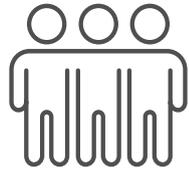




# KUB COMMUNITY RELATIONS

2019 ANNUAL REPORT

# KUB COMMUNITY RELATIONS



Employee Efforts



United Way



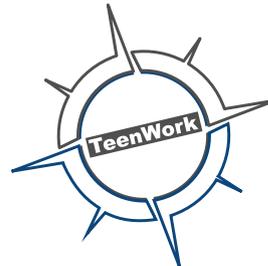
Safety & Educational Outreach



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!”

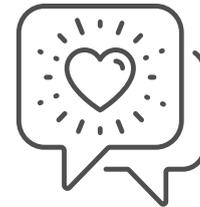
*Lauren Bird, Ijams Nature Center*





## 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!



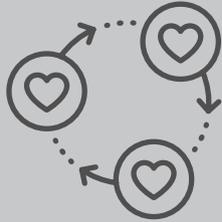
The Salvation Army of Knoxville is at KUB Hoskins Operations Center.

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

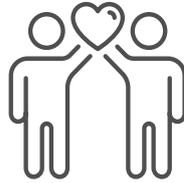
FUNDRAISING CAMPAIGN

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



POWERED  
BY  
THE  
T

# 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

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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



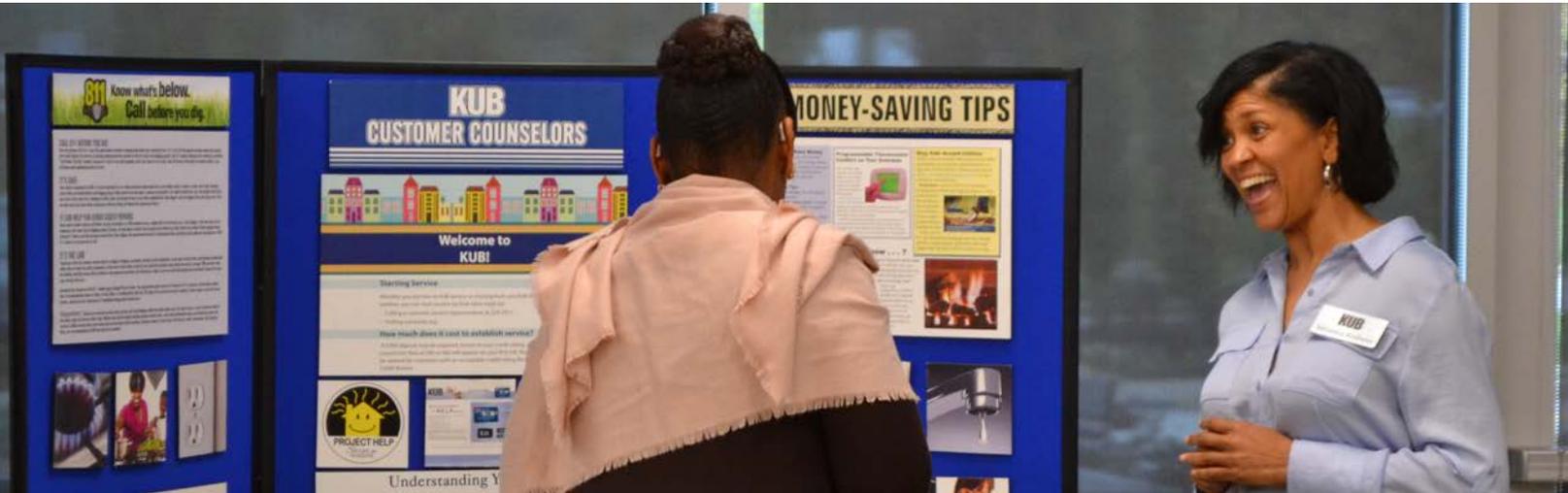
more than  
**\$4.2M**

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





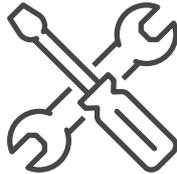
“ I encourage everyone to go to this class. I’ve been and I personally enjoyed the class and learned some helpful saving things. Since I took the class my light bill dropped by 10 dollars. ”

*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.

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**26**

workshops held  
in 2019



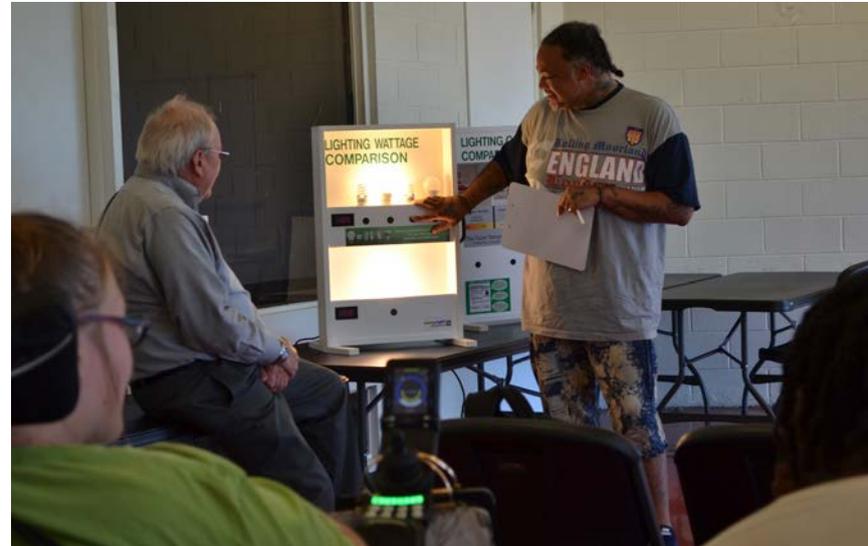
**637**

workshop  
attendees since  
April 2019

*To request workshops for individual community groups, customers can visit [www.kub.org/workshops](http://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.

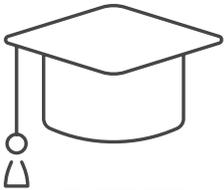




# TEENWORK

# TEENWORK

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



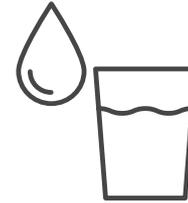


# H2O TO GO

## MOBILE WATER STATION

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

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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



FREE COLD WATER

www.kub.org

KUB

Safe  
Eco-friendly  
Affordable

SMART PLANTING AROUND  
PAD-MOUNTED TRANSFORMERS

4576  
50



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**Connect and learn more.**



@KnoxKUB



@knoxvilleutilitiesboard



@KnoxKUB

VIDEO: [Click here](#) to see how KUB participates in the communities it serves.