



August 18, 2022

KUB/Knox County Interlocal Agreement

Funding Student Internet Access Program

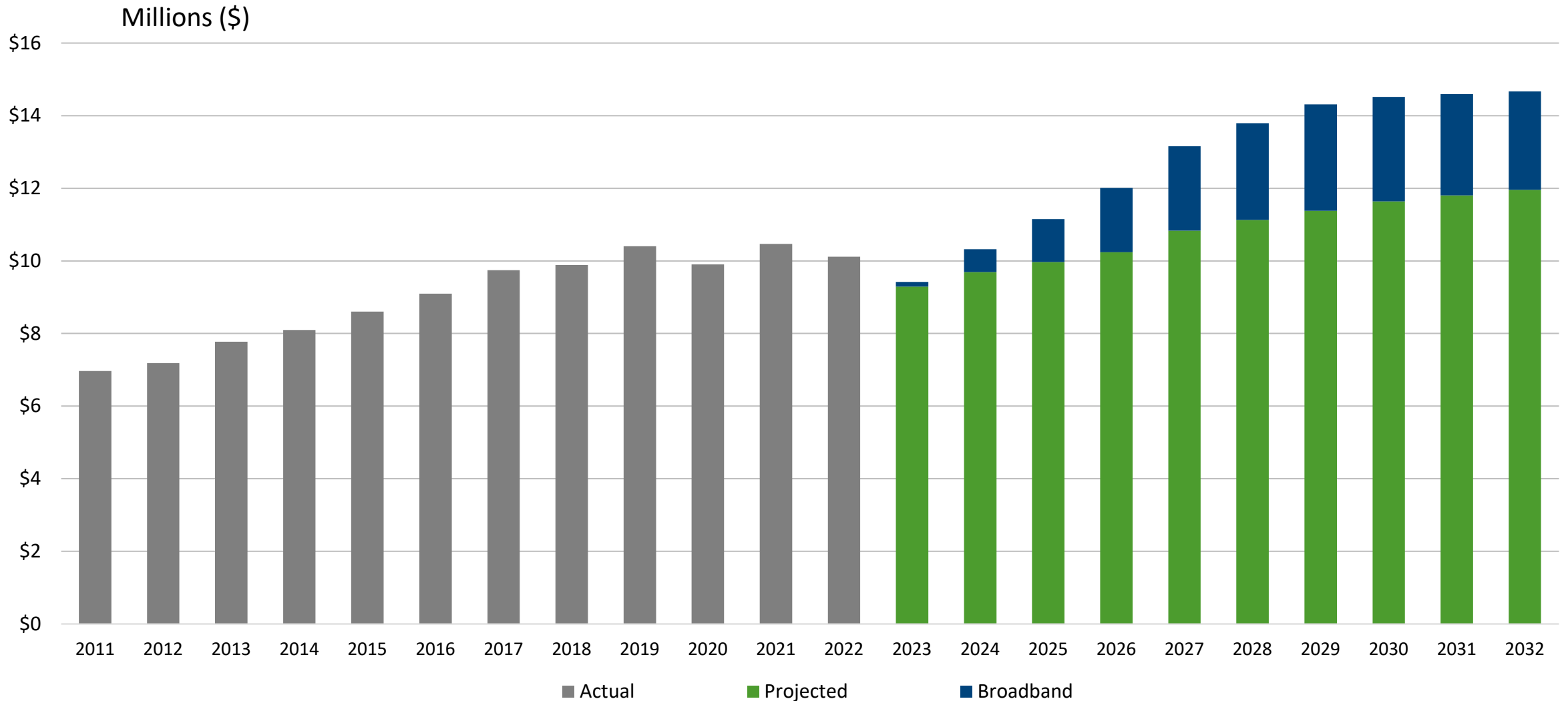
Resolution 1462



Student Internet Access Program

- Established so eligible low-income student households can access KUB's high-speed fiber internet service when available
- Public and private funding sources
- Interlocal funding agreement with City in place
- Proposed similar agreement with Knox County
- Goal to launch pilot phase in 2023 – funding is key

KUB Broadband Increases County PILOTs \$20 Million Over Next 10 Years



Proposed Interlocal Agreement

- County Commission unanimously approved at their August 15 work session; final vote scheduled for August 22
- County considers annual funding contributions based on:
 - Funding requirements for County student households (outside of City)
 - Increased PILOTs (payments in lieu of taxes) from KUB
 - Impact of electric rate increases to fund fiber network
- Contributions commence in FY24
- Five-year term, with automatic one-year renewals
- May be terminated by either party upon 30 days notice
- Requires approval of County Commission and KUB Board

Resolution 1462

- Authorizes KUB to enter an Interlocal Cooperation Agreement with Knox County to help fund Student Internet Access Program
- Provides KUB Board approval of Agreement
- Requests County Commission approve Agreement

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August 18, 2022

New EVC Rate Option

Resolution 1463



Background

- KUB adopted EVC rate schedule April 2021
- Companion retail rate to TVA wholesale EVC rate
- Applies to separately metered EV charging stations (> 50kW)
- First local power company in the Valley to offer EVC rate
- TVA recently modified its wholesale EVC rate, making it simpler and more flexible for customers

New EVC Rate

- Customer charge unchanged
- Energy charge now varies

	Current EVC	New EVC
Onpeak kWh	\$0.22444	\$0.31022
Offpeak kWh	\$0.22444	\$0.19737

- No change in KUB margin
- Removes certain charges, typically associated with larger loads

Resolution 1463 – First Reading

- Authorizes amendment of rate schedules of Electric Division to provide for new EVC rate (replaces existing EVC rate)
- Amends Purchased Power Adjustment to reflect new EVC rate
- Second reading in September
- Effective October 1, 2022

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August 18, 2022

TeenWork Program



Program Overview

- Began in 1995 as a partnership with Austin-East High School
- Educates high school juniors on KUB careers and workplace-success skills
- Offers enrichment and community service activities
- Includes classroom sessions and summer work experience
- Nearly 490 students have successfully completed the program



New Things for 2022

- Expanded the program to additional high schools
- Moved sessions to Saturday to accommodate more students
- Incorporated community leader spotlights in sessions
- Onboarded new business partners



Austin-East Magnet High School



Fulton High School

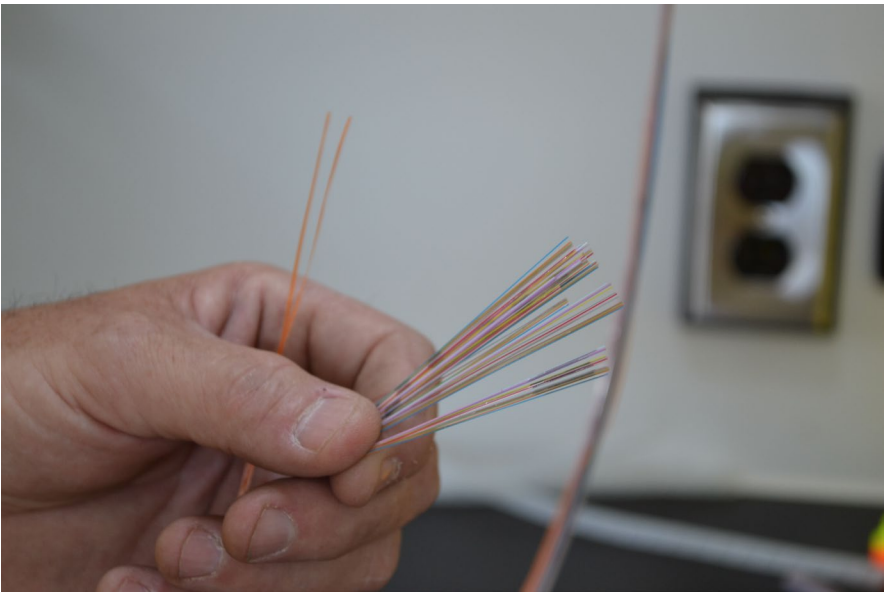
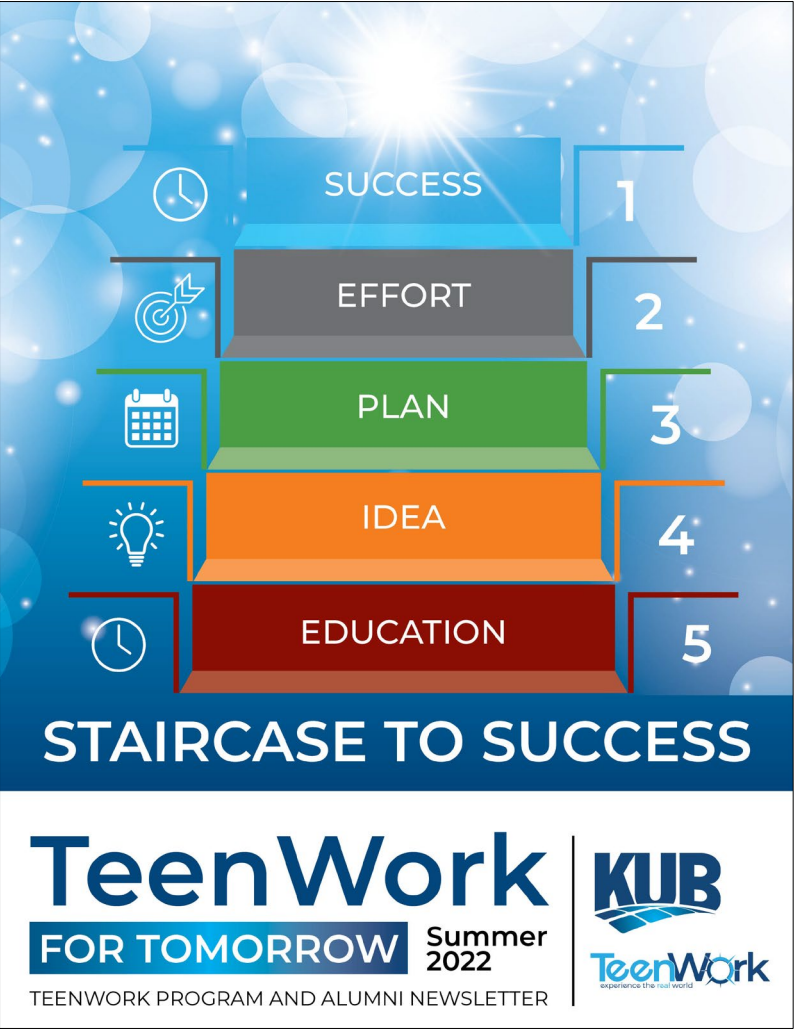
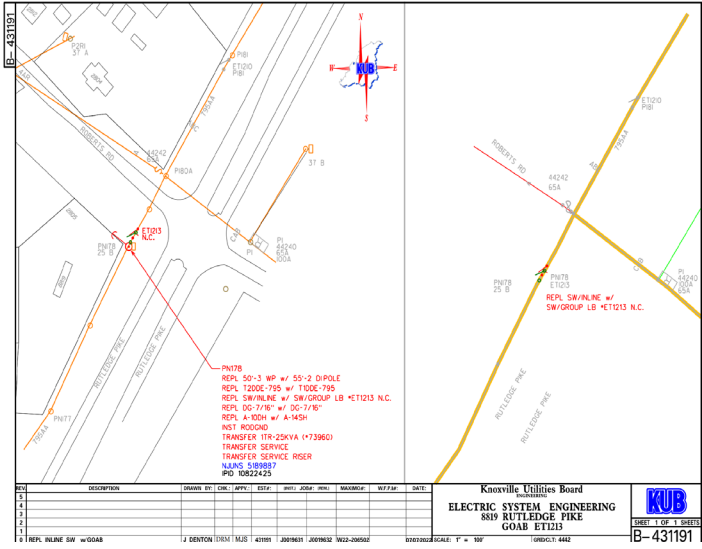


Central High School

Class of 2022 Largest Class Ever



Notable 2022 TeenWork Projects



Focus on Future Employment

- Equipping mentors to enhance the student experience
- Providing opportunities to engage with KUB management team
- Offering ways for students to stay connected with KUB



Stay Connected with KUB

Your KUB career doesn't have to end at TeenWork graduation!

KUB TeenWork internships provide students with real-world work experience in a variety of areas. Whether you're interested in construction, finance, healthcare, or anything in between, there's something for you! And when your summer as a TeenWorker ends, that's only the beginning.

On this sheet, you'll find ways you can stay connected beyond this summer.



During your Senior Year

If you enjoyed your time as a TeenWorker during summer months, let us know! Many times, there is the opportunity for you to apply to return during senior year breaks, including spring, winter, and fall break. Contact your mentor 4-6 weeks before your school break if you're interested in returning to KUB as a senior.

Success Beyond TeenWork: 2022 Internship Recipient

“The TeenWork program is **needed in our community**. It has opened doors for me to make connections that can **positively impact my future.**”

Noel Djenini,
Communications & Community
Relations Student



What We Hear About TeenWork

“This is such a great program! I remember doing this program as a teen and it really helped develop my career.”

-Frank Burns, Jr.

Director of Operations, West Tennessee Healthcare

“My favorite aspect of KUB’s TeenWork program is having the experience to be able to work, seeing how many opportunities you have to become what you want to be, and that anything is possible.”

-Anyae Harris

2022 TeenWorker

“When I ask students about KUB, instantly there is a smile and a long list of how great the staff and program is. We are grateful for this opportunity and this whole experience has been perfect!”

-William Baldwin

School Administrator, Central High School

“KUB TeenWork has brought our team closer together. It allows us to mentor young adults and allow them to gain skills for a successful future.”

-Penny McNeal

West Knox Utility District

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August 18, 2022

Fiber Products Overview



Deployment Status Update

- Customer and billing system
- Customer Contact Center is activated
- Internet in use today in E. Knoxville
- Upcoming phone and TV test
- Product offerings finalized
- Customer outreach



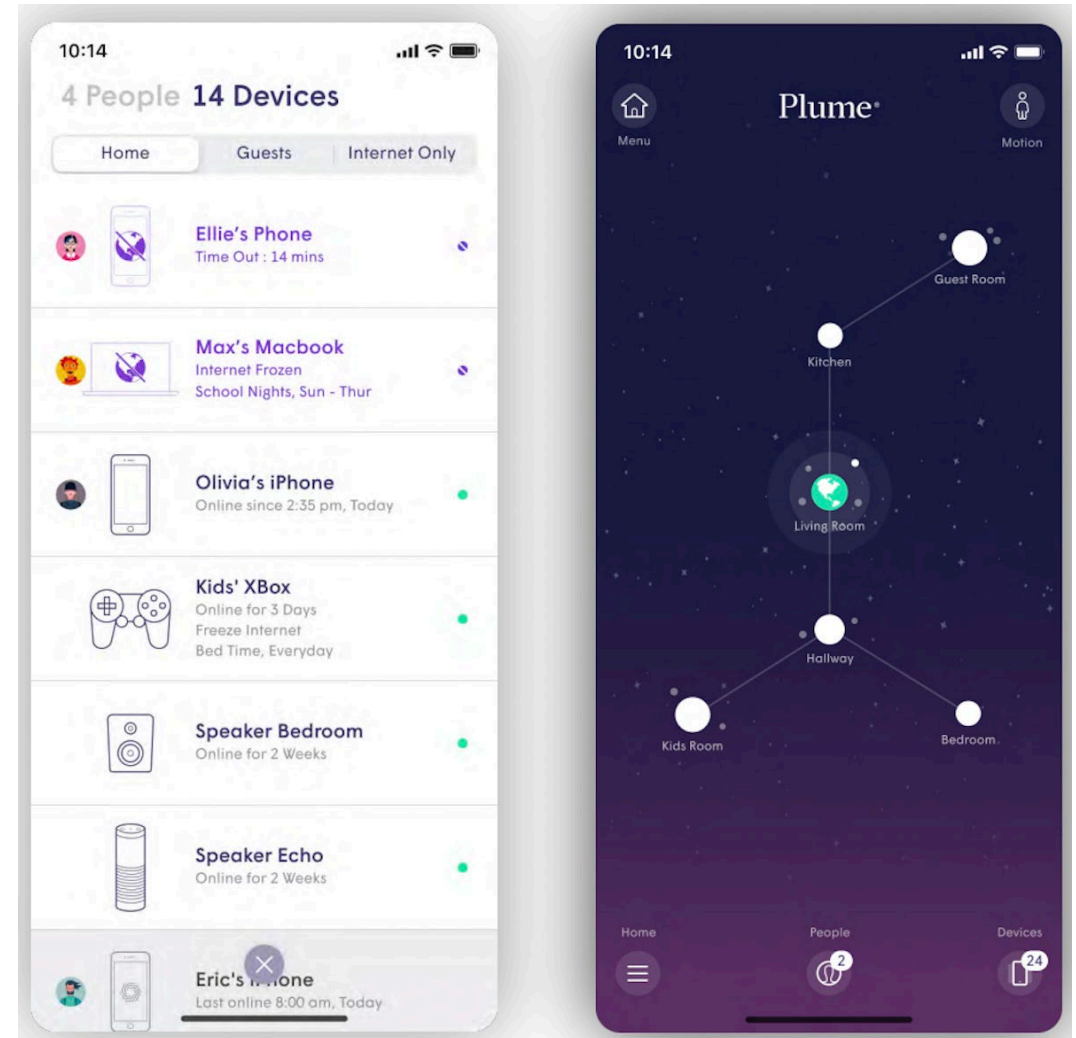
Residential Fiber Internet

Residential	
Product	Price / Month
The Gig	\$ 65
The Gig 2.5	\$150
The Gig 10	\$300
Smart Gig Managed Wi-Fi Service	\$ 15

1 Gigabit = 1000 Mbps

Smart Gig Managed Wi-Fi Service

- 24/7 enhanced technical customer service and support
- 1 gig compatible Wi-Fi equipment provided while subscribed to the service
- Ensures secure wireless connectivity throughout the home





Statement Date Aug 4, 2022

Account Number 101407

Invoice Number SAMPLE



Statement Date Aug 4, 2022

Account Number 101407

Invoice Number SAMPLE

Past Due After Aug 20, 2022

Total Amount Due \$65.00

Summary of Charges

Previous Balance \$0.00

Payments Received through Aug 04 \$0.00

Balance Forward \$0.00

Service Charges \$65.00

Total Current Charges \$65.00

Amount Due \$65.00

Total Due By Aug 20, 2022

Test Customer
445 S Gay Street
Knoxville TN 37902

ATTN: FIBER BILLING DEPT.
KNOXVILLE UTILITIES BOARD
PO BOX 59017
KNOXVILLE TN 37950-9017



ACCOUNT NAME
Test Customer

ACCOUNT NUMBER
101407

INVOICE DATE
Aug 4, 2022

INVOICE NUMBER
SAMPLE



ACCOUNT NAME ACC
Test Customer

Service Summary

Service Amount

445 S Gay ST
Internet Service \$65.00

Total Current Charges \$65.00

Service Details

Service Details for 445 S Gay ST

Residential Internet Service Amount

Charges for Internet Service

Full Month Charges (Aug 04 - Sep 03)

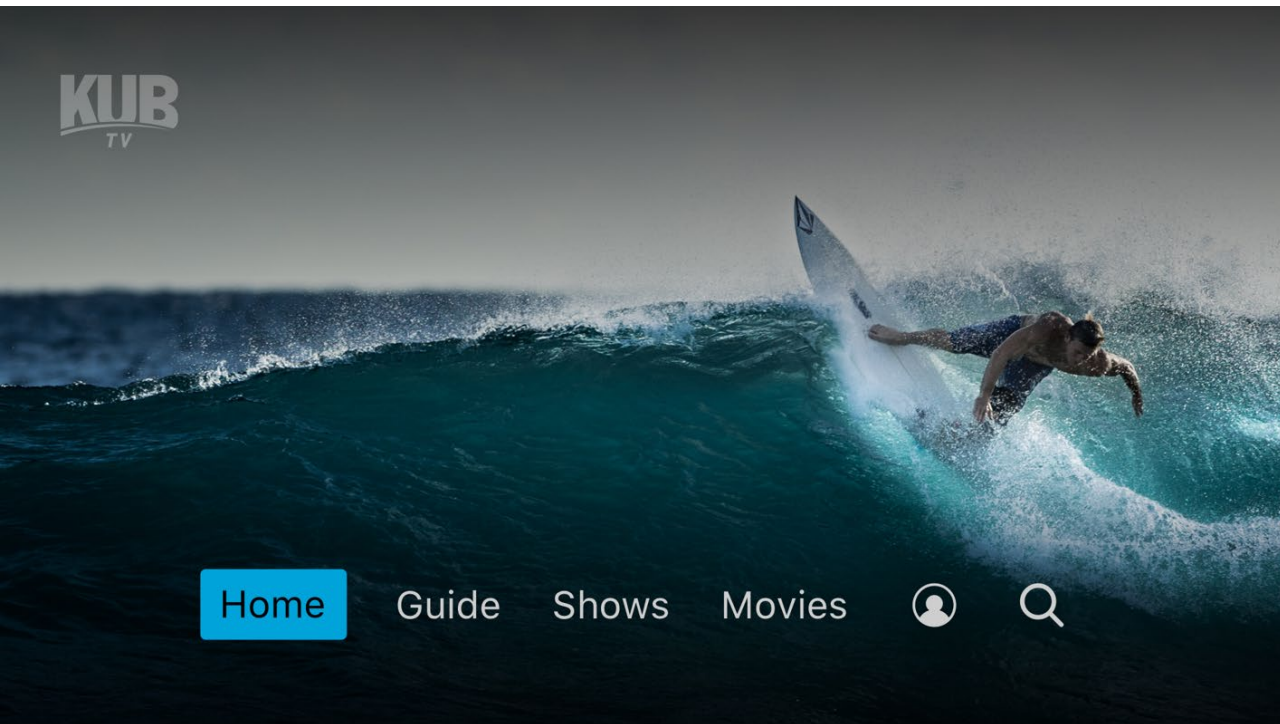
* The Gig (1 Gigabit Symmetrical Internet Service) \$65.00

Total Full Month Charges (Aug 04 - Sep 03) \$65.00

Subtotal \$65.00

Total for Residential Internet Service \$65.00

Total for 445 S Gay ST \$65.00



- How will our customers access KUB TV?
 - Internet connection
 - KUB TV app
 - Streaming device/Smart TV
 - No set top boxes
- Other features
 - DVR – 100 hours included
 - On Demand

Streaming Alternatives Made Easy

- Stream video content directly from providers
 - YouTube TV
 - Disney+
 - HBO
 - Netflix
- MyBundle
 - Assists customers in selecting the best TV options for their needs.
 - KUB TV is an option

Which best describes your household?

Just Me

Multiple Adults

Adults & Children

Very Large Family

Select the channels you need.

You can choose as many channels as you'd like, but the fewer channels you select the more you'll save!

Popular Channels



CBS



FOX



msnbc

ESPN

USA

HGTV

TBS

TNT

CNN



Residential	
Package	Price / month
Bronze	\$ 43
Silver (+ bronze)	\$120
Gold (+ silver, bronze)	\$130
Spanish Language	\$ 5
Premiums (A la carte)	Various

Each TV Package includes six concurrent streams and TV anywhere mobile capability

KUB - Bronze TV



KUB - Silver TV



TURNER CLASSIC MOVIES

KUB - Gold TV

BIG
NETWORK

B B C



COOKING
CHANNEL

CRIME+
INVESTIGATION



ACCN
ESPN

 **STINGRAY**
MUSIC

FS2

NASA
TELEVISION



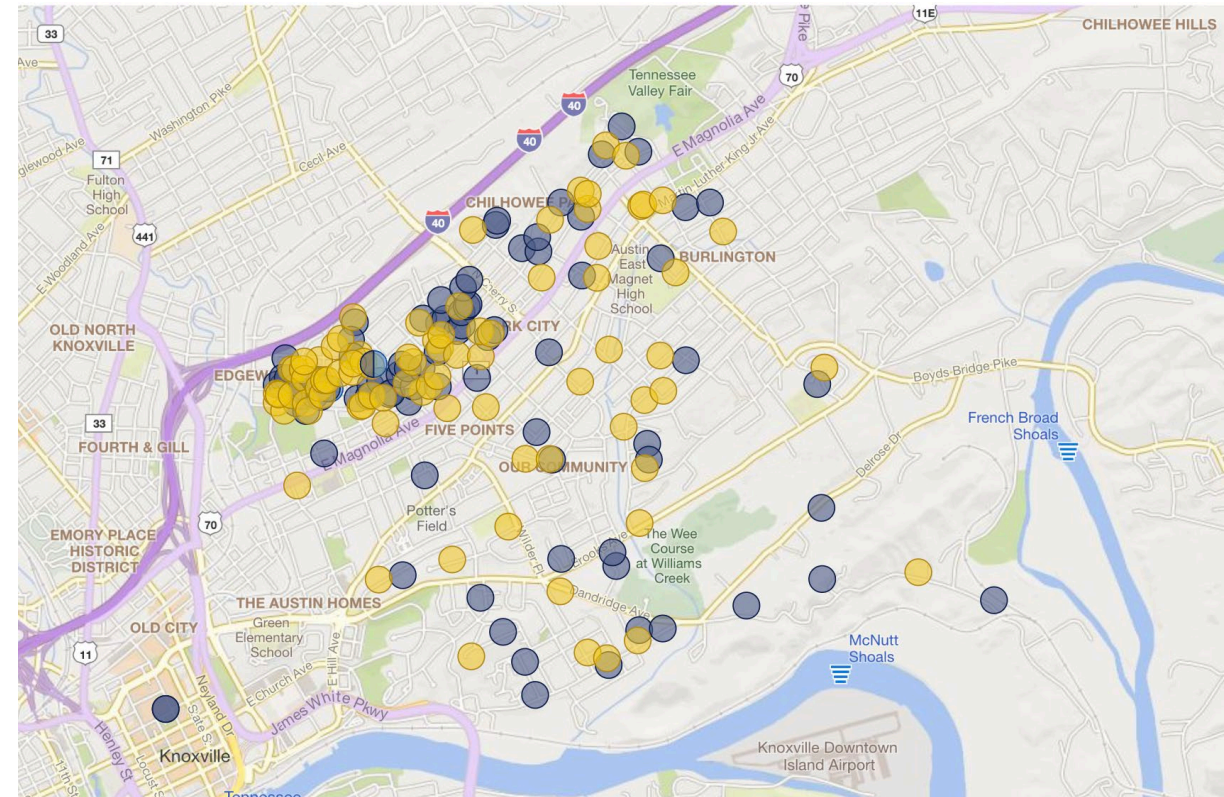
KUB Phone - Features

Residential	
Product	Price / Month
KUB Phone	\$35

- Unlimited long distance (Continental U.S.)
- Standard call features
- Requires an internet connection
- Customers can “port” their current number
- Battery backup available for purchase

Fiber Pilot Phase Underway

- Invited residences in the Mohawk service area to become test customers
- 130 customers are receiving internet service with more scheduled daily
- Conducting surveys to learn more about their service and experience



Enhanced Customer Experience

- KUB.org enhanced customer shopping experience
- Order placed through the KUB.org or by calling the Fiber Contact Center
 - Estimated bill
 - Installation appointment
 - Confirmation text or e-mail at time of order placement
- Testing a web-based order capture experience
- Text and e-mail confirmation sent to customers

Fiber is here.

**Switch to Knoxville's
only 100% fiber-to-
home network.**

Explore Products

Check Availability

KUB
FIBER



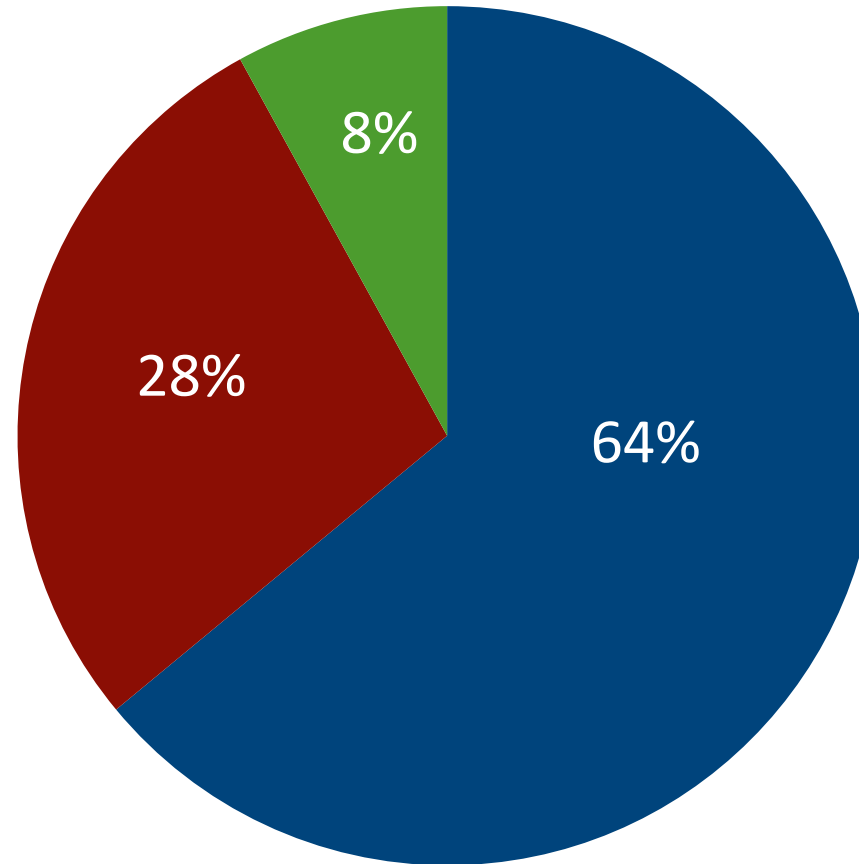
Home Installation Experience

- Friendly and professional technicians
- Scheduled date and time of arrival (not a window)
- Technicians communicate before and during the installation
- One-on-one collaboration
- Connecting devices and testing apps
- Welcome packet



Early Feedback from Customers is Very Positive

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied



Customer Feedback

- **No buffering** with my KUB Fiber Internet and normally by now with my other carrier, I would have had some buffering.
- **Very satisfied** with the whole installation process and the techs were very **friendly!**
- Things are **blissfully fast.**
- Loves the **straight-forward and local** communication.
- Tech did not have the right blade but **was able to learn** and complete the installation.
- Wireless speed slowed down a couple of times, **restarted** the router and **normal speed resumed.**

What Will Set us Apart?

FASTEST

- KUB Fiber's internet will be the fastest high speed internet in the world

FRIENDLIEST

- We are committed to providing the friendliest customer service – whether in-person, on the phone or online

FOR ALL

- We provide equal access and the best value for all people within our service area

Questions?

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American Public Gas Association Awards



KUB Earns APGA Recognition

- Public Gas System Achievement Award
 - Substantial contributions to community, other utilities, and APGA goals
- Environmental Sustainability Award
 - Inaugural award for excellence in commitment to environmental stewardship
- 2021 Safety Award
 - Lowest overall employee safety incident rate
- Operations & Safety Committee Leadership
 - Honoring Jocelyn McInturff, Gas Systems Engineering Manager



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