

JEA Improving Lives. Building Community.

to be the best utility in the nation

Our Values

Safety

We put the physical and emotional wellbeing of people first, both at and away from work.

Respect

We treat others with courtesy and respect, seeking diverse perspectives and helping to bring out the best in everyone.

Integrity

We place the highest standard on ethics and personal responsibility, worthy of the trust our customers and colleagues place in us.

Our Strategic Focus Areas

Developing an Unbeatable Team

because we know employees that are treated well will treat our customers well

Delivering Business Excellence

because we are serious about serving as good stewards of the resources our customers rely on

Earning Customer Loyalty

because our customers count on us for delivering affordable, reliable services

Our Strategic Objectives

Foster an Exceptional Work Culture

Employee Engagement

Diversity, Equity & Inclusion

Deepen Customer & Community Engagement

Reasonable Rates

Sound Business Decisions

Economic Development

Customer Solutions

Stakeholder Relationships

Environmental Stewardship

Plan for the Future

Employee Development

Long-term Workforce Plan

New Business Opportunities

Integrated Resource Plan

Resilient & Reliable Infrastructure

Make Doing Business with JEA Easy

Technology, Tools & Data

Governance & Policy Review