



## **Survey Methodology & Key Findings**



# Methodology

Sachs Media surveyed 613 residents living within the JEA service area, including in Duval, Clay, Nassau, and St. Johns counties, August 4-8, 2023, via random sample of the Florida Voter File and proportional sampling of resident panels; 513 completed the final question, for an average margin of error of +/- 4.1 at the 95% confidence level. Results are representative of residents by age, race, gender, and political affiliation.

# Key Findings

**Most JEA residents believe their utility bills have increased over the past year, and overwhelming portions are concerned about these bills continuing to increase.**

- **8 in 10 residents (80%) say their utility bills are either “a lot higher” (48%) or “a little higher” (32%) than they were one year ago. Another 17% say their utility bills are about the same as last year, with just 3% saying their current bills are lower. Higher current utility bills are reported by greater portions of:**
  - Residents under age 55 (85%) compared with those age 55 and older (76%)
  - Black residents (88%) compared with Hispanic (78%) and white residents (74%)
- **9 in 10 (90%) say they’re either “very” (62%) or “somewhat” (28%) concerned about utility bills increasing over the next year. Concern is reported by larger portions of:**
  - Female residents (94%) than male (87%)
  - Residents under age 55 (94%) than those age 55 and older (86%)
  - Black residents (99%) than Hispanic (89%) and white residents (85%)

**More than half of residents are unsure whether JEA should increase natural gas investments, while about 1 in 3 support such a move.**

- Respondents were told that renewable energy made up 1.5% of the JEA energy portfolio in 2022. Given this, 58% believe JEA should increase investments in renewable energy (like solar energy), while 11% say JEA should decrease such investments and 31% are unsure. Support for increasing renewable energy investments was expressed by significantly greater portions of:
  - Democrats (70%) and non-partisans (67%) compared with Republicans (43%)
- Conversely, the feeling that JEA should decrease renewable energy investments is held by greater portions of:
  - Republicans (21%) compared with non-partisans and Democrats (5% each)
  - Male residents (15%) compared with female (8%)

**Satisfaction with JEA as a current utility provider is middle-of-the-road, with few satisfied by steps JEA is taking to lower customer bills.**

- Fewer than half (45%) say they are either “strongly” (21%) or “somewhat” (24%) satisfied with JEA as their current utility provider. Another 30% are neutral, while 25% are dissatisfied. Satisfaction with JEA’s utility service is greater among:
  - Residents age 55 and older (56%) compared with those ages 35-54 (40%) and younger than 35 (30%)
  - White residents (55%) compared with Hispanic (48%) and Black residents (33%)
- Even smaller portions (27%) say they feel either “strongly” (10%) or “somewhat” (17%) satisfied with the steps JEA is taking to lower their utility bills. Another 36% feel neutral, and 37% are dissatisfied. Again, satisfaction with JEA steps to lower utility bills is greater among those older than 65.

**While support for the federal Inflation Reduction Act is lukewarm, most residents believe that if dollars are available to Florida for renewable energy projects, JEA should seek them:**

- Feelings about a provision to fund renewable energy within the federal Inflation Reduction Act are evenly divided. About 1 in 3 respondents say they generally “like” the provision, another 1 in 3 say they generally don’t like it, and 1 in 3 say they’re not sure. Regardless of support for the Act overall, however, 8 in 10 (81%) of those who have an opinion believe JEA should seek these funds. This includes 95% of Democrats, 87% of non-partisans, and 66% of Republicans. Notably, among Republicans, the following sentiments are expressed regarding Florida accepting Act funds to help offset the costs of renewable energy projects:
  - 66% believe Florida should seek these funds regardless of whether they support the federal legislation itself. By a 2-to-1 margin, Republicans who favor accepting the funds don’t like the source of the money (44% opposing the legislation, 22% supporting it).
  - 34% say they don’t like the Act and don’t support Florida seeking these funds.

