



IMPROVING LIVES. BUILDING COMMUNITY. to be the best utility in the country

CUSTOMER & WORKFORCE COMMITTEE

WebEx Virtual Meeting

March 31, 2023 | 10:00 am – 12:00 pm

Committee Members: Tom VanOsdol, Chair; Dr. Zachary Faison, Vice Chair; John Baker – All Board Members are Welcome

WELCOME

Meeting Called to Order

Adoption of Agenda

Tom VanOsdol, Chair

Approval of Minutes – September 16, 2022

Values Moment

Mercy Castillo, Manager, Customer Contacts

COMMENTS / PRESENTATIONS

Comments from the Public

Public

FOR COMMITTEE CONSIDERATION

DEEPEN CUSTOMER & COMMUNITY ENGAGEMENT

Fuel Pricing Policy Review

Victor Blackshear, Director, Financial Planning & Rates

FY23 YTD J.D. Power Residential Survey Highlights

Sheila Pressley, Chief Customer Officer

Affordability Measures

Tim Hunt, VP, Customer Experience Insights & Digitization

Electrification

Matt Lundeen, Director, Distributed Resources

JEA Fleet Electrification

Baley Brunell, Director, Facilities & Fleet Services

PLAN FOR THE FUTURE

Talent Planning

Jennifer Connell, Organizational Effectiveness Senior Specialist

Long Term Workforce Planning

David Emanuel, Chief Human Resources Officer

FOSTER AN EXCEPTIONAL WORK CULTURE

Employee Engagement Survey Results

Dr. Jessica Medina, Organizational Effectiveness Senior Specialist

Other New Business / Open Discussion

Tom VanOsdol, Chair

Announcements – Next Committee Meeting August 25, 2023

Adjournment