



2021 Community Relations Report



On the Cover

KUB TeenWorkers at Central High School celebrate their acceptance into the 2022 TeenWork class. KUB's TeenWork job readiness program expanded in 2021 to include Central and Fulton High Schools, along with Austin-East Magnet High School, who KUB has partnered with for 26 years.



Pandemic Relief

KUB provided Pandemic Relief during COVID 19.

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2021 MLK Diversity Champion Award

KUB received the 2021 MLK Diversity Champion Award for its commitment to diversity, equity, and inclusion (DEI) in the workplace.

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Project Help

More than \$57,000 was raised during the 2021 Project Help fundraising campaign.

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United Way

Employee campaign raised \$193,776.

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Low-Income Home Weatherization

KUB and its partners have weatherized more than 1900 homes. Additionally, KUB launched a new water efficiency program.

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KUB Cares

KUB employees spent nearly 1800 hours giving back to the Knoxville-area community through KUB's Volunteer Time program in 2021.

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Water Savers

KUB introduced the Water Savers efficiency program in FY 21 to provide water & energy efficiency improvements for low-income customers with an annual commitment of \$500,000.

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Community Outreach

KUB conducted 35 educational appearances.

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TeenWork

KUB's TeenWork Program provides high schoolers with career-readiness training and an opportunity to complete a summer internship. **Pg. 2**





You see KUB everywhere you look in the Knoxville-area community. The Tennessee Theater marquee sign is powered by KUB electric, the University of Tennessee's torchbearer statue is fueled by KUB natural gas, and World's Fair Park would not be the same without KUB water filling the beautiful fountains.

I'm proud that the mark KUB makes on this community goes beyond our utilities. As of this year, we provide more students than ever with real-world experience in the work force through our TeenWork program. We also introduced our COVID Utility Relief Effort to provide \$6.2 million in bill payment assistance to more than 9,000 customers.

These efforts and the various others you'll find throughout this report make me proud to work with each and every KUB employee and proud to serve this community.



Gabriel Bolas, KUB President and CEO



TeenWork



TeenWork

experience the real world

After seeing success serving **more than 400** Austin-East Magnet High School for **26 years**, KUB expanded its TeenWork Program to serve students of Austin-East Magnet, Central, and Fulton High Schools. The career-readiness program teaches young adults on-the-job skills and allows them to interview for and complete summer internships at KUB and other businesses.

Since TeenWork **began in 1995, more than 400 students** have participated in the program. Some students also came back as college student workers or became full-time KUB employees.

443 students have successfully completed the program

443
graduates

11 TeenWork students are still employed at KUB full time.

11
employees







Pandemic Relief





\$240
thousand

KUB secured \$160,000 in grants for local nonprofits providing pandemic relief, and matched those grants with an \$80,000 investment.

20
thousand
customers

After a 7-month service disconnection moratorium, KUB automatically enrolled nearly 20,000 customers in extended payment plans, which deferred more than \$12 million in payments.

\$2.2
million

KUB waived late fees, payment transaction fees, and door notice fees, which totaled more than \$2.2 million in customer savings. Door notice and debit/credit card transactional fees will not resume after the pandemic.

\$6.2
million

In FY 21, KUB established the COVID Utility Relief Effort (CURE) to provide bill payment assistance to customers impacted by the pandemic. CURE provided approximately \$6.2 million in assistance to more than 9,000 customers, in partnership with TVA and the Knoxville-Knox County Community Action Committee.



Home Weatherization



1,900 HOUSEHOLDS
SERVED WITH WEATHERIZATION UPGRADES

WITH
\$28 MILLION

More than 1,900 low-income families have received home weatherization improvements, a root cause solution for those with high energy consumption, since KUB started its Round It Up program in 2015. Round It Up allows customers to round their bill to the next dollar to support weatherization.

In addition to customer contributions, KUB has committed \$1M annually to weatherization. Home energy upgrades are also funded through the Knoxville Extreme Energy Makeover (2015-2017), TVA Home Uplift, and grants including the new TDEC weatherization funds. In total, more than \$24.6 million has been invested in weatherization for KUB customers since 2015. Apply for weatherization assistance or enroll in Round It Up [here](#).



1,900
homes

More than 1,900 homes have been weatherized across KUB's service territory.

\$15-20
monthly

Households who receive weatherization save an average of \$15-20 on their utility bills each month.

\$28.6
million

More than \$28.6 million has been invested in weatherization for KUB customers since 2015.

A home weatherization recipient received a home efficiency evaluation from TVA EnergyRight.





Water Savers

KUB introduced the Water Savers efficiency program in FY 21 to provide water and energy efficiency improvements for low-income customers with an annual commitment of \$500,000.

Access to customer homes is limited due to the COVID-19 pandemic, but KUB has expanded the program to serve additional customers by including emergency water line repair in the services provided through Water Savers.





Community Outreach

KUB offers various educational opportunities in the Knoxville area, including safety demonstrations, classroom presentations, energy & money savings workshops and more.



KUB CONDUCTED 35 EDUCATIONAL
APPEARANCES IN 2021

KUB
FOR UNITED WAY



we serve
TOGETHER

FOR UNITED WAY



KUB



United Way Support



KUB employees organize and support an annual United Way fundraising campaign. This year, the campaign also featured a Week of Service through which employees spent time volunteering at local nonprofits.



\$194
thousand

KUB employees organize and support an annual United Way fundraising campaign. This year's campaign raised \$193,776.

\$4
million

Since 2004, KUB employees have raised more than \$4 million to support United Way.

284
hours

Approximately 80 employees served at 11 agencies during the Week of Service. KUB employees provided 284 hours of service to the community.



Special Olympics
Greater Knoxville



SPECIAL OLYMPICS
VOLUNTEER

SPECIAL OLYMPICS
VOLUNTEER

SPECIAL OLYMPICS
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VOLUNTEER



Project Help

KUB collects donations from customers throughout the year to support Project Help, which provides emergency heating assistance for those in need.

\$57
thousand

More than \$57,000 was raised during the 2021 Project Help fundraising campaign.

357
families

More than \$207,500 was distributed by the Knoxville-Knox County CAC to assist 357 families in need during 2021.

\$4.7
million

More than 4.7 million has been used for emergency assistance since the program began, helping more than 23,400 families.



KUB Cares



KUB Cares

KUB Cares coordinates giving opportunities and employee volunteer service throughout the year. Employees can use up to eight hours of paid volunteer time each year to serve the Knoxville-area community through non-profit organizations.



1800
hours

KUB employees spent nearly 1800 hours giving back to the Knoxville-area community through KUB's Volunteer Time program in 2021.

20
thousand
hours

Volunteer Time was first offered to KUB employees in 2014. Since then, more than 20,000 volunteer hours have been used.



KUB received the TVA EnergyRight Community Champion Award for exemplifying the best of leadership, character, volunteerism, and public advocacy; embodying the spirit of EnergyRight programs; and going above and beyond the standard call of duty.

DIVERSITY, EQUITY, & **inclusion**

KUB was honored to receive the 2021 MLK Diversity Champion Award from the Dr. Martin Luther King, Jr. Commemorative Commission in 2021 for its commitment to diversity, equity, and inclusion (DEI) in the workplace and community.