



Community Advisory Panel Meeting Minutes for June 4, 2026

Members attending the meeting:

Nancy Friedrich
Melissa Hinten
Vincent Jones Jr.
Amy Nolan
Janet Testerman
Wes Willoughby

Others in attendance:

Dawn Ford, Facilitator

KUB Staff:

Erin Gill
Kurt Stafford
Chris Thomas

KUB Commissioners:

Pete Pearson

New Business

The Community Advisory Panel met at 4:00 p.m. on Thursday, June 4, 2026, at KUB's Mark B. Whitaker (MBW) Water Treatment Plant (2000 Riverside Drive). Prior to the meeting, panel members toured the water plant facility.

Dawn Ford called the meeting to order.

Ms. Ford asked if there were any changes to the March meeting minutes. There were no changes, and the panel approved the minutes.

Kurt Stafford, VP of Engineering and Operations and Erin Gill, VP of Communications and External Relations, provided an overview of KUB's water system investment and the value of water. This presentation included information about KUB's responsibility of providing high-quality, safe, and reliable water for the Knoxville community and the importance of redundancy and resiliency for this system. The presentation included information about KUB's Century II capital investments, the Water Supply Master Plan, and challenges related to funding the investments necessary to ensure safe, reliable water for KUB customers.

As KUB is working on plans to commemorate the 100th anniversary of the MBW plant this year, the panel was asked to share their input on the value of KUB Water, impressions from the tour, and what compelling messages KUB should share more widely with customers. Their input and questions included:

- Aspects of water recycling were very interesting.
- The tour and information increased confidence in the quality of water provided by KUB.
- Is there any information about ways to save money if a customer may use water for irrigation versus drinking water?
- It could be valuable to share benchmark information and how KUB compares to peer utilities and what others are doing for infrastructure and technology investments. This could help illustrate KUB's leadership as a utility provider.
- The tour and information clarified that the Tennessee River is a clean, high-quality water source for KUB customers.
- Security related to KUB water and the technology advancements being implemented for the process are interesting aspects.
- Preparedness and redundancy are beneficial messages to share with the public to convey that KUB is positioned to continue reliable service through challenges like drought periods.
- Consider how to help the public understand that KUB Water is safe and purchasing bottled water that is more costly is not necessary.
- Consider packaging information in ways accessible to multi-generational audiences through social media and partnerships like Knox County Schools 865 Academies.
- Consider resources for educators related to KUB Water.
- The employees who led the tour did a great job sharing compelling information and conveying the level of care KUB employees put into this work.

The panel requested to receive information about events related to the 100th anniversary of the plant, and KUB staff confirmed this information will be shared, and KUB will greatly appreciate the panel's helping in distributing the information to others.

No members of the public addressed the panel during the public forum.

The meeting was adjourned at 4:30 p.m.