

KUB

Community Advisory Panel

August 20, 2020



Resolution 1420

Community Advisory Panel Purpose

“...gather input from KUB customers, including but not limited to customers with lower incomes and environmental protection interests, to inform specific areas of operations, help build stronger community relationships, and to address specific issues raised by the coalition with regard to accessibility and transparency of KUB’s policy decisions....”

PACE 10 Partners Council



- Tied to Consent Decree implementation
- Goal: two-way communication with the community about PACE 10

Tree Trim Policy Review Panel

- Response to public concern
- Goal: public review of KUB program, with recommendations for improvement



Key Elements for Successful Efforts

- Diversity of viewpoints
 - Both bodies included a diversity of experiences and viewpoints
 - Both bodies included chief critics of KUB
- Third party facilitator
 - Provides for a neutral perspective to guide the group
- Board and Staff involvement
 - Firsthand understanding of the community's input

Community Advisory Panel

- Modeled on the Partners Council
- To be facilitated by Dr. Bill Lyons
- Will include diverse representation
 - Low-income communities
 - Environmental advocates
 - Residential and business customers
 - City of Knoxville representatives

Proposed Timeline

- Today – resolution authorizing Panel
- September – City input on proposed representation
- October – resolution finalizing structure
- January – first meeting of Panel

Resolution 1420

- Directs the President and CEO to establish a Community Advisory Panel
- Provides for a second resolution finalizing the composition of the Board by November 1, 2020
- Provides that all meetings of the Panel be noticed, open to the public, and provide for public input
- Requires the President and CEO to report to the Board on the Panel's activities

KUB

Freezing Residential Basic Service Charges

August 20, 2020



Resolution 1421

Residential Basic Service Charges

- Board previously committed to no increases for three (3) years beginning July 2020
- Current level of charges consistent with recent cost of service studies
- Proposed Charter amendment sought to “minimize fixed charges as a source of revenue”
- Council resolution endorsed Board consideration of freezing charges for five (5) years

Resolution 1421

- Freezes residential basic service charges at current levels through December 2025
- Requires any increase in residential basic service charges thereafter be subject to the following
 - Completion of cost of service study
 - Discussion of cost of service and proposed increase at meeting prior to meeting with official action
 - 15-day public notice for discussion of cost of service and proposed increase

KUB

Green Switch Match Pilot Program

August 20, 2020



Resolution 1422

KUB Has Offered Green Power Option for Many Years

- Green Power Switch began in 2000
- Program offered 150 kWh blocks of renewable energy for \$4 each
- KUB customers embraced program
- Recent program changes
 - Renamed Green Switch
 - Price decreased to \$2 per 200 kWh

Proposed TVA Green Power Pilot Program

Green Switch Match

- Additive, does not replace existing program
- Based on consumption
- Similar price - 1¢ per kWh
- Similar resource mix
- Similar commitment
- No change to KUB margin
- Available October 1st

<i>Green Switch Existing</i>	<i>Green Switch Match Proposed</i>
\$2 per 200 kWh	1¢ per kWh
<ul style="list-style-type: none"> ✓ Solar, Wind, Biogas Resource Mix ~70% Solar ~20% Wind ~10% Biogas ✓ Residential and B&I Customer Eligibility ✓ Month to Month Commitment ✓ Consistent Volume of RECs 	<ul style="list-style-type: none"> ✓ Solar, Wind, Biogas Resource Mix ~70% Solar ~20% Wind ~10% Biogas ✓ Residential, Small Commercial Customer Eligibility ✓ Month to Month Commitment ✓ Variable Volume of RECs
<i>Aggregate REC Price (\$/MWh)</i>	
\$10	\$10

Marketing and Communication Plan



GREEN SWITCH MATCH

August 20

Announce program to Board

August 21

Announce program to KUB Employees
Daily Meter article and mention in ICS Update

October 1

Publish web content at on kub.org homepage
Publish Web Content at www.kub.org/match
Post on all social media platforms

October 4

WBIR prerecorded segment

October 5 – December 5

Billboard

October 6

News Release

October 8 – November 8

Targeted digital promotion with KNS
Paid Social Media Placement



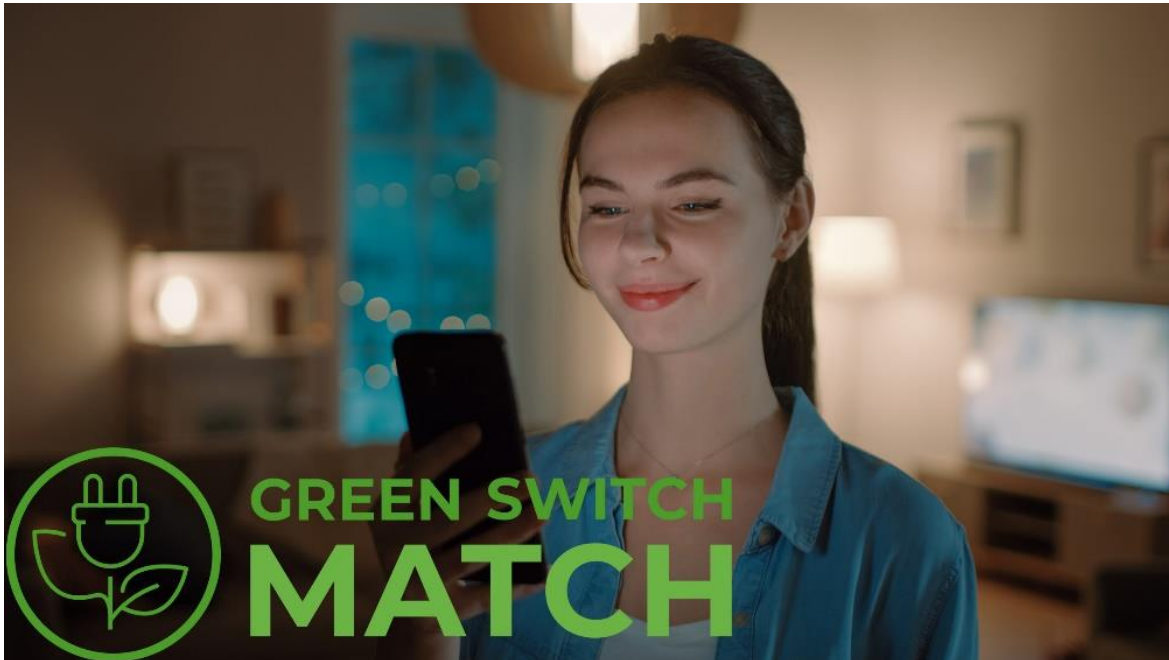
100 percent renewable power.


Billboard and Digital Marketing Material



 **GREEN SWITCH MATCH**
Sign-up for 100 percent
renewable power for your home
Renewable Energy Made Easy

Enroll today at www.kub.org/match



 **GREEN SWITCH MATCH**

CLEAN. SIMPLE. AFFORDABLE.
100% RENEWABLE ELECTRICITY
FOR YOUR HOME



KUB

 **GREEN SWITCH MATCH**

Web Content and Online Enrollment

[REPORT OUTAGE](#)[PAY BILL](#)[LOGIN](#)[Bills & Payments](#)[Start/Stop Service](#)[Outage Center](#)[More](#)

Green Switch Match

Power your home with 100% renewable electric!

TVA's Green Switch Match allows residential and commercial KUB customers the opportunity to power their homes or businesses with 100 percent renewable electricity. Electricity is generated from approximately 70 percent solar, 20 percent wind, and 10 percent biogas resources.



RENEWABLE ENERGY MADE EASY

Enroll today in Green Switch Match and support renewable power generation.

[ENROLL NOW](#)

Renewable Energy Resources

Electricity is generated from approximately 70 percent solar, 20 percent wind, and 10 percent biogas resources.

[LEARN MORE](#)

What is the cost?

Purchase green power in a quantity matching your monthly electric consumption by adding one cent per kWh to their bills.

[LEARN MORE](#)

Green Switch Program

Purchase blocks to have a portion of your electricity generated by renewable energy.

[LEARN MORE](#)

Resolution 1422

- Authorizes KUB's participation in TVA's Green Switch Match Pilot program
- Authorizes KUB's President and CEO to take actions necessary for KUB to participate in the program

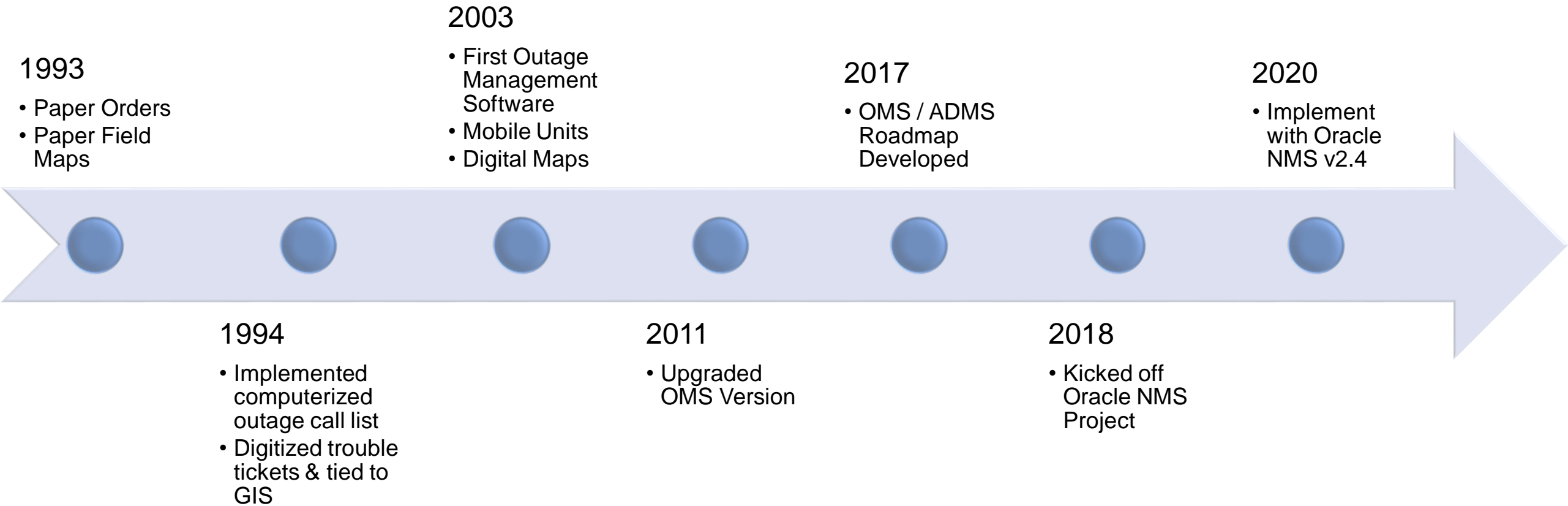
KUB

Advanced Distribution Management System

August 20, 2020



Technology Improves Outage Management



1993

- Paper Orders
- Paper Field Maps

2003

- First Outage Management Software
- Mobile Units
- Digital Maps

2017

- OMS / ADMS Roadmap Developed

2020

- Implement with Oracle NMS v2.4

1994

- Implemented computerized outage call list
- Digitized trouble tickets & tied to GIS

2011

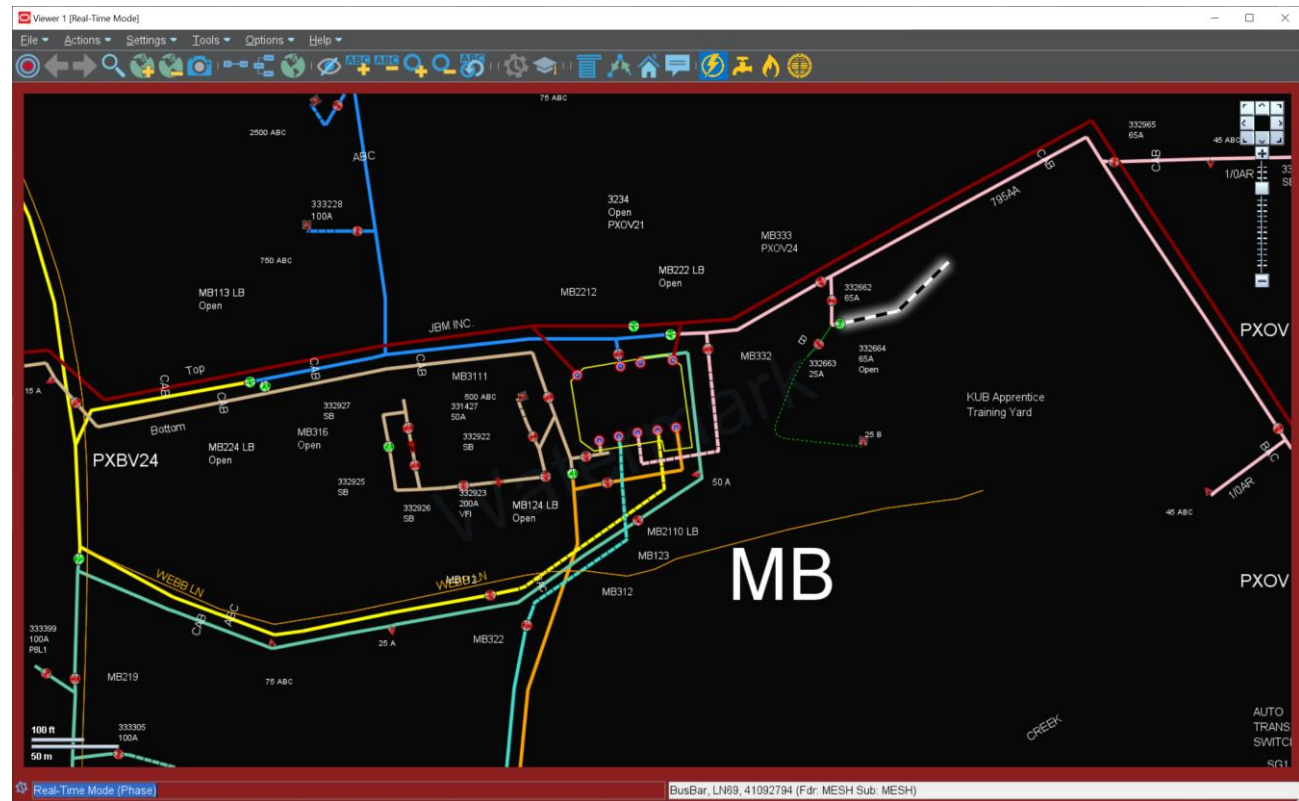
- Upgraded OMS Version

2018

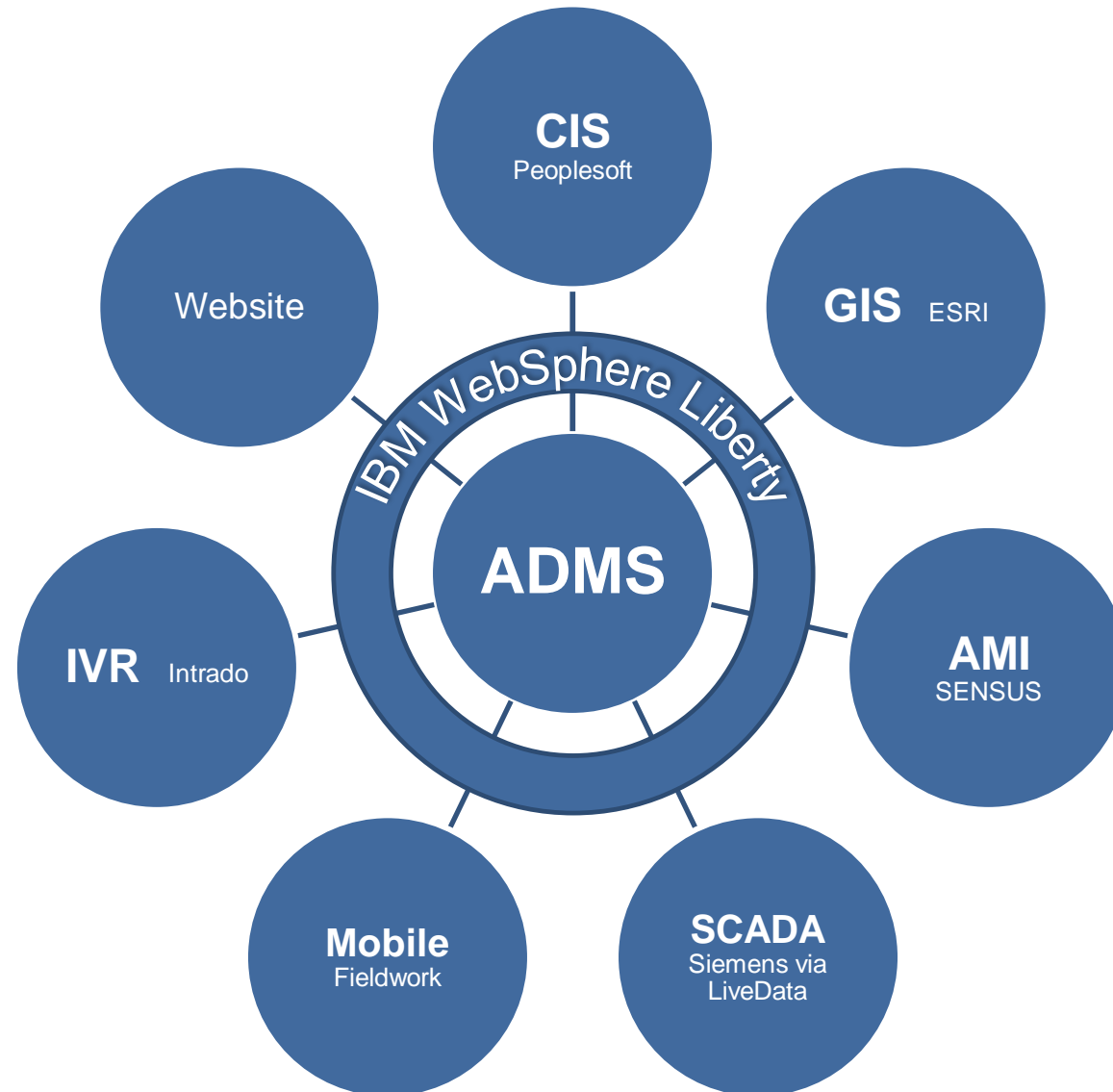
- Kicked off Oracle NMS Project

ADMS Project Details

- Replace Outage Management System (OMS) with Advanced Distribution Management System (ADMS) from Oracle
- Cost
 - Licensing/hardware \$800k
 - Implementation \$2.4M
- Project started August 2018
 - Phase 1 Go-Live – July 2020
 - Phase 2 Go-Live – Fall 2020
- Nearly 50 KUB employees on project team



Connecting Multiple IT Systems



ADMS to Provide Improvements

- Leverage meter data
- Instant system monitoring
- Real-time resource visibility
- Improve outage information to customer



Increased Outage Analytics

- Enhanced storm resource management
- Insight on utility system performance
- Ability to confirm service restoration after response
- Automatically calculate reliability metrics

ADMS Go-Live Success

- July storms tested ADMS
- July 31
 - 20,000+ customers impacted
 - 35 crews and 30+ individual resources supporting restoration
- KUB System Operators benefit
 - Focus on restoration
- KUB customers benefit
 - ADMS confirms predicted outages
 - SCADA + AMI = Accuracy



Next Generation of Outage Management

- Utilize data to predict fault locations
- Enhance customer service and communication
- Improves safety by incorporating distribution automation devices



Tishia Andrew Thank you Knoxville Utilities Board! It was nasty out last night and our power was restored within 3 hours. I am grateful for all of you that go out in these bad storms and work for us.

[Like](#) · [Reply](#) · [Message](#) · 5w · Edited



David Johnson KUB definitely has their ducks in a row on storm restoration. Top notch

[Like](#) · [Reply](#) · [Message](#) · 15w



KUB

Return to Normal Billing Operations

August 20, 2020



Continuing to Serve Our Customers

- Disconnection moratorium continues
- Waiving transaction and late fees
- Considering resuming prior to start of heating season
- Planning enrollment in automatic payment plans with up to 15 months for repayment
- Directing customers to payment assistance programs and partners

Available Sources of Assistance

- \$4.3 in Low Income Home Energy Assistance
- Project Help has ~\$185K in approved-aid remaining
- TN CARES Funding grant applications for \$850K
- Network of ~200 faith-based organizations and other social service agencies with utility bill assistance funds

KUB

APPA Sue Kelly Community Service Award

August 20, 2020



KUB Receives American Public Power Association's Sue Kelly Community Service Award



Speaking: Decosta Jenkins
Past Board Chair, APPA
President & CEO, Nashville
Electric Service

KUB

TVA EnergyRight Top Performer Awards

August 20, 2020



KUB Achieves Top Performer Status in Five TVA EnergyRight Programs



Speaking: Cynthia Herron
VP, Energy Services & Programs
Commercial Energy Solutions, TVA

KUB