



February 16, 2023

Authorization for Disposition of Water Real Property

Resolution 1473



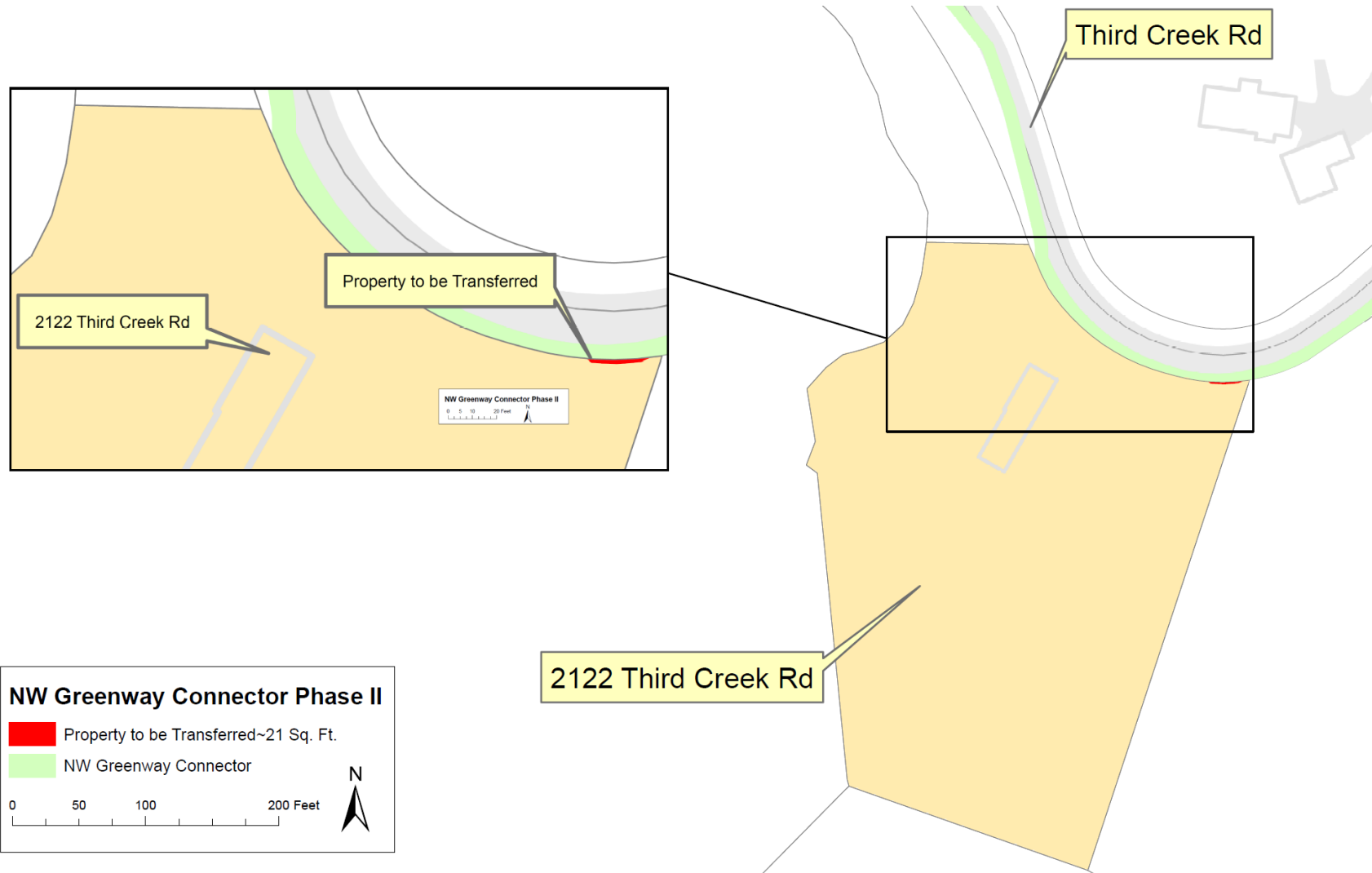
Overview

- KUB's Water Division owns 2122 Third Creek Road
- Entire parcel is approximately 2.27 acres
- Property contains KUB's Third Creek Booster Pump Station
- City of Knoxville is expanding the Third Creek Greenway
- Requests 21 square feet be transferred to improve line of site

Map Overview



2122 Third Creek Road



Resolution 1473

- Board authorization is required for sale or disposition of real property
- Authorizes the transfer of 21 square feet of 2122 Third Creek Road

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UTILITIES BOARD



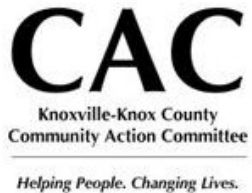
February 16, 2023

Project Help



Helping KUB Customers Stay Warm

- Established in 1983 by KUB and CAC
- Provides emergency heating assistance for low-income customers
- Covers electricity, natural gas, propane, heating oil, wood, and coal



Over 2,000 Families Helped since 2018

	2018	2019	2020	2021	2022
Families Assisted	504	383	476	624	225
Project Help Funds Received	\$153,005	\$115,395	\$233,718	\$371,484	\$96,397
Average Per Household	\$304	\$301	\$491	\$595	\$428

Many Ways to Contribute


- Annual campaign with local partners
- Recurring monthly pledge with bill payment
- One-time contributions
 - KUB.org
 - Special events
 - KUB Connection and bill stuffers
 - Print and digital advertising

One-Time Donation

Donation Method Checking Account ending in 4152

[Terms & Conditions](#) + [Edit Bank Account](#)

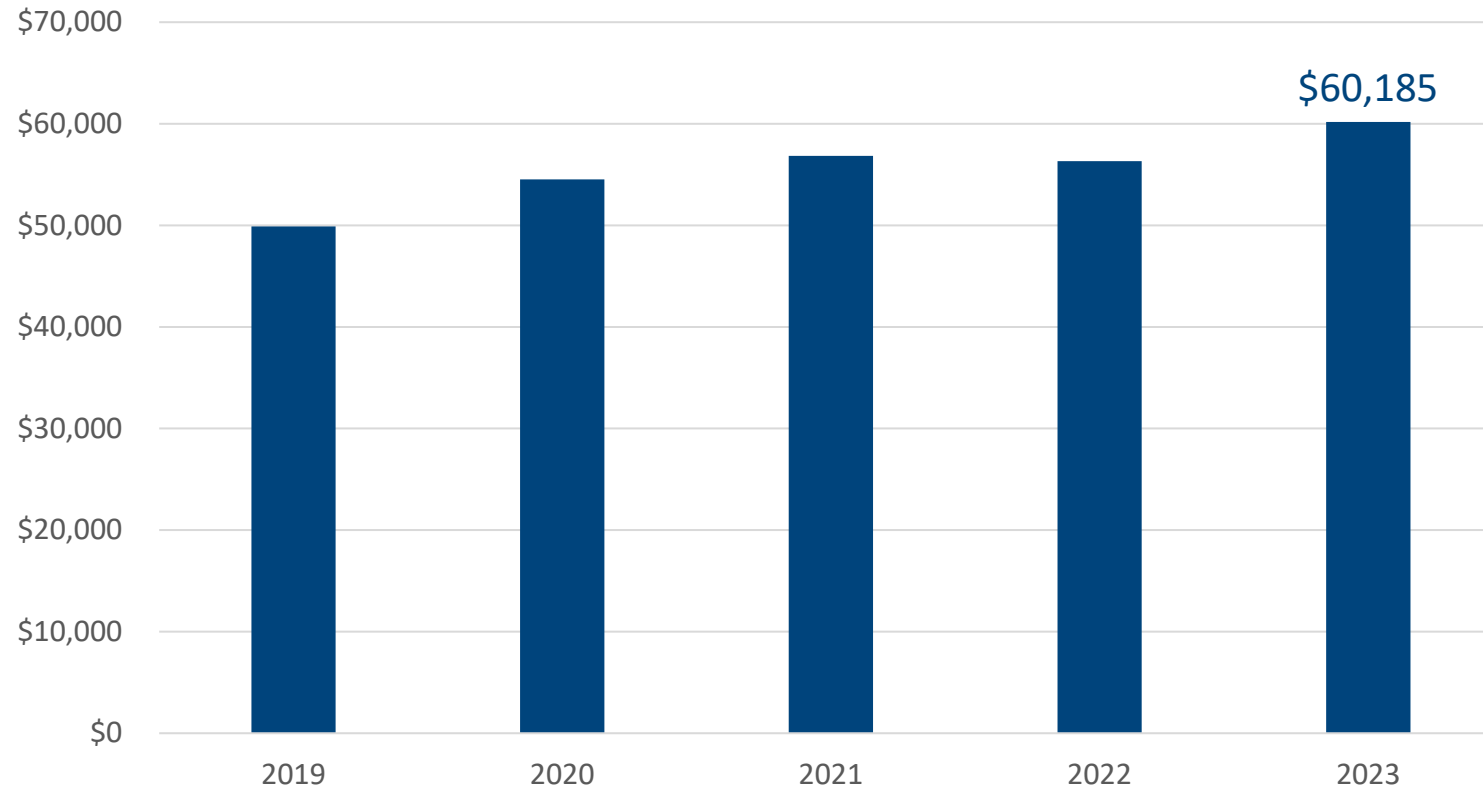
Donation Amount

 **Help Families in Need** \$ 1.00

Every year, hundreds of our neighbors are able to stay safe and warm, thanks to people like you who donate to Project Help.

SUBMIT DONATION Total Donation Amount: \$0.00

Partnerships Lead to Successful Campaigns



Project Help Makes a Difference!

“Ever since I moved out here you guys always have your door open, and I can’t say thank you enough for being here.”

“I am so very glad that a program such as this exists for the greater public.”

“I didn’t know what I was going to do, then I learned about Project Help. They responded quick.”



SHARE THE WARMTH

GIVE TO PROJECT HELP

- Help keep local families safe and warm
- Many who need your help are children and elderly
- 100 percent of all donations go to assist families

FOUR WAYS TO WARM A HEART THIS WINTER.

1. Purchase a donation coupon at Food City.
2. Make a donation at any Home Federal Bank location.
3. Send a check to:
Project Help
P.O. Box 59017
Knoxville, TN 37950.
4. Donate online at www.kub.org/projecthelp.



PLEASE GIVE TO PROJECT HELP JANUARY 4 – FEBRUARY 7.



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PrePay Billing



What is PrePay Billing?

- PrePay Billing allows customers to pay for utility services in advance
- Amount of service consumed tracked and funds subtracted daily
- Customers add funds as they are depleted

Benefits of PrePay

Reduced deposit requirements

Avoid late payments and late fees

Better visibility of utility consumption

Encourages energy conservation

Potential cost savings

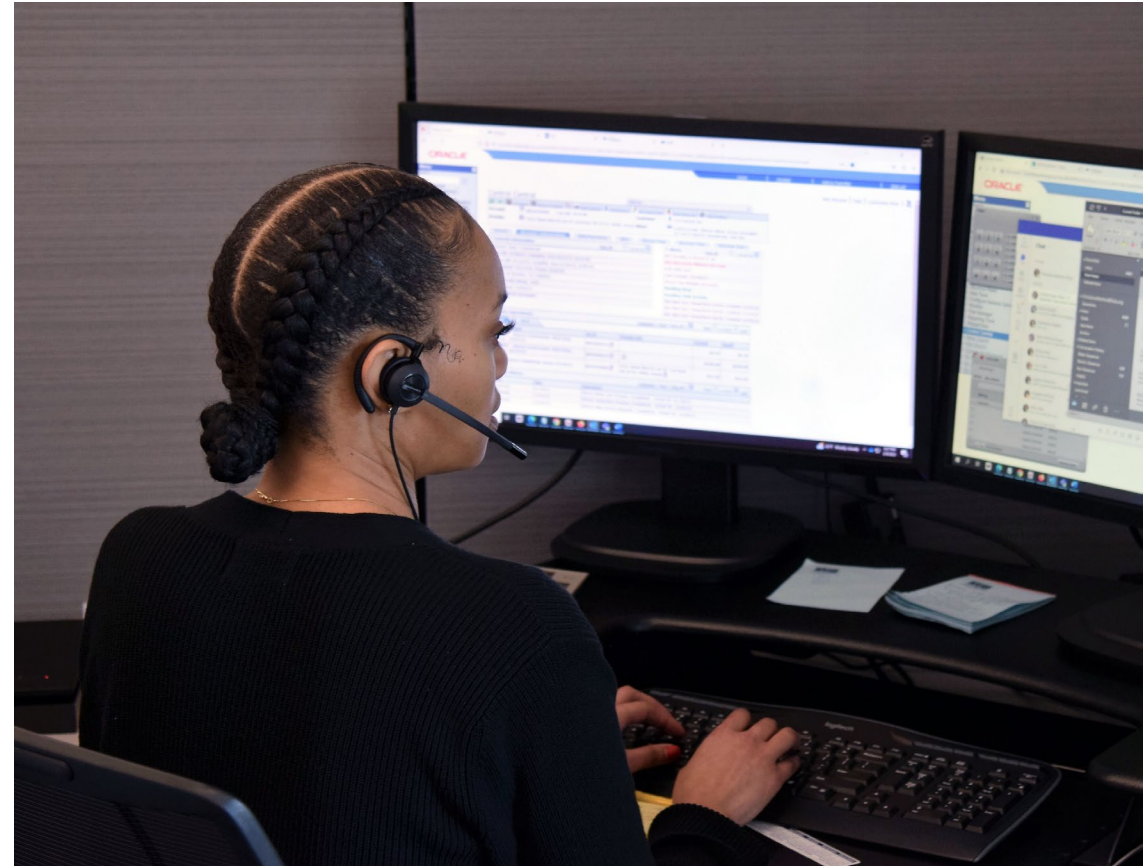
Reduced risk of debt accumulation

What is Different about PrePay Billing?

- Payment due before use
- Lower deposit to start service
- Daily billing and online billing report
- No connection and reconnection fees
- Email and/or text notifications for low balance and pending disconnection
- Disconnection when balance reaches \$0 regardless of day
- Immediate reconnection after payment

How to Enroll in PrePay Billing

- Residential customers with KUB electric service
- Establish or use existing KUB.org/mobile app account
- Pay minimal deposit and initial utility service payment
- Receive overview of program benefits and conditions from customer service representative



Christina Morton, KUB Customer Service Representative assisting a customer

What Tools are Available to Customers?



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ACCOUNT# 9746823221
Summary & History

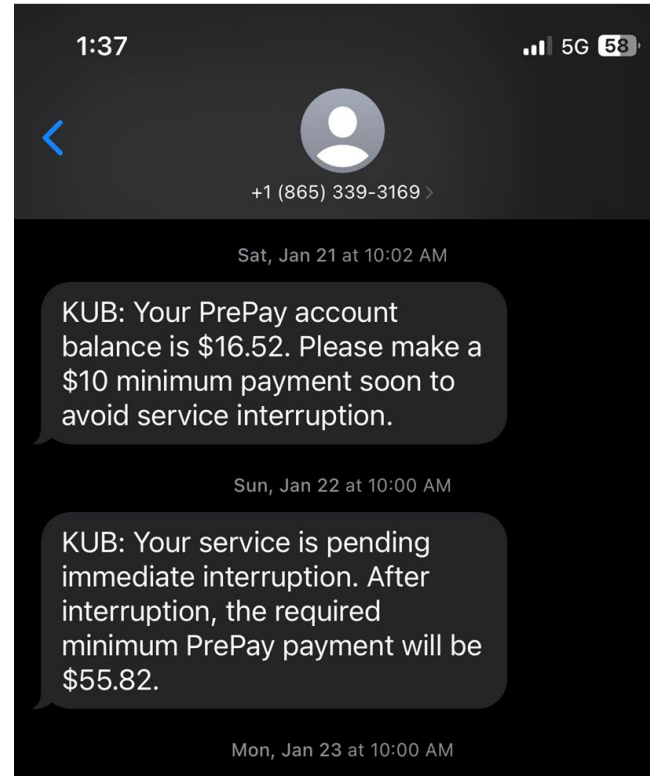
APPLY NOW TO RECEIVE FREE HOME UPGRADES

Usage & Payments

PrePay Account Balance	Past Usage	Payments
\$37.87	\$9.04 on 2/3/2023 \$9.87 on 2/2/2023 \$8.00 on 2/1/2023	\$50.00 paid on 1/30/2023 \$50.00 paid on 1/25/2023 \$50.00 paid on 1/19/2023

PAY NOW

Daily Usage & Cost



1:37 5G 58

+1 (865) 339-3169

Sat, Jan 21 at 10:02 AM

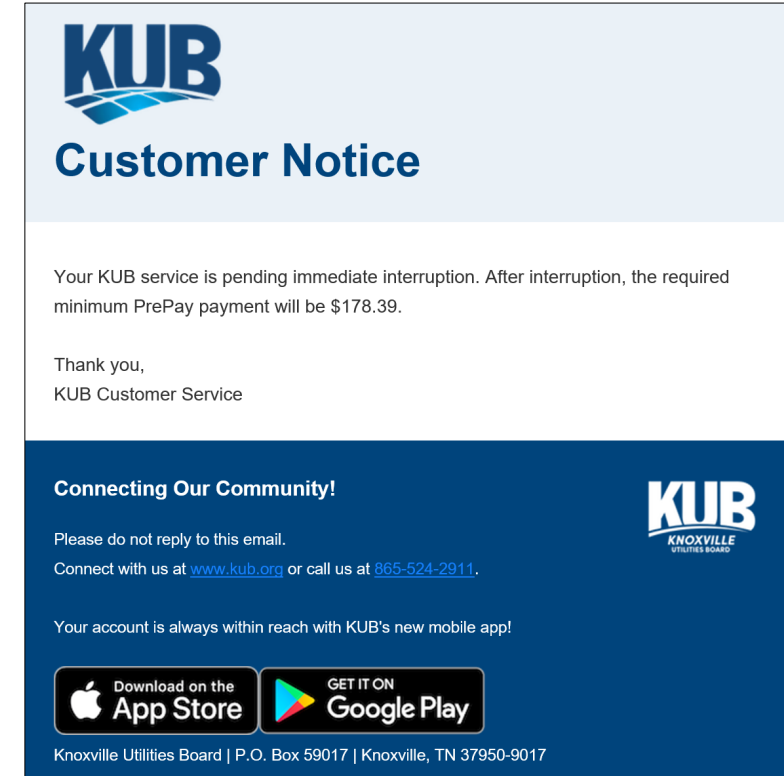
KUB: Your PrePay account balance is \$16.52. Please make a \$10 minimum payment soon to avoid service interruption.

Sun, Jan 22 at 10:00 AM

KUB: Your service is pending immediate interruption. After interruption, the required minimum PrePay payment will be \$55.82.

Mon, Jan 23 at 10:00 AM

Text Notification



KUB

Customer Notice



Your KUB service is pending immediate interruption. After interruption, the required minimum PrePay payment will be \$178.39.

Thank you,
KUB Customer Service

Connecting Our Community!

Please do not reply to this email.
Connect with us at www.kub.org or call us at 865-524-2911.

Your account is always within reach with KUB's new mobile app!

Knoxville Utilities Board | P.O. Box 59017 | Knoxville, TN 37950-9017

Pending Service Interruption Email

Developed In-House to Better Serve Customers

- Maintain customer relationship
- No additional fees for customer
- Leverage existing processes and functions
- Faster troubleshooting and addition of program enhancements
- Real-time testing with KUB employee customers

What's Next?

- Begin offering program to new customers
- Promote program to existing customers in Spring/Summer 2023
- Evaluate program adoption and effectiveness

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KUB Apprenticeship Programs



Lineworker Apprentice Program Background

- Apprentice program initiated in 1980s
 - Memorandum with IBEW since 1940s
- Five steps to complete to become Journeyman
- Probation extends through apprenticeship
- KUB-sponsored lineworker school
- Currently employing 17 apprentices



Latest Successes

- 2022:

- Transitioned to TCAT Oneida for lineworker school
 - Critical partnership now a recruiting pipeline
- Eleven new apprentices hired
 - KUB's first female lineworker Amber Ray

- 2023:

- Two additional hired Jan. 9, 2023
 - Second female lineworker – Haley Comer



Apprentice Accomplishments

- Amber Ray
“2021 TCAT Student of the Year”
- Jonathan Patton
“2022 TCAT Student of the Year”
- Seth Lakin
“School Record for Pole Top Rescue”
“Top of the Class”
- Josh Harris
“Top Academic Student”

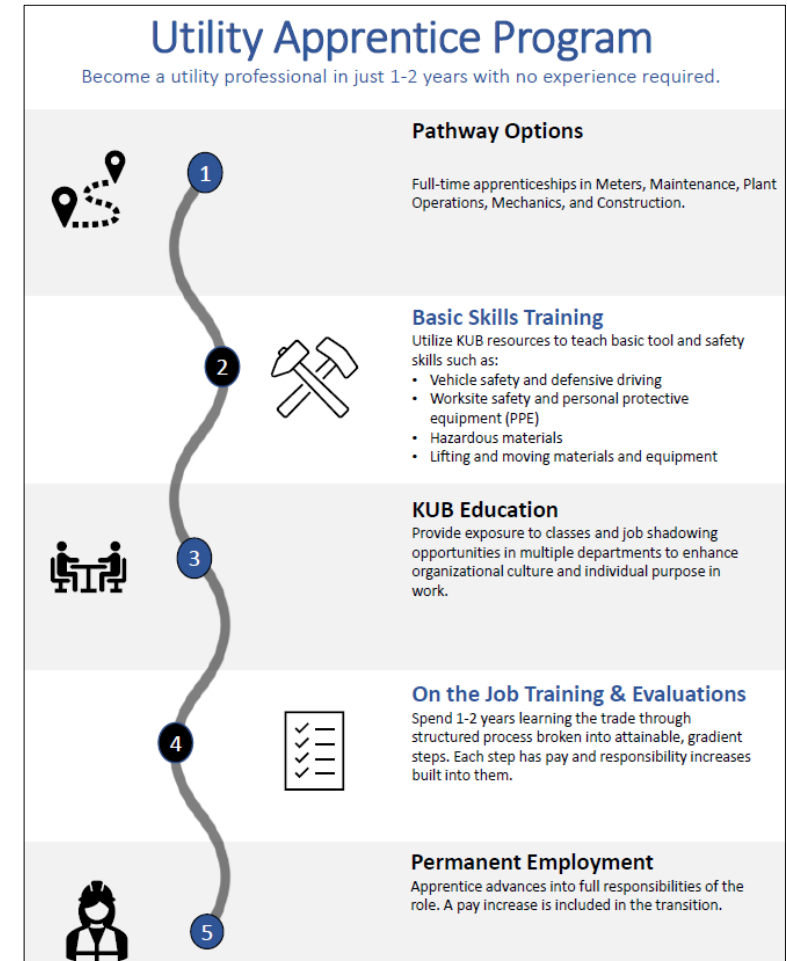


Utility Apprentice Program Background

- Program objectives:
 - Create pipeline for future skilled craft workers
 - Increase opportunities for community partnerships
 - Support diversity, equity, and inclusion efforts
 - Provide career opportunities beyond TeenWork
- Hired first “pilot” Utility Apprentice in April 2021
- Hired five additional Utility Apprentices in October 2022

Utility Apprenticeship Program Details

- Creative recruiting methods
 - Extensive personal outreach
- Train-the-trainer session with mentors
- Expanded onboarding during first week
 - Safety, ergonomics, defensive driving, facility tours



Current Class

- Utility Apprentices in Meters (2), Plants, System Maintenance, Transportation
- Regular check-ins with apprentices and mentors
 - Three-month evaluations positive
- Upcoming events:
 - Fiber education session
 - Budgeting course
 - Feedback session with mentors



Kalen's Journey

- Started as a TeenWorker in 2019
- Hired as a student when enrolled at Pellissippi in December 2020
- Transitioned to Utility Apprentice in System Maintenance Services in April 2021
- Transferred to Underground Construction in January 2022
 - CDL acquired Nov. 10, 2022
- Promoted to Construction Technician I on Feb. 6, 2023

Great Career Opportunities

- Competitive pay and benefits
- Growth opportunities
 - Operations Supervisor I – IV
- Education/training provided
 - TCAT Lineworker School
 - CDL Certification/Training
 - OSHA 10
 - First Aid/CPR

Title	Minimum	Maximum
Utility Apprentice	\$ 33,400	\$ 44,000
Operations Tech	\$ 44,000	\$ 101,600

Title	Step 1/Minimum	Step 5/Maximum
Lineworker Apprentice	\$ 64,189	\$ 85,696
Pay Rates – set by MOU		
Lineworker Journeyman	\$ 98,426	
Lineworker Foreman	\$ 112,341	

Impact of Apprenticeships

- Creating a stable, long-term career for individuals
- Enhancing diversity of KUB workforce
 - 35% of LNA's from underrepresented groups
 - 12% female
 - 50% of UA's hired from underrepresented groups
- Succession planning for future of utilities
 - Closing the skilled trade gap
- Aligning with community focus for investing in future workforce



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