



**Jackson  
Energy  
Authority**

**One thing you can count on.**

## **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.)
- 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 natural gas
- 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 / H<sub>2</sub>O**

#### **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



## **NEW ACCOUNTS** Work Order Flow Process

### **Telecom**

- Sales Staff contact customer
- Sales and customer determine service needs.
- Sales Staff create 3 Orders
  - Site Survey - a detail assessment by Field Service Staff of the requirements of installation
  - Drop Order - allows the fiber optic cable feeding from the distribution network to the customer dwelling
  - Connect Order - contains all of the tasks require to connect the requested service to the customer

### **Site Survey**

- Fiber Optic drop availability
  - ONT Placement / locations
  - Type of structure – brick, metal, new construction, old construction
  - Number and complexity of individual lines to be ran.
    - Drop ceilings
    - Brick Walls
    - Logistics of installation

### **Drop Order**

- Underground installations require TN One Call underground locates to identify other utilities in the area. In order for this to be accomplished 5 business days are added to the order for this process to be completed.
- Overhead installations require 3 business days to be accomplished. This ensures all aspects of the fiber optic network are functional at the time of the connect.

### **Connect Order**

- Number of Ethernet cables to be installed for either data or voice services.
- Types of equipment to be installed
- Number of coaxial cable to be installed for video services.