



December 11, 2023

Ms. Kim Taylor
Council Auditor
City of Jacksonville
Office of the Council Auditor
117 West Duval St., Suite 200
Jacksonville, Florida 32202

JEA's Report to Council Auditor re: FY23 Pay for Performance Program

Dear Ms. Taylor:

In accordance with City of Jacksonville Article 21 (*JEA*), Section 21.08(f), Employee Bonus Program, we are herein providing our report related to FY23. Section 21.08 (f) requires, in part, that "*...JEA shall also provide the council auditor with an annual end of fiscal year written report on or before December 31st of each fiscal year regarding the disbursements related to the bonus program...*".

Enclosed is a memo signed by Lee Montanez, JEA's Director of Audit, regarding Internal Audit's Review of JEA Pay for Performance Program for FY23. The memo notes that of the four performance factors, Safety – met the Program's "Exceeds" criteria, whereas one component – Customer Satisfaction (Commercial) – met the Program's "Meets" criteria. The remaining components, Customer Satisfaction (Residential) and Cost Control, did not meet the Program's criteria. As noted in the Testing section of page 2 of the memo, "Per the reported results, the payout percentage is 2.25%, and the estimated payout calculated by Human Resources for the FY23 program is \$4,432,082".

Please contact me if you need additional information regarding our report.

Sincerely,

A handwritten signature in black ink, appearing to read "L. David Emanuel", with a long horizontal flourish extending to the right.

L. David Emanuel
Chief Human Resources Officer
(904) 665-4647; emanld@jea.com

Enclosure: JEA Memo, "Review of JEA Pay for Performance Program for FY23" dated October 20, 2023 (2 pages)

Cc: Mr. Jay Stowe, Managing Director & Chief Executive Officer
Mr. Ted Phillips, Chief Financial Officer