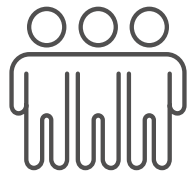


A man in a blue t-shirt and yellow gloves is interacting with a young child in a parking lot. The man is holding the child's hands, and the child is looking up at him with a smile. In the background, there is a yellow school bus and a brick building. Other people are visible in the distance. The text "KUB COMMUNITY RELATIONS" is overlaid on the image.

KUB COMMUNITY RELATIONS

2019 ANNUAL REPORT

KUB COMMUNITY RELATIONS



Employee
Efforts



United Way



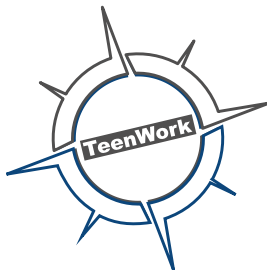
Safety &
Educational
Outreach



Low-Income
Assistance



Community
Workshops



TeenWork



Community
Connection

“

Serving our community is at the heart of what we do every day at KUB, and I am so proud of all the ways that our work goes beyond pipe and wires.”

Gabriel J. Bolas, KUB President and CEO





EMPLOYEE EFFORTS

KUB,

Thank you so much for making and donating these sweet cards for our patients. We are so grateful to have such generous people in our community!

- Volunteer Services



EAST TENNESSEE

Children's Hospital



KUB Cares coordinates employee volunteer service. Employees can use up to **eight hours** of paid **Volunteer Time** each year to help organizations like East Tennessee Children's Hospital.

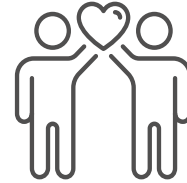
2019 VOLUNTEER TIME



more than
35
community
organizations
helped



more than
4,000
volunteer hours
used



more than
600
employees used
Vol Time

SINCE 2014,
KUB EMPLOYEES HAVE USED MORE THAN

16,000
HOURS OF VOL TIME

“We love having KUB groups
volunteer with us, y’all do
great work!”

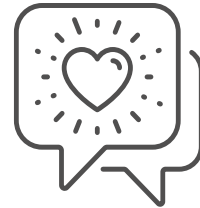
Lauren Bird, Ijams Nature Center





2019 **VOLUNTEER** FAIR

In April 2019, KUB invited local organizations to educate KUB employees about their **volunteer needs**. Many employees signed up for volunteer opportunities **on the spot**.



23

area charitable
agencies attended

SUPPORTING OUR COMMUNITY



Taz Painter
@TNTazwell

This group from @KnoxKUB was hard at work at @MissionofHope today - packing boxes for this month's Christmas deliveries to 18,000 students in rural Appalachia. Love it when employers encourage their team members to volunteer in their community!

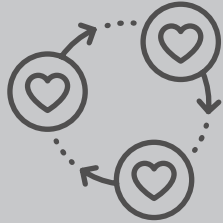


The Salvation Army of Knoxville is at KUB Hoskins Operations Center.
December 4 at 11:17 AM · Knoxville · 🌐

#KUB #KnoxvilleUtilitiesBoard came through!! Thanks to employees for their TREMENDOUS generosity to our Angel Tree kids/families! #FightForGood #DoingTheMostGood



KUB COMMUNITY LEADERS



23

KUB employees serve on the boards of local charitable agencies and organizations

“Thank you so much for loaning two KUB employees to the United Way of Greater Knoxville to participate in our **2018 Loaned Executive program**. They did an outstanding job. Your employees played a major role in the success for this effort. **Over 106,000 people in need will be positively impacted in the areas of health, education, and financial stability.**”

February 2019

*Ben Landers, President and CEO
United Way of Greater Knoxville*



**BE
THE
ONE**

2019 UNITED WAY FUNDRAISING CAMPAIGN





BE THE ONE

2019 UNITED WAY
FUNDRAISING CAMPAIGN

KUB employees **individually support** an annual United Way fundraising campaign by purchasing tickets to **fundraising celebrations** and enrolling in paycheck contributions, along with participating in other various support opportunities.

UNITED WAY SUPPORT



more than
\$205,000
raised during the
2019 United Way
campaign



nearly
700
employees attended
the 2019 campaign
celebration

SINCE 2004,
KUB EMPLOYEES HAVE RAISED MORE THAN
\$3.7 million
TO SUPPORT UNITED WAY





SAFETY & EDUCATIONAL OUTREACH





more than
85

educational appearances
by KUB employees in 2019



2019 SAFE DIGGING BREAKFAST

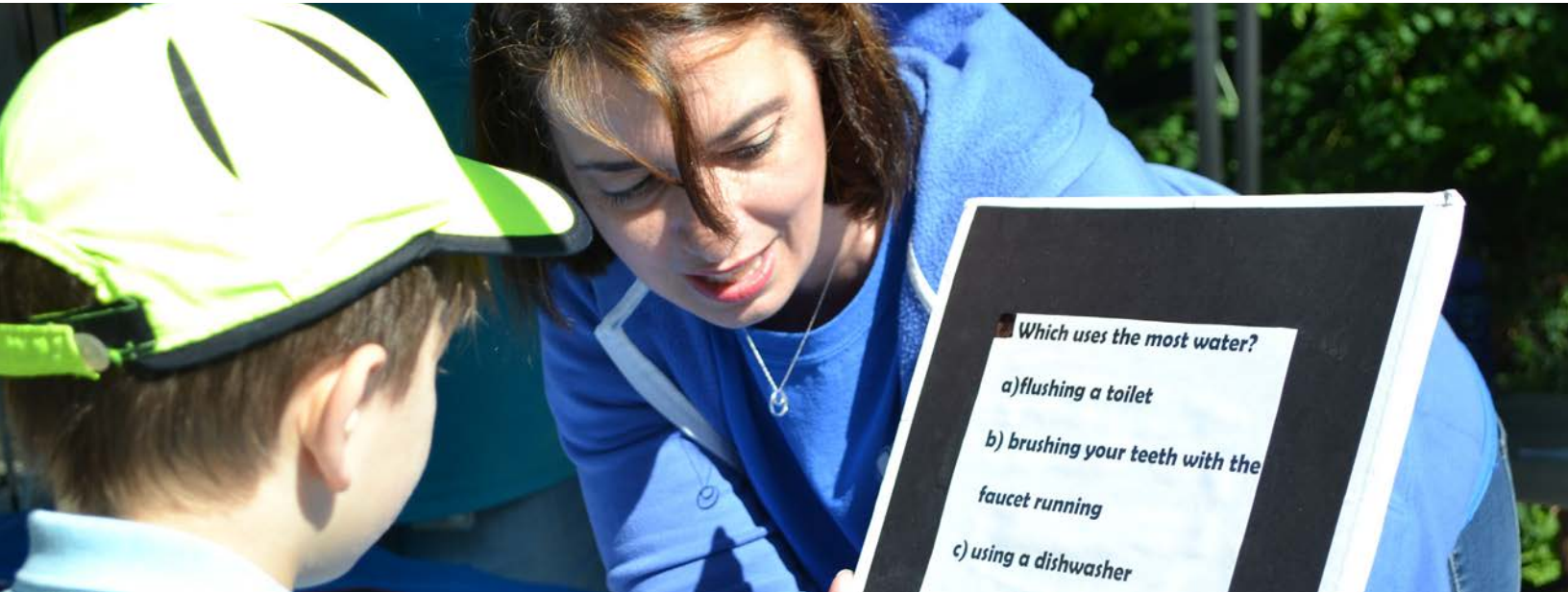
In July 2019, KUB invited contractors and excavators to its first **Safe Digging Breakfast** to share information about the importance of locating underground infrastructure.



75
area
contractors
attended

WATERFEST 2019

KUB taught elementary school students about the importance of clean water and how they can help protect it at this year's WaterFest event. WaterFest is coordinated by the **Water Quality Forum**, a coalition that includes KUB and works to keep East Tennessee waters clean.





IN SUPPORT OF
ROUND IT UP



LOW-INCOME ASSISTANCE



CAC
Knoxville-Knox County
Community Action Committee
Helping People. Changing Lives.




CITY OF KNOXVILLE



LOW-INCOME WEATHERIZATION PROGRAMS

KUB partners with the City of Knoxville, Knoxville-Knox County Community Action Committee (CAC), and TVA to provide weatherization for low-income families' homes through the **Round It Up (RIU)** program. RIU has been supported by TVA's **Knoxville Extreme Energy Makeover (KEEM)** and **Home Uplift** programs.

ROUND IT UP IMPACT

AS OF NOVEMBER 2019



443

homes
weatherized



3,169

customers still
waiting for
weatherization



\$3.4M

contributed by
KUB customers

MORE THAN

1,700

HOMES WEATHERIZED THROUGH RIU, KEEM, AND HOME UPLIFT

[Click here to hear from the 400th recipient of weatherization through Round It Up.](#)

“We went without air conditioning for most of the summer because we just couldn't afford to have that repaired. We couldn't borrow the money to even do it. So it's a big deal. We're very fortunate.”

Dave, Round It Up Recipient, Pictured With Wife Debbie



PROJECT HELP

Project Help provides emergency heating assistance for individuals and families who need temporary aid with their bills. While CAC administers the program, KUB collects donations from customers and the community. 100 percent of those funds are sent to CAC.



more than
\$115,000

used for 2019
emergency assistance



383

families assisted
in 2019



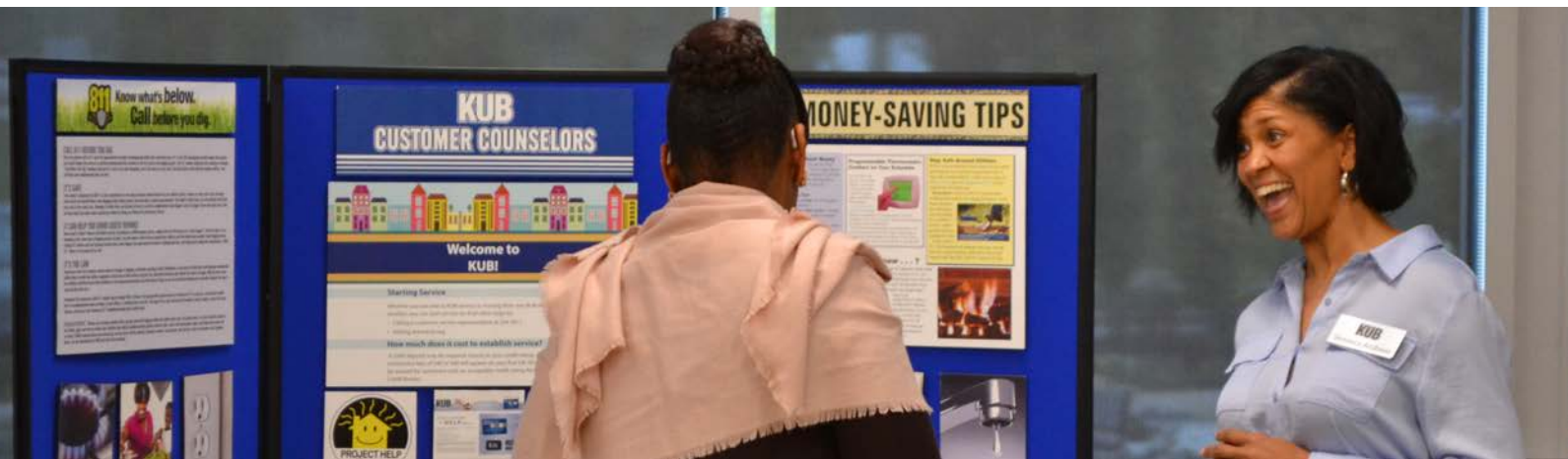
more than
\$4.2M

used to help families
since program began

CUSTOMER COUNSELORS

KUB customer counselors provide low-income individuals and families utility bill assistance.

KUB customer counselors partner with over **100** agencies and organizations, and together have provided **\$4.1 million** toward utility bills for customers experiencing financial difficulty. Counselors handle over **24,000** agency and customer calls per year.





COMMUNITY WORKSHOPS



“ I encourage everyone to go to this class. I’ve been and I personally enjoyed the class and learned some helpful saving things. Since I took the class my light bill dropped by 10 dollars. ”

Callie M. on Nextdoor



COMMUNITY WORKSHOP IMPACT

KUB has partnered with TVA to provide **energy and water savings workshops** that include interactive displays to illustrate simple tips to conserve and save on utility bills. Participants take home free conservation kits to get started with improvements.



26

workshops held
in 2019



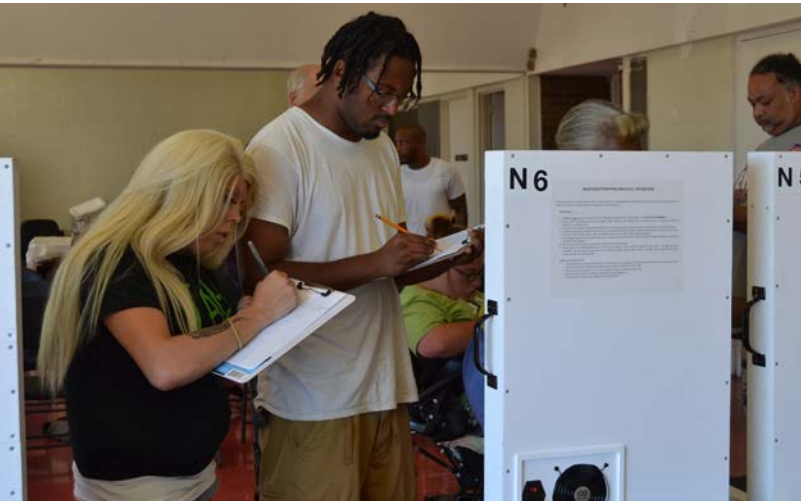
637

workshop
attendees since
April 2019

To request workshops for individual community groups, customers can visit
www.kub.org/workshops.

EMPOWERING COMMUNITIES

KUB works with community development non-profit Socially Equal Energy Efficient Development (SEED), providing resources and training to empower others to present workshops for their communities.





TeenWork

TEENWORK

TEENWORK

KUB has partnered with **Austin-East Magnet High School** for **24** years to facilitate the TeenWork program, which helps students learn job skills and prepare for future careers.



433

students
completed the
program



10

former students still
work at KUB full time



**In 1995, Trista Cody was a member of KUB's inaugural TeenWork class.
In 2019, her son completed the program.**

“ I'm so blessed and honored and excited that my class was able to set the standard, and that KUB enjoyed our class and continued on with the program. Now, my son gets the benefits that I was able to. It was a great opportunity for me back then, and it's an opportunity that he still benefits from today. **”**

Trista Cody, TeenWork class of 1995



1995



2019



COMMUNITY CONNECTION





H2O TO GO

MOBILE WATER STATION

H2O To Go provides clean, cold water at community events to replace single-use water bottles.



provided water at

8

community events
since September 2019

Click [here](#) to request H2O To Go at your next community event.

BEST COMMUNITY CONNECTION AWARD WINNER

PARK(ING) DAY 2019





Connect and learn more.



@KnoxKUB



@knoxvilleutilitiesboard



@KnoxKUB