Background of Ethics Policies

- **Pre 2000:** City Charter, Resolution 1, general state law
- **2000:** Conflict of interest added to By-laws
- **2005:** Employee Conflict of Interest Policy and required annual disclosure
- **2006:** TN State Ethics Commission established
- **2007:** Board adopted Ethics Policy
- **2012:** By-laws ethics section updated
- **2013:** Annual disclosure requirement adopted
Ethics Policy Components

• Aligns with governing statutes and guidelines
• Certifies compliance with ethical standards
  • Political activity
  • Nepotism
  • Gifts and gratuities
  • Personal and financial interests
  • Improper use of position or authority
  • Improper use of KUB time, facilities, and equipment
• Requires disclosure if a conflict exists
Annual Disclosure Form

- Form included in today’s agenda packet
- Annual disclosure occurs in January
- Return forms before end of January
Tennessee Open Meetings Act

• Applies to public body with authority to make decisions or recommendations to a public body

• Requires
  • Adequate public notice
  • Minutes recorded and open to public
  • All decisions or deliberations toward a decision discussed in open meetings
  • Public votes
Tennessee Public Records Act

• Applies to all records, regardless of physical form or characteristics, made or received during KUB’s course of business

• Resolution 1358 established KUB policy

• Provisions include
  • Processes for making and responding to request
  • Naming of public records coordinator
  • Making policy available on website
Proactive Notifications
Evolving Customer Expectations

• Customer expectations
  • Ride share, online pizza order, etc
  • Acknowledge, provide confidence through updates, and confirm close out

• Progression through time
  • Nothing (blizzard of ‘93)
  • Outage map
  • Customers checking their outage status
  • *New* continual proactive pushing notices and updates throughout an event
Leveraging Investments in Technology

- Advanced meters
- Advanced Distribution Management System
- Mobile applications
- Customer website update
Recent Weather Events

• December 11
  • High winds, thunderstorms
  • 20,000 customers impacted

• January 1
  • Sustained high winds throughout the day
  • 15,000 customers impacted

• January 3
  • Snow event, 2-4 inches in the service territory
  • 8,000 customers impacted
Customer Expectations During a Service Outage

• Acknowledge – Assurance that KUB is aware of a service interruption
• Updates – Continual meaningful updates as restoration progresses
  • Initial restoration date/time estimate
  • Changes to the estimated restoration date/time
• Restore – Confirmation that service has been restored
We are aware of an outage in your area that may be impacting [redacted] affecting 92 customers. We are working to restore power as soon as possible.

Based on experience with similar events, KUB estimates restoration on 1/03/2022 by 7:00AM.
<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3:40AM</td>
<td>AMI reported an outage to ADMS</td>
</tr>
<tr>
<td>3:55AM</td>
<td>KUB changed STORM Mode</td>
</tr>
</tbody>
</table>

We are aware of an outage in your area that may be impacting [redacted] affecting 92 customers. We are working to restore power as soon as possible.

Based on experience with similar events, KUB estimates restoration on 1/03/2022 by 7:00AM.

Additional outages have been reported causing a delay of restoration in your area. An updated restoration time will be provided once crews have assessed the damage.

Visit [www.kub.org/outage-center](http://www.kub.org/outage-center) for more restoration details.
We are aware of an outage in your area that may be impacting [redacted] affecting 92 customers. We are working to restore power as soon as possible.

Based on experience with similar events, KUB estimates restoration on 1/03/2022 by 7:00AM.  

Additional outages have been reported causing a delay of restoration in your area. An updated restoration time will be provided once crews have assessed the damage.

Visit [www.kub.org/outage-center](http://www.kub.org/outage-center) for more restoration details.

Due to extensive damage to the electric system, it could take multiple days for crews to restore service to all customers.

The estimated restoration time for the outage impacting [redacted] is 1/03/2022 by 4:30PM.
We are aware of an outage in your area that may be impacting [redacted] affecting 92 customers. We are working to restore power as soon as possible.

Based on experience with similar events, KUB estimates restoration on 1/03/2022 by 7:00AM.

Additional outages have been reported causing a delay of restoration in your area. An updated restoration time will be provided once crews have assessed the damage.

Visit www.kub.org/outage-center for more restoration details.

Due to extensive damage to the electric system, it could take multiple days for crews to restore service to all customers.

The estimated restoration time for the outage impacting [redacted] is 1/03/2022 by 4:30PM.

Crews have completed work to restore electric service at [redacted].

Please visit www.kub.org/outage-center if you are still experiencing an outage. Thank you for your patience.
Enrolling is Easy

• “Push Notifications” uses native built-in functionality in iOS and Android devices
• The flow follows established mobile application patterns
• All communication channels are available
Marketing Proactive Notifications

- Will promote through existing outage notification channels (door hangers, online outage center, etc.)
- Will promote through social media, website, radio, customer bills
Proactive Notifications

Questions?
Kuwahee WWTP

• KUB's largest WWTP
  • Design flow of 44 MGD
  • Can treat upwards of 120 MGD

• Two discharge pipes – late 1970's vintage
  • By-pass is 70 feet (recently replaced)
  • Primary is 400 feet of 48 inch piping
Settlement Observed at Neyland Greenway
Discharge Pipe Inspection

• Initiated emergency contract with Garney Construction
  • Working at Jones Street Pump Station
  • Available marine crews
  • Large diameter pipe capabilities

• Conducted visual inspection using Garney dive crew and a remote operated vehicle
Critical Pipe with Complex Project Considerations

- Weighed benefits of repair vs full length replacement
- Selected full length replacement
- Utilized a design/build approach to prepare construction documents
- Required both Bathymetric survey and geotechnical investigation
- Fast-tracked permitting for marine work
- Initiated immediate greenway detours
Aggressive Project Timeline

- Issue reported - March 8
- First design/construction coordination meeting - April 2
- Pipe ordered - April 9
- Army Corps and TDEC permit applications submitted - April 23
- Army Corps permit received - July 15
- TDEC approval received - July 30
- Construction commenced - week of August 4
Current Status

• Pipe installation completed: 1/6/22
• Backfill in river completed: 1/20/22
• New pipe operational: week of 1/24/22
• Neyland Greenway reopens: TOMORROW
• Detour to remain in use until 1/31/22
• Project closeout
Thank You to Our Partners!

• KUB
  • Water Systems Engineering
  • Underground Construction
  • Safety and Technical Services
  • Procurement
  • Plants
  • System Maintenance
  • Key Accounts
  • Communications

• External
  • City of Knoxville
  • TDOT
  • Army Corps of Engineers
  • University of TN
  • TN Dept of Environment and Conservation
  • TN Valley Authority

• Third Party Team
  • Garney Construction
  • CDM Smith