



Board Meeting Agenda - MARKED
Thursday, June 20, 2019
Noon

Call to Order	Chair Hamilton
Roll Call	All present
Approval of Minutes	Approved
Old Business	None

New Business

Approved on first and final reading

Resolution 1399 – A Resolution Adopting a Revised Knoxville Utilities Board (“KUB”) Cash Investment Policy

President’s Report

President Bolas reminded Commissioners that KUB has been conducting cost of service studies on each of its utilities in anticipation of upcoming long-range financial planning discussions. Studies have been completed on the electric and gas systems and those results have been presented to the Board. He recognized Mike Bolin, Vice President of Utility Advancement, to provide the results of the water and wastewater cost of service studies.

President Bolas advised Commissioners that KUB is committed to serving its customers and meeting their needs and expectations. We continuously focus on improving the customer experience, as we know this is a key to our mission. He recognized Stephanie Tallent, an Analyst in Customer Experience, to share current customer engagement initiatives and an improved bill format to be introduced in the coming year.

President Bolas reminded Commissioners that Liz Hannah, Manager of Executive Services and Environmental Stewardship, delivered a presentation in December on our partnership efforts related to energy and water outreach and education. He recognized Liz to provide an update on those efforts. Harley Bryant, a supervisor in Customer Support and Key Accounts, and Anna Freshour, a Customer Counselor, demonstrated a portion of the energy and water savings workshop.

President Bolas welcomed the TVA representatives attending the Board Meeting today. He recognized Cindy Herron, TVA Vice President of EnergyRight Solutions. Ms. Herron presented a 2018 Top Performer award to Chair Hamilton on behalf of KUB. Mr. Bolas also recognized Christy Cagle-Brooks, Program Manager for Energy Utilization and Marketing, Robbie Ansary, Customer Service Manager, and Amy Edge, General Manager, Northeast District.

Other Business

None

Adjournment

1:23 p.m.