Our Vision

KUB exists to serve its customers, improving their quality of life by providing utility services that are safe, reliable, and affordable.
Customer Service Professionals
Here to Serve

- 100+ employees to directly serve customers
  - One local contact center
  - Asheville Highway and Western Avenue walk-in centers
  - Field customer support specialists
  - Social service professionals
- Professional, pleasant and results-focused interactions
- Answering calls/questions, accepting payments, conducting on-site visits or connecting those in crisis to assistance
KUB Was First Southeast Utility to Hire Social Workers

- Partner with local social service organizations to support customers in crisis
- Administer special assistance programs
- Educate customers on how to manage utility costs
- Receive and process financial aid from local and federal agencies
Customer Counselors Connect with Many Community Partners
Long-Standing, Emergency Energy Bill Assistance Program

- Established in 1983 by KUB and CAC
- Provides one-time financial support to low-income individuals and families
- Funded through community donations
- Governed by community board of directors
- Nearly 500 individuals and families were assisted with over $230K in 2020
Home Weatherization Offers Long-Term Solution for High Energy Use

- $15M invested in energy efficiency upgrades for 1,278 homes
- $4.3M contributed by KUB customers through Round It Up to improve 500+ additional homes
- TVA Home Uplift and TDEC offer support grants
- KUB adds $1M annual investment beginning July 2020
- Continued investments from KUB, TVA, and TDEC total nearly $2.3M annually
78% Experienced Reduced Energy Use and Bill Savings from Weatherization

Average Monthly Bill Amount
Before RIU: $152
After RIU: $133

Average Annual Bill Savings: $225

Average Electric Consumption Comparison

Before RIU: 1,238
After RIU: 1,029

Round It Up Homes × All Homes
New Low-Income Water Efficiency Program

• Began in July 2020
• Funded by KUB with $500K annual investment and administered by CAC
• Replaces older, higher-flow toilets with free installed 1.3-gallon toilets
• TVA providing additional direct-install energy savings measures
Energy and Water Conservation

Education and Free Savings Measures

- Workshops provide energy and water savings tips
- Interactive displays and free take-home kits aid customers
- Provided education to more than 1,300 individuals
- Curriculum for school-aged children
Pandemic Made Additional Customer Support Necessary

- Continued to provide safe and reliable utilities
- Reduced home and business entry to protect customers and employees
- Seven-month service disconnection moratorium
- Waived late and payment transaction fees
- Increased communication about pandemic-response efforts and community assistance funding
Funded Assistance Efforts and Delayed Projects to Save Customer Dollars

- Secured $160K in grants for local nonprofits assisting with pandemic relief
- Matched grants with $80K investment to four nonprofits
- Deferred or eliminated planned rate increases in all four systems
- Postponed infrastructure upgrades
Additional Steps Taken as Normal Operations Resumed

- Automatically enrolled nearly 20,000 customers in extended payment plans
- Internal credit rating not impacted by late payments in 2020
- Eliminated $8 door notice fee
- Waived $300 deposit as one-time courtesy if last resort disconnection occurred
## Pandemic Support by the Numbers

<table>
<thead>
<tr>
<th>Support measure</th>
<th>Total saved by customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waived late fees</td>
<td>$1,484,600</td>
</tr>
<tr>
<td>Payment transaction fees (credit/debit card, CheckFree Pay &amp; kiosk)</td>
<td>$653,500</td>
</tr>
<tr>
<td>Door notice fees</td>
<td>$111,400</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$2,252,200</strong></td>
</tr>
</tbody>
</table>

Door notice and credit/debit card fees will not resume post-pandemic.
Over $12M in Customer Payments Deferred with Payment Plans

<table>
<thead>
<tr>
<th>Account Balance As of 8/31/2020</th>
<th>Installment Months</th>
<th>Number of Accounts</th>
<th>Total Past Due Balances</th>
</tr>
</thead>
<tbody>
<tr>
<td>$100-$249.99</td>
<td>3 months</td>
<td>6,126</td>
<td>$1,046,201</td>
</tr>
<tr>
<td>$250-$499.99</td>
<td>6 months</td>
<td>5,553</td>
<td>$1,996,561</td>
</tr>
<tr>
<td>$500-$749.99</td>
<td>9 months</td>
<td>2,890</td>
<td>$1,774,364</td>
</tr>
<tr>
<td>$750-$999.99</td>
<td>12 months</td>
<td>1,750</td>
<td>$1,516,924</td>
</tr>
<tr>
<td>$1000+</td>
<td>15 months</td>
<td>3,488</td>
<td>$6,089,480</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td></td>
<td><strong>19,807</strong></td>
<td><strong>$12,423,530</strong></td>
</tr>
</tbody>
</table>
Community Assistance and CARES Funding Fill Significant Need

<table>
<thead>
<tr>
<th>Source</th>
<th>Assistance paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal funds</td>
<td>$4,729,000</td>
</tr>
<tr>
<td>Other nonprofits</td>
<td>$606,210</td>
</tr>
<tr>
<td>Project Help</td>
<td>$86,166</td>
</tr>
<tr>
<td>Faith-based</td>
<td>$402,558</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$5,823,934</strong></td>
</tr>
</tbody>
</table>

The chart shows that Federal funds contributed the most, followed by Other nonprofits, Project Help, and Faith-based organizations. The total amount of funding is $5,823,934.
COVID Utility Relief Effort (CURE) to Assist with Past-Due Customer Bills

- $6M in assistance for customers through TVA’s Pandemic Relief Credit
  - Residential customers can receive up to $1,000 payment on past-due bill
  - Business customers can receive up to $3,000 payment on past-due bill
- Applying is simple
  - There are no income limits
  - Must be KUB electric customer
  - Provide photo ID and copy of bill
  - Complete and submit application