



November 2, 2023

Community Advisory Panel



CAP Collaboration

- Over the past three years, KUB and CAP have engaged on key issues impacting our customers, employees, and community.
- Feedback from these discussions was regularly shared with the KUB Board of Commissioners.
- Not only were these discussions beneficial to the Board, KUB learned from these recommendations to implement and improve projects.
- The following project updates are from the topics discussed by CAP during the last term.

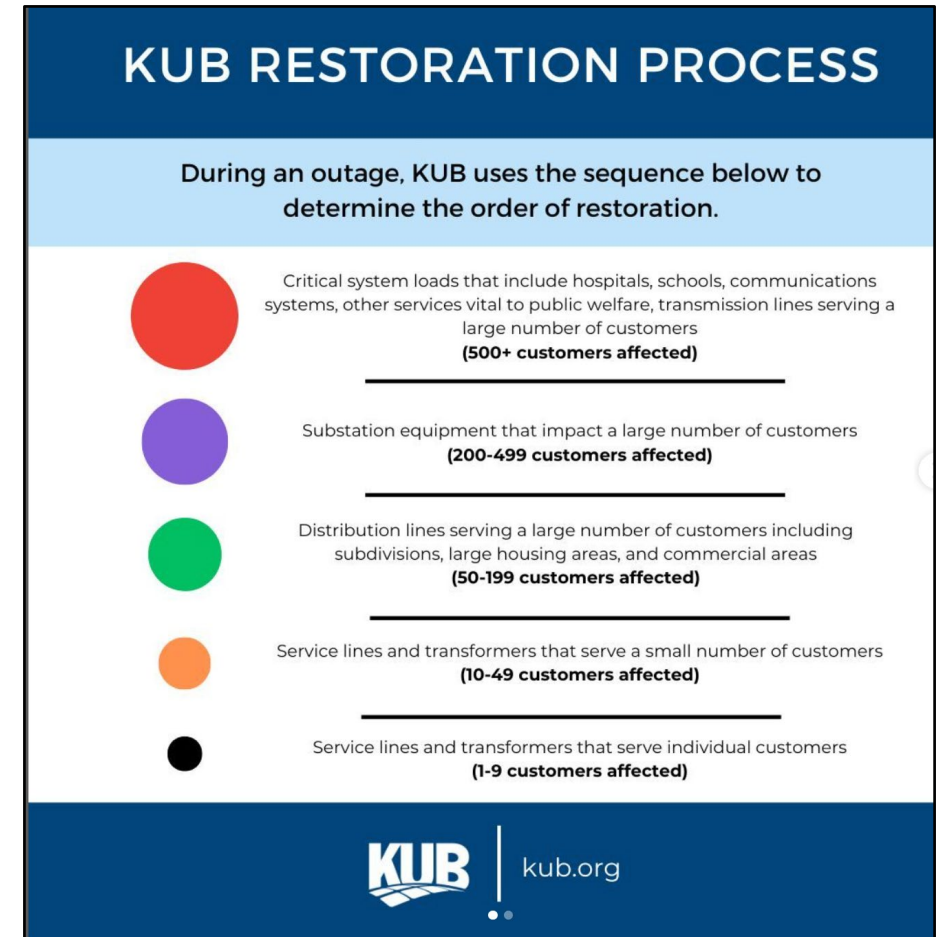
KUB Fiber

- Celebrating first anniversary of KUB Fiber
- 4,500 subscribers and expanding daily
- Approximately 20% of fiber system construction completed in FY23
- Service now available in areas previously unserved
- 90,000 customers will have access by the end of FY24



Customer Outage Notifications

- Proactive notification project remains underway
- CAP input influenced recent storm restoration communications
 - Outbound phone calls
 - Early communication about multi-day restoration timeframe
 - Social media post explaining restoration process and outage map symbology



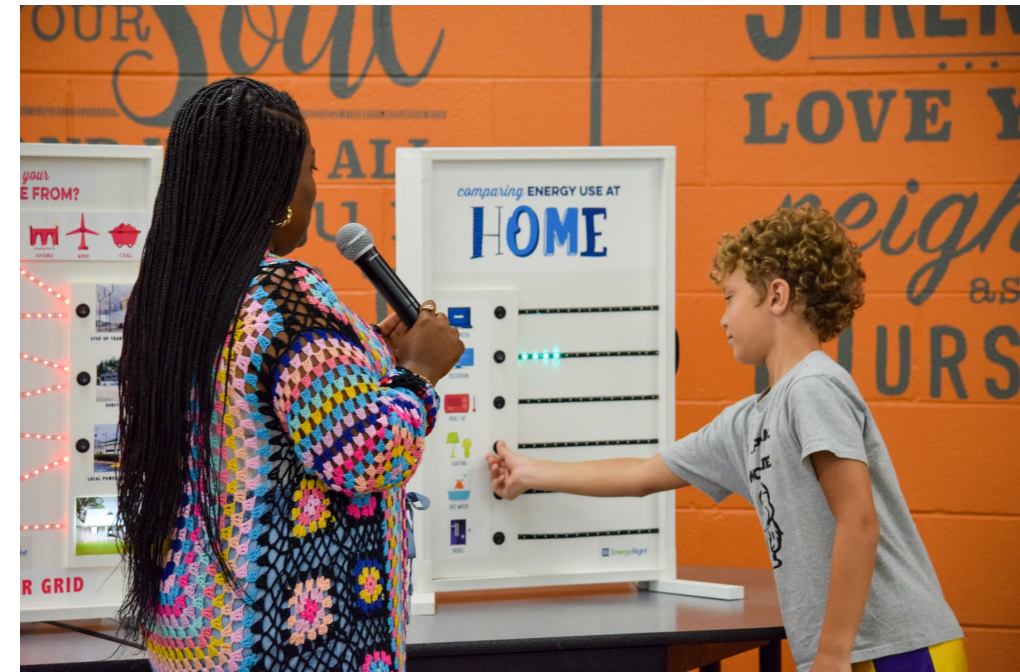
Weatherization Assistance

- FY23 goal was to serve 250 homes
 - 450 homes were served
- More than 2,600 homes weatherized by KUB and community partners since 2015
- Third and final SACE Energy Efficiency Workshop Nov. 5 at Ijams Nature Center
- SEED outreach has engaged with nearly 600 individuals through workshops, events, and neighborhood canvassing



Additional Energy Efficiency Efforts

- New efficiency rebates available through TVA EnergyRight as of Oct. 1, 2023
 - Available to residential customers in single-family homes and separately metered duplexes/townhomes
 - Qualifying upgrades include HVAC, water heaters, insulation, windows, and doors
- KUB communicating new incentives through web, social media posts, and customer newsletter
- Expanded energy and water workshops for adults, teens, and kids



Inflation Reduction Act (IRA) & Grants

- Notifying customers of new IRA incentives
 - Updates to web content, social media posts, and coverage on customer newsletters
 - Inform customers during energy and water workshops
- Current grants
 - \$41.6 million awarded for projects including fiber construction, electric vehicle chargers, and water plant filters project
 - \$67.2 million pending for programs including gas infrastructure



KUB Knoxville Utilities Board
4,071 followers
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Did you know the Inflation Reduction Act provides tax credits for energy-efficient home upgrades? From water heaters and HVAC systems to doors and windows, the IRA provides credits for upgrades that can lead to significant energy and money savings! Visit www.kub.org/IRA to learn more.

funding available for
**MONEY-SAVING HOME
ENERGY UPGRADES**
through the
Inflation Reduction Act

KUB Learn More:
www.kub.org/IRA

Inflation Reduction Act Resources:
www.KUB.org/IRA

Solar Programs

- Community solar program
 - 91% subscribed
- Green Invest
 - On track to bring 325 MW online by 2026
- Flexibility agreement
 - KUB Board approved participation in TVA Power Supply Expanded Flexibility Agreement
- Solar For All
 - Providing support for State of Tennessee grant application



Annual Report & Environmental, Social, & Governance Report

- Annual Report
 - Available in November
 - Provides updates on KUB operations and services
- Environmental, Social, & Governance Report
 - Also available in November
 - Provides updates on KUB initiatives and sustainability mission



KUUB

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