

KUB

Return to Normal Billing Operations

June 18, 2020



Actions Taken to Help Customers

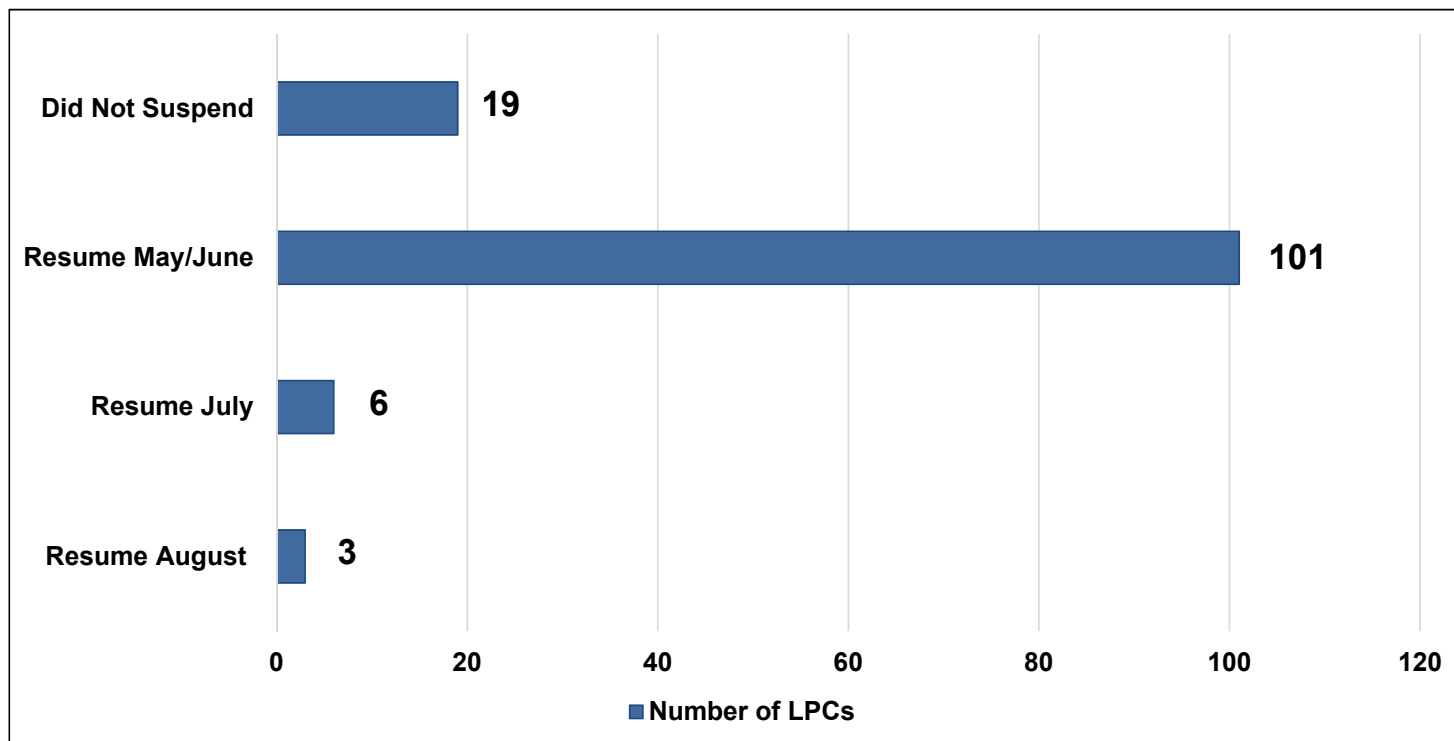
- Suspended disconnects for nonpayment March 16
- Waiving payment transaction fees
- Removing late fees for individual customers
- Procured \$80,000 in TVA grants for agencies providing pandemic-related assistance
- Participated in TVA's Back to Business Credit Program
- Increased communication about actions taken and assistance opportunities

Resuming Disconnects Trails Reopening

- City/County reopening plan concludes in July
- Opening Customer Service Centers July 6
- Door notices begin July 27
- First disconnects for nonpayment August 3



Most Local Power Companies in Valley to Resume Disconnections by End of June

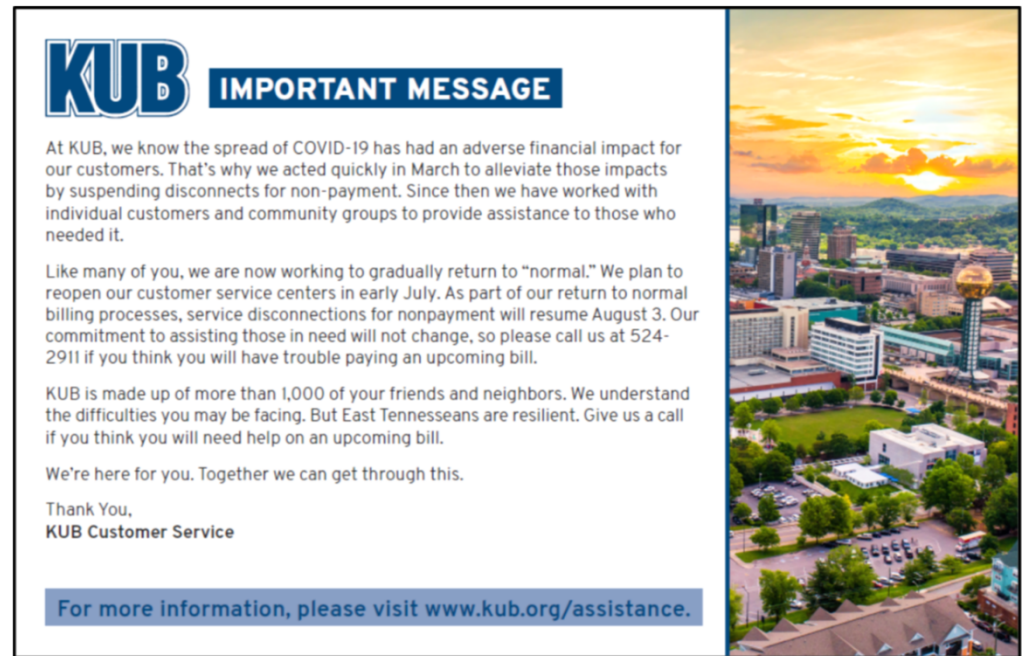


Source: TVA LPC Peer Survey - 146 LPCs*

*17 Undecided

Advance Communication to Customers and Community Partners

- Partners contacted in early June
- Postcard, emails, and bill messages to all customers
- Social media and website content
- Proactive phone calls to those possibly needing assistance



KUB **IMPORTANT MESSAGE**

At KUB, we know the spread of COVID-19 has had an adverse financial impact for our customers. That's why we acted quickly in March to alleviate those impacts by suspending disconnects for non-payment. Since then we have worked with individual customers and community groups to provide assistance to those who needed it.

Like many of you, we are now working to gradually return to "normal." We plan to reopen our customer service centers in early July. As part of our return to normal billing processes, service disconnections for nonpayment will resume August 3. Our commitment to assisting those in need will not change, so please call us at 524-2911 if you think you will have trouble paying an upcoming bill.

KUB is made up of more than 1,000 of your friends and neighbors. We understand the difficulties you may be facing. But East Tennesseans are resilient. Give us a call if you think you will need help on an upcoming bill.

We're here for you. Together we can get through this.

Thank You,
KUB Customer Service

For more information, please visit www.kub.org/assistance.

Assisting Customers in Many Ways

- **Waiving fees**
 - Payment transaction and door notice fees for all customers through September 30
 - Late fees for individual customers upon request
- **Flexible payment arrangements**
- **Directing those in need to bill payment assistance programs and partners**
- **Internal credit ratings not impacted by late payments**

Available Sources of Assistance

- \$2.7M in Low Income Home Energy Assistance
- Project Help has ~\$200K in approved-aid available
- Additional funding at CAC totaling \$30,000
- City grant for rental assistance able to assist with restoring disconnected utility service
- Network of 200+ faith-based organizations and other social service agencies

Efforts Will Continue

- Monitor and adjust as local and regional conditions change
- Collaborate with partners and stakeholders
- Provide updates on customer impacts