



January 20, 2022

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

- Form included in today's agenda packet
- 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. ¹
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 ² 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.

¹ 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."

² 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

KUB



January 20, 2022

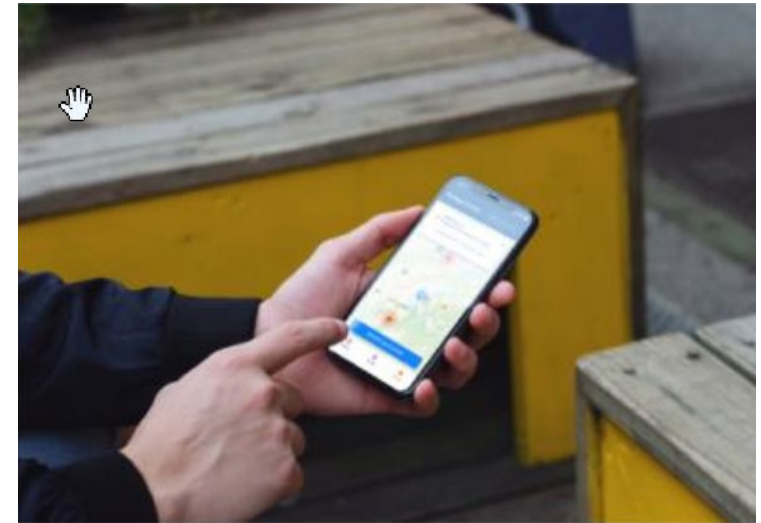
Proactive Notifications

Evolving Customer Expectations

- Customer expectations
 - Ride share, online pizza order, etc
 - Acknowledge, provide confidence through updates, and confirm close out
- Progression through time
 - Nothing (blizzard of '93)
 - Outage map
 - Customers checking their outage status
 - *New* continual proactive pushing notices and updates throughout an event

Leveraging Investments in Technology

- Advanced meters
- Advanced Distribution Management System
- Mobile applications
- Customer website update



Recent Weather Events

- December 11
 - High winds, thunderstorms
 - 20,000 customers impacted
- January 1
 - Sustained high winds throughout the day
 - 15,000 customers impacted
- January 3
 - Snow event, 2-4 inches in the service territory
 - 8,000 customers impacted



Customer Expectations During a Service Outage

- Acknowledge – Assurance that KUB is aware of a service interruption
- Updates – Continual meaningful updates as restoration progresses
 - Initial restoration date/time estimate
 - Changes to the estimated restoration date/time
- Restore – Confirmation that service has been restored

**At 3:40AM
AMI reported
an outage to
ADMS**

We are aware of an outage in your area that may be impacting [redacted] affecting 92 customers. We are working to restore power as soon as possible.

3:55AM

Based on experience with similar events, KUB estimates restoration on 1/03/2022 by 7:00AM.

At 3:40AM
AMI reported
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We are aware of an outage in your area that may be impacting [redacted] affecting 92 customers. We are working to restore power as soon as possible.

3:55AM

Based on experience with similar events, KUB estimates restoration on 1/03/2022 by 7:00AM.

At 5:55AM KUB
changed
STORM Mode

Additional outages have been reported causing a delay of restoration in your area. An updated restoration time will be provided once crews have assessed the damage.

5:55AM

Visit www.kub.org/outage-center for more restoration details.

At 3:40AM
AMI reported
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We are aware of an outage in your area that may be impacting [redacted] affecting 92 customers. We are working to restore power as soon as possible.

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Visit www.kub.org/outage-center for more restoration details.

Damaged
assessed,
replace 45'
pole

Due to extensive damage to the electric system, it could take multiple days for crews to restore service to all customers.

9:30AM

The estimated restoration time for the outage impacting [redacted] is 1/03/2022 by 4:30PM.

At 3:40AM
AMI reported
an outage to
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We are aware of an outage in your area that may be impacting [redacted] affecting 92 customers. We are working to restore power as soon as possible.

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Due to extensive damage to the electric system, it could take multiple days for crews to restore service to all customers.

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The estimated restoration time for the outage impacting [redacted] is 1/03/2022 by 4:30PM.

At 2:57PM
Repair and
restoration
complete

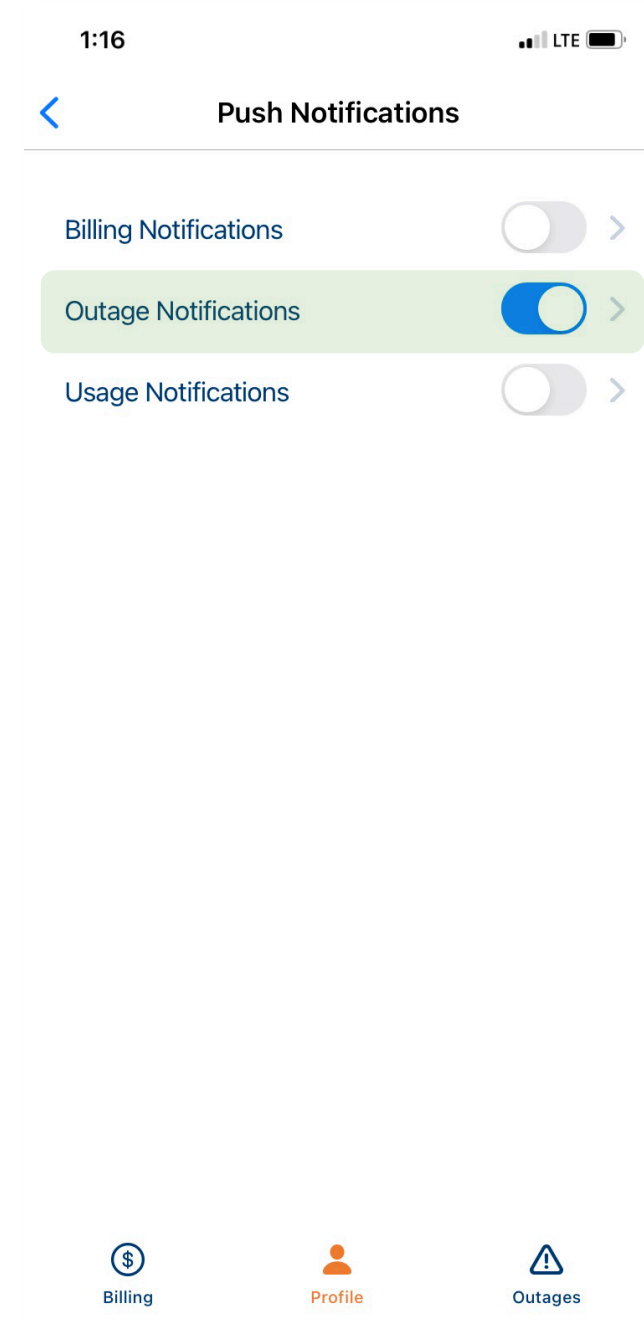
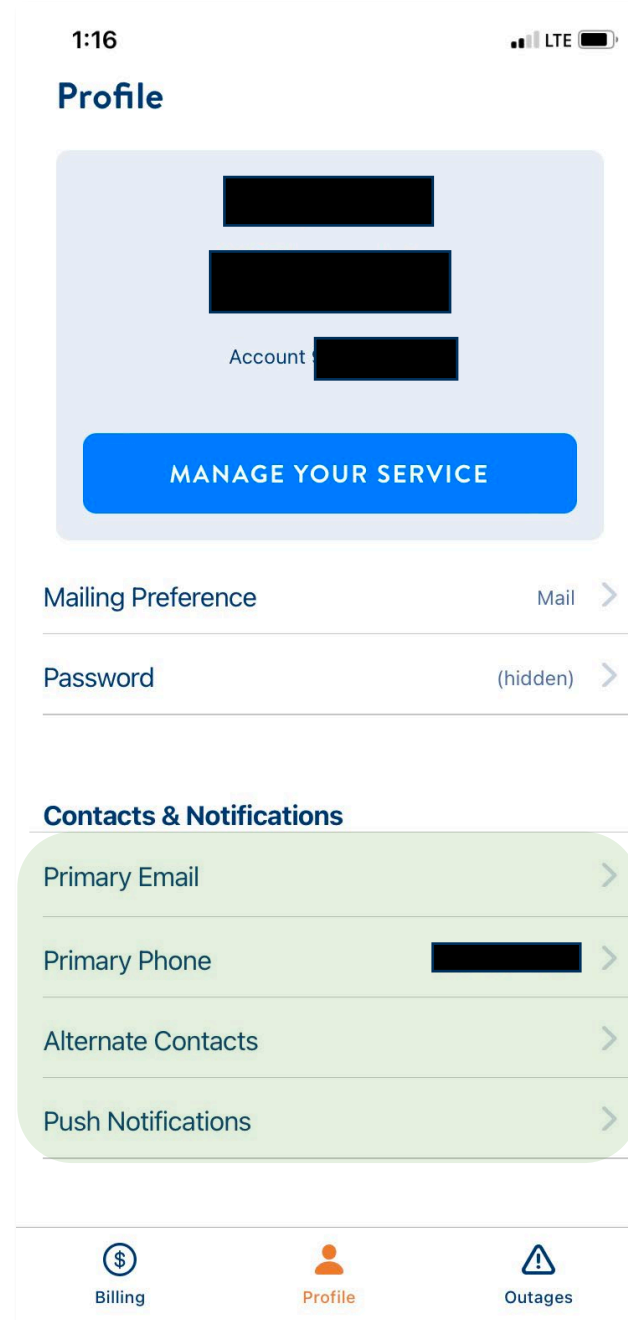
Crews have completed work to restore electric service at [redacted].

2:57PM

Please visit www.kub.org/outage-center if you are still experiencing an outage. Thank you for your patience.

Enrolling is Easy

- “Push Notifications” uses native built-in functionality in iOS and Android devices
- The flow follows established mobile application patterns
- All communication channels are available



Marketing Proactive Notifications

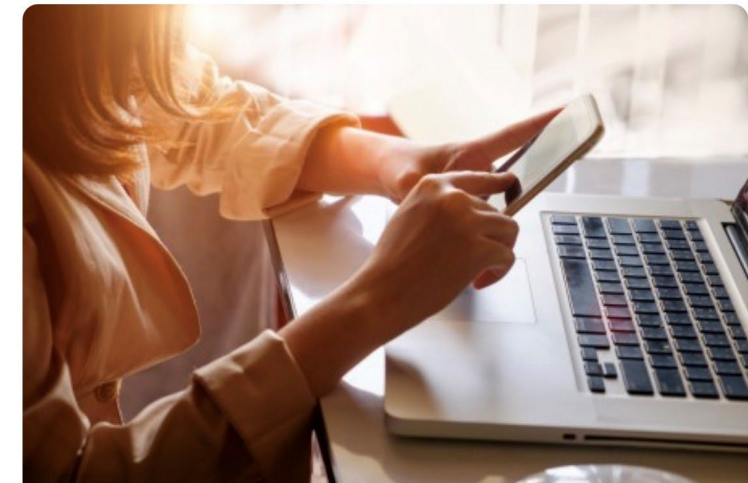
- Will promote through existing outage notification channels (door hangers, online outage center, etc.)
- Will promote through social media, website, radio, customer bills



4:18



Offers & Promotions



SIGN UP FOR KUB OUTAGE NOTIFICATIONS

Receive text messages or emails related to planned and unexpected outages in your area.

[LEARN MORE](#)

Proactive Notifications

Questions?

KUB



January 20, 2022

Kuwahee Effluent Pipe Replacement



Kuwahee WWTP

- KUB's largest WWTP
 - Design flow of 44 MGD
 - Can treat upwards of 120 MGD
- Two discharge pipes – late 1970's vintage
 - By-pass is 70 feet (recently replaced)
 - Primary is 400 feet of 48 inch piping



Settlement Observed at Neyland Greenway



Discharge Pipe Inspection

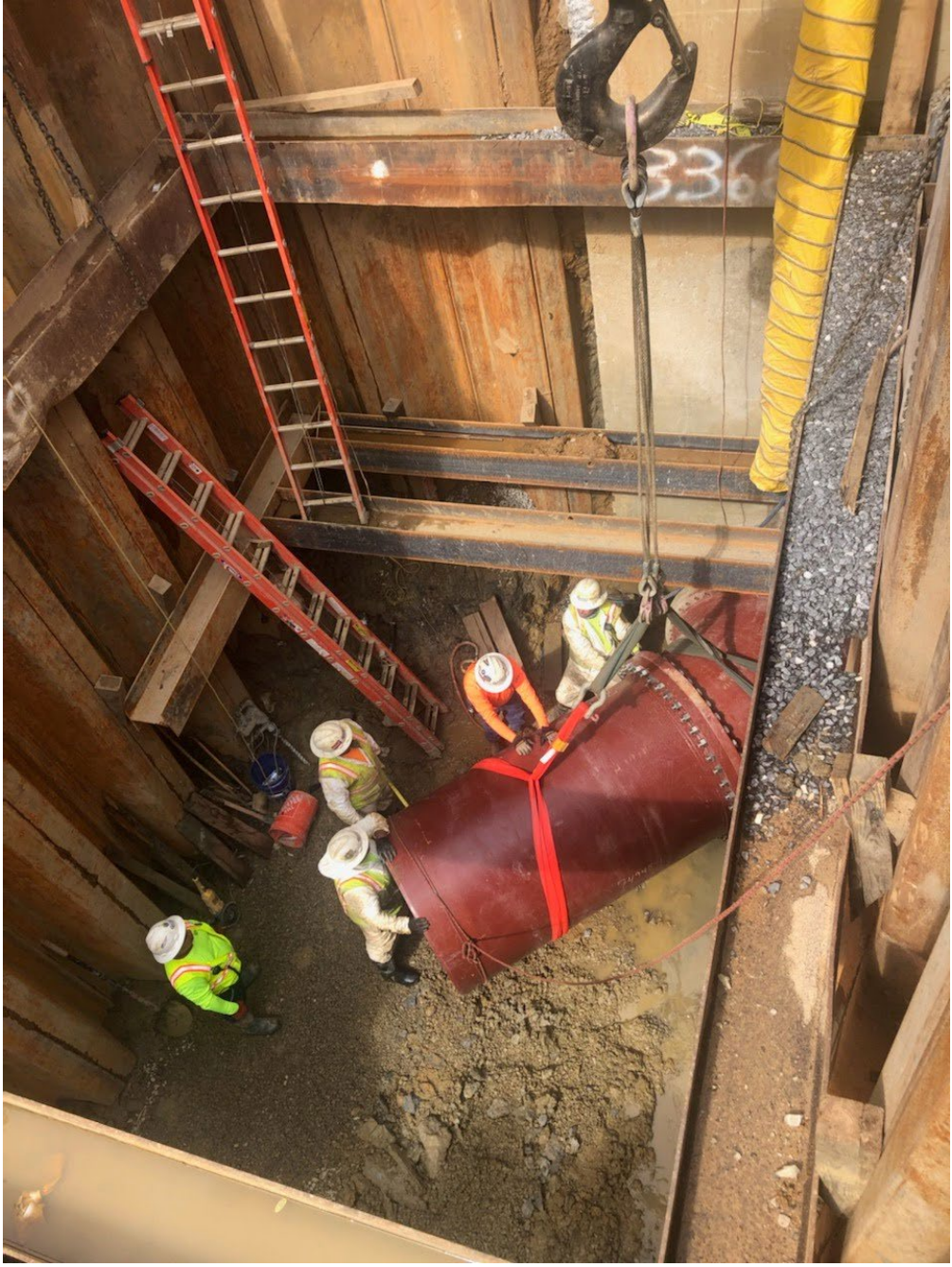
- Initiated emergency contract with Garney Construction
 - Working at Jones Street Pump Station
 - Available marine crews
 - Large diameter pipe capabilities
- Conducted visual inspection using Garney dive crew and a remote operated vehicle

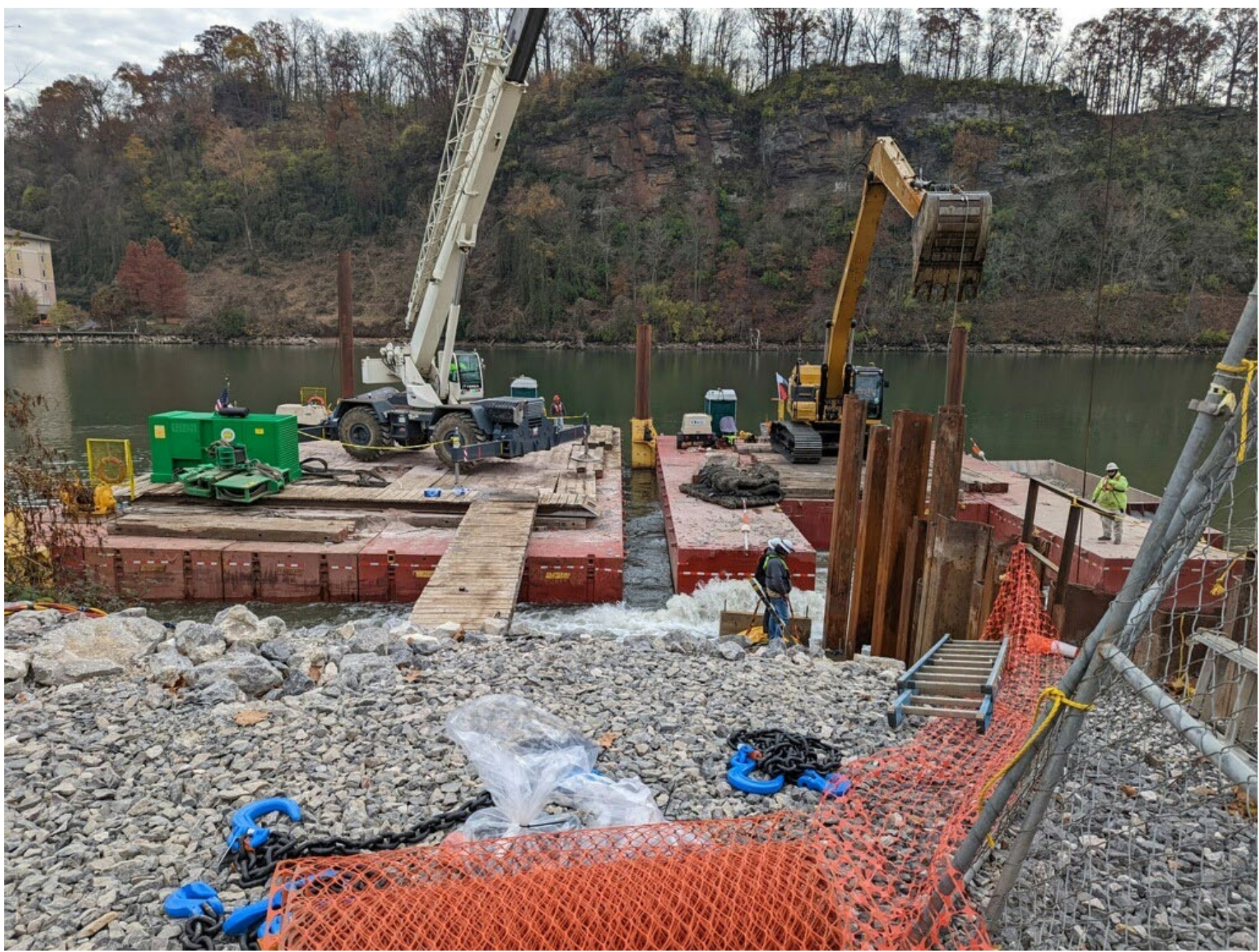


Critical Pipe with Complex Project Considerations

- Weighed benefits of repair vs full length replacement
- Selected full length replacement
- Utilized a design/build approach to prepare construction documents
- Required both Bathymetric survey and geotechnical investigation
- Fast-tracked permitting for marine work
- Initiated immediate greenway detours











Aggressive Project Timeline

- Issue reported - March 8
- First design/construction coordination meeting - April 2
- Pipe ordered - April 9
- Army Corps and TDEC permit applications submitted - April 23
- Army Corps permit received - July 15
- TDEC approval received - July 30
- Construction commenced - week of August 4

Current Status

- Pipe installation completed: 1/6/22
- Backfill in river completed: 1/20/22
- New pipe operational: week of 1/24/22
- Neyland Greenway reopens: TOMORROW
- Detour to remain in use until 1/31/22
- Project closeout

Thank You to Our Partners!

- KUB

- Water Systems Engineering
- Underground Construction
- Safety and Technical Services
- Procurement
- Plants
- System Maintenance
- Key Accounts
- Communications

- External

- City of Knoxville
- TDOT
- Army Corps of Engineers
- University of TN
- TN Dept of Environment and Conservation
- TN Valley Authority
- Third Party Team
 - Garney Construction
 - CDM Smith

KUB