

Procurement Code Exemption Customer and Community Engagement

This JEA Procurement Code Exemption relates to all goods and services needed to support and manage JEA's Customer and Community Engagement initiatives and activities. For purposes of this procurement directive, Community Engagement means any activities authorized in Section 21.04(y) of Article 21 (JEA), City of Jacksonville Charter and other activities regarding JEA or JEA's community brand that inform, engage, and educate JEA customers and the communities that JEA serves. These services should promote the efficient use of JEA's services through public education including exhibits, conferences, displays, tours and other events customary to the utilities industry and also to publicize, advertise and promote the objectives of JEA. Examples of Customer and Community events include, without limitation, Corporate and Agency Engagement (including memberships), JEA Speakers Bureau, JEA Facility Tours, and JEA Community Event Participation. JEA's Customer & Community Engagement staff approves cooperative programs between JEA and other public and private entities and JEA customer groups. JEA's involvement with Community Engagement is authorized by the JEA Charter, as is cooperative programs that enhance JEA's brand reputation and serve to educate our customers and community on JEA's services, programs and making doing business with JEA easier and more affordable. JEA recognizes that the procurement of these types of goods and services is sufficiently different from the procurement of other supplies and services required by JEA.

	Agreement Amount	Contract Signatory Authority
Contracts for the Procurement of Community Engagement Supplies and Services	> \$1,000,000	JEA Board
	\$500,000 to \$1,000,000	Managing Director/Chief Executive Officer
	< \$500,000	Chief Customer Experience Officer <u>and</u> appropriate business Chief

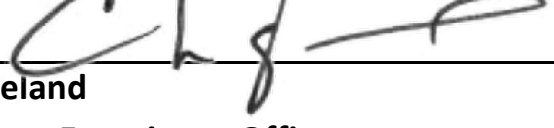
All enabling agreements should be reviewed and approved by the Office of General Counsel prior to signature.

Documentation			
	Agreement Amount	Term	Responsible Party
Responsible for Retaining Procurement and Contract Documentation	Any Amount	Any	Director Level

Procurement Methodology			
Type of Procurement	Agreement Amount	Approving Entity	Procurement Guidelines
Accelerated Bids	Any Amount	Director Level	If a short procurement timeframe is required, the JEA business unit may use an accelerated bid process to sell or procure supplies or services covered by this procurement exemption by issuing a solicitation via email to prospective bidders. Under this procurement method, staff of the VP & Chief Customer Officer will receive bids directly from the bidders for quick evaluation and award of a contract.
Unsolicited Offers	Any Amount	Director Level	JEA may enter into contracts based on unsolicited offers for supplies or services covered by this procurement exemption without using a competitive bidding process. JEA may engage in negotiations with the party that provided the unsolicited offer to improve the terms, conditions and/or pricing. JEA will be allowed to take advantage of unsolicited offers when such procurements are determined to provide operational and/or economical advantage to JEA and acceptance of such offer is in JEA's best interest.
Collaborative Procurement Agreements	Any Amount	Director Level	JEA may participate in, sponsor, conduct, or administer a collaborative procurement agreement for the procurement or sale of supplies or services covered by this procurement exemption, with one or more public or utility industry partners in accordance with an agreement entered into between the participants, when such action is deemed to be in the JEA's best interest.

I hereby delegate contract signature authority to the JEA personnel as provided herein.

Approved: 
Vickie Cavey
Managing Director/CEO
Date: 9/10/2025

Accepted: 
Charles Moreland
Chief Customer Experience Officer
Date: 09/10/2025