Community Advisory Panel

August 20, 2020

Resolution 1420
“...gather input from KUB customers, including but not limited to customers with lower incomes and environmental protection interests, to inform specific areas of operations, help build stronger community relationships, and to address specific issues raised by the coalition with regard to accessibility and transparency of KUB’s policy decisions....”
Tied to Consent Decree implementation

Goal: two-way communication with the community about PACE 10
Response to public concern

Goal: public review of KUB program, with recommendations for improvement
Key Elements for Successful Efforts

- Diversity of viewpoints
  - Both bodies included a diversity of experiences and viewpoints
  - Both bodies included chief critics of KUB

- Third party facilitator
  - Provides for a neutral perspective to guide the group

- Board and Staff involvement
  - Firsthand understanding of the community’s input
Community Advisory Panel

- Modeled on the Partners Council
- To be facilitated by Dr. Bill Lyons
- Will include diverse representation
  - Low-income communities
  - Environmental advocates
  - Residential and business customers
  - City of Knoxville representatives
Proposed Timeline

- Today – resolution authorizing Panel
- September – City input on proposed representation
- October – resolution finalizing structure
- January – first meeting of Panel
Resolution 1420

- Directs the President and CEO to establish a Community Advisory Panel
- Provides for a second resolution finalizing the composition of the Board by November 1, 2020
- Provides that all meetings of the Panel be noticed, open to the public, and provide for public input
- Requires the President and CEO to report to the Board on the Panel’s activities
Residential Basic Service Charges

- Board previously committed to no increases for three (3) years beginning July 2020
- Current level of charges consistent with recent cost of service studies
- Proposed Charter amendment sought to “minimize fixed charges as a source of revenue”
- Council resolution endorsed Board consideration of freezing charges for five (5) years
Resolution 1421

- Freezes residential basic service charges at current levels through December 2025

- Requires any increase in residential basic service charges thereafter be subject to the following
  - Completion of cost of service study
  - Discussion of cost of service and proposed increase at meeting prior to meeting with official action
  - 15-day public notice for discussion of cost of service and proposed increase
KUB Has Offered Green Power Option for Many Years

- Green Power Switch began in 2000
- Program offered 150 kWh blocks of renewable energy for $4 each
- KUB customers embraced program
- Recent program changes
  - Renamed Green Switch
  - Price decreased to $2 per 200 kWh
Proposed TVA Green Power Pilot Program

Green Switch Match

- Additive, does not replace existing program
- Based on consumption
- Similar price - 1¢ per kWh
- Similar resource mix
- Similar commitment
- No change to KUB margin
- Available October 1st

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<thead>
<tr>
<th></th>
<th>Green Switch Existing</th>
<th>Green Switch Match Proposed</th>
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<tbody>
<tr>
<td>$2 per 200 kWh</td>
<td>1¢ per kWh</td>
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<tr>
<td>✓ Solar, Wind, Biogas Resource Mix</td>
<td>✓ Solar, Wind, Biogas Resource Mix</td>
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<tr>
<td>~70% Solar</td>
<td>~70% Solar</td>
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<tr>
<td>~20% Wind</td>
<td>~20% Wind</td>
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<tr>
<td>~10% Biogas</td>
<td>~10% Biogas</td>
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<tr>
<td>✓ Residential and B&amp;I Customer Eligibility</td>
<td>✓ Residential, Small Commercial Customer Eligibility</td>
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<tr>
<td>✓ Month to Month Commitment</td>
<td>✓ Month to Month Commitment</td>
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<tr>
<td>✓ Consistent Volume of RECs</td>
<td>✓ Variable Volume of RECs</td>
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Aggregate REC Price ($/MWh)

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<td>$10</td>
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# Marketing and Communication Plan

## GREEN SWITCH MATCH

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
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<tbody>
<tr>
<td>August 20</td>
<td>Announce program to Board</td>
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<tr>
<td>August 21</td>
<td>Announce program to KUB Employees, Daily Meter article and mention in ICS Update</td>
</tr>
<tr>
<td>October 1</td>
<td>Publish web content at kub.org homepage, Publish Web Content at <a href="http://www.kub.org/match">www.kub.org/match</a>, Post on all social media platforms</td>
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<tr>
<td>October 4</td>
<td>WBIR prerecorded segment</td>
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<tr>
<td>October 5 – December 5</td>
<td>Billboard</td>
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<tr>
<td>October 6</td>
<td>News Release</td>
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<tr>
<td>October 8 – November 8</td>
<td>Targeted digital promotion with KNS, Paid Social Media Placement</td>
</tr>
</tbody>
</table>

100 percent renewable power.
GREEN SWITCH MATCH
Sign-up for 100 percent renewable power for your home
Renewable Energy Made Easy
Enroll today at www.kub.org/match

CLEAN. SIMPLE. AFFORDABLE.
100% RENEWABLE ELECTRICITY
FOR YOUR HOME
Green Switch Match

Power your home with 100% renewable electricity.

TVA’s Green Switch Match allows residential and commercial KUB customers the opportunity to power their homes or businesses with 100 percent renewable electricity. Electricity is generated from approximately 70 percent solar, 20 percent wind, and 10 percent biogas resources.

Renewable Energy Resources

Electricity is generated from approximately 70 percent solar, 20 percent wind, and 10 percent biogas resources.

What is the cost?

Purchase green power in a quantity matching your monthly electric consumption by adding one cent per kWh to your bills.

Green Switch Program

Purchase blocks to have a portion of your electricity generated by renewable energy.
Resolution 1422

- Authorizes KUB’s participation in TVA’s Green Switch Match Pilot program
- Authorizes KUB’s President and CEO to take actions necessary for KUB to participate in the program
Technology Improves Outage Management

1993
• Paper Orders
• Paper Field Maps

2003
• First Outage Management Software
• Mobile Units
• Digital Maps

1994
• Implemented computerized outage call list
• Digitized trouble tickets & tied to GIS

2011
• Upgraded OMS Version

2017
• OMS / ADMS Roadmap Developed

2018
• Kicked off Oracle NMS Project

2020
• Implement with Oracle NMS v2.4
ADMS Project Details

- Replace Outage Management System (OMS) with Advanced Distribution Management System (ADMS) from Oracle

- Cost
  - Licensing/hardware $800k
  - Implementation $2.4M

- Project started August 2018
  - Phase 1 Go-Live – July 2020
  - Phase 2 Go-Live – Fall 2020

- Nearly 50 KUB employees on project team
Connecting Multiple IT Systems

- CIS
  - Peoplesoft
- GIS
  - ESRI
- Website
- IVR
  - Intrado
- AMI
  - SENSUS
- Mobile
  - Fieldwork
- SCADA
  - Siemens via LiveData
ADMS to Provide Improvements

- Leverage meter data
- Instant system monitoring
- Real-time resource visibility
- Improve outage information to customer
Increased Outage Analytics

- Enhanced storm resource management
- Insight on utility system performance
- Ability to confirm service restoration after response
- Automatically calculate reliability metrics
July storms tested ADMS

July 31
- 20,000+ customers impacted
- 35 crews and 30+ individual resources supporting restoration

KUB System Operators benefit
- Focus on restoration

KUB customers benefit
- ADMS confirms predicted outages
- SCADA + AMI = Accuracy
Next Generation of Outage Management

- Utilize data to predict fault locations
- Enhance customer service and communication
- Improves safety by incorporating distribution automation devices
Return to Normal Billing Operations

August 20, 2020
Continuing to Serve Our Customers

- Disconnection moratorium continues
- Waiving transaction and late fees
- Considering resuming prior to start of heating season
- Planning enrollment in automatic payment plans with up to 15 months for repayment
- Directing customers to payment assistance programs and partners
Available Sources of Assistance

- $4.3 in Low Income Home Energy Assistance
- Project Help has ~$185K in approved-aid remaining
- TN CARES Funding grant applications for $850K
- Network of ~200 faith-based organizations and other social service agencies with utility bill assistance funds
KUB Receives American Public Power Association’s Sue Kelly Community Service Award

Speaking: Decosta Jenkins
Past Board Chair, APPA
President & CEO, Nashville Electric Service
KUB Achieves Top Performer Status in Five TVA EnergyRight Programs

Speaking: Cynthia Herron
VP, Energy Services & Programs
Commercial Energy Solutions, TVA