



2021 Community Relations Report

KUB TeenWorkers at Central High School celebrate their acceptance into the 2022 TeenWork class. KUB's TeenWork job readiness program expanded in 2021 to include Central and Fulton High Schools, along with Austin-East Magnet High School, who KUB has partnered with for 26 years.



Pandemic Relief

KUB provided Pandemic Relief during COVID 19.

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2021 MLK Diversity Champion Award

KUB received the 2021 MLK Diversity Champion Award for its commitment to diversity, equity, and inclusion (DEI) in the workplace.

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Project Help

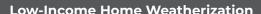
More than \$57,000 was raised during the Pg. 15



United Way

\$193,776.

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KUB and its partners have weatherized more than 1900 homes. Additionally, KUB launched a new water efficiency program.





KUB employees spent nearly 1800 hours giving back to the Knoxvillearea community through KUB's Volunteer Time program in 2021.

KUB Cares

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Water Savers

KUB introduced the Water Savers efficiency program in FY 21 to provide water & energy efficiency improvements for

low-income customers with an annual commitment of \$500.000.

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Community Outreach

KUB conducted 35 educational

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TeenWork

schoolers with career-readiness training summer internship. Pg. 2











You see KUB everywhere you look in the Knoxville-area community. The Tennessee Theater marquee sign is powered by KUB electric, the University of Tennessee's torchbearer statue is fueled by KUB natural gas, and World's Fair Park would not be the same without KUB water filling the beautiful fountains.

I'm proud that the mark KUB makes on this community goes beyond our utilities. As of this year, we provide more students than ever with real-world experience in the work force through our TeenWork program. We also introduced our COVID Utility Relief Effort to provide \$6.2 million in bill payment assistance to more than 9,000 customers.

These efforts and the various others you'll find throughout this report make me proud to work with each and every KUB employee and proud to serve this community.

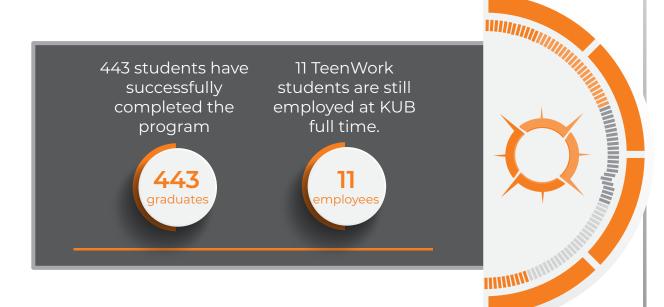






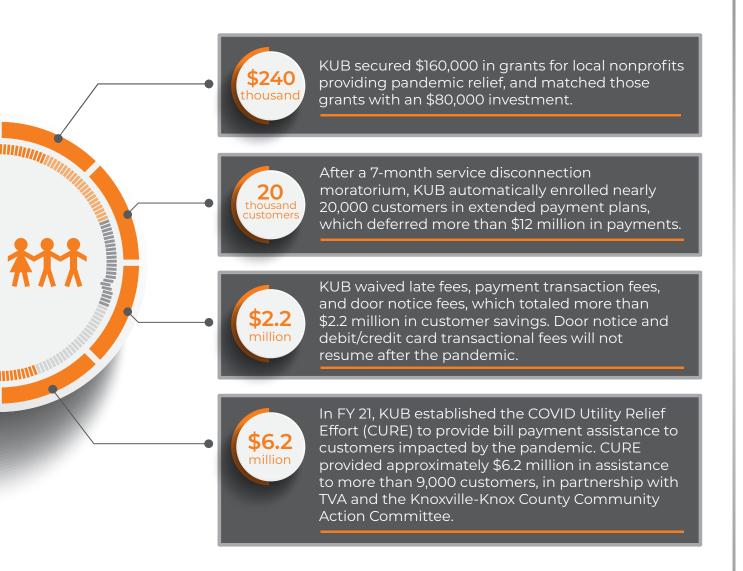
After seeing success serving more than 400 Austin-East Magnet High School for 26 years, KUB expanded its TeenWork Program to serve students of Austin-East Magnet, Central, and Fulton High Schools. The career-readiness program teaches young adults on-the-job skills and allows them to interview for and complete summer internships at KUB and other businesses.

Since TeenWork began in 1995, more than 400 students have participated in the program. Some students also came back as college student workers or became full-time KUB employees.





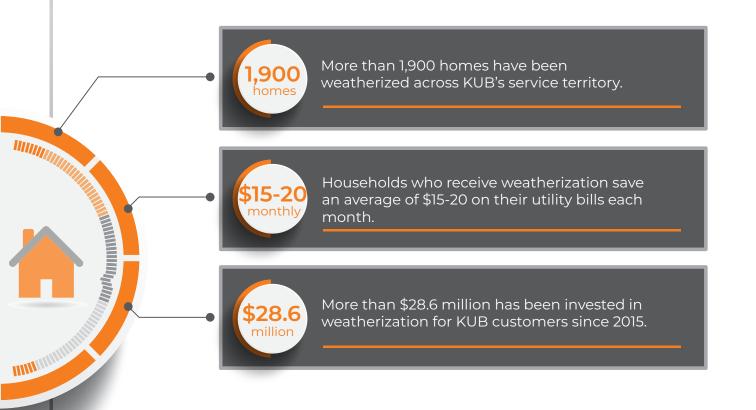






More than 1,900 low-income families have received home weatherization improvements, a root cause solution for those with high energy consumption, since KUB started its Round It Up program in 2015. Round It Up allows customers to round their bill to the next dollar to support weatherization.

In addition to customer contributions, KUB has committed \$1M annually to weatherization. Home energy upgrades are also funded through the Knoxville Extreme Energy Makeover (2015-2017), TVA Home Uplift, and grants including the new TDEC weatherization funds. In total, more than \$24.6 million has been invested in weatherization for KUB customers since 2015. Apply for weatherization assistance or enroll in Round It Up here.







Water Savers

KUB introduced the Water Savers efficiency program in FY 21 to provide water and energy efficiency improvements for low-income customers with an annual commitment of \$500,000.

Access to customer homes is limited due to the COVID-19 pandemic, but KUB has expanded the program to serve additional customers by including emergency water line repair in the services provided through Water Savers.





Community Outreach

KUB offers various educational opportunities in the Knoxville area, including safety demonstrations, classroom presentations, energy & money savings workshops and more.





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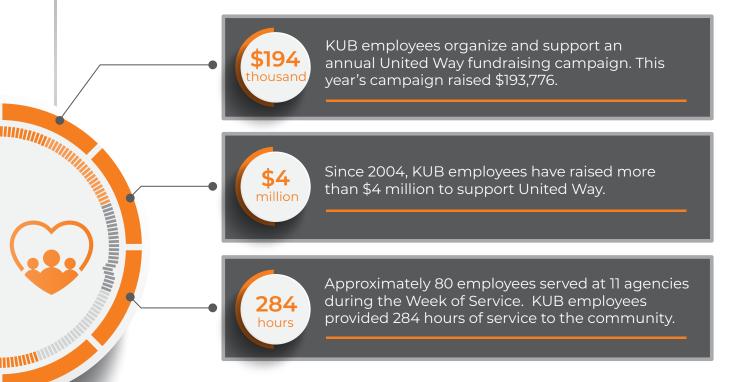
FOR UNITED WAY





United Way Support

KUB employees organize and support an annual United Way fundraising campaign. This year, the campaign also featured a Week of Service through which employees spent time volunteering at local nonprofits.







KUB collects donations from customers throughout the year to support Project Help, which provides emergency heating assistance for those in need.



More than \$57,000 was raised during the 2021 Project Help fundraising campaign.



More than \$207,500 was distributed by the Knoxville-Knox County CAC to assist 357 families in need during 2021.



More than 4.7 million has been used for emergency assistance since the program began, helping more than 23,400 families.





KUB Cares coordinates giving opportunities and employee volunteer service throughout the year. Employees can use up to eight hours of paid volunteer time each year to serve the Knoxville-area community through non-profit organizations.





KUB received the TVA EnergyRight Community Champion Award for exemplifying the best of leadership, character, volunteerism, and public advocacy; embodying the spirit of EnergyRight programs; and going above and beyond the standard call of duty.

inclusion

KUB was honored to receive the 2021 MLK Diversity Champion Award from the Dr. Martin Luther King, Jr. Commemorative Commission in 2021 for its commitment to diversity, equity, and inclusion (DEI) in the workplace and community.