KUB/Knox County Interlocal Agreement

Funding Student Internet Access Program

Resolution 1462

August 18, 2022
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
• 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

<table>
<thead>
<tr>
<th></th>
<th>Current EVC</th>
<th>New EVC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Onpeak kWh</td>
<td>$0.22444</td>
<td>$0.31022</td>
</tr>
<tr>
<td>Offpeak kWh</td>
<td>$0.22444</td>
<td>$0.19737</td>
</tr>
</tbody>
</table>

- 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
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
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
“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
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

<table>
<thead>
<tr>
<th>Product</th>
<th>Price / Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Gig</td>
<td>$65</td>
</tr>
<tr>
<td>The Gig 2.5</td>
<td>$150</td>
</tr>
<tr>
<td>The Gig 10</td>
<td>$300</td>
</tr>
<tr>
<td>Smart Gig Managed Wi-Fi Service</td>
<td>$15</td>
</tr>
</tbody>
</table>

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
# KUB FIBER

**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

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Previous Balance</td>
<td>$0.00</td>
</tr>
<tr>
<td>Payments Received through Aug 04</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Balance Forward</strong></td>
<td>$0.00</td>
</tr>
<tr>
<td>Service Charges</td>
<td>$65.00</td>
</tr>
<tr>
<td><strong>Total Current Charges</strong></td>
<td>$65.00</td>
</tr>
</tbody>
</table>

**Amount Due:** $65.00

Total Due By Aug 20, 2022

---

<table>
<thead>
<tr>
<th>Service</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>445 S Gay ST Internet Service</td>
<td>$65.00</td>
</tr>
</tbody>
</table>

**Total Current Charges:** $65.00

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**Service Details for 445 S Gay ST**

**Residential Internet Service**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Month Charges (Aug 04 - Sep 03)</td>
<td>$65.00</td>
</tr>
<tr>
<td>* The Gig (1 Gigabit Symmetrical Internet Service)</td>
<td>$65.00</td>
</tr>
<tr>
<td><strong>Total Full Month Charges (Aug 04 - Sep 03)</strong></td>
<td>$65.00</td>
</tr>
<tr>
<td>Subtotal</td>
<td>$65.00</td>
</tr>
<tr>
<td>Total for Residential Internet Service</td>
<td>$65.00</td>
</tr>
<tr>
<td><strong>Total for 445 S Gay ST</strong></td>
<td>$65.00</td>
</tr>
</tbody>
</table>
• 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?

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
## Residential

<table>
<thead>
<tr>
<th>Package</th>
<th>Price / month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bronze</td>
<td>$43</td>
</tr>
<tr>
<td>Silver (+ bronze)</td>
<td>$120</td>
</tr>
<tr>
<td>Gold (+ silver, bronze)</td>
<td>$130</td>
</tr>
<tr>
<td>Spanish Language</td>
<td>$5</td>
</tr>
<tr>
<td>Premiums (A la carte)</td>
<td>Various</td>
</tr>
</tbody>
</table>

Each TV Package includes six concurrent streams and TV anywhere mobile capability.
## KUB Phone - Features

<table>
<thead>
<tr>
<th>Product</th>
<th>Price / Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>KUB Phone</td>
<td>$35</td>
</tr>
</tbody>
</table>

- 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
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: 64%
- Somewhat satisfied: 28%
- Neither satisfied nor dissatisfied: 8%
- Somewhat dissatisfied: 8%
- Very dissatisfied: 64%
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?
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