

KUB

Purchased Power Adjustment Amendment

September 17, 2020



Resolution 1423

Purchased Power Adjustment (PPA)

- PPA adjusts retail electric rates to reflect changes in purchased power costs from TVA
- Most recently amended in May/June 2020
 - Reflect Time Of Use rates
 - Reset base rates for current wholesale power costs
 - Reflect wholesale power cost credit from TVA long-term partnership agreement
- Proposing new amendment for TVA Pandemic Relief Credit

TVA Pandemic Relief Credit

- TVA Board approved \$200 million in Pandemic Relief Credits for Local Power Companies (LPCs) and TVA Direct Served Customers
- LPC credits have 2 components
 - 2.5% credit for standard service power costs
 - 2.5% credit for non-standard service power costs (large commercial and industrial customers)
- Credits provided over a period of 12 months beginning October 2020

Proposed Use of Credits

- Credits for non-standard service must be applied directly to customers' monthly bills
- LPCs have flexibility in use of credits for standard service
- KUB standard service credits estimated at \$7.3M
- Propose to use standard service credits to provide utility bill assistance to KUB customers with past due balances accrued during Pandemic
- Requires amendment to PPA

Resolution 1423

- Amends PPA to address changes in wholesale power costs from TVA's Pandemic Relief Credit
- Requires two readings
- Second reading in October 2020

KUB

Customer Experience Update

September 17, 2020



Automatic Payment Plans Will Help Reduce Disconnections

Account Balance	Installment Months	Number of Accounts	Total Past Due Balances
\$100-\$249.99	3 months	1535	\$329,453
\$250-\$499.99	6 months	6113	\$2,202,749
\$500-\$749.99	9 months	3035	\$1,855,824
\$750-\$999.99	12 months	1729	\$1,491,714
\$1000+	15 months	3568	\$7,922,925
Totals		15,980	\$13,802,665

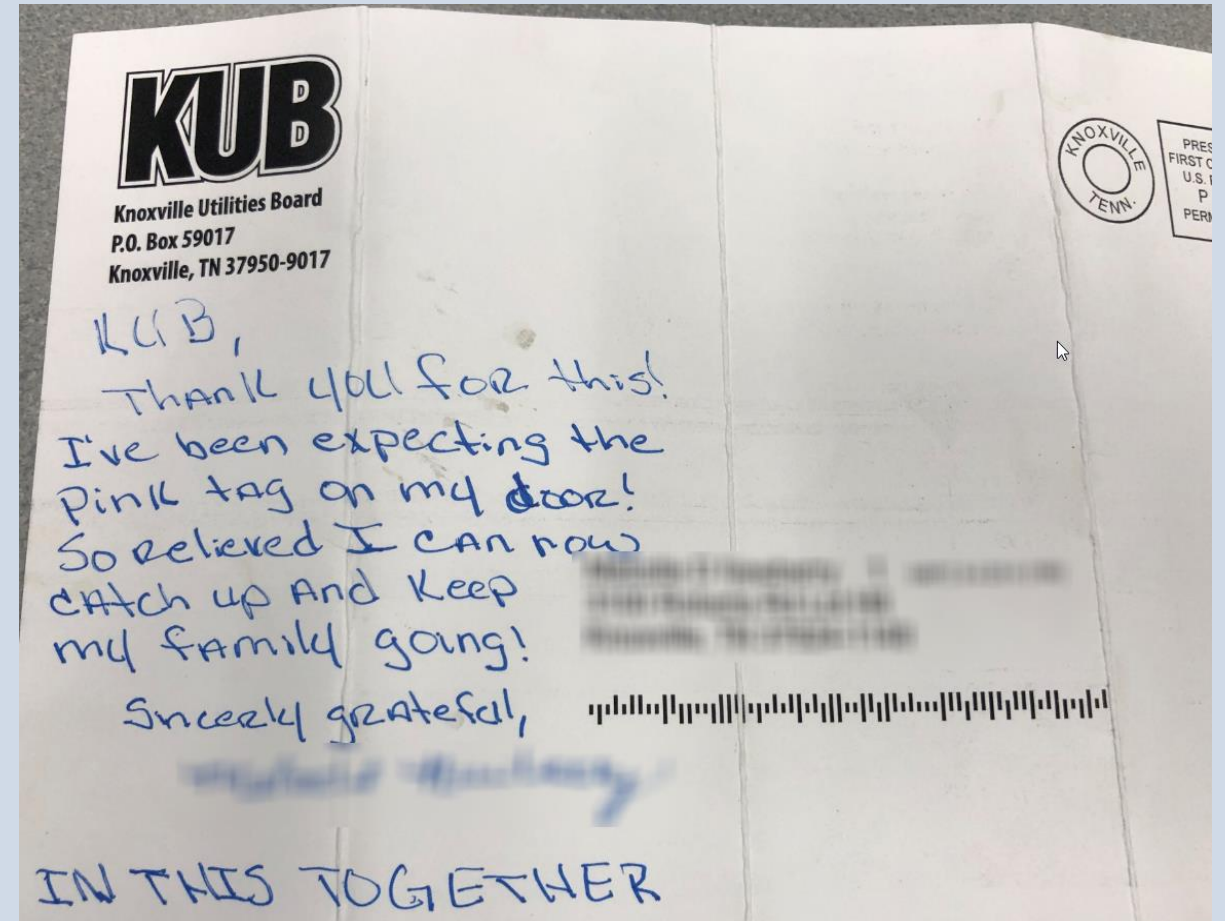
Customers Appreciate Extended Payment Plans

Quotes from customer calls

“Thank you for what you’ve done to help everybody out over this hard time for all of us.”

“I appreciate everything you all are doing for everyone and for me.”

Handwritten note from customer



Available Sources of Assistance

Source	Available Funds
Low Income Home Energy Assistance (LIHEAP) Knox Co. 19/20-year remaining funds	\$ 1,100,000
LIHEAP CARES Act Supplement*	\$ 2,300,000
Project Help	\$ 400,000
TN CARES Grant** (CAC)	\$ 600,000
Knox County – HUD/TN CARES (CAC and Centro Hispano)	\$ 660,000
TVA LPC Pandemic Relief Credit	\$ 7,300,000
TVA Community Cares Funding	\$ 80,000
Total	\$12,440,000

**Applied as automatic \$325 bill credit for previous LIHEAP recipients*

*** Recently approved and must be spent by November 15, 2020*

Communicating about Available Assistance

- Media event with assistance partners on August 31
- Targeted and general posts on social media
- KUB.org information about payment plans and assistance
- Asking agencies and other partners to spread the word
- Developing plan to share assistance information at schools, churches, and community centers

KUB Last to Resume in Local Area

- Resuming after the summer heat has passed and prior to winter heating season
- Door notices begin October 12
- First disconnects for nonpayment October 19



Communication to Affected Customers

September

KUB P.O. Box 58017
Phoenix, AZ 85061-0817
Phone: 602.224.2811
Fax: 602.224.2811

Name: Cheryl D. Brown
Address: 10100 N. 25th St.
Phoenix, AZ 85020
City: Phoenix, AZ 85020

Bill Summary
Previous Amount: \$ 2,175.00
Payment Received: \$ 0.00
Current Charges: \$ 1,010.00
Amount Due: \$ 3,185.00

Waived Late Fees

As part of KUB's commitment to helping customers during the pandemic crisis, we suspended service disconnections for non-payment and waived late fees for those who contacted us. We also continued working with community partners to ensure those needing assistance receive it as quickly as possible. We will continue to work with our community partners to ensure those needing assistance receive it as quickly as possible.

As we face a "new normal," we recognize some customers have accumulated balances that may be difficult to pay. To address this, we have waived any late fees accrued since March 16, 2020, and automatically enrolled customers in payment plans with required installments starting from there to 12 months that will be reflected on September bills (see table). Fees for corrections and self-service payment methods will continue to be waived or restricted.

KUB has automatically enrolled you in a payment plan and has waived late fees accrued to date. There's no need to call to create this benefit. However, if you have questions or need further assistance, we are happy to serve you at 855.524.2911. For more information on automatic payment plans, visit www.kub.org/assistance. A letter with more details will also be mailed to your home or business.

180 payment assistance is available through programs such as the Low Income Home Energy Assistance Program (LIHEAP), Project Help, and many others. To learn more and find agencies in your county, visit www.kub.org/help or call 211 (866.251.4373).

We plan to restore service disconnections for nonpayment beginning October 15. We encourage customers who cannot pay to call us to discuss options.

KUB is made up of more than 1,000 of your friends and neighbors. Our commitment to helping essential utility services available to everyone has not changed.

We're here for you. Together we can get through this.

Account Balance as of	Installment	Monthly
August 31, 2020		
1,000.00 - \$499.99	3 months	\$333.33
500.00 - \$149.99	6 months	\$166.67
250.00 - \$49.99	9 months	\$111.11
75.00 - \$24.99	12 months	\$62.50
\$1,000.00+	18 months	\$55.56

See reverse side for:
- Update Phone Number
- Sign up for a Payment Plan
- Contribute to Project Help
- Register for Green Power

IMPORTANT MESSAGE

As part of KUB's commitment to helping customers during the pandemic crisis, we suspended service disconnections for non-payment and waived late fees for those who contacted us. We also continued working with community partners to ensure those needing assistance receive it as quickly as possible. We will continue to work with our community partners to ensure those needing assistance receive it as quickly as possible.

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\$1,000.00+	18 months	\$55.56

No Service Address:

Dear KUB Customer:

As part of ongoing efforts to provide improved utility services to customers, KUB will soon begin a project to modernize and reduce residential electric, natural gas, and water meters to your area with advanced meters.

Once we start in your area within the next 30 days, a central team, to facilitate electric and water service interruptions will be required for most customers as part of the meter upgrade process. KUB will contact customers individually to make arrangements. A longer service interruption will be required as part of this work. If there is a fire, gas, oil, or other situation that prevents access to the meter, please contact KUB as fast as you can make arrangements in part to the meter.

KUB employees and its approved contractors (USA Partners of America, USA) should not need to enter your home as part of this project, but as a courtesy, the technicians performing this work will knock on your door prior to installation. For your convenience, all KUB employees and approved contractors carry a photo identification badge that should be visible and available for inspection on request. ID tags need to confirm that KUB staff is working in your area, please call the main KUB number for more.

Upgrading your meter will provide you with several key benefits, including automatic outage notification and remote diagnostic services. These meters will also enhance KUB's meter reading efficiency, reduce service issues, and help KUB manage existing costs. That new looking tag is not a meter.

If you have any questions regarding this process, feel free to contact KUB at 524.2911.

Sincerely,
Lyndell C. Archer
Lyndell C. Archer
Manager, Support Department
Customer Support Department

Note: If you have a secondary or regular meter, we will also be changing that out for a new KUB smart advanced meter. A KUB representative will be in touch with you soon with more details about this process if it impacts you. Or, if you prefer, you can contact KUB Customer Support at 524.2911 at your convenience.

855.524.2911 • www.kub.org

HERE TO HELP: KUB AND UTILITY ASSISTANCE PARTNERS
Responding to the pandemic, assisting the community

KNOX COUNTY
Knoxville-Knox County Community Action Commission (KCCAC)
865.637.4301 • www.knoxccac.org

ANDERSON & UNION COUNTIES
East Tennessee Human Resources Agency (ETHRA)
Anderson County: 865.411.2922
Union County: 865.940.8816
www.ethra.org

GRAINGER, JEFFERSON, & SEVIER COUNTIES
Douglas-Cherokee Economic Authority
Carter County: 865.625.2248
Anderson County: 865.475.4148
Sevier County: 865.463.7331
www.dcea.org

BLOUNT COUNTY
Blount County Community Action Agency (CBA)
865.965.8411 • www.blountcoba.org

Connect with KUB
855.524.2911 • www.kub.org



Bill including waived late fees, first pay plan installment and one month of usage

Postcard explaining payment arrangements and disconnection date

Letter explaining payment arrangements and disconnection date and Handout with assistance information

Automated Call explaining payment arrangements and disconnection date

October

KUB P.O. Box 58017
Phoenix, AZ 85061-0817
Phone: 602.224.2811
Fax: 602.224.2811

Name: Cheryl D. Brown
Address: 10100 N. 25th St.
Phoenix, AZ 85020
City: Phoenix, AZ 85020

Bill Summary
Previous Amount: \$ 3,014.00
Payment Received: \$ 0.00
Current Charges: \$ 1,210.00
Amount Due: \$ 4,224.00

FINAL NOTICE

As part of KUB's commitment to helping customers during the pandemic crisis, we suspended service disconnections for non-payment and waived late fees for those who contacted us. We also continued working with community partners to ensure those needing assistance receive it as quickly as possible. We will continue to work with our community partners to ensure those needing assistance receive it as quickly as possible.

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75.00 - \$24.99	12 months	\$62.50
\$1,000.00+	18 months	\$55.56

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- Register for Green Power



KUB NOTICE

Account Number: _____

To prevent service disconnection, a payment by cash, debit or credit card must be received by KUB and posted to your account by 5 p.m. on _____.

Date: _____

Payments left in night depository boxes will not prevent service disconnection.

An \$8 service fee will be assessed for delivery of this disconnection notice.

KUB is not responsible for any damages that may result from service disconnection/reconnection due to nonpayment.

Caution: water pipes may freeze in cold weather without a reliable heat source.

KUB Aviso

Este es su segundo y último aviso de una factura vencida.

Para evitar la desconexión del servicio, su pago de efectivo no debe ser recibido por KUB y se refleja en su cuenta por la fecha de cada pago. El pago que se hizo en la caja de depósito no debe ser publicado después de las 5 p.m. del día siguiente.

KUB no se hace responsable por los daños que pueden resultar de la desconexión/reconexión del servicio, debido a la falta de pago.

Precaución: Las tuberías de agua se pueden congelar sin aviso, en una fuente de calor constante.

En la próxima factura se agregará un cargo por servicio de \$8 por la entrega de este aviso a su casa o negocio.

Continuar en reversa

Bill with past due notice and date to pay to avoid disconnection

Automated Call explaining payment arrangements and disconnection date

Door Notice notifying customer of pending disconnect, payment and assistance options

Other Ways to Assist Customers

- KUB internal credit ratings not impacted by late payments during moratorium
- Payment transaction and \$8 door notice fees waived through 2020
- Last resort is disconnection
- If disconnection occurs, waiving required \$300 deposit as one-time courtesy

KUB

Bill Redesigned to Enhance Important Customer Touchpoint

- Highlights factors that impact bill fluctuations
- Addresses common customer questions / concerns
- Educates customers on ways to save
- Incorporates customer and employee feedback and industry best practices
- Improves readability

Current Bill Design



P.O. Box 59017
Knoxville, TN 37950-9017
(865) 524-2911
www.kub.org

KUB wants to help our customers financially impacted by COVID-19. If you think you will have trouble paying an upcoming bill, please call 865-524-2911 or contact one of our partner service agencies listed at www.kub.org/help

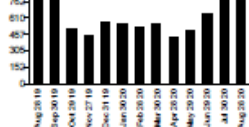
Name: [REDACTED]
Acct Number: [REDACTED]
Billing Date: 08/28/20
Page: 1 of 2

Bill Summary

Previous Amount Due	\$ 172.00
Payment Received 08/12/20	\$ -172.00
Current Charges	\$ 160.00
Amount Due	\$ 160.00

Utility Service:

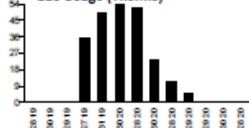
Electric - Residential Electric Usage (kWh)



Billing Period: 07/31/20 - 08/28/20
Number of Days: 29
Read Date: 08/28/20
Meter Number: X2E0811967
Current Reading: 31971
Prior Reading: 31199
Total kWh: 772

Basic Service	\$ 20.50
Electric kWh	\$ 67.32
Total Electric Charges	\$ 87.82

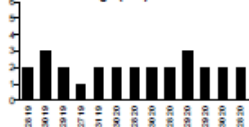
Gas - Residential Gas Usage (Therms)



Billing Period: 07/31/20 - 08/28/20
Number of Days: 29
Read Date: 08/28/20
Meter Number: 0092290
Current Reading: 9128
Prior Reading: 9128
Total Therms: 0

Basic Service	\$ 10.90
Total Gas Charges	\$ 10.90

Water - Residential Water Usage (Ccf)



Billing Period: 07/31/20 - 08/28/20
Number of Days: 29
Read Date: 08/28/20
Meter Number: 81196848
Current Reading: 108
Prior Reading: 108
Total Ccf: 2

Basic Service	\$ 18.00
Water Ccf	\$ 2.00
Sales Tax	\$ 1.85
Total Water Charges	\$ 21.85

Wastewater - Residential

Billing Period: 07/31/20 - 08/28/20
Number of Days: 29
Read Date: 08/28/20
Total Ccf: 2 (Based on water consumption)

Basic Service	\$ 35.90
Wastewater Ccf	\$ 3.50
Total Wastewater Charges	\$ 39.40

Total Utility Charges for [REDACTED] \$ 159.97



Please detach and return this portion with your payment - or bring entire bill when paying in person

Account Number [REDACTED]

Past Due After
09/15/2020

Amount Due on Receipt
\$ 160.00

5% late fee on unpaid balances after the above date assessed on next bill

Amount Paid

\$ [REDACTED]

Send To

KUB
P.O. Box 59029
Knoxville, TN
37950-9029

See reverse side to:

- Update Phone Number
- Sign up for a Payment Plan
- Contribute to Project Help
- Register for Green Power

Customer Service: (865) 524-2911
Monday-Friday, 7 a.m.-6 p.m.
Emergencies: 24 hours a day

Visit www.kub.org for Online Services Information
KUB offers many convenient online services. You can pay your bill and start or stop residential and commercial service. You can also report outages and find information on deposit requirements, conservation tips, payment options, payment kiosk locations, and more.

For billing disputes, call: (865) 524-2911
Monday-Friday, 8 a.m.-5 p.m.
To report an outage, call:
1.800.250.8066, 24 hours a day, seven days a week

Residential utility deposits may be waived based on information provided by Equifax. Please direct questions regarding your credit rating to Equifax by calling 1-888-032-2324.

KUB Payment Options - KUB provides many convenient payment options, including no-cost bank drafting. Sign up below or at www.kub.org.

- **AutoPay** - This is KUB's easiest payment option. Your monthly payment is deducted directly from your bank or credit union account on your due date or the following banking day. You'll still receive a monthly statement, showing the amount to be drafted.
- **SelectPay** - With this option, you have the flexibility to draft your payment online or by phone from your bank or credit union account. Pay the entire amount or pay a portion one day and the balance later. It's easy, convenient, and you can use it anytime - 24 hours a day.
- **Payment Kiosk** - Pay your bill seven days a week at a convenient PaySite Kiosk. Visit www.kub.org for PaySite locations.
- **Credit Card Payments** - BillMatrix accepts KUB payments for a small fee. Pay by credit or debit card on www.kub.org or call 1.800.405.7951.
- **Payment Center Hours** - 4218 Asheville Highway (Hobson Shopping Center), 4428 Western Avenue (540 Plaza) 8:30 a.m.-5 p.m. Monday-Friday.

Round It Up (RIU) - RIU puts your change to work helping others in our community. KUB automatically rounds your bill up to the next dollar, so you don't have to do anything to start helping. The money you donate helps weatherize homes for low-income families, breaking the cycle of high bills and annual energy assistance needs. Weatherization helps conserve energy, which lowers utility bills and helps our environment. But it's your choice - if you don't wish to participate, just check the box below, call KUB at 524-2911, or go to kub.org, My Account, and click on the "Active" link next to RIU in the Account Summary.

Levelized Billing Plan (LBP) - Weather changes often cause drastic fluctuations in utility bills. Avoid these seasonal variations by signing up for LBP! KUB's LBP uses a rolling 12-month average to help levelize your payment amount by recalculating each month using your actual history. A rolling average means your bill will vary minimally from month to month.

Late Fee - You have until the past due date shown on the front of this bill to pay your new balance and avoid a 5 percent late fee.

Paperless Billing - Go green with Paperless Billing to help save trees, protect the environment, and make your life a little easier. Stop getting a paper bill and start receiving e-mails when your monthly bill is available to view/pay online. Online payments are safe and secure, and you won't have to worry about paper bills being lost - or stolen by identity thieves. You can also view/print your past 18 bills online. To learn more or to sign up, visit www.kub.org.

Meter Access - KUB must have access to the customer's premises at all times to read meters and test, inspect, repair, or maintain equipment.

Project Help - KUB sends 100 percent of donations to Project Help to the Knoxville-Knox County CAC to help those in need buy electricity, gas, coal, or other heating fuels. Check a box below to make a one-time donation or add a pledge to your bill each month; you can also give online at www.kub.org.

Green Power - Electricity generated from environmentally friendly resources like solar, wind, and methane gases is added to TVA's power mix, reducing the use of fossil fuels. One 150 kilowatt-hour block of Green Power is only \$4. Purchased blocks are added to your KUB bill. Check the box below and enter the number of blocks you wish to purchase.

Update Your Phone Number - A correct number helps KUB access your account more quickly when you call and lets you easily report outages on our automated system. Update your number below or in your profile on www.kub.org.

Tree Pruning - See KUB Tree Pruning: A Customer Guide on www.kub.org to learn about pruning methods and options like tree removal (which you may prefer if a tree needs extensive pruning). Call 865-558-0058 (weekdays, 7 a.m. to 9 p.m.) for a free guide or a free consultation with a KUB forester. If you get a Tree Pruning Notice and have questions, call immediately so we can discuss the work before crews reach your area.

Please attach a voided check to the completed signup form if you choose AutoPay or SelectPay and return it to KUB. Note: AutoPay banking information adds or changes will become effective at your next billing.

All payment option selections will be updated on the next month's bill. Home Phone () - ()

Contact Phone () - ()

Round It Up: Pennies For A Purpose
If you don't want to participate, check the box, marked "No".

No

Project Help Donation

One-time

Monthly

Green Power

\$4 / GP block per month

Levelized Billing Plan Sign Up

\$ [REDACTED]. [REDACTED]

No. of GP blocks

Select one: AutoPay SelectPay Account Type: Checking Savings

Bank Routing # [REDACTED] Bank acct. # [REDACTED]

Depositor's name as on bank records [REDACTED]

I hereby authorize my financial institution to pay drafts or checks drawn on my account payable to KUB

Bank depositor's signature [REDACTED] Date [REDACTED] / [REDACTED] / [REDACTED]

This authorization is to remain in full force and effect until KUB has received written notification from me of its termination in such form and in such manner as to afford KUB and Depository a reasonable opportunity to act upon it.

8695625966

New Bill Design



Important Messages:

Start or stop service anytime online. See Start/Stop link on kub.org home page.

Please see our Water Quality Report online at www.kub.org/2019kubwaterquality. It contains important information on drinking water source/quality. For a paper copy, call 524-2911. (Español: llame y persione el numero 2).

As East Tennessee responds to the COVID-19 pandemic, resources are available to help pay bills. If you think you will have trouble paying your upcoming bill, please visit www.kub.org/assistance for program information.

Highlights

Highest temp during billing cycle = 77°
Lowest temp during billing cycle = 18°

29-day billing cycle
3 Days shorter than previous month

Account Information

Billing Date: 08/28/2020
Page: 1 of 2



Billing Summary

Previous Amount Due:	\$172.00
Payment Received (08/12/2020):	-\$172.00
Current Charges for Period:	\$160.00
Amount Due	\$160.00

Total Amount Due by 09/15/2020: \$160.00

Summary of Charges by Address	\$159.97
	\$159.97

Billing Adjustments (1)	\$0.03
Round It Up Contribution	\$0.03

Savings Tip

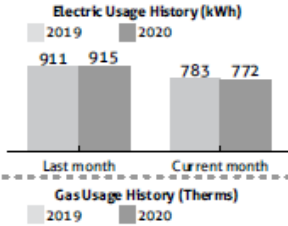
Use your KUB bill as a monthly reminder to change your air filters. And did you know thinner, more affordable filters and more efficient?

Service Address: 2017 HUNTER HILL LN

Service Type: Electric - Residential
Billing Period: 07/31/2020 - 08/28/2020
Read Date: 08/28/2020
Total Electric Usage: 772 kWh

Meter Number	Current Reading	Prior Reading
X2E0811967	31,971	31,199

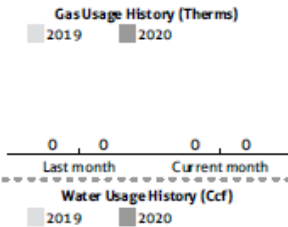
Basic Service: \$20.50
Electric Usage: \$67.32
Total Electric Charges: \$87.82



Service Type: Gas - Residential
Billing Period: 07/31/2020 - 08/28/2020
Read Date: 08/28/2020
Total Gas Usage: 0 = 0 Therms

Meter Number	Current Reading	Prior Reading
0092290	9,128	9,128

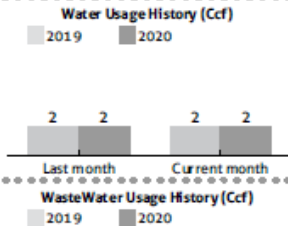
Basic Service: \$10.90
Total Gas Charges: \$10.90



Service Type: Water - Residential
Billing Period: 07/31/2020 - 08/28/2020
Read Date: 08/28/2020
Total Water Usage: 2 Ccf

Meter Number	Current Reading	Prior Reading
81196848	108	106

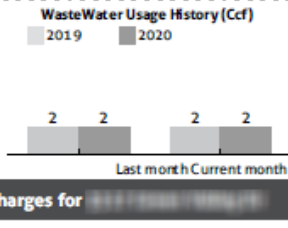
Basic Service: \$18.00
Water Usage: \$2.00
Sales Tax: \$1.85
Total Water Charges: \$21.85



Service Type: Wastewater - Residential
Billing Period: 07/31/2020 - 08/28/2020
Read Date: 08/28/2020
Total Wastewater Usage: 2 Ccf
(Based on water consumption)

Meter Number	Current Reading	Prior Reading
81196848	108	106

Basic Service: \$35.90
Wastewater Usage: \$3.50
Total Wastewater Charges: \$39.40



↑ End of Charges for 2017 HUNTER HILL LN



If mailing in payment, please detach and return this stub with your payment.



View and Pay Your Bill Online
Manage your monthly bill, sign up for bank draft, and more online at www.kub.org.

Account Number: [REDACTED]

Total Amount Due by 09/15/2020: \$160.00

5% late fee on unpaid balances after the above date assessed on next bill

KUB
PO Box 59029
Knoxville, TN
379 50-9029

Payment Amount

\$	
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Contact KUB

Customer Service: (865) 524-2911
(Monday-Friday 7 a.m. - 6 p.m.)
Financial Assistance: (865) 524-2937
(Monday-Friday 8 a.m. - 6 p.m.)
Report Outage: (865) 524-2911
www.kub.org/outage-center

Customer Service Centers:

4218 Asheville Highway
(Holston Shopping Center)
Monday-Friday 8:30 a.m. - 5 p.m.
4428 Western Avenue (640 Plaza)
Monday-Friday 8:30 a.m. - 5 p.m.

KUB Payment Options



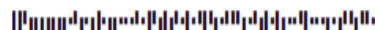
View and Pay Your Bill Online
Manage your monthly bill, sign up for bank draft, and more online at www.kub.org.

Automatic Bank Draft (AutoPay): This is KUB's easiest payment option. Your monthly payment is deducted directly from your bank or credit union account on your due date or the following banking day. You'll still receive a monthly statement, showing the amount to be drafted. Visit www.kub.org to sign up for AutoPay today.

One-Time Bank Draft (SelectPay): With this option, you have the flexibility to draft your payment online or by phone from your bank or credit union account. Pay the entire amount or pay a portion one day and the balance later. It's easy, convenient, and you can use it anytime - 24 hours a day. Visit www.kub.org to take advantage of SelectPay.

Pay With Card: BillMatrix accepts KUB payments for a small fee. Pay by credit or debit card on www.kub.org or call 1-800-405-7951.

Payment Kiosks: Pay your bill seven days a week at a convenient PaySite Kiosk. Visit www.kub.org for PaySite locations. Kiosk use fee may be assessed.



Communicating Bill Improvements to Customers

New bills to customers in October


- KUB.org content about new features including video
- Social media promotion
- News release and media outreach
- Customer email with link to web content
- Informative bill insert with first bill
- Revised “your bill is ready” text message


SEPTEMBER 2020	<p>NEWS RELEASE <i>Dependent on pandemic response timeline</i></p> <ul style="list-style-type: none">• Informational release announcing a new, more customer friendly bill design, linking to web/video• Followed by calls to media outlets, pitching segments and coverage <p>ADVERTISING/MEDIA OUTREACH</p> <ul style="list-style-type: none">• Sept. 21-Oct. 2: KnoxNews and WVLT digital ads redirecting to web content, graphics based on bill insert/web content• Live interviews early October at WBIR and WATE, subjects to include information on reading new bills and payment assistance options, depending on timeline of pandemic response <p>OCTOBER BILLS - SUPPLEMENTAL COMMUNICATIONS</p> <ul style="list-style-type: none">• Text message (included within bill reminder text messages)• Informational bill insert sent with October bills• Informational email sent as part of October bill reminder email• Directing customers to web content <p>SOCIAL MEDIA</p> <ul style="list-style-type: none">• Continue posting on all platforms• Respond to customer concerns, comments, questions as received
OCTOBER 2020	<p>SOCIAL MEDIA</p> <ul style="list-style-type: none">• Continue posts with frequency dictated by customer questions and engagement• Directing customers to web content <p>ADDITIONAL COMMUNICATIONS</p> <ul style="list-style-type: none">• Continued as needed based on customer interactions and engagement
POST-OCT. 2020 CONTINUED COMMUNICATIONS AS NEEDED	

Video Highlights New Features

As East Tennessee responds to the COVID-19 pandemic, resources are available to help pay bills. If you think you will have trouble paying your upcoming bill, please visit www.kub.org/resources for program information.

Highlights

 Highest temp during billing cycle = 59°
Lowest temp during billing cycle = 33°


 31-day billing cycle
+4 Days longer than previous month

Previous Amount Due
Payment Received (06/10/2020)
Current Charges for Period
Amount Due

Amount to be drafted on 06/24/2020 \$2

Summary of Charges by Address
123 Easy Street

Billing Adjustments (0)
Round & Up Contribution

 **Savings Tip**
Use your KUB bill as a monthly reminder to check your air filters. And did you know that, the affordable filters are more efficient?

KUB

Mark B. Whitaker Water Treatment Plant Emergency Generators Project

September 17, 2020



Water Supply Master Plan Projects

Phase I: Complete

Phase II: Underway

Phase III: Planning

- Parallel High Service Main
- Electric Upgrades - Ph I
- Engineering Report
- Intake Improvements

- Emergency Generators
- Additional Filters
- Backwash Pump Station
- Backwash Equalization Basin
- 4 MG Clearwell

- Raw Water Main
- Distribution Box Bypass
- Electric Upgrades – Ph II
- High Service Pump Station
- Source Water Resiliency

Project Overview

- Water Supply Master Plan (WSMP)
 - Increase overall electric resiliency and redundancy at Mark B. Whitaker Water Treatment Plant (MBW)
 - Provide diesel-generator emergency back-up power system
 - WSMP goal of 38 million gallons per day (MGD)
- Generator setup similar to Fourth Creek and Kuwahee Wastewater Treatment Plant installations

Project Information

- New 10,000 square foot generator building
- Three 2,500 kilowatt generators
- Three 15,000-gallon diesel storage tanks
- 2,500 linear feet of electrical conduit
- Noise mitigation
- Expandable for future fourth generator



Project Schedule

- Project bid – February 2018
 - Award to Southern Constructors Inc.
 - \$12M
- Generator delivery – March 2020
- Switchgear
 - Factory test – May 2020
 - Delivery – June 2020
- Project complete – December 2020

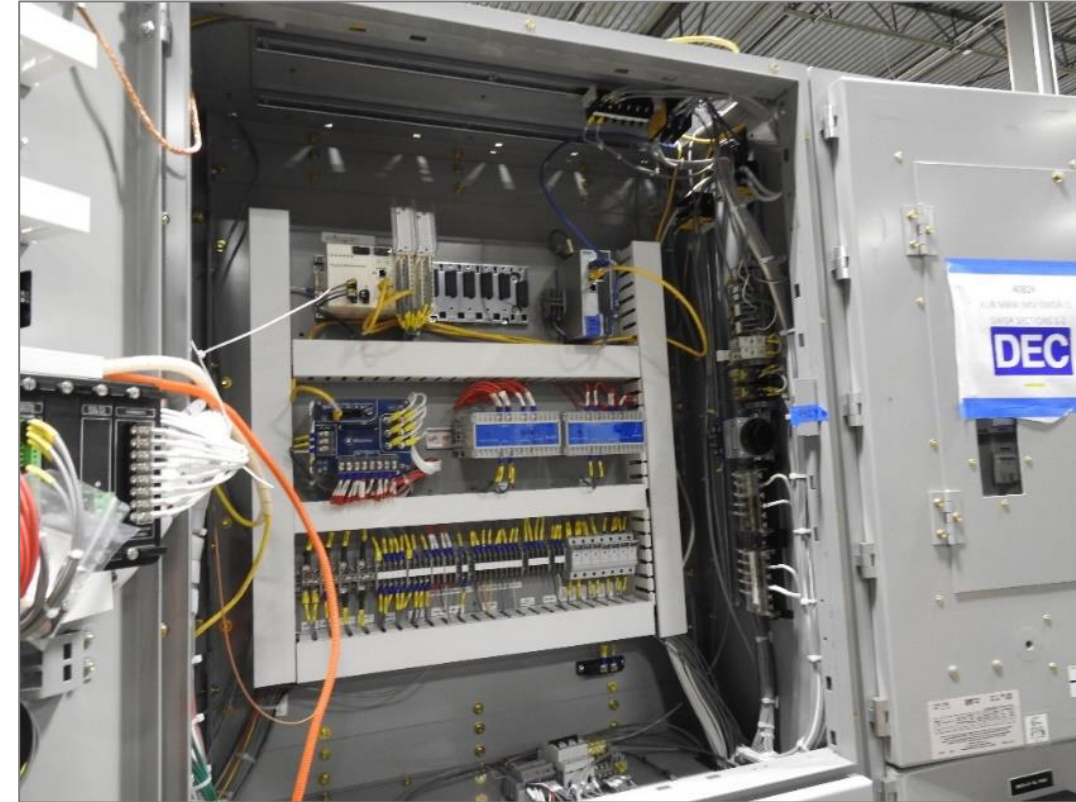


Design Complements Historic MBW Campus



Collaboration Improves Project

- Design consultant CDM-Smith
- KUB Engineering
 - Project management and coordination
 - Design support
 - Witness testing
- KUB Operations and Overhead Construction
 - System expertise
 - Training and site familiarity
 - Outage response capabilities
- Increased knowledge and ownership of generators for plant operators



Electrical Resiliency for MBW Plant

- Completed work provides power supply resiliency
 - Two current KUB reliable feeds
 - Diesel generator backup power
- Future work will ensure electrical resiliency within the plant
- Reinforces KUB's commitment to providing high quality, reliable water.

KUB

Broadband Update

September 17, 2020



Today's Update

- Current landscape of broadband
- Demonstrated benefits of fiber at KUB
- Recent broadband interest survey
- What's next

Current Landscape

- Recent years have brought significant change
 - Broadband has nearly become a necessity
 - Legislative landscape has changed
 - Benefits of fiber for utility operations have been demonstrated
- Older analog technologies becoming obsolete

Current Environment

- Rural areas still not served at a level required for basic uses
- Constructing and operating a “fiber to the home” (FTTH) network is expensive
- For some, individual expansion of service to their home is cost prohibitive

Fiber Proving Beneficial at KUB

- Analog 4-wire circuits have been replaced by fiber at an annual cost savings of \$0.4M
- Fiber provides critical data from wireless advanced meter towers
- Fiber is fast, dependable, and durable

Broadband Survey Overview

- Mayor Kincannon requested KUB give a fresh look at providing broadband service
- Initial step is to perform a purchase intent survey
- Survey inquires about how people feel about their current service and KUB providing broadband service

Survey Results

- Customers overall very positive about KUB
 - 8.3 on a scale of 10
- Customers desire high quality and high-speed
 - Some customers cite problems with both
- Customers desire choice in their provider
 - Many served by only one provider
- Customers are interested in KUB providing broadband service
 - 80% interested in KUB

What's Next

- Survey results are positive and reason to continue to research
- Main areas of research
 - Customer interest
 - Funding models
 - Approval/Governance
- Details shared in the coming months

KUB