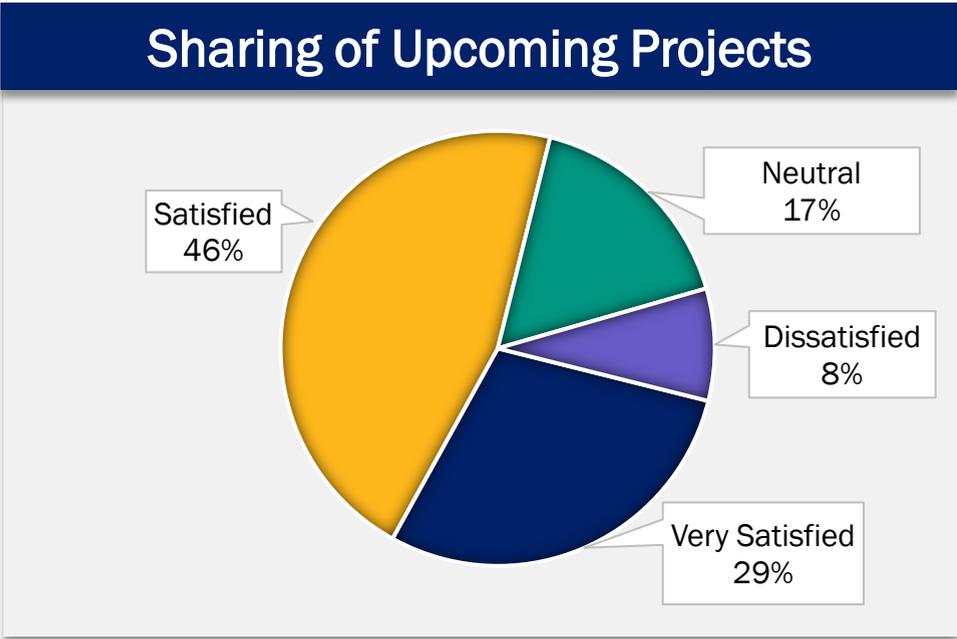
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Note: Percentages in the charts represent the portion of the supplier responses

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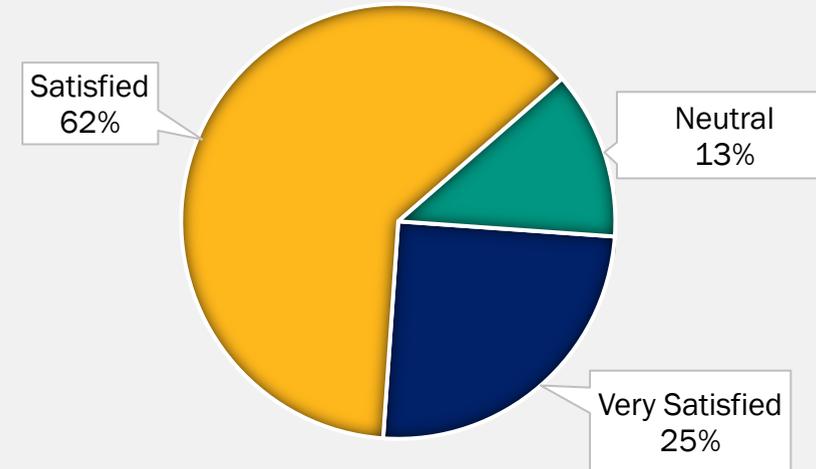
Collaboration

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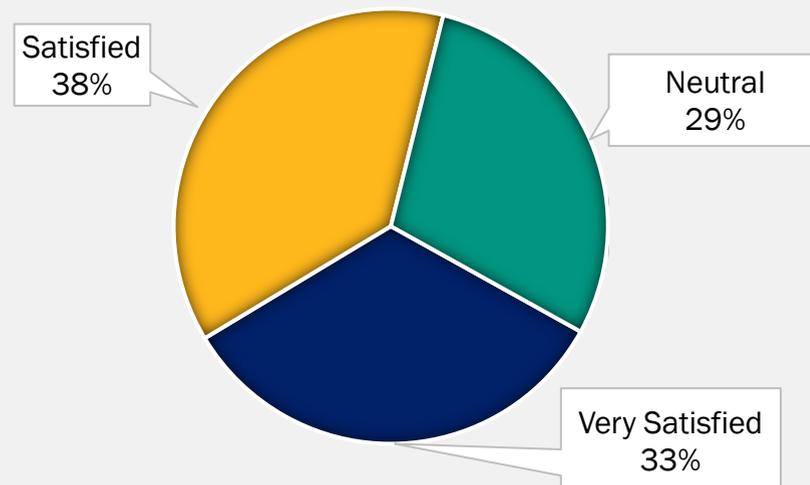
Supplier Feedback on Collaboration

- ❑ JEA Team is easy to communicate with and seems to be readily available
- ❑ JEA does a good job on pre-bid meetings, reviewing bid documents, and ensuring questions get answered
- ❑ Continue to prioritize flexibility with ongoing lead-time challenges

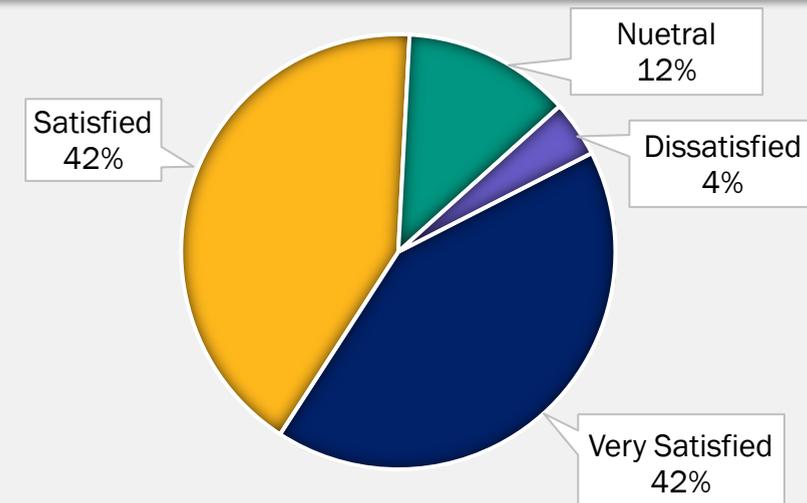
Seeking Feedback from Suppliers



Handling Issues and Disputes



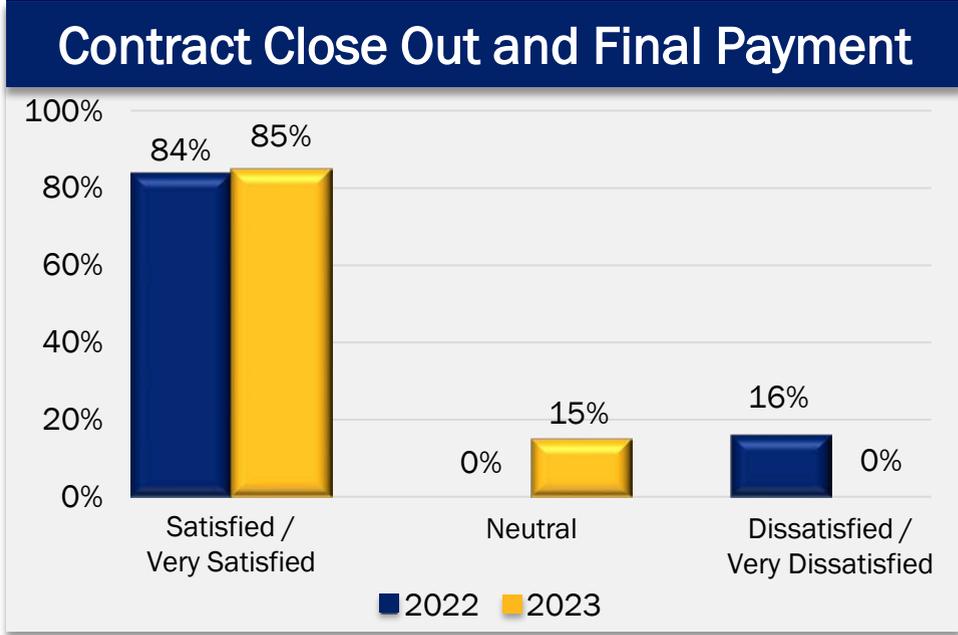
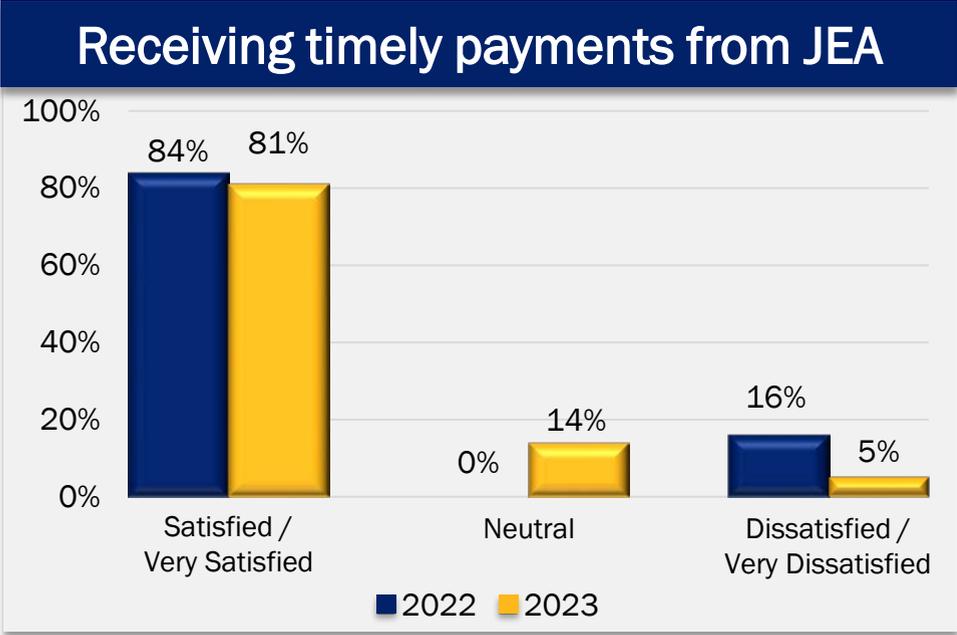
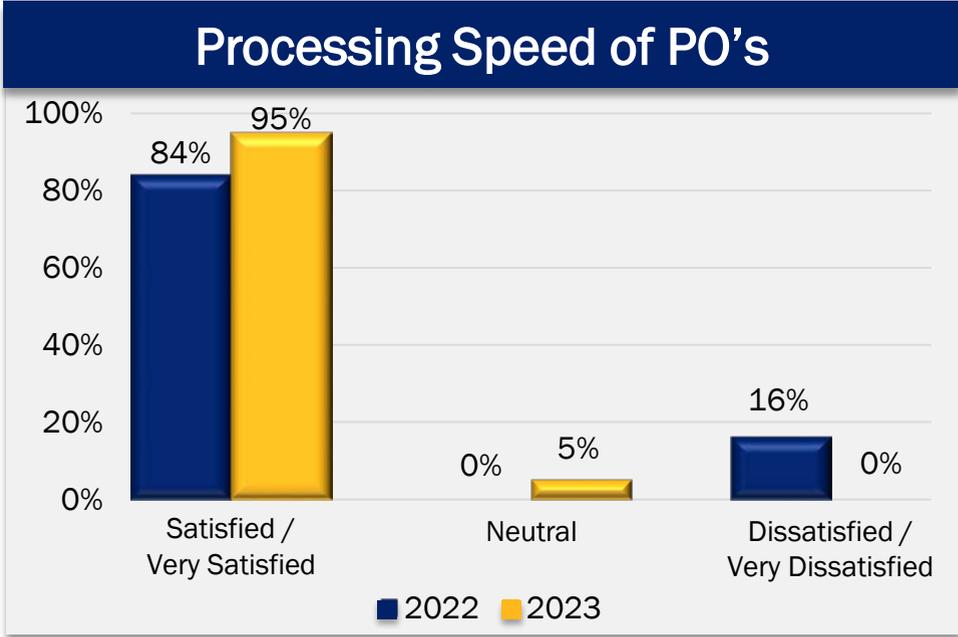
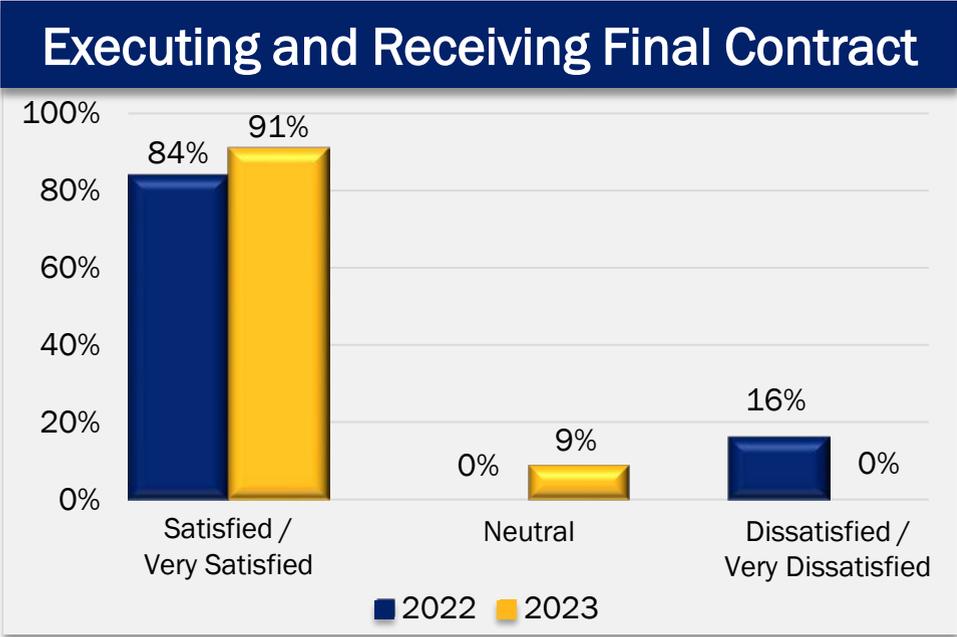
Efforts to Maintain Positive Relationship



Conducting Business with JEA



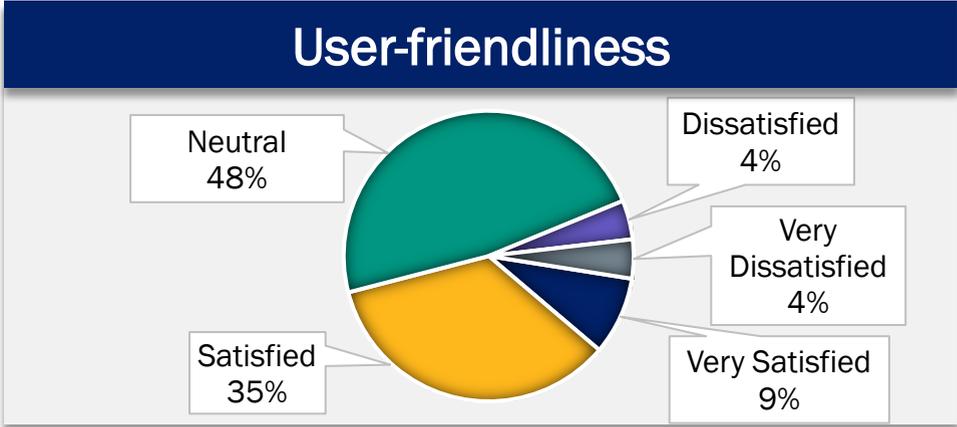
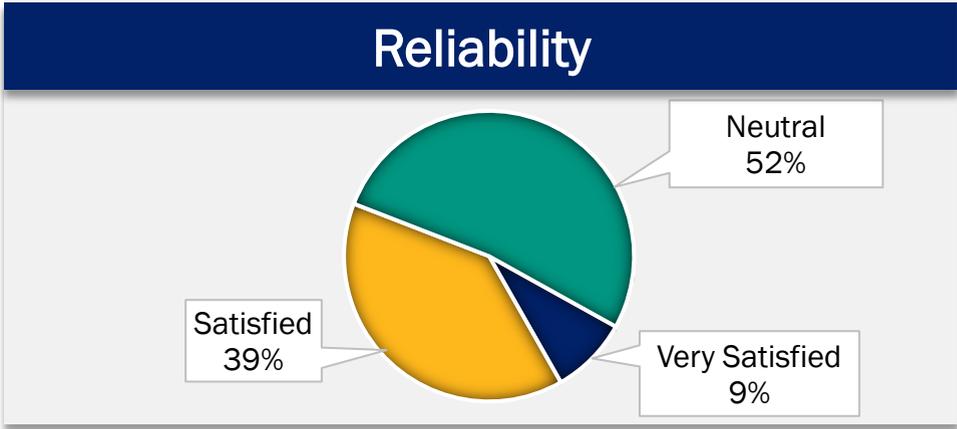
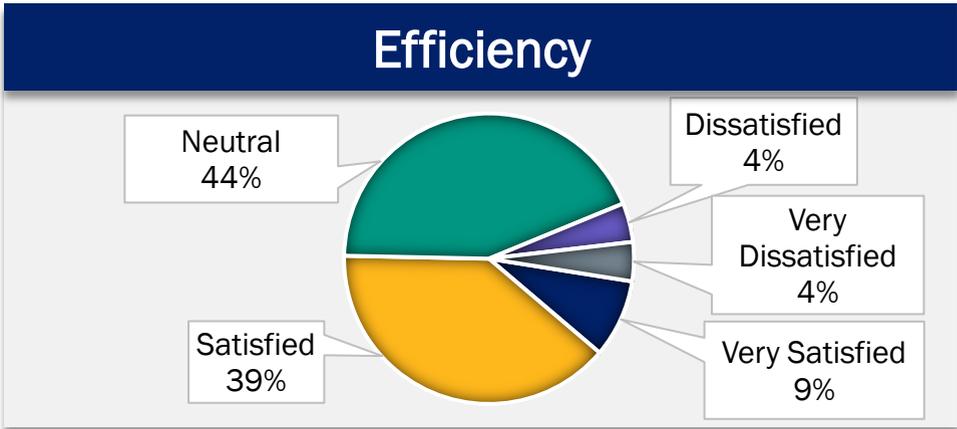
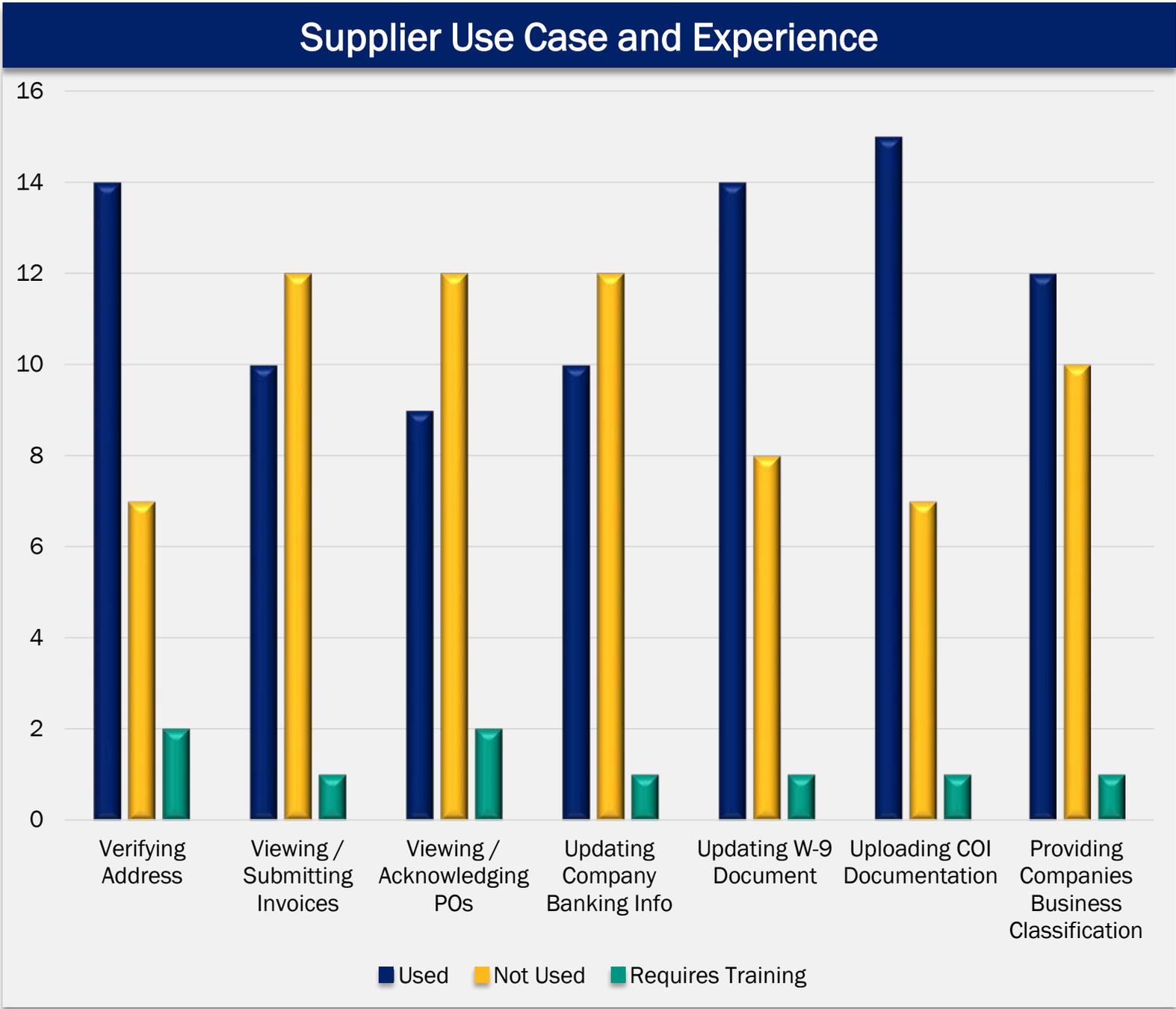
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Oracle iSupplier User Satisfaction

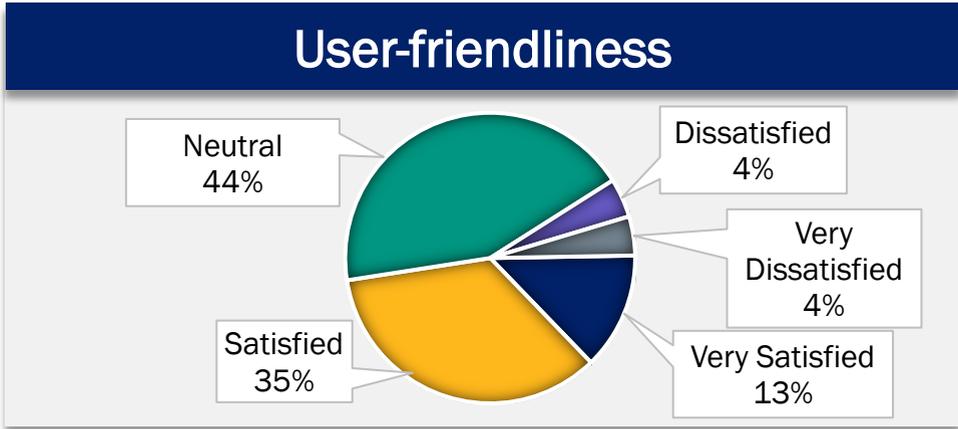
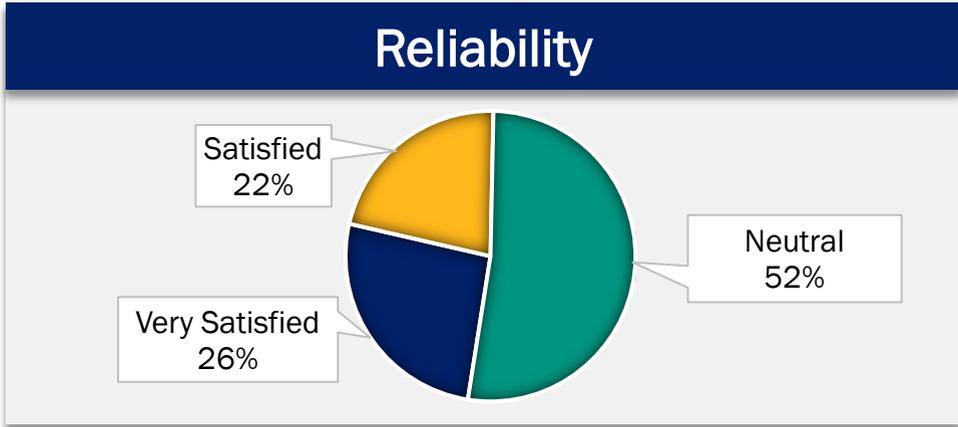
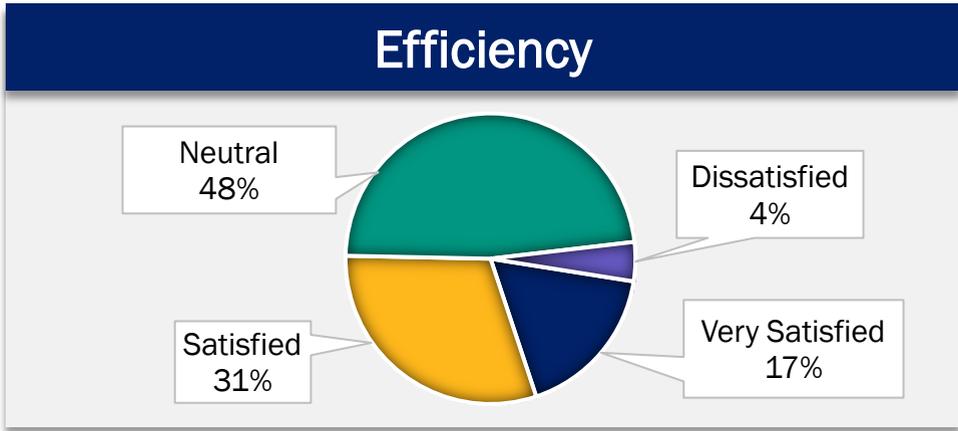
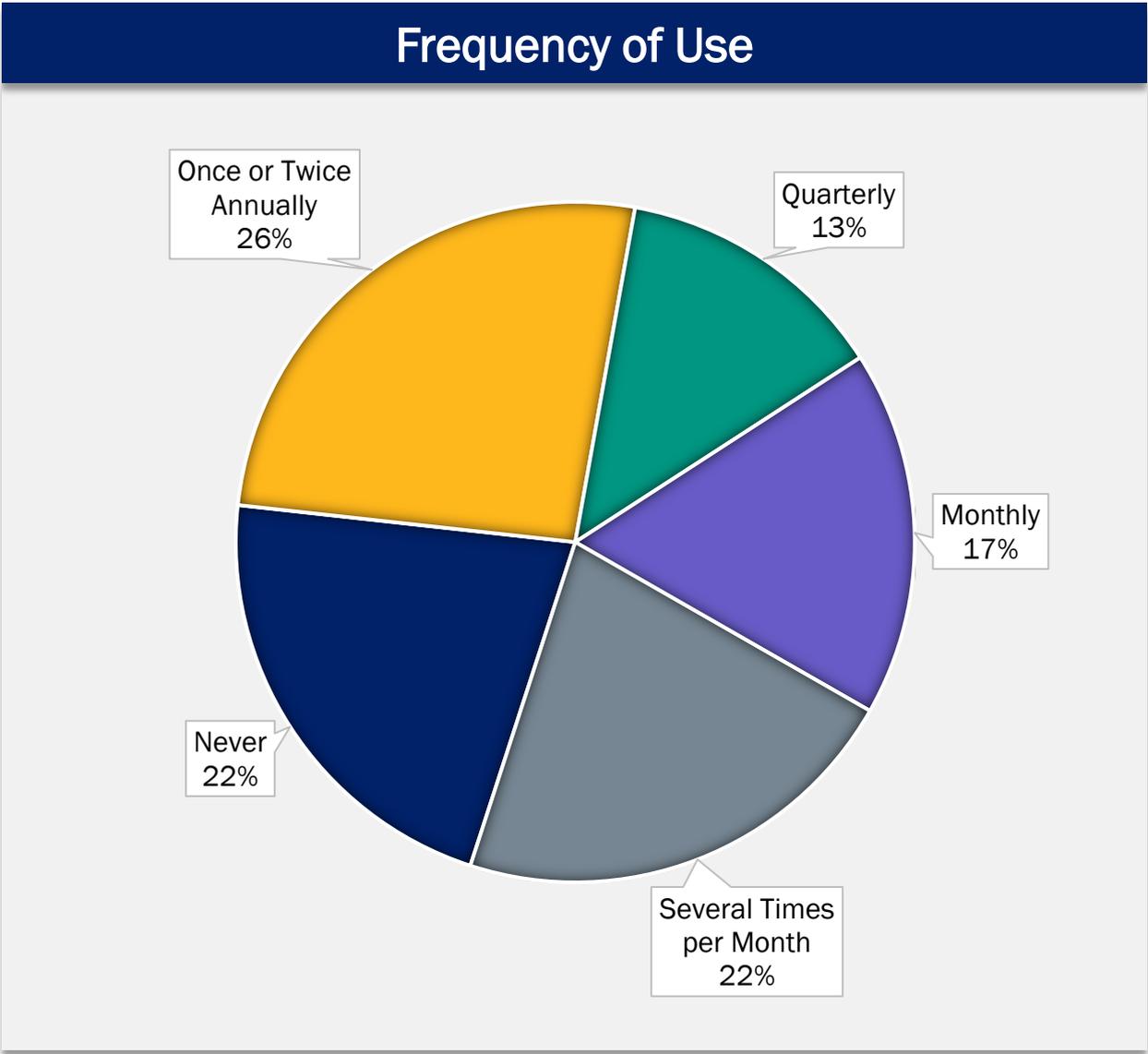
Majority of suppliers evaluated Oracle iSupplier at least neutral across the dimensions evaluated



Note: Percentages in the charts represent the portion of the supplier responses

Zycus User Satisfaction

Majority of suppliers evaluated Zycus at least neutral across the dimensions evaluated



Note: Percentages in the charts represent the portion of the supplier responses

JEA Operational Feedback

Overall, suppliers consider JEA a good business partner and have shared opportunities they believe may further improve interactions and overall operations

Strengths of JEA Procurement

- Quick and efficient bidding process
- Details in technical specifications and documentation in bid solicitations
- Easily reachable and readily available
- Excellent in pre-bid meetings, reviewing bid documents, and ensuring questions are answered
- Flexibility considering current supply challenges

Opportunities to Review

- Structure of material bids; Limiting suppliers by requiring all items to be bid on and having too large of material groupings
- Improved accuracy of project start dates and material usage reports
- Collaboration, especially when project changes affect multiple vendors work. More joint calls with all vendors to improve communication when considering changes
- Ensure support and clarity on next steps for vendor after a winning bid

Continue to Prioritize

- Efficiency in bidding process
- Communication on bids and contracts
- Flexibility in contracting
- Ongoing solicitation for feedback
- Project planning meetings to notify vendors of upcoming and planned project work before they are advertised
- Material planning and timeliness of orders
- Availability and responsiveness to requests

Supplier Perspectives on Market Conditions

Suppliers indicate supply challenges and long lead times to continue across markets and supply lines

Supply Market Outlook

- Qualified labor and labor rates; finding experienced labor is getting more difficult
- [Electric BU] lead times are not going to see much improvement
- [W/WW BU] Service brass will continue to see long lead times. Longer contracts would allow for more materials to be pre-ordered and reduce lead time challenges
- [Electric BU] will see no significant change in supply market or improvement of lead times
- [Electric BU] Resin could become a supply challenge over the next few years; subject to global supply markets
- [W/WW BU] Availability of JSEBs could be challenging in coming years due to high workload and limited capacity
- Continued price increases on materials due to freight, labor, and raw material markets

Supply Market Risks

- Resin could potentially be a supply risk and extend lead time for products dependent on it
- Changes in raw material costs related to paper supply for mills
- DOE Transformer Efficiency Standards and a change to amorphous core transformers
- Shortage of labor
- Construction costs may be volatile