



March 19, 2026

Reliable Service Through Process

Weather & System Emergency Preparedness



Mother Nature is Undefeated



Our Job is to be Ready

Investing in Our People & Our Systems



Century II Investment Strengthens Grid

Improves Reliable Service to Customers

- Substation modernization 87% complete
- 185 of 266 miles sub-transmission upgraded
- 26,000+ poles replaced
- 500+ smart switches installed
- 35% of customers served by fully automated infrastructure (37M outage minutes saved)
- \$15M vegetation management/year
 - 1,000+ miles maintained
 - 2,000+ hazard tree removals
- Fiscal year reliability (through January)
 - Power is on 99.9845% of the time
 - 99.9919% excluding major storms



KUB Blueprint Guides Strategy



Our Vision

KUB creates connections and enhances the quality of life in our East Tennessee communities so everyone can thrive.

Our Mission

KUB exists to serve its customers as a trusted partner and steward, providing industry-leading energy, water and fiber optic services.

We Value

Our Customers

- Our services are safe, reliable and affordable
- We are committed to great customer service
- Our decisions consider everyone's needs

Our Co-workers

- We put safety first and take care of each other
- We take pride in our hard work and expertise
- We invest in our people

Our Community

- We are committed to a cleaner environment
- We are personally invested in our community
- We help our region grow

Our Culture

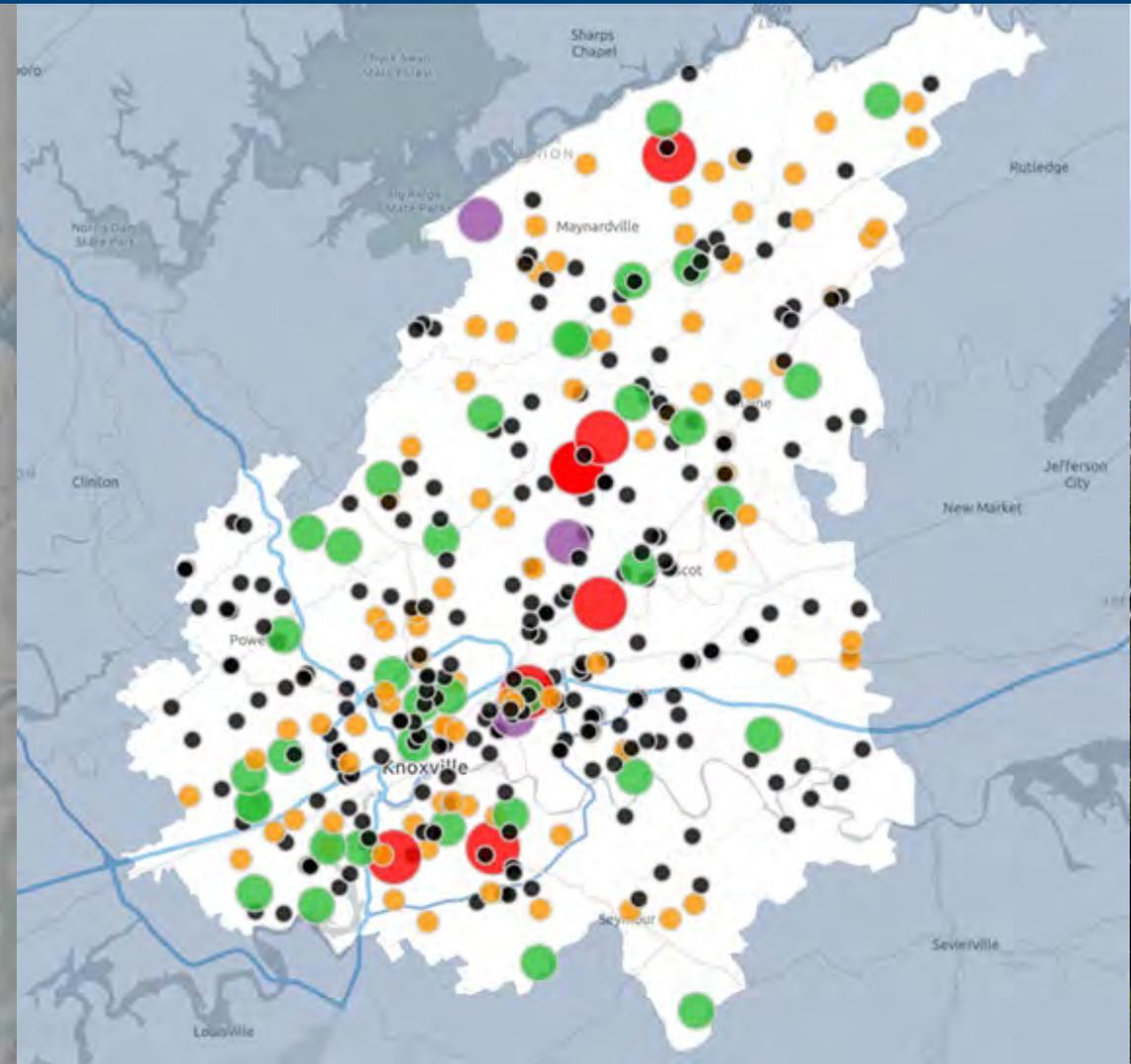
- We always do our best, and strive for better every day
- We hold ourselves to high ethical standards
- We value diversity, equity, inclusion and belonging for all.



Strategy Prioritizes Essential Community Services

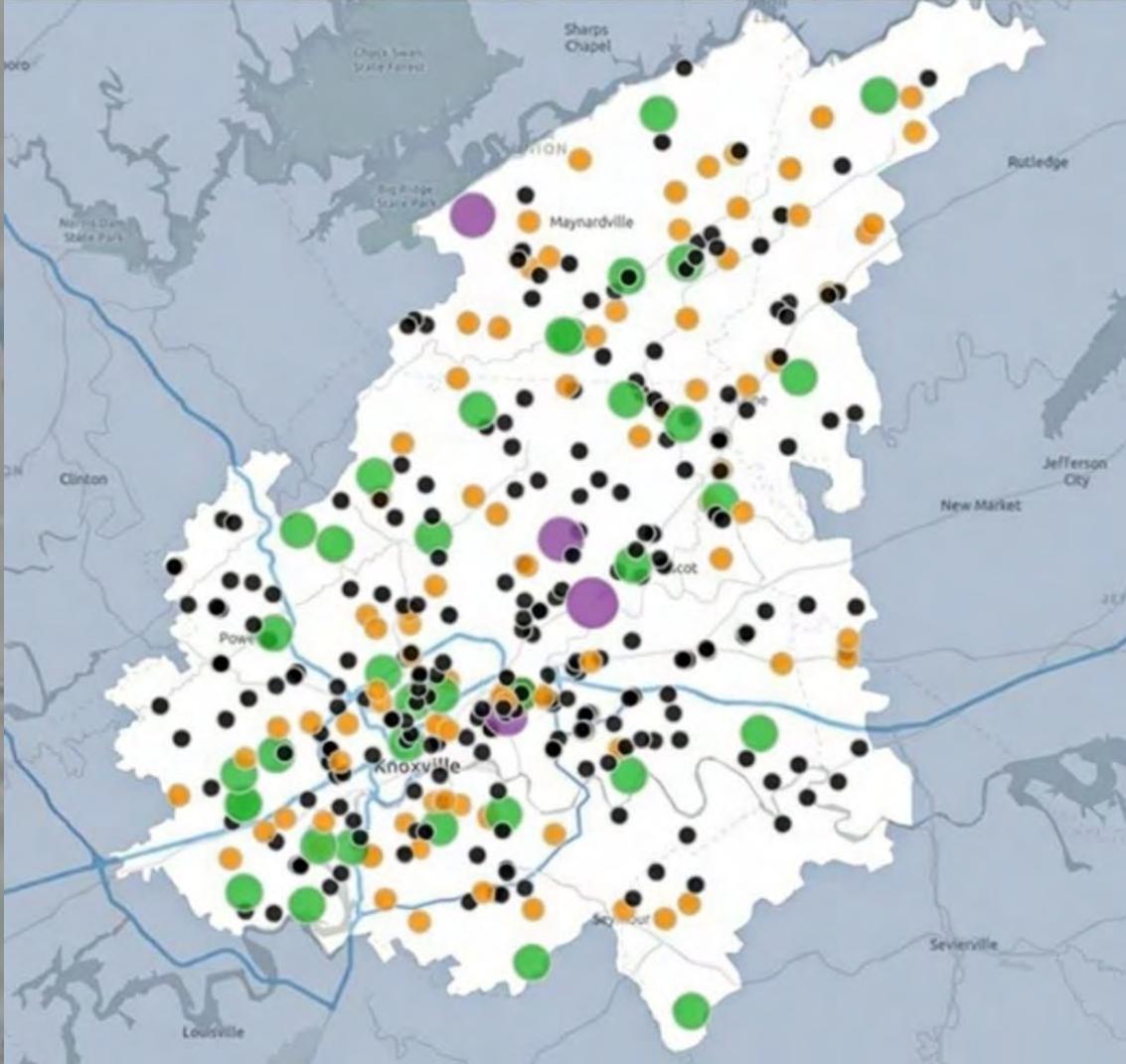
First Restoring Transmission Lines & Substations

Critical System Loads <i>Hospitals, communications systems, other vital public welfare services. Can be any color on the outage map.</i>
 Transmission Lines <i>Serving the most amount of customers.</i>
 Substation Equipment <i>Usually red markers, but can be purple.</i>
 Distribution Lines <i>Subdivisions, large housing areas, commercial areas.</i>
 Service Lines and Transformers <i>Serving small numbers of customers.</i>
 Service Lines and Transformers <i>Serving individual customers.</i>



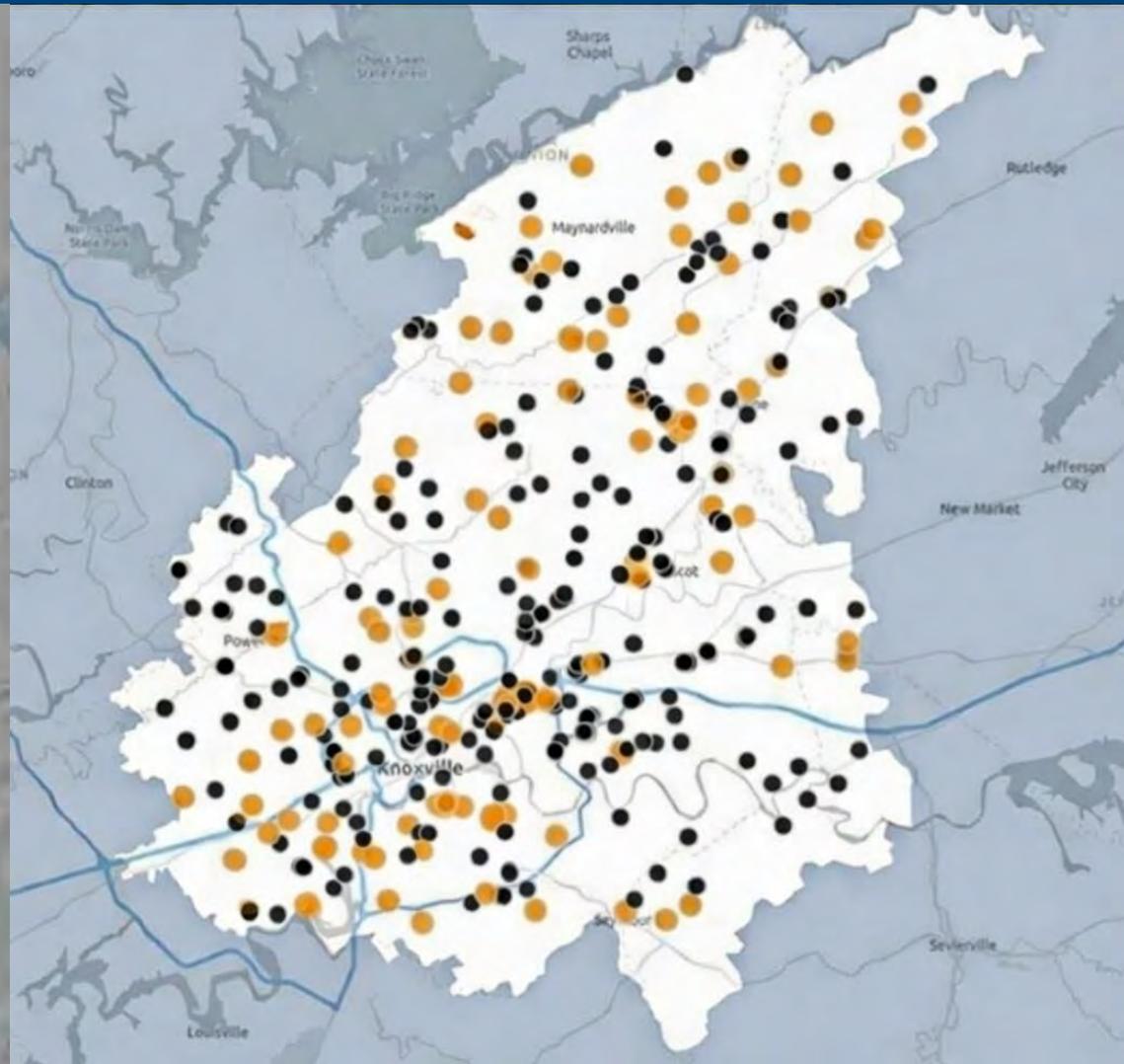
Distribution Repairs Prioritized by Largest Outages

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Restoration Continues Until Every Customer is Restored

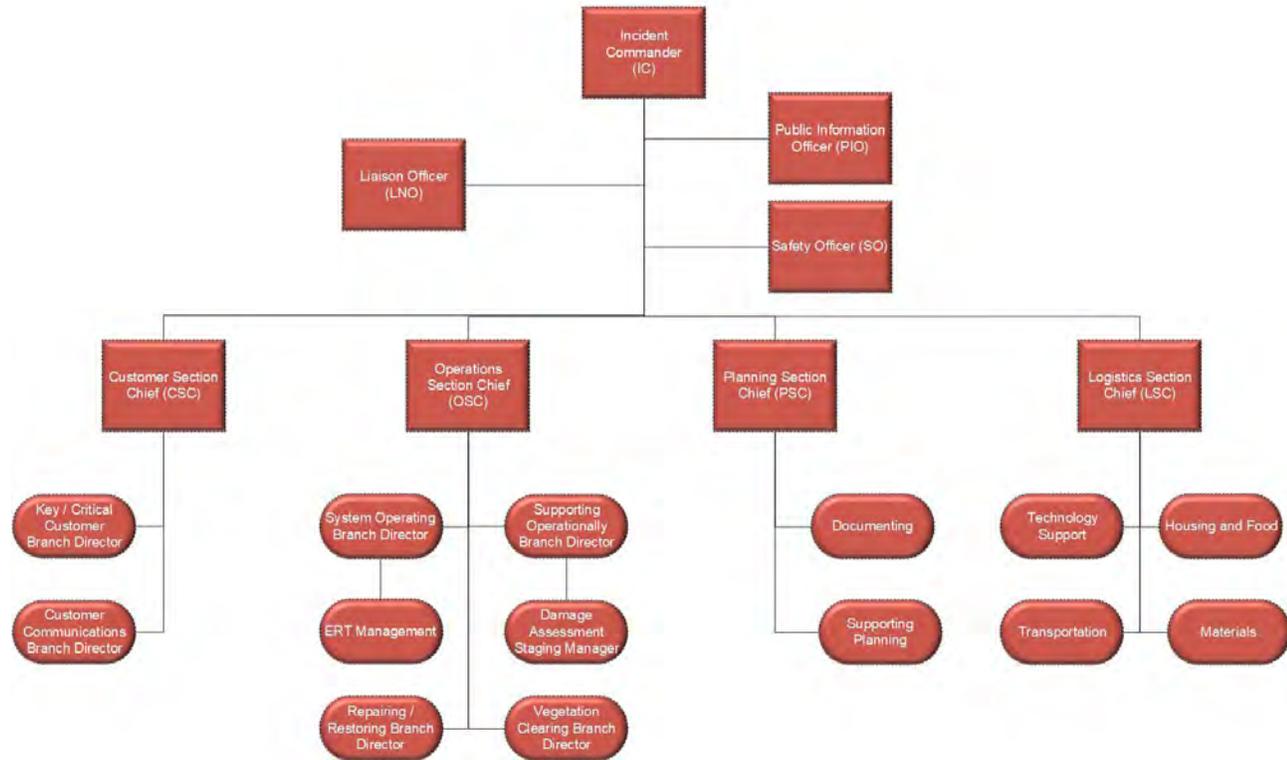
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Incident Command System (ICS)

Defines Emergency Planning & Response

- National Incident Management System (NIMS)
- Unified Incident Priorities:
 1. Life safety
 2. Incident stabilization
 3. Property and environmental preservation
- Standardizes response and roles
- Integrates with other agencies
- Scales resources with complexity
- Sets incident strategy and objectives
- Establishes clear lines of decision-making
- Develops, communicates, executes, evaluates, and evolves plan



ICS Utilized Before Span of Control is Reached

- Emergency levels aid in preparation and initial response
- Evolved with historical experience
- Standardized emergency levels
- Specific to each utility
- Establishes minimum ICS staff and resource requirements
- Anticipates initial incident preparation and response steps

Level 5 Normal Operations

- < 100 Outage Events
- < 24 hours estimated restoration

Level 3 Emergency Operations

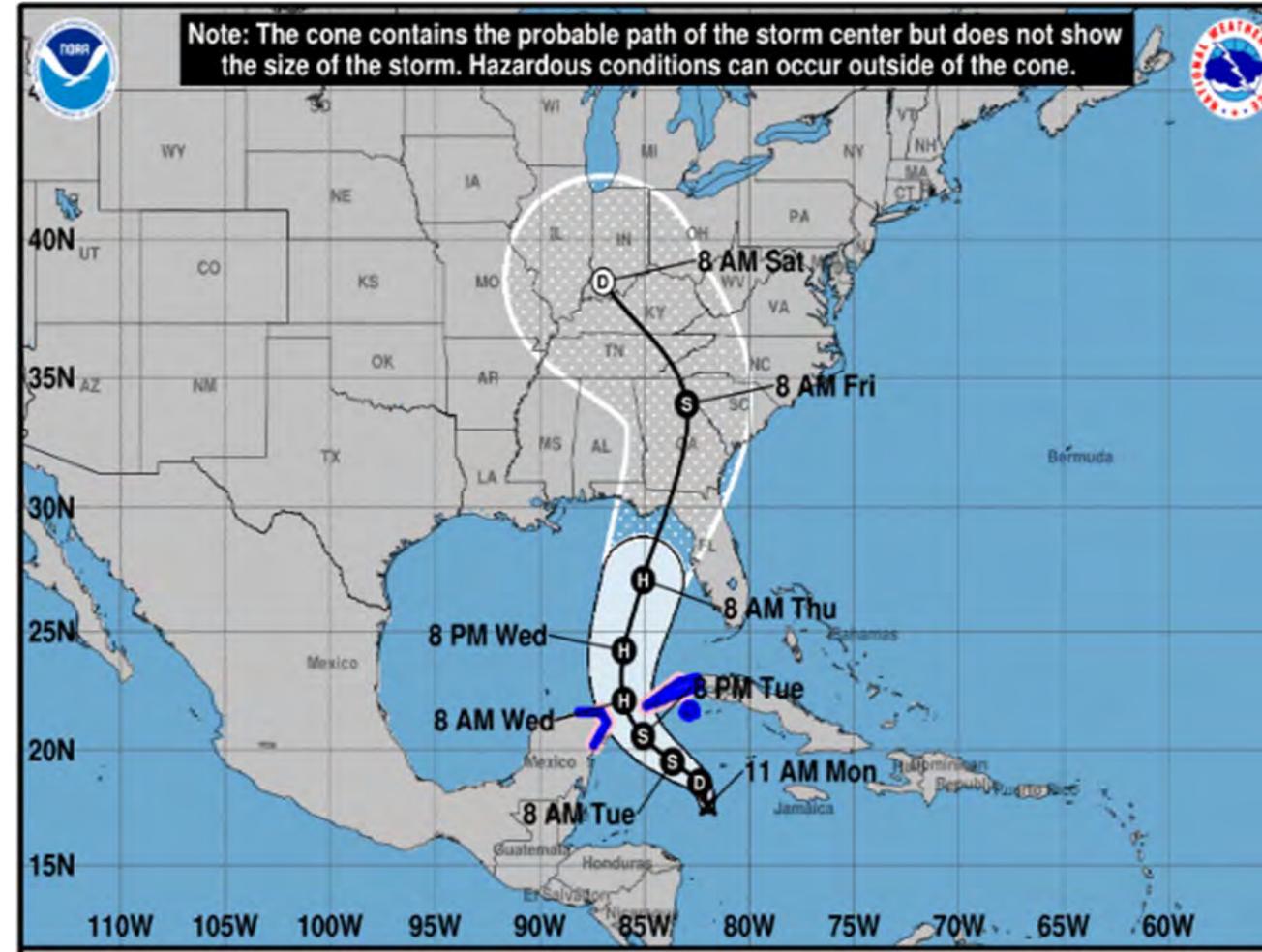
- 200 – 400 outage events
- 1 – 4 day estimated restoration

Level 1 Catastrophic Emergency

- > 1,000 outage events
- + 4 day estimated restoration

Pre-Planning is Essential for Maximizing Resources

- Initiated by weather/seasonality or system condition
- System Operations leads and transitions to ICS if needed
- Plans established for:
 - ICS roles, shifts, and schedule
 - Employee and on-system resources
 - Off-system resource coordination
 - Logistics and support needs
 - Customer communication plan
 - Restoration strategy



ICS Structure Enables Resources to be Scalable

- Resources can scale up rapidly
 - ICS relieves congestion, leverages entire workforce
 - Damage assessment
 - Off-system line crews
 - Additional vegetation contractors
 - Underground construction
- Mutual aid and multi-agency coordination is critical
- Resource constraints are real
- Alternate restoration strategies can safely overcome many constraints



Sharing Information With Our Customers

Great Service Requires Proactive Communication

PREPARING FOR EXTREME WEATHER

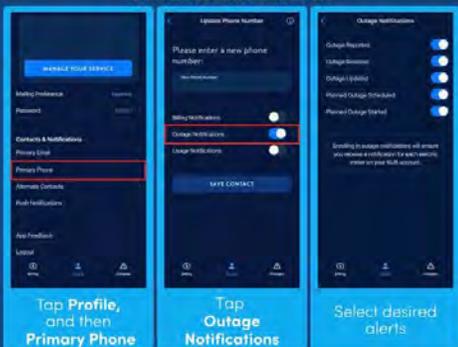
Safety Checklist

- Ensure you have food, water, and medications to last the duration of the storm.
- Keep phones, computers, and other necessary electronics charged.
- Have lights and backup batteries on-hand in case of service interruptions.
- Have a snow shovel and ice melt ready to clear walkways.
- Consider having emergency supplies in your car such as blankets, food, and water.
- Update your contact information and enroll in KUB's Outage Notifications to stay up-to-date with service interruptions.

Enroll in Outage Notifications
kub.org/customer



HOW TO ENROLL IN OUTAGE NOTIFICATIONS IN THE KUB MOBILE APP



Tap Profile,
and then
Primary Phone

Tap
Outage
Notifications

Select desired
alerts



Your power went out during extreme weather.

Here is how KUB restores your services.



YOUR OUTAGE IS REPORTED

KUB's electric system is equipped with advanced automated technology, which means KUB's system operators are alerted of your outage and begin dispatching damage assessors and repair crews immediately.

You may confirm and track your outage online or with KUB's mobile app.



DAMAGE ASSESSORS

Damage Assessors inspect damage and collect information necessary for crews to make repairs as quickly as possible. This helps System Operators strategize the most efficient way to restore service to all customers.



CRITICAL INFRASTRUCTURE & MOST IMPACTFUL DAMAGE

Critical System Loads

Hospitals, communications systems, other vital public welfare services. Can be any color on the outage map.



Transmission Lines

Serving the most amount of customers.



Substation Equipment

Usually red markers, but can be purple.



Distribution Lines

Subdivisions, large housing areas, commercial areas.



Service Lines and Transformers

Serving small numbers of customers.



Service Lines and Transformers

Serving individual customers.

KUB repairs damage to critical infrastructure first. This includes damage causing outages at hospitals, schools, and other locations critical to the community. This also includes damage causing outages to the largest number of customers.



TREE CREWS

Most outages are caused by fallen trees and limbs damaging infrastructure. While line crews can clear smaller branches and trees, tree crews are called in for the bigger jobs. They prep the area for line crews to come in and repair damage.



LINE CREWS

Once System Operations dispatches a crew, they head to the damaged area and get to work. We will also update our outage map with estimated restoration times as crews restore outages.



You can report an outage using the "Outage" tab in the KUB app or at kub.org/outage.



Customer Notice

We are aware of an outage in your area affecting 34 customers that may be impacting 8430 Rolling Woods Way Lot 3. KUB estimates restoration between 12/19 11:30AM – 12/19 5:30PM. Updates will be provided.

Thank you,
KUB Customer Service

85%

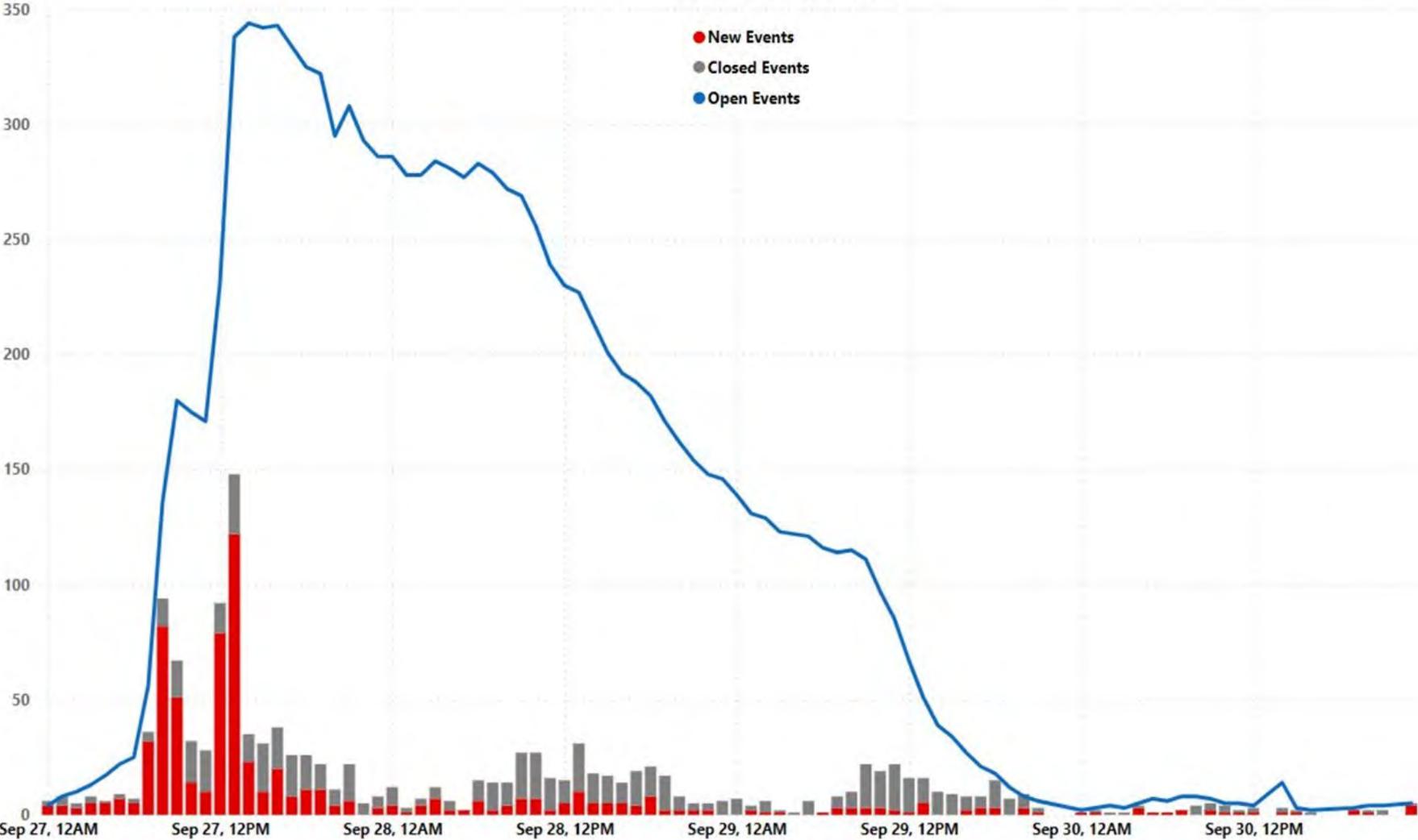
System Generated
ERT Success Rate

98%

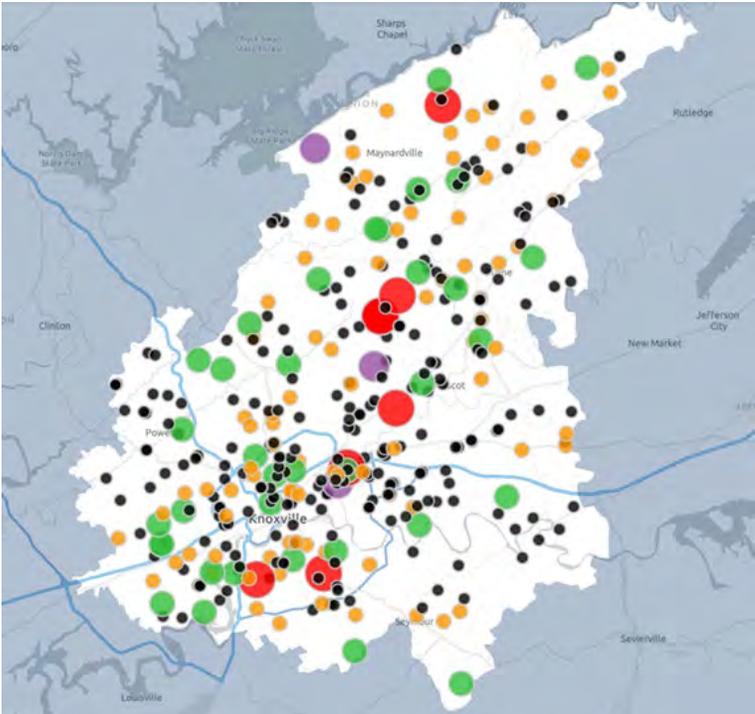
Updated ERT
Success Rate

Restoration Example from Hurricane Helene (2024)

System Outage Events By Hour
September 27-September 30



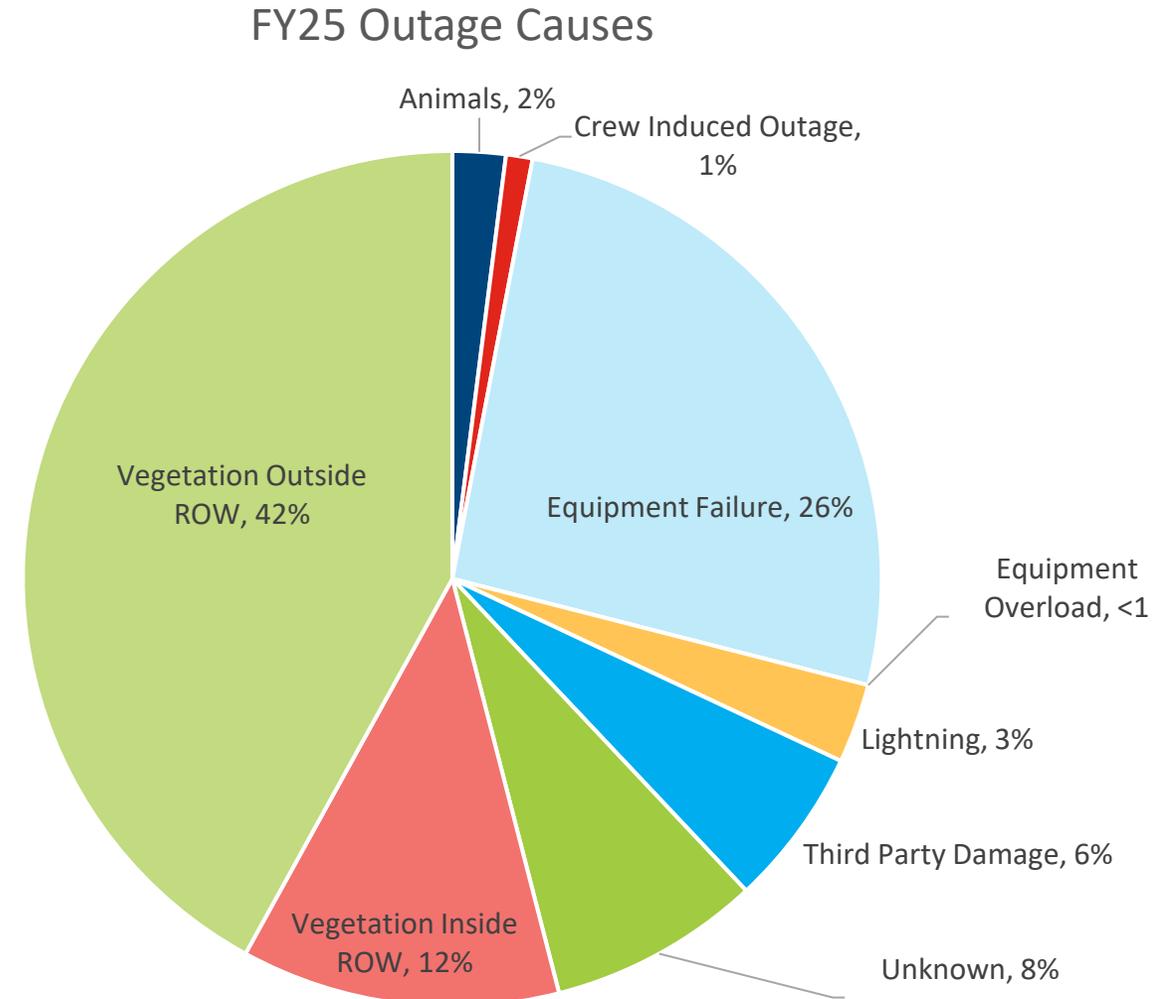
- 38,215 customer outages restored
- 1,108 jobs completed
- 45 broken poles
- 250+ KUB and contract resources
- Numerous cases of flooding
- Sustained water turbidity at MBW
- No water quality impact



Reliable Service Through Process

On Track with Investments in Systems & People

- Century II
 - Asset replacement
 - Maintenance programs
- Vegetation management
- Advanced metering
- Grid modernization
- Tools, equipment, and training



Community Advisory Panel Questions

Why don't we put power lines underground?

- Answer: We do, and it's expensive
 - 21% of distribution lines are underground
 - We currently invest \$3M/year in budget for reliability projects
 - Estimates range from \$1.5M - \$3.5M/mile to convert overhead to underground lines
- Hypothetical 30-year program
 - +\$10 billion investment
 - +\$120 per average monthly electric bill
 - Does not include customer-owned equipment
 - Does not eliminate poles or consider cost for telecom

Follow-up questions

- Is finding and fixing underground outages harder, and does it take longer?
- Would storm restoration costs offer an offset to the investment in underground lines?

Community Advisory Panel Questions

How do you utilize automation in storm events?

- Answer: Automation is foundational and evolving
 - Automated meters
 - Fiber-connected system control and smart switches
 - Second-generation outage management systems
 - Proactive outage notification and estimated restoration times

Can communication be improved in the event of a future rolling blackout from TVA?

- Answer: Yes (and we hope that was a one-time event)
 - That event was unprecedented, and we learned a lot
 - TVA has improved communications with LPCs and the public in times of high demand
 - Investments in grid modernization will allow KUB more local control

Community Advisory Panel Questions

How do you train for roles in the Incident Command Structure?

- Answer: Lots of practice
 - Everything is documented, trained, and practiced
 - Key learning is through mentoring/shadowing during real events

How does KUB manage safety during electric system restoration work?

- Answer: Safety is part of how we do work (not something “extra”)
 - Energy source control is critical – for line and tree crews
 - Tree work is also very dangerous
 - Fatigue management is critical in multi-day events

How many customers are enrolled in proactive notifications?

- Answer: Approximately 26,000 currently, and KUB is promoting enrollment



March 19, 2026

MBW – Water Supply Master Plan Update



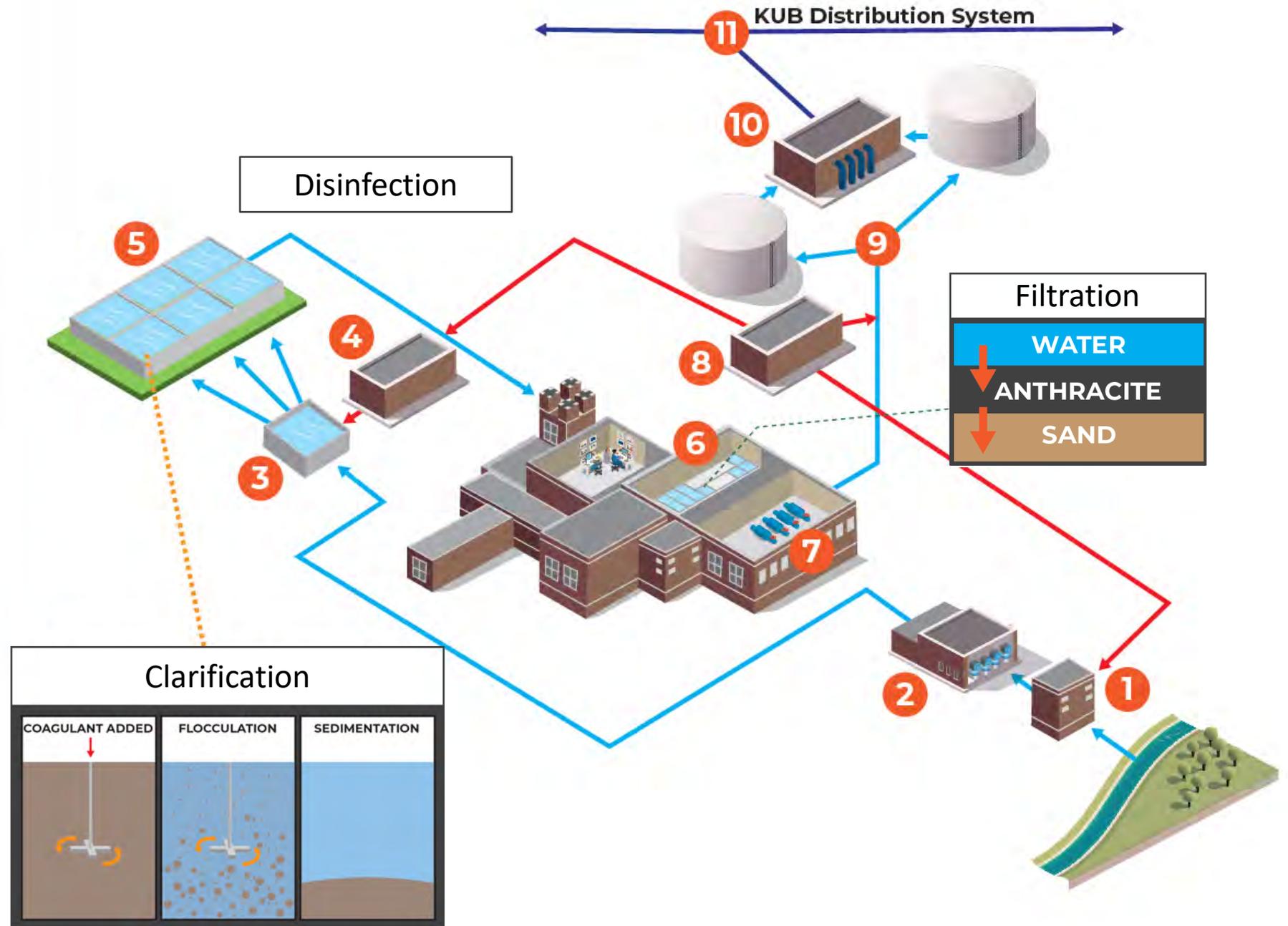
Mark B. Whitaker Water Treatment Plant

- KUB's only water treatment plant
- Built in 1926
- Treatment capacity of 62.9 MGD
 - Daily average is 36 MGD
- Serves approximately 83,000 customers
- Multiple expansion and capital projects over last 100 years



Water Treatment Process

1. River Intake
2. Low Service Pump Station
3. Distribution Structure
4. Chemical Building
5. Clarifiers
6. Filter Gallery
7. Intermediate Pumps
8. Disinfection Building
9. East and West Clearwells
10. High Service Pump Station
11. KUB Distribution System



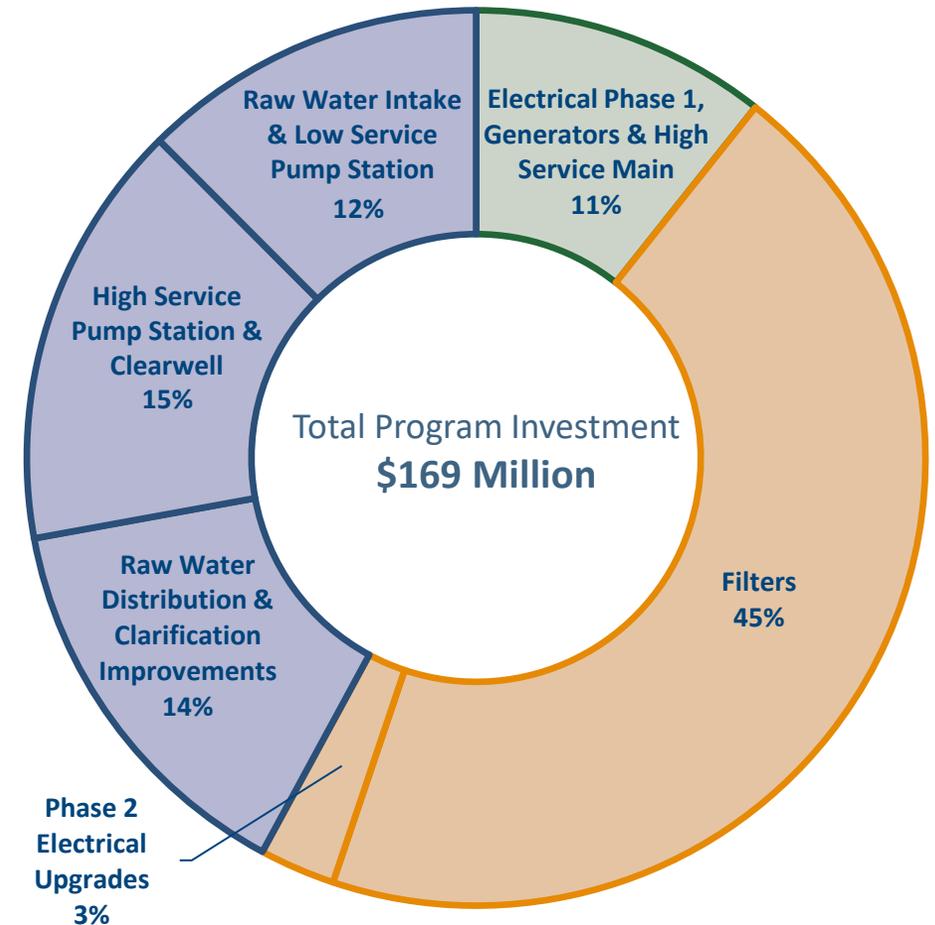
Water Supply Master Plan

- Creating operational flexibility, resiliency, and redundancy by eliminating single points of failure
- Established water strategy team in 2014
 - Evaluated a second water treatment facility
 - Evaluated existing plant for additional resiliency and redundancy
- Led to the list of projects that are the Water Supply Master Plan (WSMP)
- Began construction of first WSMP project in 2017
- Multi-year program



Water Supply Master Plan Investments

Status	Project	Year
Completed	✓ Phase 1 Electrical Upgrades	2018
	✓ High Service Main	2019
	✓ Generators	2021
In Construction	● Filters 11-16	2026
	● Phase 2 Electrical Upgrades	2027
Future Investments	● Raw Water Distribution and Clarification Improvements	2028
	● High Service Pump Station and Clearwell	2030
	● Raw Water Intake and Low Service Pump Station	2033



Filters 11-16 Project Update

- MBW opened in 1926 with six filters
- 1940's filter added four additional filters for a total of 10 (filters 1-10)
- Allows for operational flexibility to complete needed repairs on 100-year-old building
- Designed to integrate with existing filters while retaining full stand-alone operational capability
- Provides resiliency to critical treatment components
- Operational startup phase spring 2026



New Pipe Gallery Supporting Filters 11-16



Filter Media Installed in Filter 16



Electrical Phase II: Replacing Aging Equipment & Adding Redundancy

- Focuses on existing structures
 - No new structures
 - No long lead time components
- Replacement of end-of-lifecycle equipment and single points of failure
- \$4.5M construction cost
- Construction began fall 2025
- Completion summer 2027



Raw Water Distribution & Clarification Improvements

- Three main components:
 - 4th clarifier
 - Raw water distribution structure
 - Yard piping
- Creates redundancy at multiple levels of the treatment train
- Provides connection to future raw water intake and low service pump station
- Currently nearing 60% design
- Construction Manager At Risk (CMAR) selected February 2026
 - Expected completion FY29



Looking Ahead

- High service pump station & clearwell next in Long Range Plan
- Raw water intake and low service pump station to follow
- All WSMP project complete by 2033
- Beyond WSMP:
 - Maintenance on current building(s)
 - Layout for future filters expansion
 - New chemical building 2035
 - Designs with Knoxville's future in mind





March 19, 2026

Project Help Campaign Update



Helping Customers Stay Warm & Connected

- Project Help Board
 - Community, KUB, and CAC representation
 - Solicits and manages donations
 - Pursues grants to expand assistance
 - Reviews benefit amount monthly to support community needs
 - Updated eligibility recently in response to LIHEAP reductions
- Promotion
 - Multi-channel promotion (print, digital, social)
 - Direct customer outreach (Connection and bill inserts)
 - Targeted promotion during peak need season and campaign periods



SHARE THE WARMTH

GIVE TO PROJECT HELP



- Help keep local families safe and warm
- Many who need your help are children and elderly
- 100 percent of all donations go to assist families

FOUR WAYS TO WARM A HEART THIS WINTER.

1. Purchase a donation coupon at Food City.
2. Make a donation at any Home Federal Bank location.
3. Send a check to:
Project Help
P.O. Box 59017
Knoxville, TN 37950.
4. Donate online at www.kub.org/projecthelp.

PLEASE GIVE TO PROJECT HELP JANUARY 7 – FEBRUARY 10.

How Customers & Community Give Year-Round

- Ways to donate
 - Annual campaign with local partners
 - January-February each year
 - Recurring monthly pledge with bill payment
 - One-time contributions
 - Online giving via KUB.org guest pay
 - Donation added to monthly online bill payment
 - Check contributions



Donate to Project Help This Winter

KUB provides emergency energy assistance to customers in need through Project Help.

Learn how you can help:



www.kub.org/projecthelp

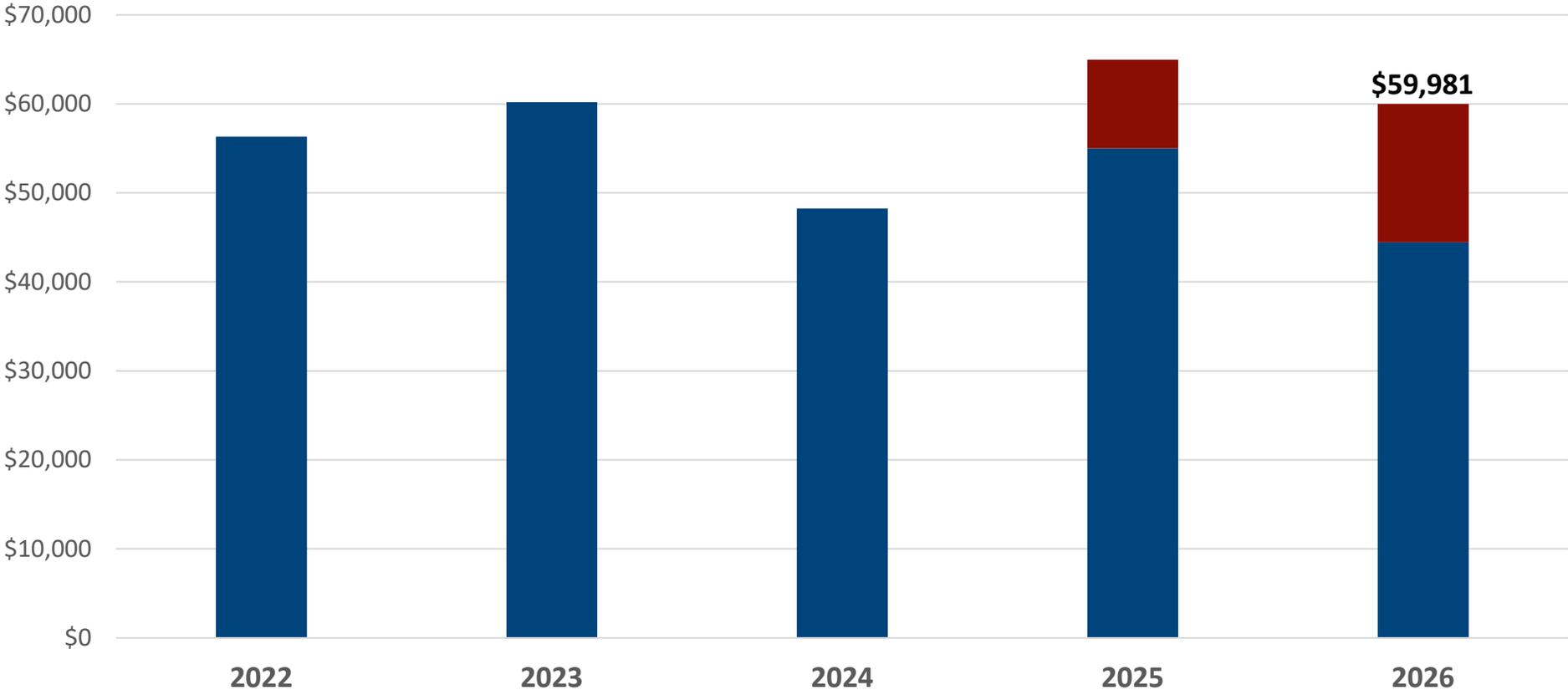
 Donate to Project Help

Every year, hundreds of our neighbors are able to stay safe and warm, thanks to people like you who donate to Project Help.

\$

Select an Option

Partnerships & Promotion Lead to Successful Campaigns



*KUB Direct Donations

Over 1,700 Families Helped since 2021

	2021	2022	2023	2024	2025
Families Assisted	624	225	276	312	334
Total Funds Distributed	\$371,484	\$96,397	\$142,957	\$199,811	\$247,319
Average Benefit Amount	\$595	\$428	\$518	\$640	\$740

Project Help Makes a Difference!

- 61-year-old man shared he lost his wife earlier this year and it "has been a tough 2025 getting things together."
- "Thank you for taking out the time to help us and putting in your hearts the needs of people."
- A middle-aged mom of three, experiencing medical issues, shared "with this relief I can have the rest of the time doctors require to get back to myself."
- A father of three shared "times have been extremely hard lately, we can't put into words how much this help means to us."



KUUB

KNOXVILLE
UTILITIES BOARD