



Reliable Service Through Process

Weather and System Emergency Preparedness





Customers: 226,000+

Service Territory: 690 square miles

Infeed Substations: 10

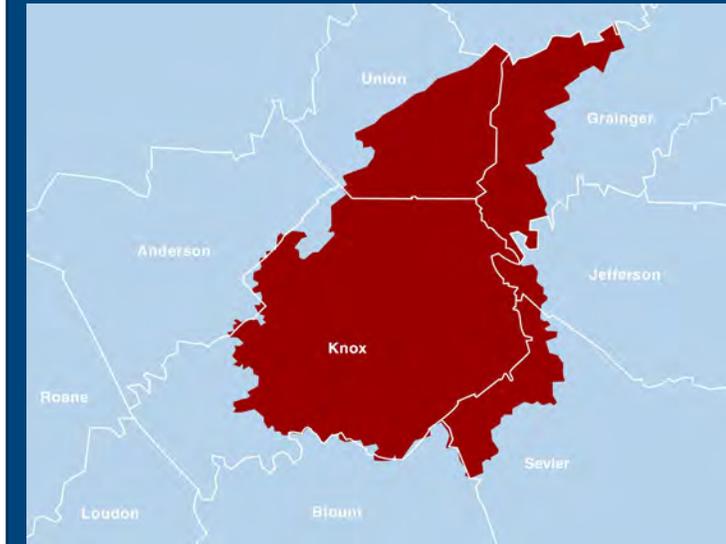
Distribution Substations: 64

Total Electric Lines: 5,570 miles

266 Miles Overhead Transmission

4,100 Miles Overhead Distribution

1,200 Miles Underground Cable



Mother Nature is Undefeated



Our Job is to be Ready

Investing in Our People and Our Systems



Century II Investments 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

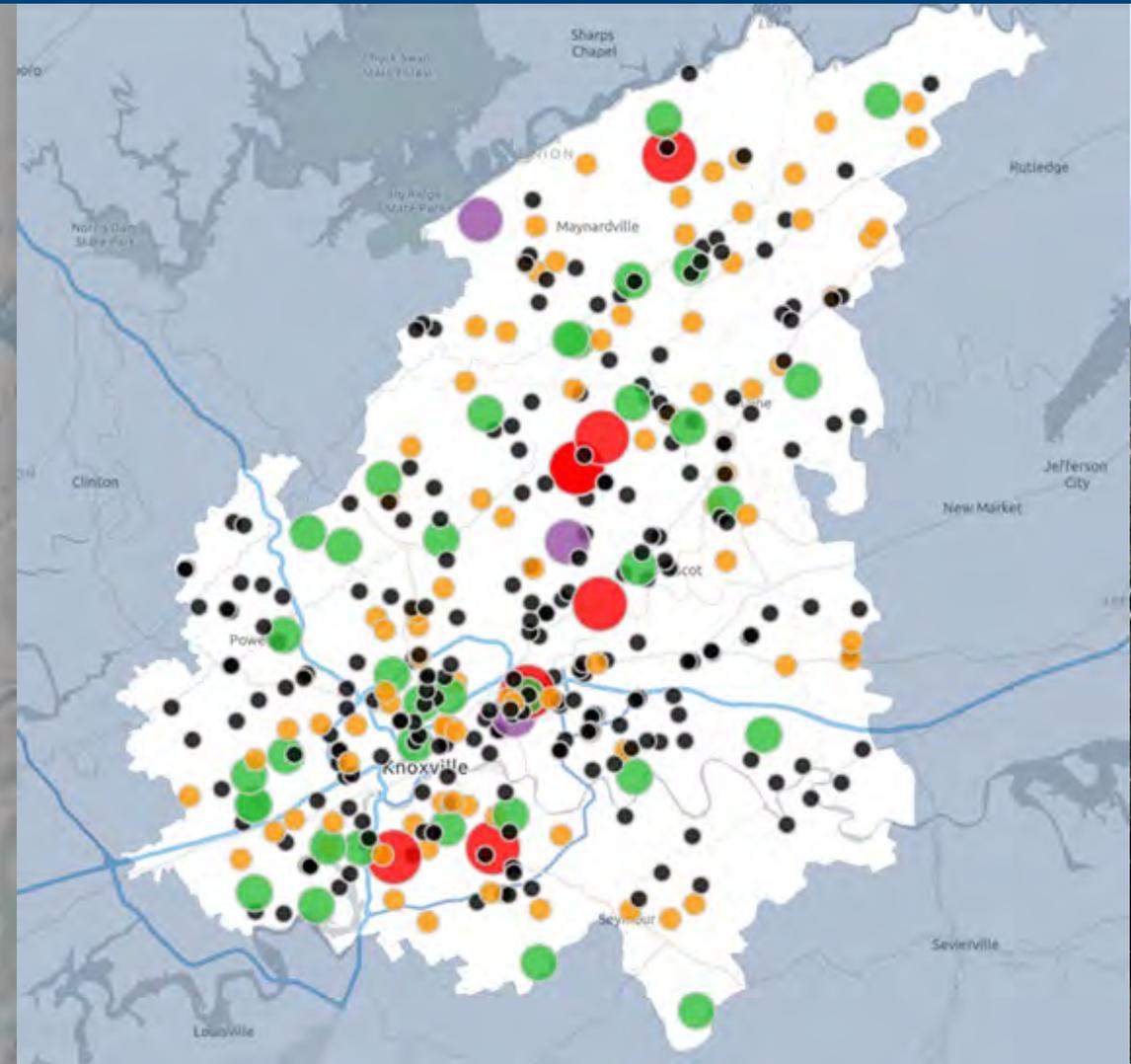
- We always do our best, and strive for better every day
- We hold ourselves to high ethical standards
- We value diversity, equity, inclusion and belonging for all.



Strategy Prioritizes Essential Community Services

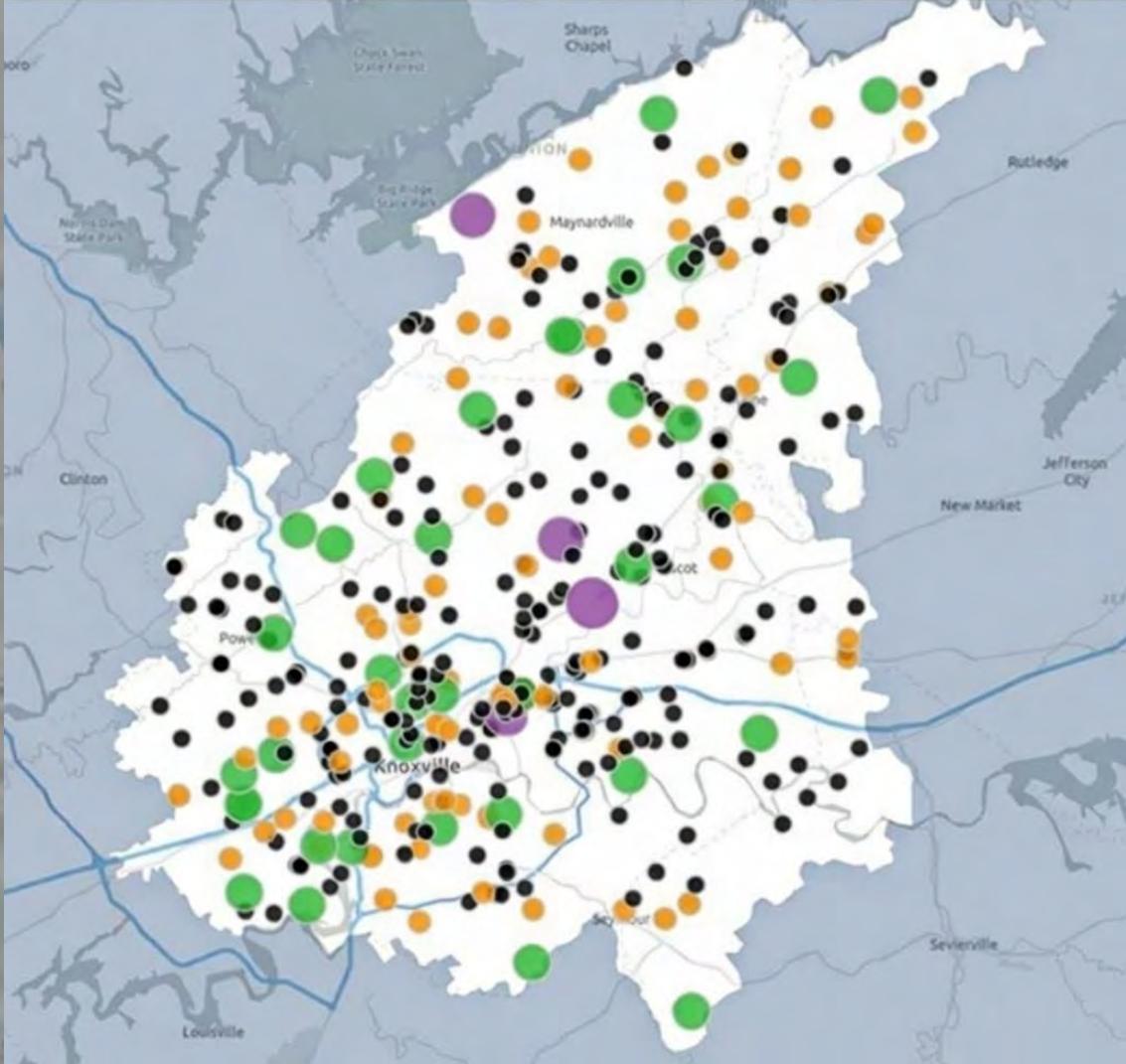
First Restoring Transmission Lines & Substations

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>

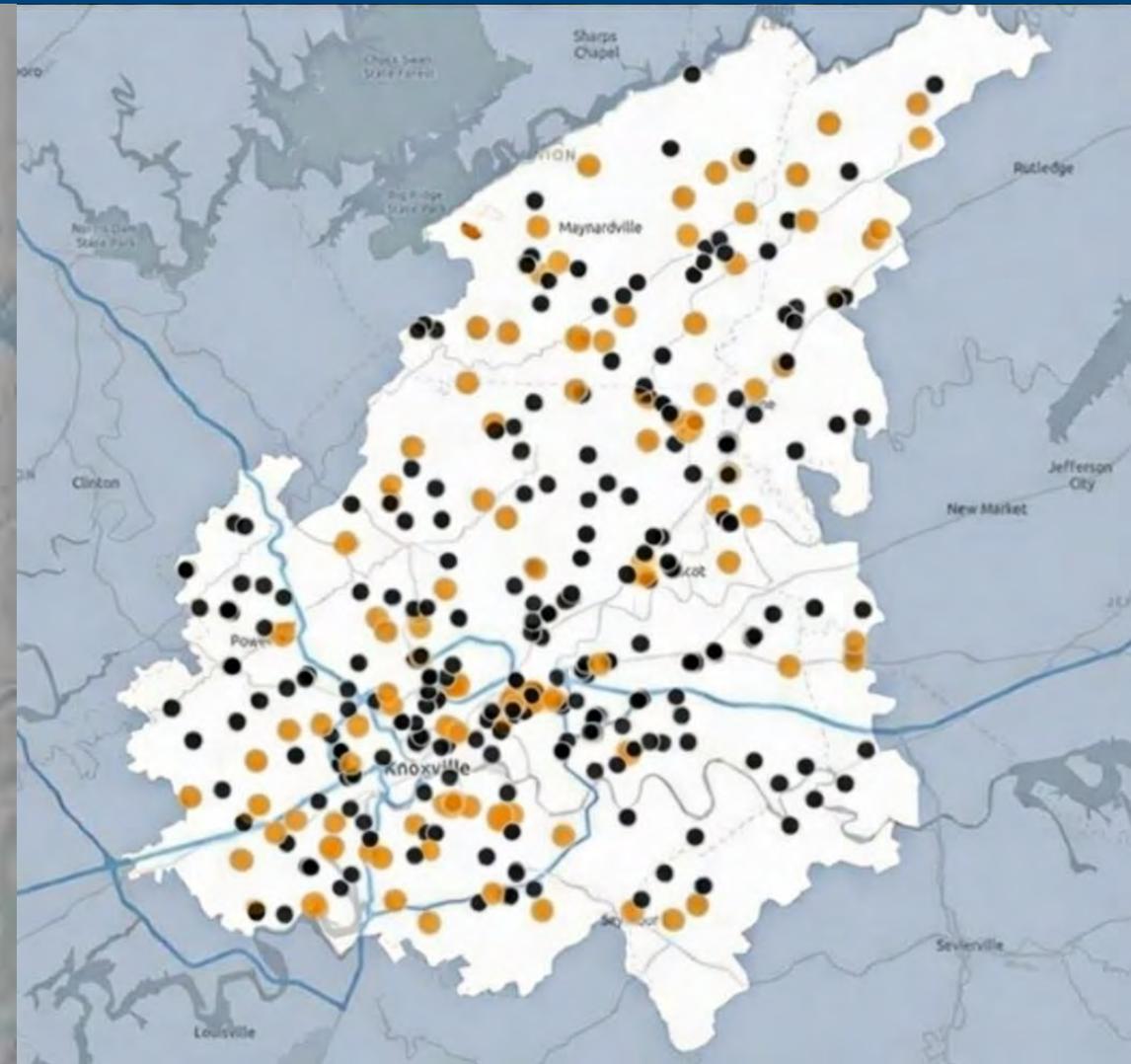
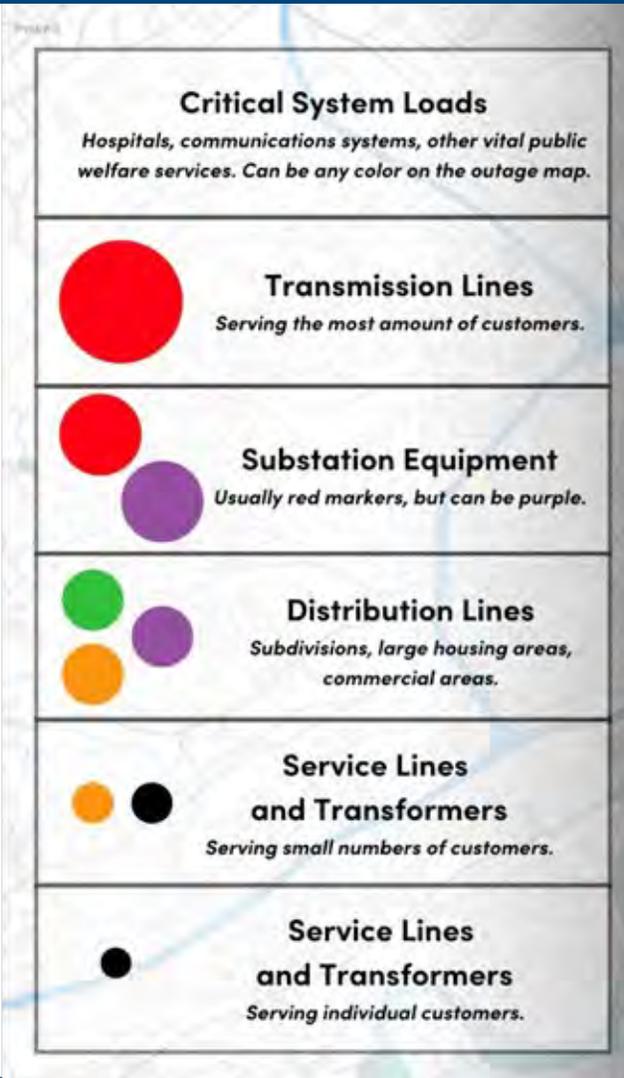


Distribution Repairs Prioritized by Largest Outages

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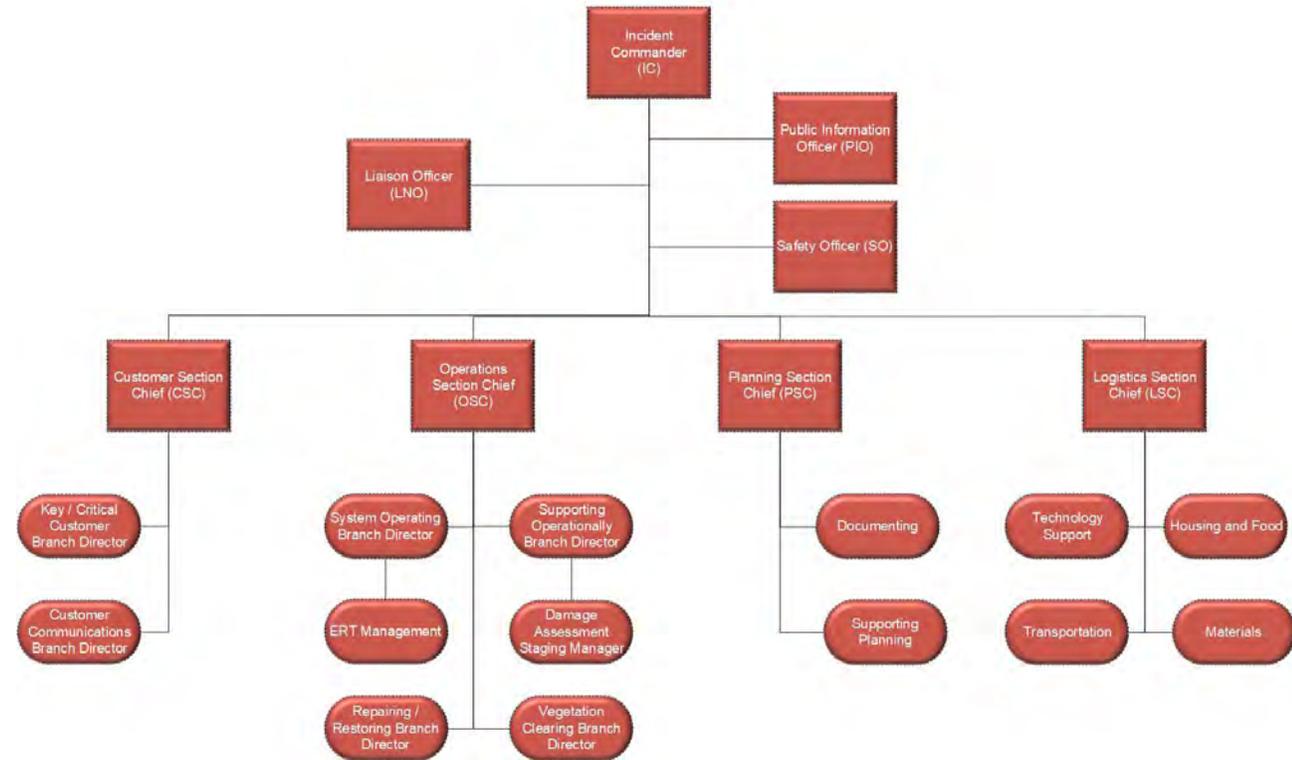
Restoration Continues Until Every Customer is Restored



Incident Command System (ICS)

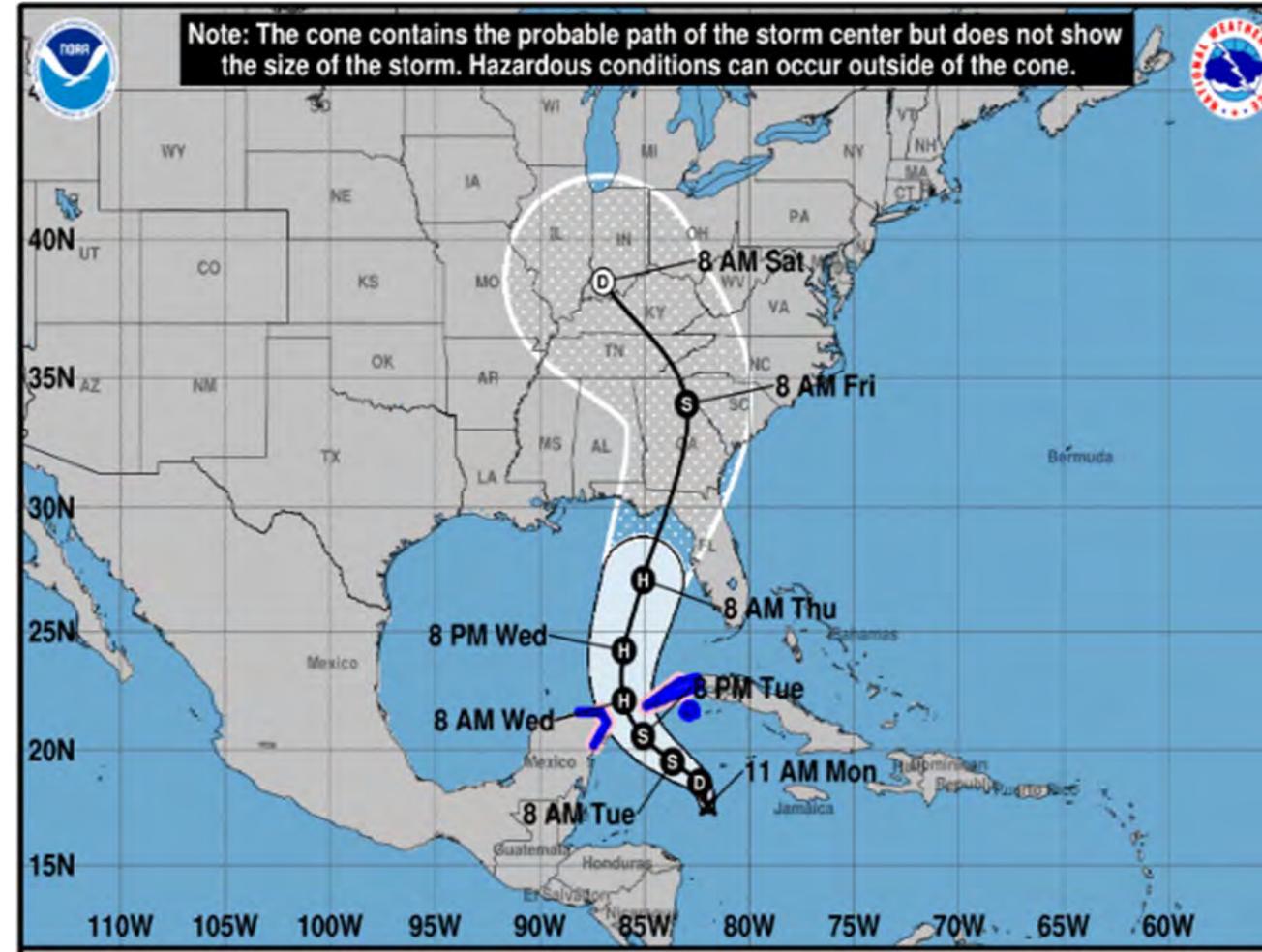
Defines Emergency Planning & Response

- National Incident Management System (NIMS)
- Unified incident priorities:
 1. Life safety
 2. Incident stabilization
 3. Property & 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



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



Sharing Information With Our Customers

Great Service Requires Proactive Communication

HOW TO ENROLL IN OUTAGE NOTIFICATIONS IN THE KUB MOBILE APP

Top Profile, and then Primary Phone

Tap Outage Notifications

Select desired alerts

KUB

Your power went out during extreme weather.

Here is how KUB restores your services.

KUB

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

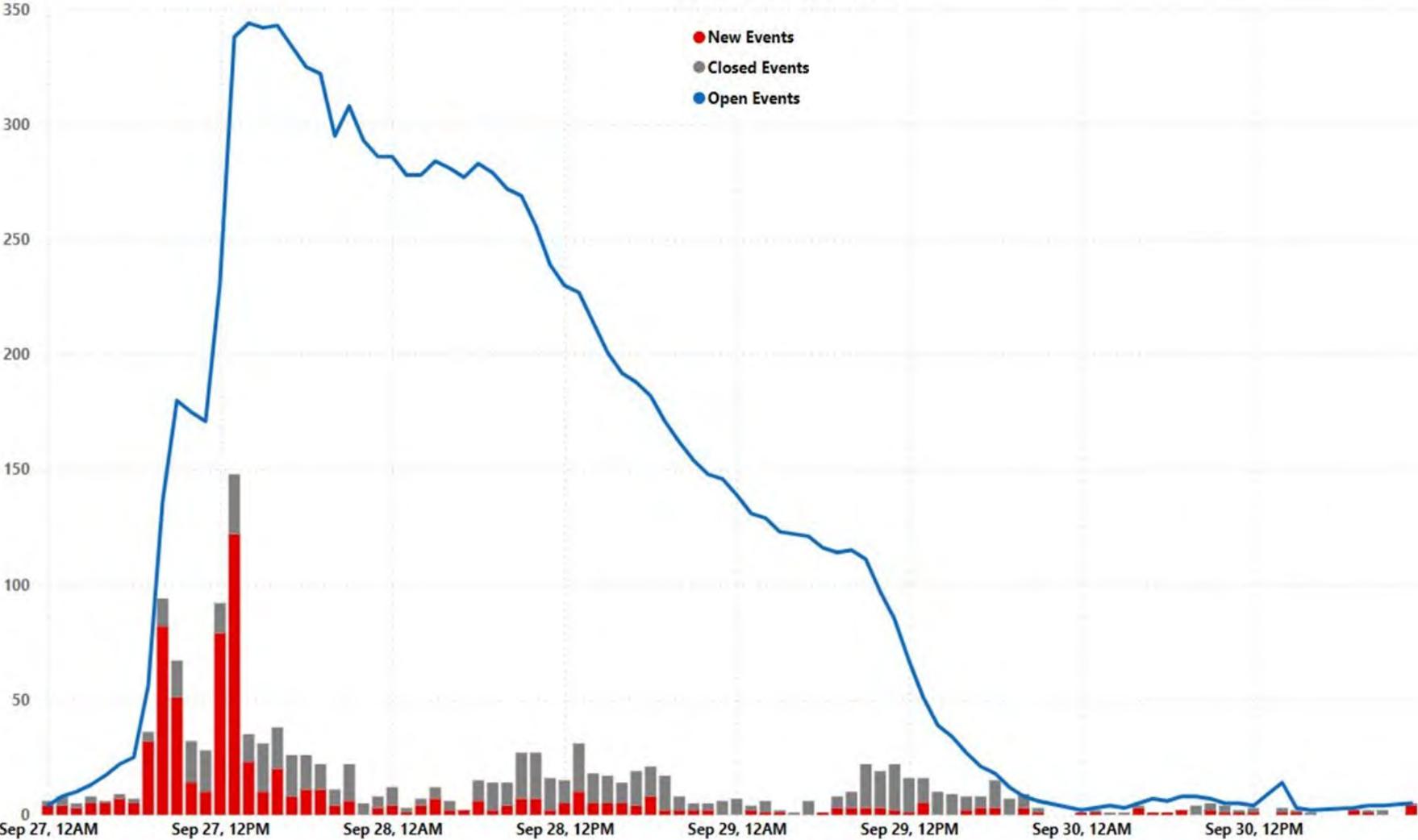
Once System Operations dispatches a crew, they head to the damaged area and get to work. We will also update our outage map with estimated restoration times as crews restore outages.

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

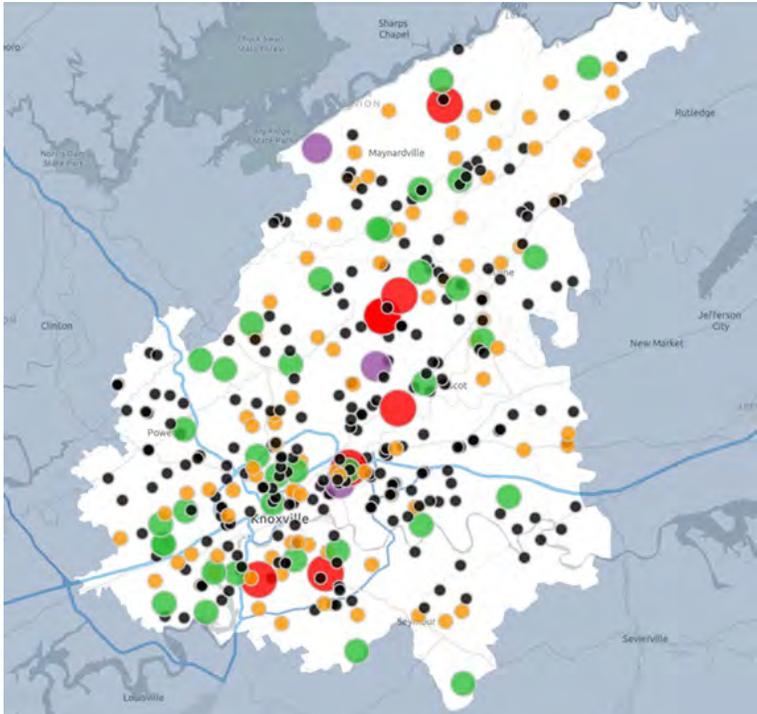
KUB

Restoration Example from Hurricane Helene (2024)

System Outage Events By Hour
September 27-September 30



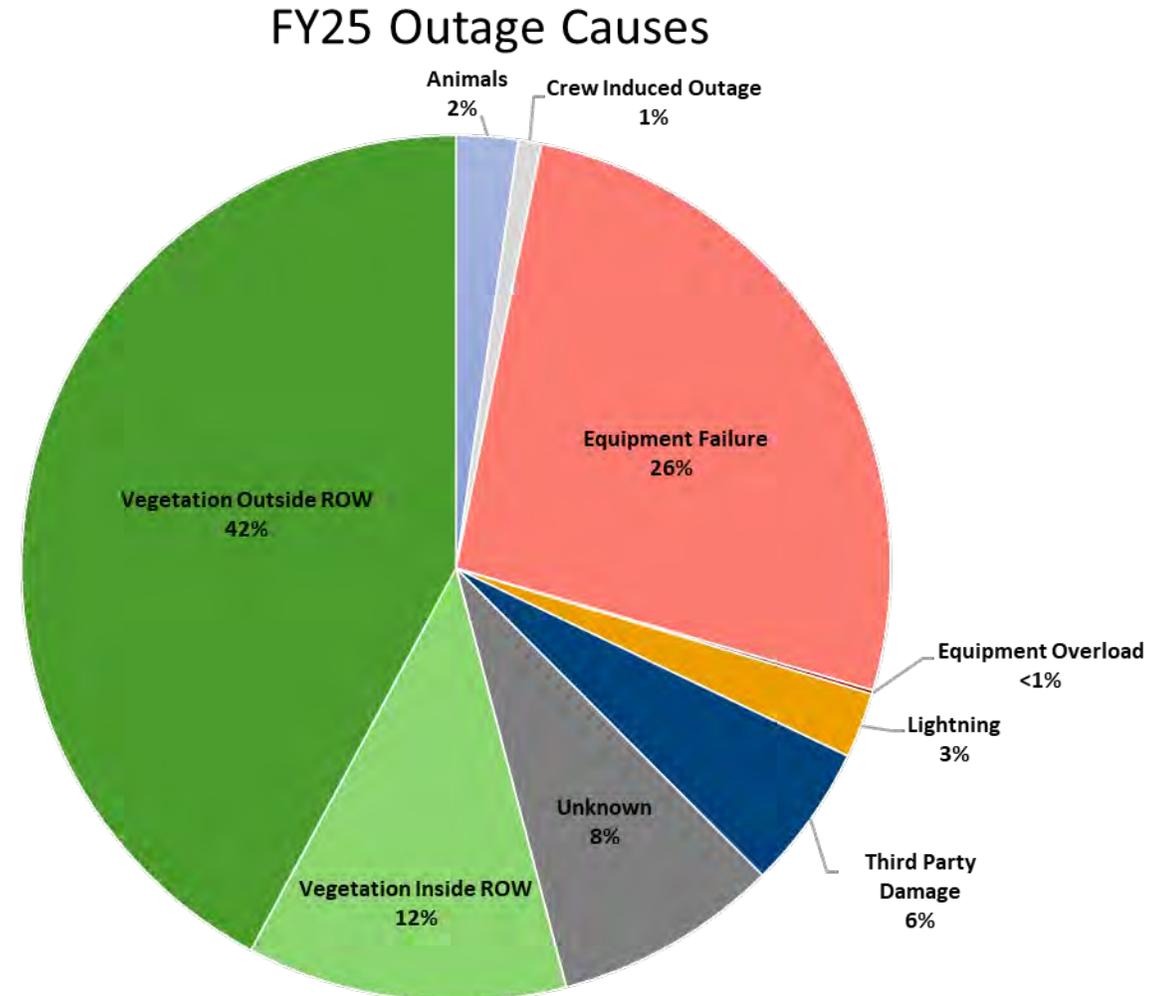
- 38,215 customer outages restored
- 1,108 jobs completed
- 45 broken poles
- 250+ KUB and contract resources
- Numerous cases of flooding
- Sustained water turbidity at MBW
- No water quality impact



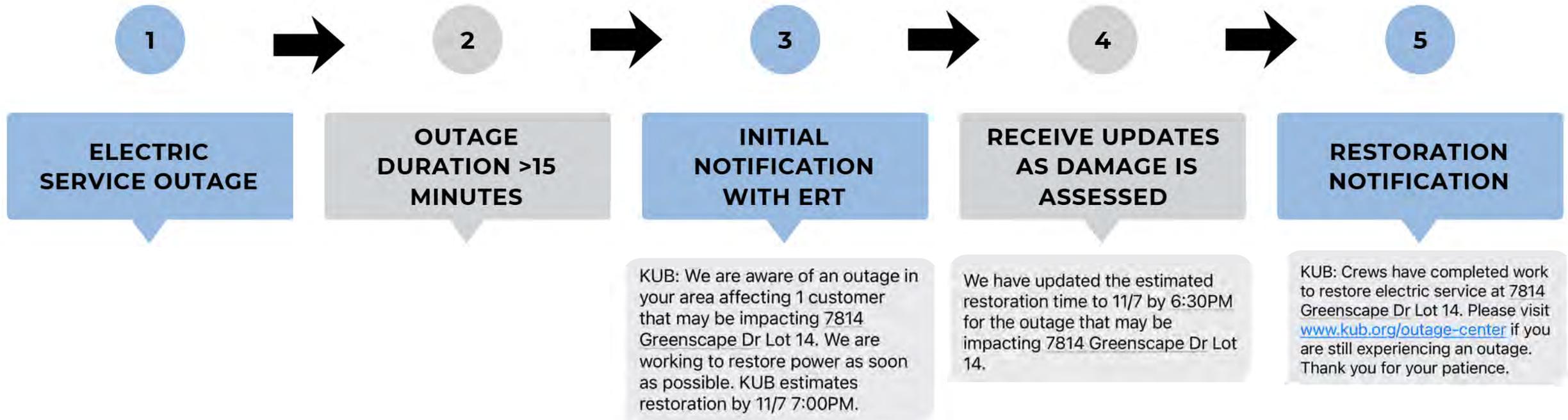
Reliable Service Through Long-Range Process

On Track with Investments in Systems and People

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



Enhancing the Customer Experience: Outage Notification & Restoration Updates



Recent Storm Event Timeline & Proactive Communication

- December 18, 2025
 - ~8 p.m. – Storm main line enters the area
 - ~11 p.m. – Wind gusts reach 50-60 mph
 - Customers begin receiving system-generated, non-storm ERTs
- December 19, 2025
 - Storm activity and restoration efforts continue
 - Operations team assesses system damage and transitions to storm mode
 - Customers receive revised ERTs with storm-based ranges
 - As outages are assessed, crews and operations teams adjust restoration times
 - Ongoing customer updates were provided



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

Storm Event: Customer Impact & ERT Accuracy



System Generated
ERT Success Rate



Updated ERT
Success Rate

KUUB

KNOXVILLE
UTILITIES BOARD