



January 15, 2026

# Annual Disclosures



# Background of Ethics Policies

- Pre-2000: City Charter, Resolution 1, general state law
- 2000: Conflict of interest added to By-laws
- 2005: Employee Conflict of Interest Policy and required annual disclosure
- 2006: TN State Ethics Commission established
- 2007: Board adopted Ethics Policy
- 2012: By-laws ethics section updated
- 2013: Annual disclosure requirement adopted

# Ethics Policy Components

---

- Aligns with governing statutes and guidelines
- Certifies compliance with ethical standards
  - Political activity
  - Nepotism
  - Gifts and gratuities
  - Personal and financial interests
  - Improper use of position or authority
  - Improper use of KUB time, facilities, and equipment
- Requires disclosure if a conflict exists

# Annual Disclosure Form

- Annual disclosure occurs in January
- Return forms before end of January

## KNOXVILLE UTILITIES BOARD COMMISSIONER CONFLICT OF INTEREST FORM

### COMMISSIONER INFORMATION

Name: _____		
Home Address: _____		Unit #: _____
City: _____	State: _____	ZIP: _____
Business Name: _____		
Address: _____		Unit #: _____
City: _____	State: _____	ZIP: _____

### DISCLOSURE STATEMENTS

Please initial beside each true statement. Provide a detailed explanation on the next page for any untrue statement.

1	My residence is within Knox County limits.
2	I do not have a nepotism conflict as defined by Article X, Section 1016 of the City of Knoxville Charter. <sup>1</sup>
3	Other than my position as KUB Commissioner, I am not a Public Official as defined by Section 1102 of the City of Knoxville Charter <sup>2</sup> nor am I an employee or a retiree of an energy, water or wastewater utility, energy company, telecommunications utility, or any other utility service provider.
4	I do not have a personal interest or work for a business or entity which has a financial interest in any business relationship with KUB other than the purchase of utility services as defined by Section 2 of the KUB Ethics Policy (see attached policy).
5	I have not directly or indirectly accepted any money, gift, gratuity, or other consideration or favor of any kind from anyone other than KUB for the performance of an act or refraining from performance of act in the regular course of my duties as a KUB Commissioner.
6	I have not disclosed any confidential information obtained in my capacity as a KUB Commissioner other than as authorized or required by law.
7	I have not used or disclosed information obtained in my capacity as KUB Commissioner in a way that resulted in financial gain for myself or any other person or entity.
8	I have not used or authorized the use of KUB time, facilities, equipment, or supplies for private gain or advantage to myself or any other private person or entity.
9	I have not made any private purchase in the name of KUB.
10	I have not used my position as a KUB Commissioner to secure any privilege or exemption for myself or others not authorized by the Charter, general law, resolution, by-law or policy of KUB.
11	I have not accepted or continued any employment that unreasonably inhibits the performance of any affirmative duty of my position as KUB Commissioner or that conflict with any provision of the KUB Charter, any KUB Resolution, Bylaw or policy.

<sup>1</sup> Charter Article X, Section 1016 says, "No officer or employee elected or appointed by the council, the board of education, the civil service merit board, the Knoxville Utilities Board, or any appointing authority or administrative officer shall be related to any of said members of the council, the board of education, the civil service merit board, the Knoxville Utilities Board, or any appointing authority or administrative officer controlling or having a vote or voice in the election or appointment of said officer or employee within the third degree, either by affinity or consanguinity."

<sup>2</sup> Public Official shall mean any person who is an elected official or an employee of the City of Knoxville or any municipality, county government, or state government except for notary public, a member of the National Guard of the State of Tennessee, or employee of public education.

# Tennessee Open Meetings Act

- Applies to public body with authority to make decisions or recommendations to a public body
- Requires
  - Adequate public notice
  - Minutes recorded and open to public
  - All decisions or deliberations toward a decision discussed in open meetings
  - Public votes

# Tennessee Public Records Act

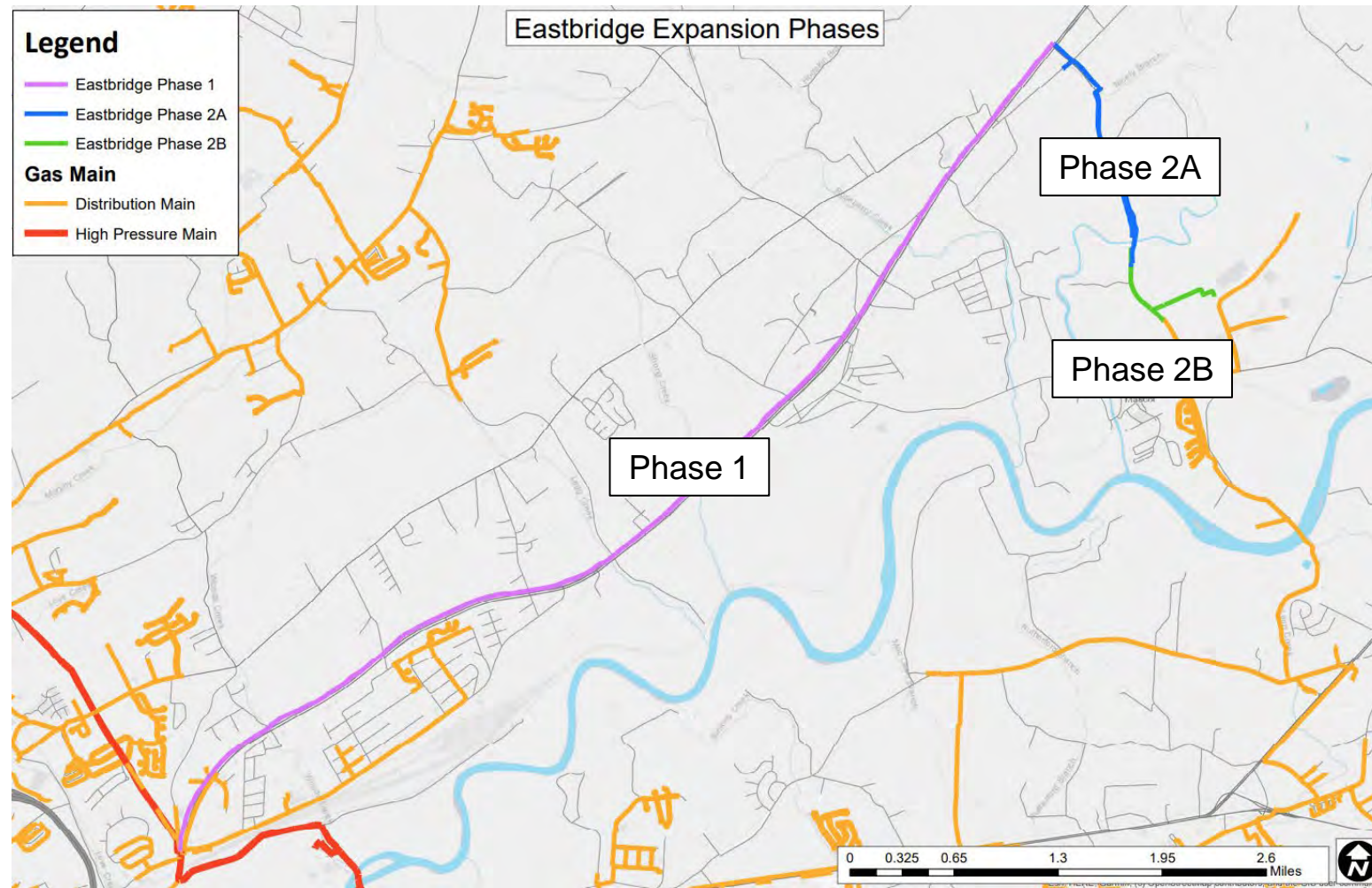
- Applies to all records, regardless of physical form or characteristics, made or received during KUB's course of business
- Resolution 1358 established KUB policy
- Provisions include
  - Processes for making and responding to request
  - Naming of public records coordinator
  - Making policy available on website

# Eastbridge Natural Gas Loop



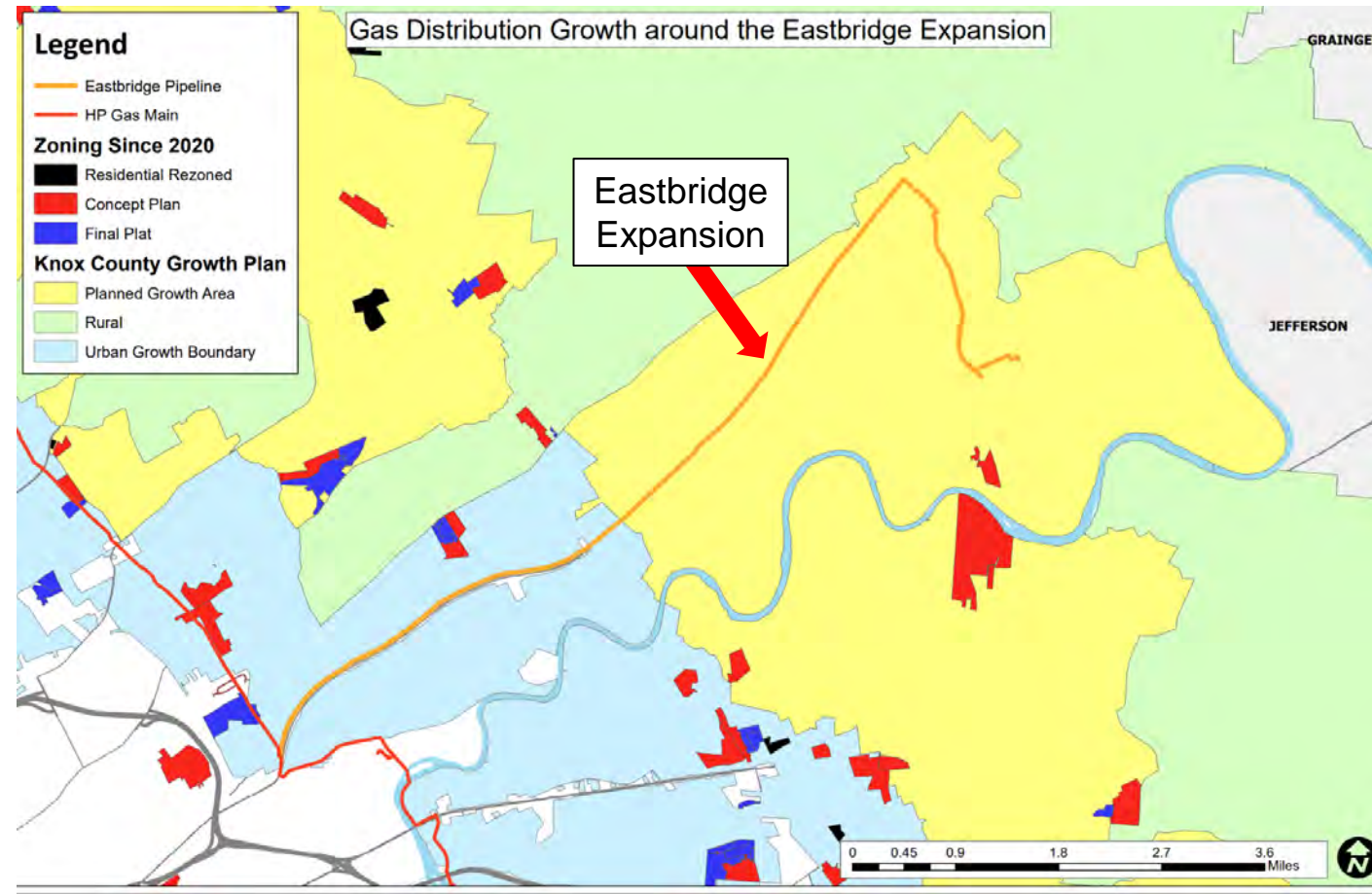
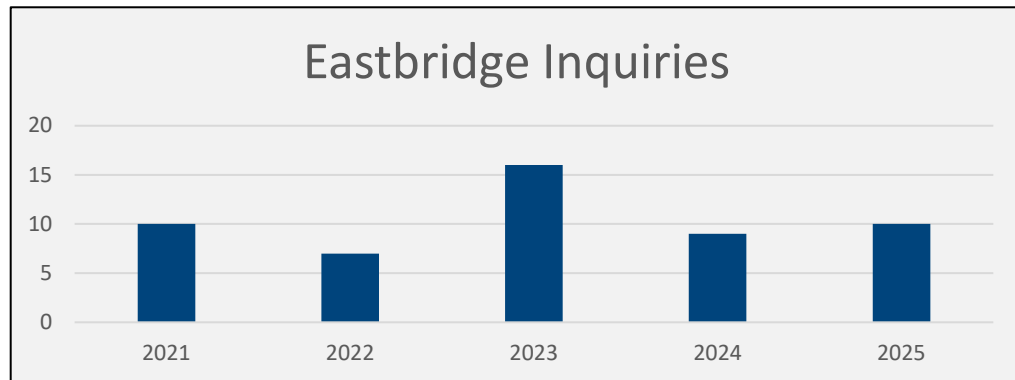
# Project Overview

- HDPE pipe to East Knox County
- \$7 million project
- Pipe
  - 9.5 miles of 8-inch & 12-inch HDPE
  - 2 miles of 2-inch MDPE
- Three regulator stations

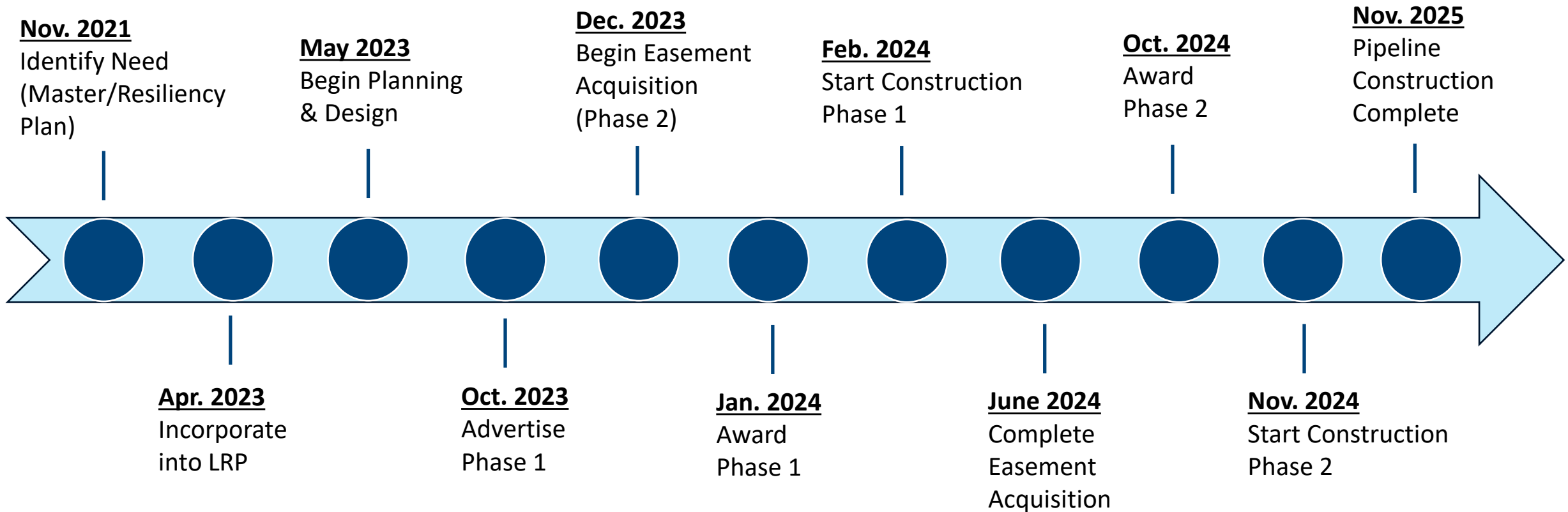


# Project Origins

- Eastbridge Business Park economic development
- Supports Knox County growth planning
- Residential developments
- Addresses one-way feed



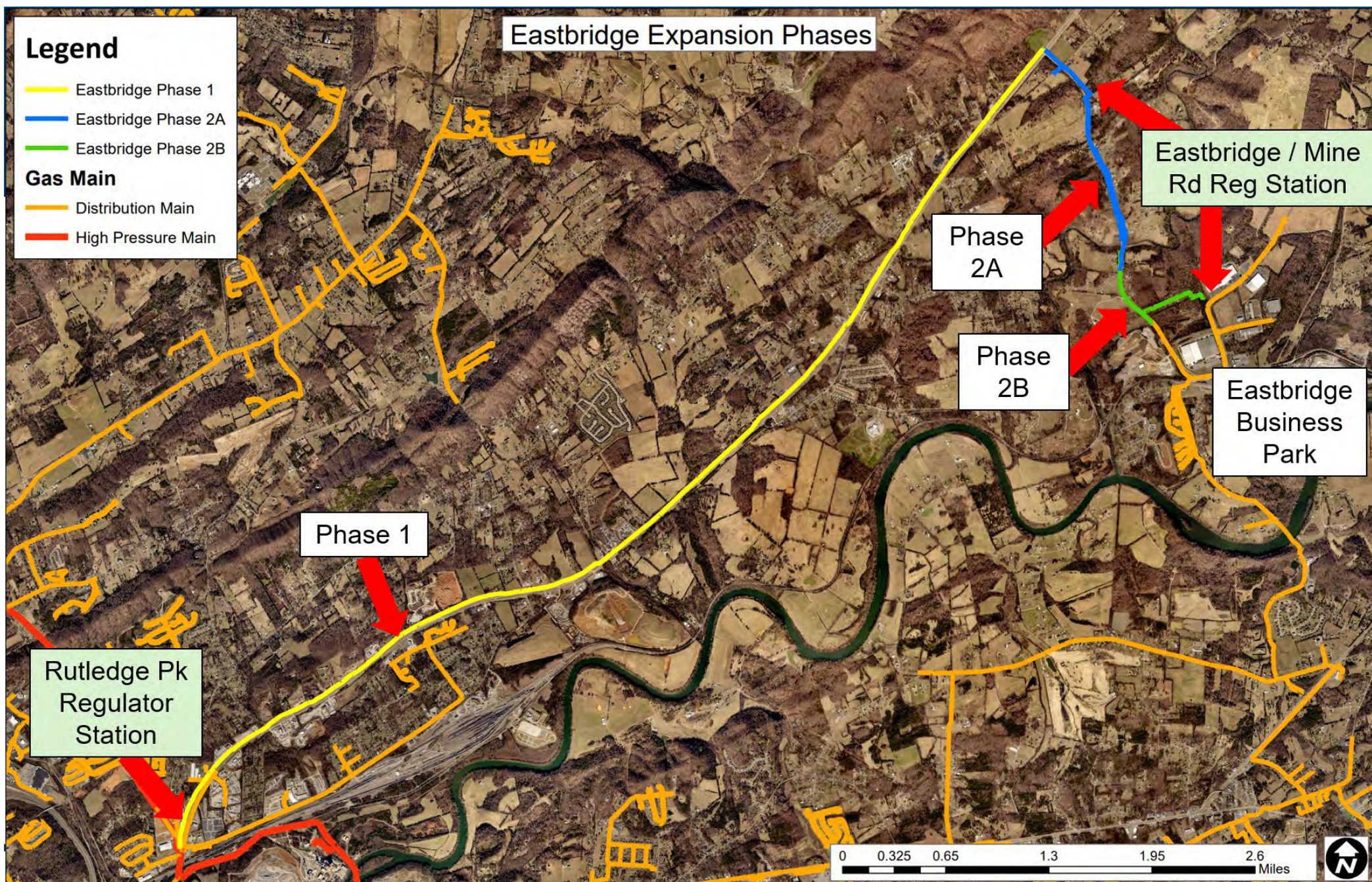
# Project Timeline



# Pipeline Construction

- Project completed in three phases
- Phase 1
  - Southeast Connections (SEC)
  - Completed September 2024
- Phase 2A
  - Bush Construction
  - Completed October 2025
- Phase 2B
  - KUB Underground Construction
  - Completed November 2025





# Construction

- Pipe installation
  - Primarily open cut
  - Boring road and creek crossings
- Rock excavation
  - Rocky terrain
  - Specialized equipment for trenching
- Creek bores
  - Major bore across Flat Creek
  - ~10 additional crossings



# Construction



# Construction

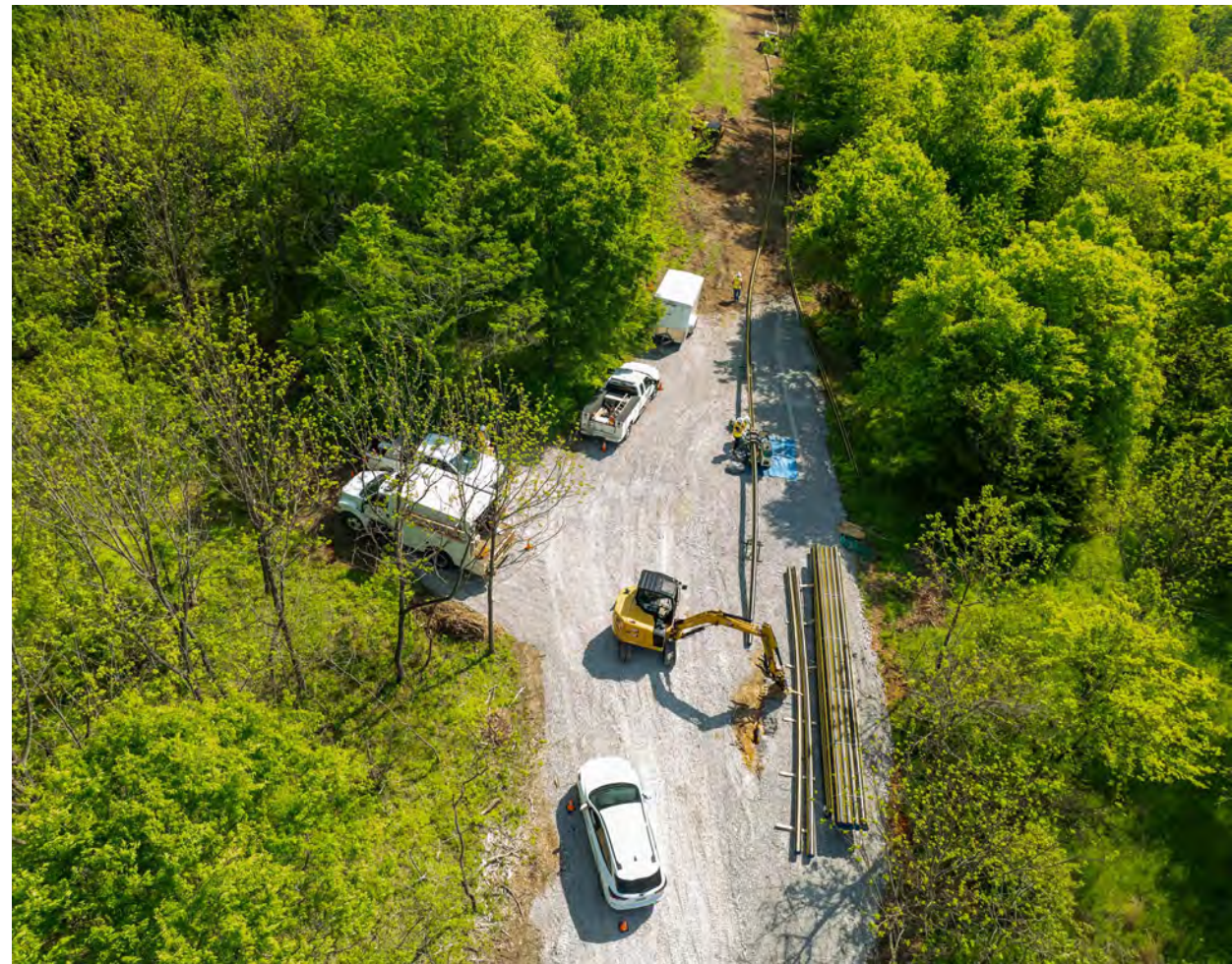
- Regulator Stations
  - Rutledge Pike
  - Eastbridge
  - Mine Road
- Access Roads/Pads
- Welding/X-ray
  - Fabricated risers
  - Welded by UGC
  - 100% x-ray on high-pressure welds



# Construction



# Construction



# Project Benefits

- Improve system reliability and redundancy
  - Additional feed to Strawberry Plains Pressure District
  - Resolves one-way feed into Eastbridge
- Higher pressure and capacity available to Eastbridge Business Park
- Meet current and future residential demand in East Knox County





January 15, 2026

# Proactive Electric Outage Notifications



# Electric Outage Communication History

- **Pre-2000s:** Little to no proactive outage communication; limited automated reporting
- **Early 2000s:** Outage updates primarily shared via media outlets
- **2003:** Outage Management System implemented, improving internal visibility and restoration forecasting
- **2008:** Website outage map launched
- **2015:** Automated phone system enhanced for outage and storm messaging; social media outage communication introduced
- **2018:** Website storm mode added for major events
- **2020s:** Outage map and phone system upgraded with near-real-time data

# Enhancing Outage Communication: Project Goal & Phases

- Goal: Establish an automated, proactive approach to consistently and accurately communicate estimated restoration times (ERTs) to customers

Phase I
Foundational Automation
<ul style="list-style-type: none"><li>• September 2021</li><li>• Introduced automated ERTs to be sent via email, text, and push notification</li><li>• Provided non-storm event ERTs based on event type</li><li>• Applied a standard ERT for all storm events</li></ul>

Phase II
Enhanced Accuracy for Storm Events
<ul style="list-style-type: none"><li>• November 2024</li><li>• Deployed more precise ERT ranges for storm events</li><li>• Generated ERT ranges using customer counts and historical storm restoration data</li></ul>

# Promoting Outage Notification Enrollment When Customers Need It Most

- Over 25,000 customers enrolled despite limited promotion
- Targeted promotion launched in May 2025
- Social media used during storm preparation to drive awareness and enrollment
- Promotion continues during storm events to support real-time customer updates

**KUB Knoxville Utilities Board**  
Published by Hootsuite · May 8, 2025 ·


Stay informed about outages in your area with KUB's outage notifications! You'll receive updates about the outage status and estimated restoration times as soon as they are available.

To sign up for outage notifications, visit the KUB mobile app or [www.kub.org/outage-center](http://www.kub.org/outage-center) and edit your "Contacts & Notifications" settings.

**SIGN UP FOR OUR  
OUTAGE NOTIFICATIONS**

Learn More  
[kub.org/outage-center](http://kub.org/outage-center)

**KUB**



**KUB Knoxville Utilities Board**  
Published by Hootsuite · July 11, 2025 ·

Storms can be unpredictable sometimes, but your prep doesn't have to be. KUB is always ready to respond to unexpected outages, but in case your power goes out, here are a few ways to stay prepared at home.


Stay informed by signing up for power outage notifications through the KUB mobile app or at [www.kub.org/outage-center](http://www.kub.org/outage-center). You'll receive real-time updates and estimated restoration times for outages in your area.

**Storm Safety Tips**

- ✓ Charge devices. Make sure your cell phone and any portable chargers are fully charged.
- ✓ Keep emergency supplies on hand such as batteries, flashlights, bottled water, and nonperishable food items.
- ✓ Have small coolers handy in case you need to repack your food during a long outage.
- ✓ Use generators safely. Standby electric generators should be properly installed by a licensed electrician.

Take steps to be prepared for storms and stay safe.

**KUB**



# Enrollment is Simple

- Enroll through website or mobile app
- Log in to your account
- Select your notification preferences: text, email, and/or app push alerts

### Manage Notifications

Messages and data rates may apply. Message frequency varies. Text HELP for help and STOP to opt-out of all messages or unselect from the options below. View our [TERMS OF SERVICE](#) and our [PRIVACY POLICY](#).

⊕ Billing

⊖ Outage

⊕ Usage

Outage Reported

Outage Restored

Outage Updated

Planned Outage Scheduled

Planned Outage Started

ON

ON

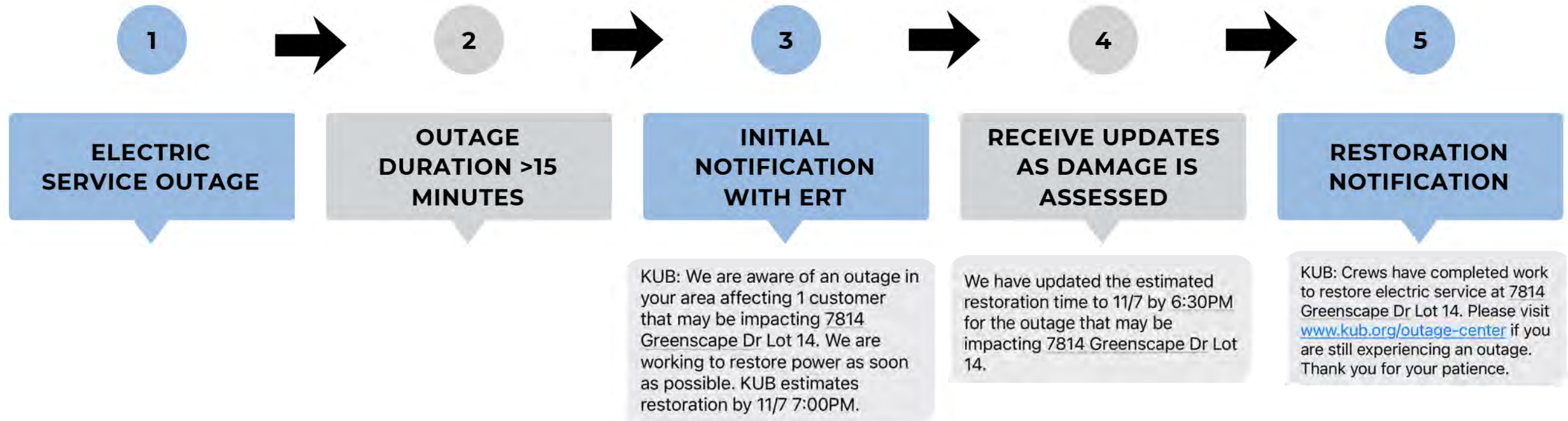
ON

ON

ON

ON

# 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

# Next Steps to Strengthen Proactive Outage Notifications

- Expand targeted customer promotion
- Refine ERT logic and accuracy over time
- Respond to customer inquiries and feedback
- Extend proactive notifications to planned outages



# KUB

***KNOXVILLE***  
**UTILITIES BOARD**