

Understanding Fuel Costs on Your JEA Bill

What JEA Wants Customers to Know

What's Happening?

JEA customers are seeing higher charges on their electric bills as we continue to face steep costs for the fuel we use to generate electricity for you. The cost of natural gas has soared nationally, nearing a 15-year peak. These rising costs are impacting electric utility customers throughout the country.

Our fuel charges are a pass-through cost; JEA does not profit in any way from these charges. And when the cost of fuel goes down, JEA will be able to pass those savings along to you.

Why?

There are a number of external factors affecting the U.S. natural gas market, including the war in Ukraine, gas pipeline disruptions and low natural gas inventories due to summer's extreme heat.

What is JEA Doing?

To begin with, JEA's finance team continues to find ways to minimize these fuel cost increases by investing in other generation sources and creating efficiencies within our organization to keep costs from rising even further.

Knowing the costs remain a burden for customers, we continue to identify ways to provide some relief. Some ways include:



Fee-free Payments

We no longer charge credit or debit card fees for bill payments, as of Oct. 1, 2022.



Easy Qualify Payment Arrangements

We made it easier to qualify for payment arrangements that enable you to pay your balance interest-free for nine months.



Refund Deposits Sooner

We refund deposits after 12 months of good payment history so that your money can get back into your pocket more quickly.



Multiple Payment Options

We offer various payment options that can help you manage your monthly bill amount.



Helping Families in Need

We partner with local nonprofit agencies to assist families in need.

For ways to help manage your bill, please visit
jea.com/options or scan the QR code.



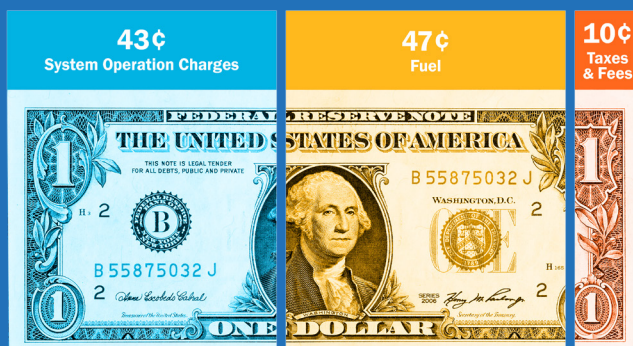
To better understand how every dollar of your residential electric bill is used, take a look at the graphic to the right.

The fuel, taxes and fees amount on your bill changes every month. And remember, when the cost of fuel goes down, JEA will be able to pass those savings along to you. In the meantime, there are ways you can save money on your utility bill. Simple things like setting the temperature five degrees warmer when leaving the house for more than an hour in summer and five degrees cooler in winter can make a difference. Heating, ventilation and air conditioning (HVAC) account for more than 40 percent of your total utility bill. For every degree setting below 78°F, you spend up to 8 percent more in cooling costs.

For Every Dollar on a Residential Electric Bill

September 2022

Based on 1,000kWh consumption. Fuel and Taxes & Fees amount will change monthly.



STEPS YOU CAN TAKE TO SAVE ON YOUR BILL



Add insulation



Seal duck work



Run ceiling or
table fans while
occupying room



Seal gaps around
window frames
and exterior doors



Change air filters
every month



Choose
energy-efficient
appliances & bulbs



Schedule heating
& cooling system
maintenance



Install a smart or
programmable
thermostat



Turn off HVAC &
open windows



To learn more about ways to save on your utility bill, visit us online at jea.com/waystosave.

JEA

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