

**Knoxville Utilities Board
Board Meeting Minutes
Thursday, June 18, 2026 Noon**

Call to Order

The Knoxville Utilities Board met in regular session in the Larry A. Fleming Board Room at 445 S. Gay Street, on Thursday, June 18, 2026, pursuant to the public notice published in the January 3, 2026, edition of the *News Sentinel*. Chair Cynthia Gibson called the meeting to order at 12:00 p.m.

Roll Call

Commissioners Present: Cynthia Gibson, Kathy Hamilton, Phyllis Nichols, Pete Pearson, and Dr. Craig Pickett, Jr.

Commissioners Absent: Claudia Caballero and Ron Feinbaum

Approval of Minutes

Upon a motion by Commissioner Pearson and a second by Commissioner Nichols, the May 21, 2026 Board meeting minutes were approved by a unanimous voice vote. The following Commissioners voted "aye": Gibson, Hamilton, Nichols, Pearson, and Pickett. No Commissioner voted "nay".

Old Business

None

New Business

**Resolution 1519 – A Resolution of the Knoxville Utilities Board
Acknowledging the Conclusion of Claudia Caballero's Service as a
Commissioner**

Chair Gibson reminded the Board that Commissioner Claudia Caballero submitted a letter of resignation on May 29, 2026 due to unavailability to attend meetings for the remainder of the year. She stated we have appreciated her contributions while on the Board as she has been an engaged Board member and is an important member of the community.

June 18, 2026

Upon a motion by Commissioner Hamilton and a second by Commissioner Nichols, Resolution 1519 (*Attachment 1*) was adopted by a roll call vote on first and final reading. The following Commissioners voted "aye": Gibson, Hamilton, Nichols, Pearson, and Pickett. No Commissioner voted "nay".

Consideration of Nominees for Commissioner Term beginning August 1, 2026

Commissioner Pickett gave the following report:

The nominating process to fill the unexpired term resulting from Commissioner Caballero's resignation began in June. The term begins August 1, 2026. The Knoxville City Charter provides thirty days from the date of resignation for the Board to submit a slate of five or more candidates to the Mayor for consideration.

The committee evaluated qualified candidates and recommended the following nominees:

1. Jerry Askew
2. Sara Hedstrom Pinnell
3. Adrienne Simpson-Brown
4. Tyvi Small
5. John Worden

Chair Gibson recognized Mark Walker, Board Secretary, who distributed and collected the ballots. Mr. Walker then reported that each of the following nominees received a majority of the votes:

1. Jerry Askew
2. Sara Hedstrom Pinnell
3. Adrienne Simpson-Brown
4. Tyvi Small
5. John Worden

Chair Gibson stated the names of the five nominees would be submitted to Mayor Kincannon who will select one to nominate to City Council. She thanked the members of the Nominating Committee for their work.

June 18, 2026

President's Report

State Legislative Update

President Gabriel Bolas recognized Erin Gill, Vice President of Communications and External Affairs, to provide an update on the 2026 legislative session.

Delivering on Great Customer Experiences: Measuring and Maintaining Service

President Bolas advised Commissioners that customer satisfaction is a top priority at KUB. He recognized Barry Jones, Director of Customer Service, to provide an update on KUB's After Call Customer Satisfaction Survey. While the survey results were positive, Mr. Jones advised the department will continue to act on customer feedback to strive for continuous improvement.

Gas Ultrasonic Exchange Program

President Bolas recognized Craig Livingston, Manager of Meters, to provide an overview of KUB's natural gas meter exchange program. KUB will replace approximately 100,000 residential meters over the next 10 years

Other Business

None

Public Comment

None

New Business

Resolution 1520 – A Resolution Honoring J. William “Bill” Coley for His Exemplary Service to the Knoxville Utilities Board as General Counsel for the Board of Commissioners

President Bolas offered Resolution 1520 for the Board's consideration recognizing Mr. Coley for his service as General Counsel for the Board of Commissioners. We are thankful for his service to KUB, our customers, and our community.

June 18, 2026

Upon a motion by Commissioner Nichols and a second by Commissioner Pickett, Resolution 1520 (*Attachment 2*) was adopted by a unanimous voice vote on first and final reading. The following Commissioners voted "aye": Gibson, Hamilton, Nichols, Pearson, and Picket, Jr. No Commissioner voted "nay".

Chair Gibson thanked Mr. Coley for his service on behalf of the Board.

Mr. Coley thanked the Board and expressed his appreciation for KUB staff.

Adjournment

There being nothing further to come before the Board, Chair Gibson declared the Board meeting adjourned at 1:13 p.m.


Kathy Hamilton, Vice Chair


Mark Walker, Board Secretary

Attachment 1	Board Letter and Resolution 1519 – A Resolution of the Knoxville Utilities Board Acknowledging the Conclusion of Claudia Caballero's Service as a Commissioner	<u>Page(s)</u> 13921 – 13922
Attachment 2	Resolution 1520 – A Resolution Honoring J. William "Bill" Coley for His Exemplary Service to the Knoxville Utilities Board as General Counsel for the Board of Commissioners	13923 – 13924



June 12, 2026

Knoxville Utilities Board
445 S. Gay Street
Knoxville, Tennessee 37902-1109

Commissioners:

The June 18 Board meeting agenda includes a resolution acknowledging the service of Claudia Caballero as a Board member and the selection of at least five (5) nominees to be sent to the City Mayor to fill the Board seat to be vacated by Commissioner Caballero. Ballots will be distributed at the meeting reflecting the names of the nominees recommended by the Nominating Committee.

The agenda also includes an update on this year's state legislative session, a report on our after call customer satisfaction survey, and a report on our new long-term gas meter replacement program.

Respectfully submitted,

A handwritten signature in black ink that reads "Gabriel Bolas". The signature is written in a cursive, flowing style.

Gabriel Bolas
President and CEO

RESOLUTION NO. 1519

A Resolution of the Knoxville Utilities Board Acknowledging the Conclusion of Claudia Caballero's Service as a Commissioner

Whereas, Claudia Caballero became a member of this Board in January 2021 and served for five and a half years; and

Whereas, during her time on this Board, she has consistently acted in the best interest of KUB and its customers; and

Whereas, Commissioner Caballero has submitted her resignation effective August 1, 2026 due to unavailability to attend meetings for the remainder of the year.

Now, Therefore, Be it Hereby Resolved by the Board of Commissioners of the Knoxville Utilities Board:

Section 1. That this Board hereby gratefully recognizes and thanks Claudia Caballero for her dedicated service to KUB, its employees, customers, and our community.

Section 2. That this Board recognizes Commissioner Caballero's meaningful service and that the Board genuinely regrets that her time on the KUB Board of Commissioners has concluded.

Section 3. That this Resolution shall take effect from and after its passage.

Cynthia Gibson/s
Cynthia Gibson, Chair

Mark Walker/s
Mark Walker, Board Secretary

APPROVED ON 1st
& FINAL READING: 6-18-26
EFFECTIVE DATE: 6-18-26
MINUTE BOOK 50 PAGE 13922

RESOLUTION NO. 1520

A Resolution Honoring J. William “Bill” Coley for His Exemplary Service to the Knoxville Utilities Board as General Counsel for the Board of Commissioners

Whereas, J. William “Bill” Coley has practiced law since 1985, having received his law degree with honors from The University of Tennessee; and

Whereas, Mr. Coley has made outstanding contributions to the legal profession through dedicated past service as Chair of the Tennessee Supreme Court Access to Justice Commission, past president of the Knoxville Bar Association and Tennessee Bar Association Young Lawyer Division, and member of the American, Tennessee, and Knoxville Bar Foundations; and

Whereas, Mr. Coley is well known throughout the Knoxville community as an outstanding and distinguished legal professional; and

Whereas, from 2004-2011 and 2021-2023, Mr. Coley demonstrated leadership in his role as Managing Member for Hodges, Doughty, and Carson and has primarily devoted his practice to utility representation; and

Whereas, Mr. Coley has faithfully served as General Counsel for Knoxville Utilities Board for nearly 20 years, with an unwavering dedication to the best interest of KUB customers and the Knoxville community; and

Whereas, Mr. Coley’s legal expertise and guidance has been invaluable in supporting achievements of KUB that improve quality of life, economic opportunity, and sustainability for the greater Knoxville area, including the establishment of KUB’s Fiber Division to provide reliable, high-speed internet service, KUB’s Round It Up program and other partnerships to assist income-limited households with free home weatherization, and innovative renewable energy programs; and

Whereas, additional contributions by Mr. Coley include guiding KUB through a President and CEO transition and the closure of an Environmental Protection Agency Consent Decree for KUB’s Wastewater Division after successful fulfillment of all requirements, and helping to ensure KUB has maintained its excellent record of regulatory compliance and the highest ethical standards; and

Whereas, Mr. Coley’s sound judgment and exceptional performance in managing KUB’s litigation has resulted in significant cost savings for KUB customers; and

Whereas, through his service to KUB and its Board, Mr. Coley has demonstrated the utmost degrees of professionalism, integrity, trustworthiness, proficiency, and dedication; and

Whereas, good humor, patience, and kindness are beyond the basic duties of General Counsel but are recognized as remarkable traits of Mr. Coley; and

Whereas, Mr. Coley's loyal service to KUB and the community is an inspiration to KUB's employees and has resulted in accomplishments that will continue to have a positive and lasting impact for many years to come.

Now, Therefore, Be It Hereby Resolved by the Board of Commissioners of the Knoxville Utilities Board:

Section 1. That this Board hereby gratefully acknowledges and commends J. William "Bill" Coley for his dedicated service to KUB and its employees, customers, and our community.

Section 2. That this Board recognizes Mr. Coley's meaningful and effective service for KUB and its Board of Commissioners over the last two decades.

Section 3. That this Resolution shall take effect from and after its passage and that a copy shall be provided to Mr. Coley.

Absent
Claudia Caballero, Commissioner

Ron Feinbaum/s
Ron Feinbaum, Commissioner

Cynthia Gibson/s
Cynthia Gibson, Commissioner

Kathy Hamilton/s
Kathy Hamilton, Commissioner

Phyllis Nichols/s
Phyllis Nichols, Commissioner

Pete Pearson/s
Pete Pearson, Commissioner

Craig Pickett/s
Dr. Craig Pickett, Jr. Commissioner

APPROVED ON 1st
& FINAL READING: 6-18-26
EFFECTIVE DATE: 6-18-26
MINUTE BOOK 50 PAGE 13923-13924

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