



NEW ACCOUNTS Work Order Flow Process

First call made to Jackson Energy Authority/ New Accounts / 731.422.7315 or 731.422.7500

New Customers

- Customer fills out JEA application for service (commercial or residential)
- New Accounts Coordinator creates new address or premise number / id with customer attached

Existing JEA Customers

- New Accounts Coordinator determines existing customer account number CMB and creates a new address or premise number / id

Electric

- Determine size and voltage required: 120/240V; 120/208V; 277/480V
- Order created by New Accounts Coordinator and given to Project Coordinator / ESPOT (electric meter spot)
- Meet with customer / determine locations (SPOT)
- Work orders sent to distribution for installation

Floodlights

- Order created by New Accounts Coordinator and given to Project Coordinator / FLR (floodlight request)
- Meet with customers / give prices and determine locations needed
- 40 Month contract for floodlights / One year contract for security lights
- Work orders sent to distribution for installation

Gas

Natural

- Determine what appliances customer has on natural gas (central heating unit, water heater, cook stove, generator, fireplace, etc.)
- Commercial/Residential Natural Gas Request Application signed
- Order created and given to Project Coordinator / GSR (gas service request)
- Meet with customer / determine locations
- Measure distance of pipe needed; provide cost to customer / 120' of service free with water heater and central unit installation (residential customer only)
- Work orders sent to distribution for installation

Propane

- Determine what appliances customer has on propane
- Order created and given to Project Coordinator / PSR (propane service request)
- Meet with customer / determine location for LP tank and meter
- Contract signed
- Measure distance of pipe needed; provide cost to customer
- Work orders sent to distribution for installation



NEW ACCOUNTS Work Order Flow Process

Water / H₂O

Developer installed mains and service laterals

- Work order created by New Accounts Coordinator and sent to distribution for installation

New installation

- Determine what size meter needed by GPM requirement
- Price given by Project Coordinator / payment received by JEA from customer
- Water meter permit pulled from City of Jackson (by the customer)
- Order created and given to Project Coordinator / NAPW (New Account permit water)
- Meet with customer / determine location(s) / mark and stake locations
- Work orders sent to distribution for installation

Fire Hydrant Meters

- Determine if large or small meter needed (deposit required)
 - \$200 for small = 1" meter
 - \$1,375 for large = 3" meter
- Contract signed and deposit received from customer and applied to account at that time
- Order is created in CMB / sent to distribution for installation of a fire hydrant or picked up by customer

Waste Water (Only in city limits)

Gravity

- Order created and given to the Project Coordinator / NAPWW (New Account permit Waste Water)
- Meet with customer / determine locations / mark and stake
- Sewer lateral permit pulled with the City of Jackson (by the customer)
- 6" service lateral provide to property line / customer connection from that point to house
- Work orders sent to distribution for installation / via City Works

Force System

- Order created and given to Project Coordinator
- Meet customer / determine location for E1 Pump System (near septic tank location) / mark and stake
- Work orders set to distribution for installation / via City Works
- Customer contact information given to Plant Maintenance Department to install pump and contact electrician for control panel installation