

September 25, 2025



# Normandy Village Utility

JEA Receivership Update



# Welcome

*Here for you. Here for your community.*

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## Safety Briefing

- ▶ Evacuation Route
- ▶ Assembly Location
- ▶ Medical Conditions
- ▶ Fire Extinguisher Location
- ▶ Room Hazards
- ▶ Restrooms



# Agenda

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- ▶ Opening and Introductions
- ▶ Receivership Overview and Timeline
- ▶ NVU System
- ▶ Commitment to Service
- ▶ Water and Sewer Operations
- ▶ Customer Support
- ▶ Billing, Payment, Deposits
- ▶ Service Notifications
- ▶ Questions and Answers



# Opening and Introductions

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**Greg Corcoran** - JEA Director of Community Engagement & Project Outreach

**Representative Wyman Duggan** - Speaker pro tempore, Florida House, District 12

**Council Member Clark-Murray** - Council District 9

**Dr. Charles Moreland** - JEA Chief Customer Experience Officer

**Rob Zammataro** - JEA Chief Water Systems Officer

**Carolyn Griffin** - JEA Director of Customer Experience

**Chris Jackson** - JEA Director of Customer Revenue

**Bradley Bulthuis** - JEA Attorney, Office of General Counsel

# NVU Receivership Overview

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## What is a Receivership?

A legal process intended to avoid interruption of water and/or sewer service to the customers of an abandoned utility. A receiver is appointed by the court to operate the utility until a new owner is determined.

## What it Means:

- JEA will control, operate, and maintain the NVU system
- JEA will provide water and sewer services to NVU customers
- JEA will not have ownership of the utility or its infrastructure





# Receivership Timeline

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**July 7:** NVU filed notice to abandon utility systems



**August 14:** COJ petitioned Court to appoint JEA as receiver



**September 5:** JEA is appointed as receiver of NVU utility systems



**October 5:** JEA will begin directly billing NVU customers as receiver

# NVU System

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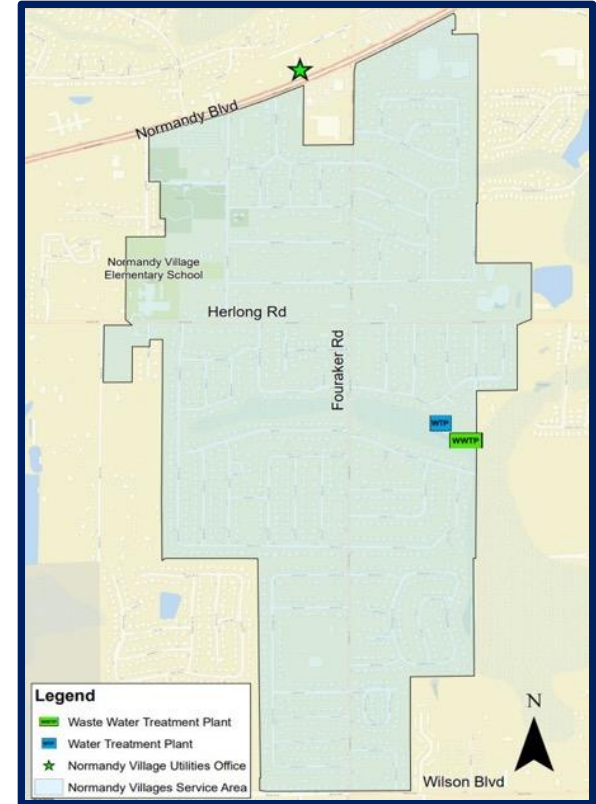
## NVU Customers

- Approximately 1,375 accounts/meters

## NVU Water & Sewer Systems

- Systems built in 1957
- Potable Water & Gravity Sewer Systems
- Water Treatment Plant (WTP)
- Wastewater Treatment Plant (WWTP)
- 4 Sewer Pump Stations
- 2 Floridan Aquifer Wells

**Office Location:** 8081 Normandy Boulevard



# Our Commitment to Service

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- JEA will provide safe and reliable water and sewer services to NVU customers throughout the receivership
- Customers will receive the same level of customer support for their water and sewer services as they do for their JEA electric services
- All meters are being inspected and replaced as needed to ensure accurate billing
- JEA customer advisors are available onsite at the NVU office and by phone
- Currently pursuing grant funding for future system and infrastructure improvements







# Water and Sewer Operations

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- NVU connected to JEA water system on 9/16/25
- NVU Water Treatment Facility temporarily offline
- Installing new generator at Wastewater Treatment Facility
- Assessing both systems for immediate and long-term upgrades
- System repairs being made to ensure safety and environmental protection
- Inspecting and repairing infrastructure and meters
- Monitoring performance and regulatory compliance





# Customer Support

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- JEA Customer Advisors onsite at the NVU Office
- 24/7 support by phone for service concerns and outage reporting
- Dedicated NVU customer webpage, [jea.com/nvu](http://jea.com/nvu)
- Monthly usage reading by JEA meter team
- Monthly billing by JEA billing team

## NVU Office Hours

Monday – Friday, 9 a.m. – 1 p.m. and 2 p.m. – 5 p.m.

## Phone

Water/Sewer Service: 904-781-1194

Electric Service: 904-665-6000



# Billing and Payment

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## Billing

- Water/sewer rates will remain the same at this time
- All bills issued before 9/5/25 used NVU's records
- JEA now manages NVU billing, payments, and collections
- New bills will display water and sewer usage, new charges, due date, and previous account balance
- Water and sewer bills will remain separate from JEA electric bills
- JEA has collected baseline usage readings, future bills will be based on customer usage





# Billing and Payment

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## Deposits

- Deposits recorded by NVU will be honored and will remain on account until closed
- If account is closed, deposit will be applied toward the final balance owed and the remainder will be returned to customer
- Pre-payments in lieu of deposits will no longer be offered to NVU customers

## Residential Deposits

Water: \$125, Sewer: \$75

## Commercial Deposits

Determined based on the nature of the business







# Billing and Payment

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## Payments

- Water and sewer payments will **only** be accepted at the NVU office or by mail
- Accepted forms of payment: Cash, personal/cashier's check, money orders
- Receipts will be provided for all payments
- Payments will be due on the last business day of each month

## Returned Payments

- Returned payments will incur a \$20 fee
- Refunds will be paid by check and mailed



# Service Notifications

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- Service disconnection notices due to nonpayment
- Major construction updates
- Planned water outages
- Boil water advisories (planned and unplanned)
- Sanitary sewer overflows
- Ongoing communication and community engagement to keep you informed
- Update your contact information on [jea.com](https://jea.com)





## Questions and Answers

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- JEA Customer Advisors onsite in Media Room to answer account related questions
- Complete a question card, and a JEA representative will contact you to address your questions or concerns
- Visit **[jea.com/nvu](http://jea.com/nvu)** for the most up-to-date information about your water and sewer services

**Thank  
You!**



# Subject Matter Experts

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## **Water and Sewer Operations**

Rob Zammataro, JEA Chief Water Systems Officer

## **Customer Service Support**

Carolyn Griffin, JEA Director of Customer Experience

## **Billing and Payment**

Chris Jackson, JEA Director of Customer Revenue

## **Legal**

Bradley Bulthuis, JEA Attorney, Office of General Counsel