

TRUE COMMISSION

RESOLUTION 2009-1

WHEREAS, the JEA recently announced a plan to close its five satellite customer care offices located throughout the city after an internal review found that the offices were relatively underutilized by customers and were therefore more costly to operate in terms of office space leases and personnel than the volume of business transacted in them warranted; and

WHEREAS, the JEA has established over 90 remote payment locations around the city, primarily in grocery and convenience stores, where customers can make payments that are credited immediately to their accounts during normal business hours; and

WHEREAS, the TRUE Commission has viewed maps of the locations of these remote payment sites and verified that there are sites located within a half-mile of each of the five JEA satellite offices, which should be readily accessible to the customers who may currently utilize those offices; and

WHEREAS, JEA has in recent years instituted several alternative means of customer interaction with the utility, including on-line account information and bill payments through the Internet, a 24-hour pay-by-phone system and the E-Z Pay Plan which directly debits the monthly payment from a customer's checking or savings account, all of which are in addition to the traditional payment by mail or in person at the JEA headquarters downtown; and

WHEREAS, in these challenging economic times it is important for the City and its independent authorities to operate in the most efficient and cost-effective manner possible in order to make the best use of taxpayer and customer revenues and keep administrative expenses as low as possible; and

WHEREAS, the JEA ought to be commended for analyzing its operations and attempting to implement cost-saving measures to keep its rates as low as possible; now therefore

BE IT RESOLVED that the TRUE Commission hereby commends the JEA for undertaking a rational effort to streamline services and reduce costs through a study of its operations and the subsequent decision to close its five satellite customer care centers, and encourages further efficiency and cost-saving efforts.

Adopted by vote of the Commission this 5th day of March, 2009.

John Palombi, Chairman