



**Community Advisory Panel
Meeting Minutes for September 7, 2023**

Members attending the meeting:

Mark Campen, Tiki Dixon, Terry Ledford, Kent Minault, Stephen Smith

Others in attendance:

Facilitator: Dawn Ford

KUB Staff: Elba Marshall, Susan Edwards, John Gresham, Tiffany Martin, Mark Walker, John Williams

KUB Commissioners: Cynthia Gibson

New Business

The Community Advisory Panel met at 3:00 p.m. on September 7, 2023 at KUB's Hoskins Operations Center (4505 Middlebrook Pike).

Ms. Ford asked if anyone had corrections to the July meeting minutes. There were no corrections, and the panel approved the minutes.

Ms. Ford explained the agenda for the meeting, which included an overview of KUB workforce development and recruiting by Elba Marshall, Director of Corporate Services and Diversity, Equity, and Inclusion (DEI).

Ms. Marshall shared her presentation, which included an overview of how KUB invests in a skilled, diverse workforce through competitive pay and benefits, career development and training, and a commitment to DEI. Ms. Marshall shared workforce statistics, including demographics, average tenure, and turnover. Ms. Marshall provided an overview of KUB's TeenWork, Student, and Utility Apprentice programs. She also described KUB's recruitment efforts and recent enhancements.

Terry Ledford asked if KUB requires the lineworker apprentices to remain employed at KUB for a certain length of time after completing the program. John Williams, Senior Vice President of Engineering and Construction, confirmed KUB does not require the apprentices to work at KUB for a designated length of time, as KUB feels it's best to not implement a requirement and instead strive to retain them.

Tiki Dixon commented that Ms. Marshall did a good job explaining why candidates should consider working at KUB. He said he feels KUB needs to do a better job explaining why employees should be loyal to KUB and the importance of creating an environment of loyalty to the organization. Mr. Dixon described some of his past experiences related to employee retention and focusing on improving loyalty of employees. He asked about the 10.59% separation rate in the KUB workforce and the details in that number. Ms. Marshall noted that information is tracked and can be provided to the panel. Mr. Dixon then asked about the TeenWork program and if more could be done to retain participants to stay with KUB following the program. Ms. Marshall said KUB is seeing more job movement on applications now which is a shift from previous applicants.

Kent Minault noted the stability KUB offers is important from his perspective. He asked what KUB does to help employees who don't meet certain qualifications. Ms. Marshall noted in some cases, individuals don't meet minimum qualifications for employment at KUB, however, when KUB has entry-level employees, KUB works to help the employee develop new skills and advance in their careers.

Tiki Dixon talked about the importance of mentorship and finding the right leaders who are willing to dedicate time to serve as mentors. He also recommended a testimonial video from a TeenWork participant to promote the program and KUB.

Terry Ledford asked if KUB is looking for another partner for the utility apprenticeship program. He noted University of Tennessee is exploring an apprenticeship program for maintenance, and there may be a partnership opportunity.

Tiki Dixon noted there may be partnership opportunities with Roane State Community College.

Ms. Ford shared an announcement with the panel related to the conclusion of their initial three-year membership terms at the end of 2023. She explained KUB will contact panel members to inquire about interest in continuing service on the panel, and KUB will also develop plans for new member recruitment. Because the November 2 meeting will conclude the initial three-year term, the meeting will include an appreciation lunch for panel members. It will also include updates on topics the panel has discussed.

Stephen Smith shared that TVA has authorized funding towards energy efficiency programs over the next five years but has not defined how these funds will be used. Based on KUB's status with TVA in the community as a large provider, Mr. Smith said this funding could have a significant impact on programs KUB provides. Mr. Smith asked if he could receive some clarity on how this funding could be used by KUB towards energy efficiency programs with TVA. Mark Walker, KUB Senior Vice President and Chief Financial Officer, agreed to follow up and share information with the panel.

The meeting adjourned at 4:30 p.m.