



Suspended Service Disconnections



JEA Customer Centers Closed. Drive Thru Service Open 7:30am-6pm M-F. Payments Only.



COVID-19 Crisis Mitigation

As your community-owned utility, we're here for our customers and make it our goal to be one thing you can count on. As you've seen or experienced, COVID-19 (Coronavirus) has drastically altered our everyday lives. In continuing day-to-day operations, we can assure you that the health and well-being of our employees, our customers and our community is of primary concern. Jackson Energy Authority is taking precautionary steps to minimize the threat and following public health agencies and governmental authorities' recommendations for COVID-19 procedures.

Precautionary measures have been taken as publicly shared customer spaces are cleaned and disinfected daily, outside guest access has been limited at all facilities and in-person meetings have been changed to video-conferences.

In response to the COVID-19 (Coronavirus) crisis, JEA's Customer Centers located at 351 Martin Luther King Jr. Dr. and 2030 Pleasant Plains Ext. are closed to walk-in service effective Wednesday, March 18, 2020 until further notice. The drive-thru at both locations will be open 7:30 AM to 6PM for payments only.

Jackson Energy Authority would like to encourage customers to utilize one of the many payment methods below to conduct business:

- Mobile App – available in the App store or on Google Play
- Drive-Thru Windows – available at both Customer Center locations
- Self-Service Kiosks – available at both Customer Center locations
- Online – [sign in](#) to JEA My Bill online portal
 - Sign In/Sign Up Now - log in to pay online, schedule recurring payments and more
 - Make a Payment - make a one-time payment with no log in

We recognize that the COVID-19 crisis presents challenging financial circumstances. To help reduce the impact on our customers, we have suspended disconnections for non-payment until further notice. However, please know that while services will not be disconnected bills will continue to accrue. We encourage customers to make payments when able to avoid high bills. For more payment option information, please visit [Bills & Payments](#).

At this time, we continue working to meet the needs of our customers while providing for the health and safety of all. Please heed all precautions to keep your family and community safe from COVID-19.

Resources