

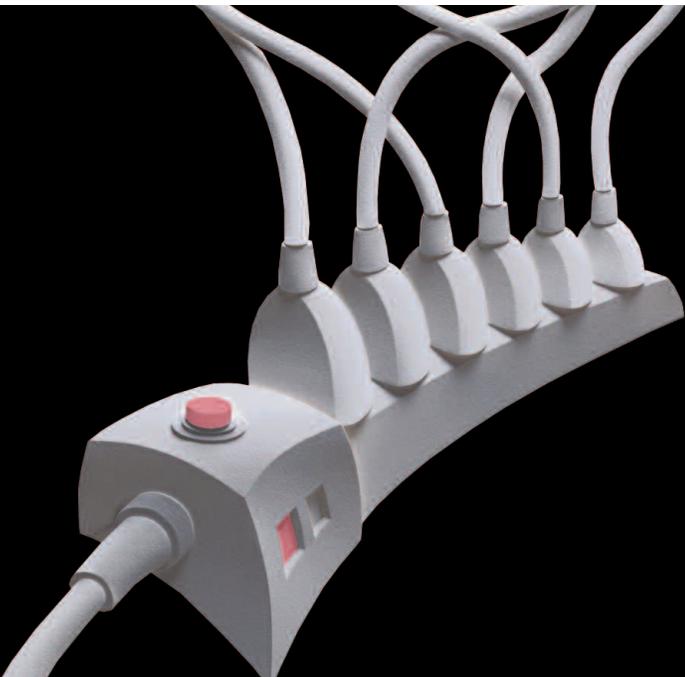


Please plan accordingly. We apologize for the inconvenience.

service during this upgrade.

- JEA will not be able to receive or process payments or requests for service changes including turn on, turn off and transfer of
 - jea.com will be unavailable for transactions from Wednesday, November 21 at 10 p.m. until at 9 a.m. on Monday, November 26.
 - All JEA Customer Care Centers will close Thanksgiving Day and will not reopen until Monday, November 26.
- We will upgrade our customer care and billing system over the Thanksgiving holiday weekend. As a result:

Billing System Upgrade...Plan Ahead



ARE YOU STILL
USING
ENERGY
AFTER YOU FLIP THE
SWITCH?



Once you hit that off button, your home electronics might not be on, but they may still be using electricity. Your home electronics could actually be costing you more money when you're not using them than when you are!

Each year, Americans actually spend more money to power home audio equipment when it is off than when it is turned on. It's called a **"phantom load"** and it is electric consumption that occurs without your knowledge.

From your cordless phone to your home entertainment system, consumer electronic products are responsible for more than 25 percent of your household's electricity use. Why so high? Because many home electronics use energy when they're off to power features like clock displays and remote controls. However, ENERGY STAR® qualified consumer electronic products use up to 50 percent less energy in the off position than conventional equipment. Using less energy means paying less when your energy bill is due.

What else can you do?

Unplug home electronics when not in use. An easy way to do this is to use a power strip with a single on-off switch allowing you to turn off all the electronics plugged into the strip at once.

When it's time to replace items like a television, telephone or DVD player, replace them with ENERGY STAR models. ENERGY STAR means a product meets strict energy efficiency guidelines set by the US Environmental Protection Agency and the Department of Energy.

Remember: Saving energy means helping our environment as well as saving you money on your monthly energy bill. Every small change you make adds up to a big difference.



For more energy saving tips, visit jea.com.

PLEASE NOTE: JEA will not process payments or requests for service changes during the Thanksgiving holiday weekend. Please turn to the back of this flyer for more information.