JEA's 2-way SMS texting option allows you to send specific texts to and receive specific texts from Jackson Energy Authority. When enrolled in JEA Text Alerts, you can text to get a bill balance and due date, set a payment extension, receive electric outage notifications, and report an electric outage. Text message frequency will vary.

ELIGIBILITY

Text "Join" to 53248 (JEA4U) to opt-in. A current cell phone number attached to a JEA account is required to enroll in JEA Text Alerts.

SHORT CODES

Once you opt-in, the following keyword commands can be used for communication:

- JOIN / JEA / START – To enroll in 2-way text notifications
- HELP – To receive additional commands
- BAL / BALANCE / GET BALANCE – To get a bill balance and due date
- OUT / OUTAGE / CHECK OUTAGE / CHECK FOR OUTAGES – To get electric outage information or to report an outage
- EXTEND / PROMISE / PAYMENT ARRANGEMENTS – To set a payment extension
- STOP / DONE / END / CANCEL / UNSUBSCRIBE / QUIT – To cancel 2-way text notifications

Keyword commands are not case sensitive and should be exact, including spaces where applicable to get the proper response.

OPT-OUT PROCEDURE

You can cancel JEA Text Alerts at any time by texting "STOP" to 53248 (JEA4U). After you send "STOP" to us, we will reply to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, just sign up as you did the first time.

ASSISTANCE

If you are experiencing issues with the messaging program you can reply with the keyword HELP for more assistance, or you can get help directly by calling 731-422-7500, by email JEAContactUsWebsite@jaxenergy.com or by online form at https://www.jaxenergy.com/forms/contact.

NO LIABILITY

JEA and/or carriers are not liable for delayed or undelivered messages.

FEES

JEA does not charge users for participating in the JEA Text Alerts. As always, message and data rates from your wireless carrier may apply If you have any questions about your text or data plans, it is best to contact your wireless provider.

NON-EMERGENCY USE

JEA Text Alert short codes do not support or carry emergency calls. Calls or messages to emergency services cannot be processed using this short code.

PRIVACY POLICY

If you have any questions regarding privacy, please read our **SMS (Text) Messaging Alert Program Privacy Policy:** https://www.jaxenergy.com/images/uploads/resources/SMSPrivacyPolicy.pdf