

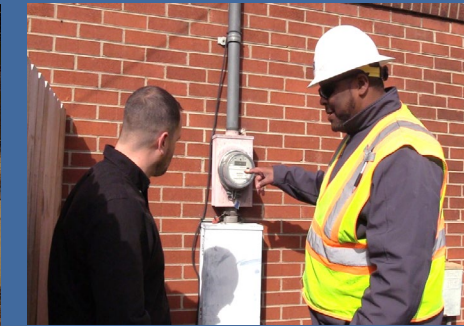
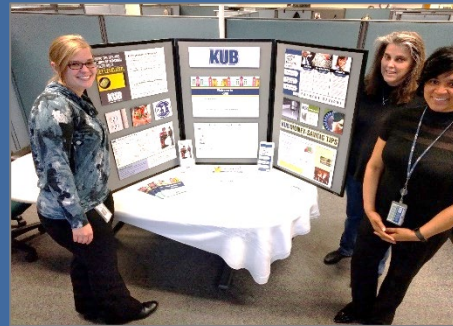


PRESENTATION TO
Community Advisory Panel



Our Vision

KUB exists to serve its customers, improving their quality of life by providing utility services that are safe, reliable, and affordable.



Customer Service Professionals Here to Serve

- 100+ employees to directly serve customers
 - One local contact center
 - Asheville Highway and Western Avenue walk-in centers
 - Field customer support specialists
 - Social service professionals
- Professional, pleasant and results-focused interactions
- Answering calls/questions, accepting payments, conducting on-site visits or connecting those in crisis to assistance

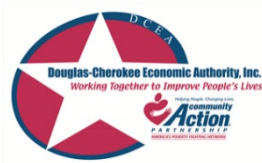
KUB Was First Southeast Utility to Hire Social Workers

- Partner with local social service organizations to support customers in crisis
- Administer special assistance programs
- Educate customers on how to manage utility costs
- Receive and process financial aid from local and federal agencies

Customer Counselors Connect with Many Community Partners



Volunteers of America®
MID-STATES





*Emergency Heating
Assistance*



KUB

CAC
Knoxville-Knox County
Community Action Committee

Long-Standing, Emergency Energy Bill Assistance Program

- Established in 1983 by KUB and CAC
- Provides one-time financial support to low-income individuals and families
- Funded through community donations
- Governed by community board of directors
- Nearly 500 individuals and families were assisted with over \$230K in 2020

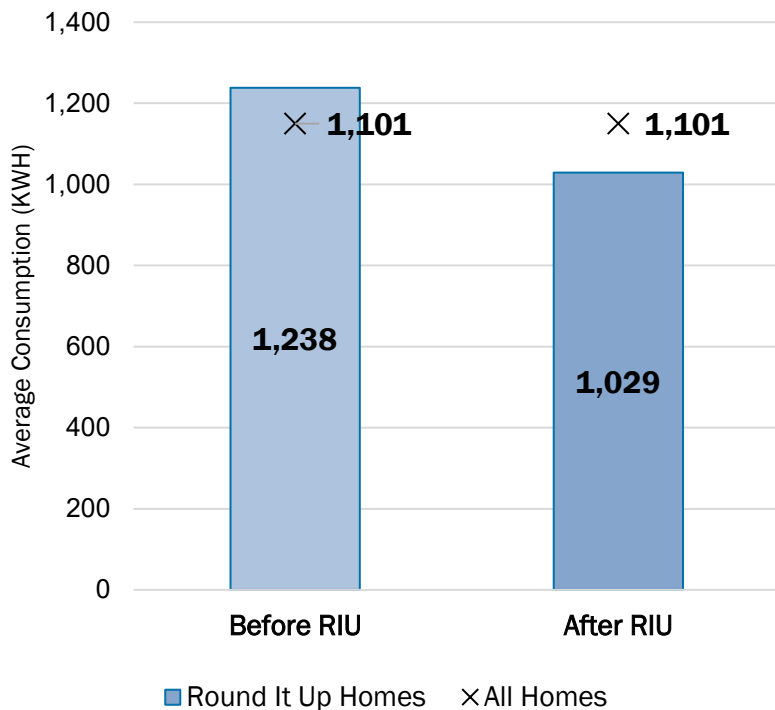
Home Weatherization Offers Long-Term Solution for High Energy Use

- \$15M invested in energy efficiency upgrades for 1,278 homes
- \$4.3M contributed by KUB customers through Round It Up to improve 500+ additional homes
- TVA Home Uplift and TDEC offer support grants
- KUB adds \$1M annual investment beginning July 2020
- Continued investments from KUB, TVA, and TDEC total nearly \$2.3M annually



78% Experienced Reduced Energy Use and Bill Savings from Weatherization

Average Electric Consumption Comparison



Average Monthly Bill Amount

Before RIU

After RIU

\$152



\$133

Average Annual Bill Savings

\$225

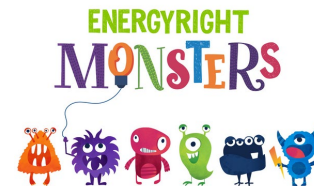
New Low-Income Water Efficiency Program

- Began in July 2020
- Funded by KUB with \$500K annual investment and administered by CAC
- Replaces older, higher-flow toilets with free installed 1.3-gallon toilets
- TVA providing additional direct-install energy savings measures



Energy and Water Conservation Education and Free Savings Measures

- Workshops provide energy and water savings tips
- Interactive displays and free take-home kits aid customers
- Provided education to more than 1,300 individuals
- Curriculum for school-aged children



Pandemic Made Additional Customer Support Necessary

- Continued to provide safe and reliable utilities
- Reduced home and business entry to protect customers and employees
- Seven-month service disconnection moratorium
- Waived late and payment transaction fees
- Increased communication about pandemic-response efforts and community assistance funding





Funded Assistance Efforts and Delayed Projects to Save Customer Dollars

- Secured \$160K in grants for local nonprofits assisting with pandemic relief
- Matched grants with \$80K investment to four nonprofits
- Deferred or eliminated planned rate increases in all four systems
- Postponed infrastructure upgrades

Additional Steps Taken as Normal Operations Resumed

- Automatically enrolled nearly 20,000 customers in extended payment plans
- Internal credit rating not impacted by late payments in 2020
- Eliminated \$8 door notice fee
- Waived \$300 deposit as one-time courtesy if last resort disconnection occurred

Pandemic Support by the Numbers

Support measure	Total saved by customers
Waived late fees	\$1,484,600
Payment transaction fees (credit/debit card, CheckFree Pay & kiosk)	\$653,500
Door notice fees	\$111,400
Total	\$2,252,200

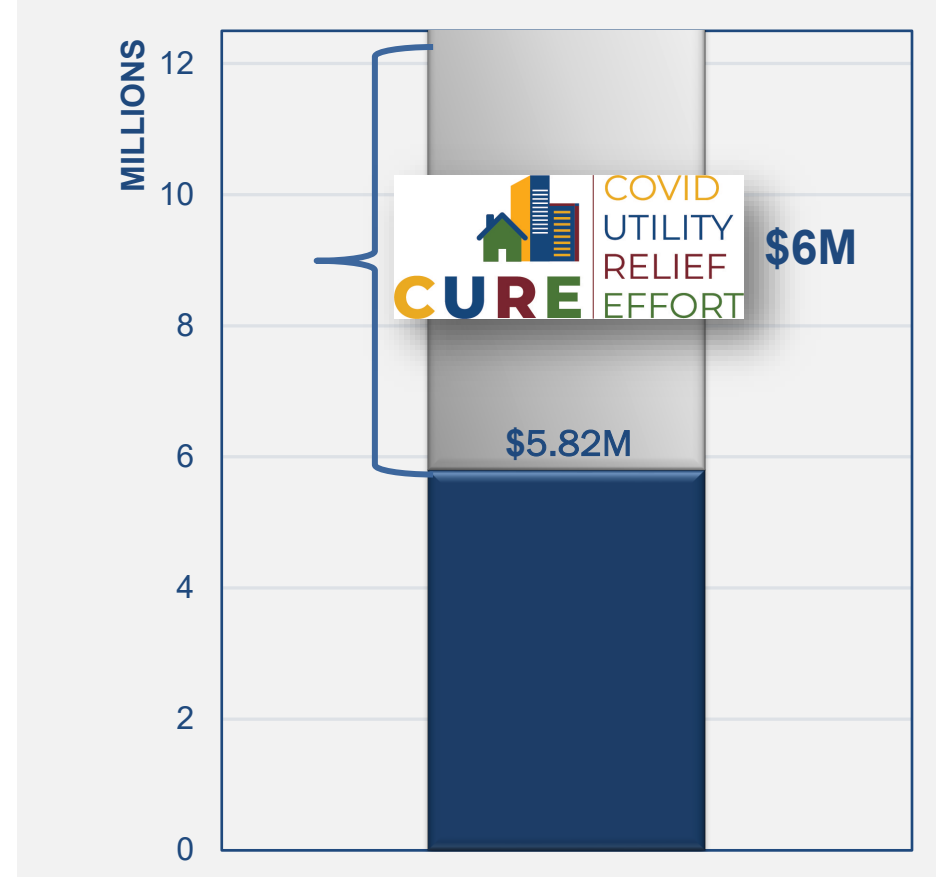
**Door notice and credit/debit card fees
will not resume post-pandemic**

Over \$12M in Customer Payments Deferred with Payment Plans

Account Balance <i>As of 8/31/2020</i>	Installment Months	Number of Accounts	Total Past Due Balances
\$100-\$249.99	3 months	6,126	\$1,046,201
\$250-\$499.99	6 months	5,553	\$1,996,561
\$500-\$749.99	9 months	2,890	\$1,774,364
\$750-\$999.99	12 months	1,750	\$1,516,924
\$1000+	15 months	3,488	\$6,089,480
	Totals	19,807	\$12,423,530

Community Assistance and CARES Funding Fill Significant Need

Source	Assistance paid
Federal funds	\$4,729,000
Other nonprofits	\$606,210
Project Help	\$86,166
Faith-based	\$402,558
Total	\$5,823,934



COVID Utility Relief Effort (CURE) to Assist with Past-Due Customer Bills



- \$6M in assistance for customers through TVA's Pandemic Relief Credit
 - Residential customers can receive up to \$1,000 payment on past-due bill
 - Business customers can receive up to \$3,000 payment on past-due bill
- Applying is simple
 - There are no income limits
 - Must be KUB electric customer
 - Provide photo ID and copy of bill
 - Complete and submit application