



Building Community®

Procurement Bid Office
Customer Center 1st Floor, Room 002
21 W. Church Street
Jacksonville, Florida 32202

May 10, 2019

ADDENDUM NUMBER: Two (2)

TITLE: Credit Reporting and Monitoring 2019

JEA ITN NUMBER: 96868

RESPONSE DUE DATE: May 16, 2019

TIME OF RECEIPT: 12:00 PM

TIME OF OPENING: 12:00 PM

**THIS ADDENDUM IS FOR THE PURPOSE OF MAKING THE FOLLOWING CHANGES OR
CLARIFICATIONS:**

Question:

1. Please provide additional clarification to what the agencies definition is to adverse action? Is that declining service, or just notifying the customer that they are in collections?

Answer:

1. The adverse action letter is to let the customer know that they did not pass the qualifications to have their deposit waived. We describe the process to the customer, and why we are requiring a deposit to start service.

Question:

2. When and adverse action letter goes out to a customer, before any mailings is JEA looking to validate they have an updated address and possibly and email address to save on postage?

Answer:

2. If we have an email address on the customer record, we email the letters. For those accounts where there is no email address listed, we mail the letter. If an email address results in a bounceback due to the address being a bad one, we mail a letter.

Acknowledge receipt of this addendum on the Response Form