Resolution 1400

- Amends G-7, G-11, and G-12 Rate Schedules
  - Increases unauthorized gas penalty
  - Removes standby provision
- Revises availability of G-12 Rate Schedule
  - Closes to new participants as of November 2019
  - Terminates availability as of November 2021
- Second and final reading
  - Effective October 1st
Workshops Continue to Reach Many

- 14 workshops completed since April
- Nearly 400 attendees receiving helpful tips and kits
- Promotion magnets on vehicle fleet
- WBIR segment on October 7
- Go Green Home Summit event on September 28
- Public workshop planned for October 29
home water

and energy savings

WORKSHOP
TAKE CONTROL OF YOUR WATER USAGE

39%  
Bathing and Faucets

24%  
Toilets

17%  
Clothes Washer

20%  
Dishwasher, Outdoor Use, Leaks

Source: EPA.GOV/watersense
IDENTIFYING VISIBLE WATER LEAKS

Inspect exposed pipes for leaks

Galvanized Pipe

Copper Pipe
Repair Leaks Promptly

This chart is from our advanced meter portal. It shows the monetary impact that even a short duration commode leak can have on a water and wastewater bill.

Note: The information above does not reflect non-quantity based items that may be included on your bill (such as basic service charges) and may contain estimated costs.
IDENTIFYING TOILET LEAKS

Inspect toilet components for leaks

WATER DEMONSTRATION
QUESTIONS?
First Responders Are Always Working

September 19, 2019
KUB Service Area Covers +700 Square Miles

**ELECTRIC**

207,228
Seven counties

**GAS**

102,874
Three counties

**WATER**

79,908
Three counties

**WASTEWATER**

71,281
One county
Reliability and Safety Require Fast Response

- 17 Underground Response Technicians
- 14 Electric Troublemens
- Three shifts cover 24/7
- 2,700+ events monthly
Underground Response Technicians

- Respond to natural gas, water, and wastewater events
- Diagnose and assist in determining resource needs
- Operate distribution system in the field as directed
- Monitor site conditions for pending work
Electric Troublemen

- Respond to electric events
- Patrol, isolate, and restore service
- Diagnose and assist in determining resource needs
- Operate distribution system in the field as directed
- Inspect substations and conditions
Damage Assessors Multiply Responders

- 157 trained employees
- 17 departments
- Mobile application
- Annual certification
"Thank you KUB. My power was restored in less than 1 hour."
- Susan (August 22)

"You all have done a great job getting power back on quickly with how wide spread it was out."
- Amber (June 22)

Water leak response call
(September 6)
Our Vision:
KUB exists to serve its customers, improving their quality of life by providing utility services that are safe, reliable and affordable.

Shared Values:
- We value the safety and well-being of our customers and employees.
- We value fairness, and try always to make decisions that provide the greatest good for the most people.
- We are in a position of trust and hold ourselves to high ethical standards.
- We improve the value of our services through efficiency, innovation and communication.
- We value the commitment and hard work of our employees.
- We are environmentally responsible in our operations and support the sustainability of our communities’ natural resources.
- We participate in the communities we serve.

Our Mission:
Our mission is to act as good stewards of our communities’ resources: utility assets, customer dollars, and the environment. We work to safeguard those resources and enhance their value for the people of the communities we serve and generations to come.

We Measure Our Success by:
- Customer Satisfaction
- System Performance
- Financial Performance
- Safety Performance

Keys to Success:
- Managing Our Utility System Infrastructure
  - Electric
  - Natural Gas
  - Water
  - Wastewater
- Improving The Customer Experience
- Managing Our Finances Effectively
- Meeting Or Exceeding Regulatory Standards
- Investing in A Skilled, Diverse Work Force
- Partnering For Economic Development
- Being Environmentally Responsible
Union County Fast Facts

**Union County Service Territory**
- 7,387 Customers
- 118 Square Miles

**Electric Lines**
- 356 Miles of Distribution and Transmission Lines

**Substations**
- 3 Distribution Substations
Union County Economic Landscape

- Residential and agricultural
- Tourism
  - Norris Lake
  - Big Ridge State Park
- Three business parks
  - Small commercial
  - Light manufacturing
- Three-star certification
KUB Support in Union County

- Infrastructure improvements
  - Increased capacity
  - Improved resiliency
- FY 2019 PILOTs in Union County — $385,000
- Created growth opportunities
- Economic Development Fund grants
  - $5,000 for Wilson Park improvements
  - $50,000 for Union County development project
Blockchain Data Center Launching

- Union Data, LLC
- 10 MW blockchain facility
  - Top 10 KUB electric customer
  - Largest KUB customer in Union County
  - $4.3M in revenues annually when fully operational
- 18-20 employees; average salary $70,000
- Announced community youth investment
- Go-live scheduled in October
Strong Partnerships Made It Happen

- Customer
- TVA
- State
- City/County Mayors
- KUB