

**Knoxville Utilities Board
Board Meeting
Minutes
Thursday, March 17, 2016, Noon**

Call to Order

The Knoxville Utilities Board met in regular session in the Larry A. Fleming Board Room at 445 S. Gay Street, on Thursday, March 17, 2016, pursuant to the public notice published in the January 2, 2016, edition of the *News Sentinel*. Chair Thompson called the meeting to order at 12:00 p.m.

Chair Thompson welcomed the six KUB Leadership Development Program employee participants and the program facilitator attending the Board Meeting today and asked the participants to introduce themselves.

Roll Call

Commissioners Present: Jerry Askew, Kathy Hamilton, Celeste Herbert, Sara Pinnell, Nikitia Thompson, Eston Williams, and John Worden

Commissioners Absent: None

Approval of Minutes

The Minutes of the February 18, 2016, Board Meeting were approved as distributed upon a motion by Commissioner Askew and seconded by Commissioner Herbert.

Old Business

None

New Business

None

President's Report

Advanced Metering Communication Plan

President Roach advised Commissioners that later this year KUB will begin a 4-year process of deploying modern electric, gas, and water meters to customers in the KUB service area. She recognized Eddie Black, Senior Vice President, to provide an overview of the new meter deployment and how it will benefit KUB customers.

March 17, 2016

Customer Engagement

President Roach advised Commissioners that KUB began a strategic initiative last July focusing on enhancing communications and engagement with KUB customers. She recognized Leslye Hartsell, Manager of Communications and Community Relations, and John Williams, Manager and Assistant to the CFO, to provide an update on this initiative. Ms. Hartsell served as the Project Manager for this initiative and Mr. Williams served as the Project Sponsor.

Other Business

Chair Thompson reminded the Board that next month's meeting will begin at 9:00 a.m. Following the conclusion of the business meeting, the Board will begin the Long-Range Planning and Budget Workshop. The meeting will conclude at noon and lunch will be provided.

Public Comment

Xavier Presley – 1134 Glade Hill Drive – Knoxville, TN 37909

Adjournment

Chair Thompson stated that following adjournment, the Board would continue with an open lunch session where KUB matters may be discussed. There being nothing further to come before the Board, Chair Thompson declared the meeting adjourned at 1:10 p.m.



Nikitia Thompson, Chair



Mark Walker, Board Secretary