



June 18, 2026

State Legislative Update



Overview

- 114th Tennessee General Assembly convened January-April 2026
- KUB representatives collaborate with legislators, utility organizations, and other partners to represent operational and strategic interests
- Active engagement on several bills mitigated negative impacts to KUB and our customers
- Utility-related topics are expected to remain of elevated legislative interest

State Legislation Review

KUB reviews all State bills through the following lens:

- KUB Charter and Blueprint
- Financial impact on KUB customers
- Regulatory and financial impact on KUB operations
- Input from industry partners
- Safety, health, and wellness of KUB employees



2026 By the Numbers

1400+

Bills filed and scanned for possible interest to KUB

94

Bills reviewed for potential impact

32

Priority bills tracked closely with potential for intervention

2026 Areas of Interest

Utility Governance

- Board representation
- Annexation & divestment
- State oversight

Procurement

- Business with foreign entities
- Competitive purchasing options

Regulatory

- Water fluoridation
- HR & employment requirements

Economic Development

- Data centers / consumer protection
- Developer rights & standards

2026 Top Bills

- **Public Chapter 1116:** Utility board representation
- **Public Chapter 876:** Developer wastewater treatment systems
- **Public Chapter 768:** Tennessee Procurement Protection Act
- **Public Chapter 961:** Data center infrastructure costs
- **SB2102 / HB 2592:** Utility asset buyout

Utility Board Representation

T.C.A. § 7-70-101 – 7-70-110

- Applies to municipal utilities in cities/counties with populations over 485,000 based on latest census (2020)
- Requires board representation for counties with more than 3,500 electric customers outside a utility's home municipality
- Outside county representatives appointed by county chief executive, subject to approval by applicable governing legislative body
- Term length, term limits, and start dates for new member seats may be matched to existing members
- Based on projected growth, KUB would be impacted after the 2030 Census
 - Knox County (Existing members satisfy this requirement)
 - Union County
 - Sevier County
 - Grainger County (expected)

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Delivering on Great Customer Experiences: Measuring & Maintaining Service Excellence



Utility Call Center by the Numbers

55 Customer Service Representatives (CSRs)

360,000+ Customer calls annually

1,900+ Peak-day calls handled

7 a.m.-6 p.m. Extended business hours

24/7/365 Emergency and outage response

4 Utilities supported

Electric, Natural Gas, Water, Wastewater



Services Offered

- Service starts, transfers, & stops
- Billing support & payment arrangements
- New construction & appliance service requests
- High bill & usage concerns
- Outage, leak, & emergency calls
- Account & program assistance
- Fiber information & call transfers

Ensuring Exceptional Customer Experiences

- **Respond Quickly**
 - Monitor performance against established service level targets to ensure timely response
- **Deliver Quality**
 - Conduct call monitoring and coaching to promote consistent, high-quality service
- **Listen and Improve**
 - Capture customer feedback through post-call surveys and use insights to enhance the customer experience



Delivering a High-Quality Customer Experience

• How We Monitor Quality

- Monthly randomized call evaluations are conducted for all CSRs
- Reviews are performed by call center leadership using a standardized scorecard
- Evaluations focus on three key areas:
 - Courtesy and professionalism
 - Knowledge and job performance
 - Customer focus and problem resolution

Results

Average Quality Score: 96–97%

Performance Standard: 90–95%

- ✓ Scores consistently exceed expectations
- ✓ Coaching and feedback support continuous improvement
- ✓ Reinforces a high-quality customer experience

Inviting Customers to Share Feedback



Customer calls KUB
Customer Service



Customer
voluntarily opts in to
post-call survey
before connecting
with CSR



Customer interacts
with CSR



Customer receives
survey text 60-90
minutes post call


Capturing the Voice of the Customer

- Three questions completed in less than one minute
- Customers can request follow-up assistance
- Leadership reviews and promptly responds to unfavorable feedback
- What we measure:
 - First call resolution – Was the customer's issue addressed?
 - Representative knowledge and courtesy – Was the representative knowledgeable and helpful?
 - Overall service experience – How would the customer rate the interaction?

KUB: Thank you for talking with us today. Please take a brief survey to tell us about your experience. Link to survey below:
<https://wst.cx/v1/yQKOrPEsS8>

Customer Service Survey

Please fill out the following questions regarding your recent interaction with Knoxville Utilities Board customer service.



1. Did we address the reason for your call today?
 No Yes
2. On a scale of 1-5 (1 = not at all; 5 = very knowledgeable and helpful), was the customer service representative knowledgeable and helpful?
 1 2 3 4 5
3. Overall, how would you rate the quality of your customer service experience (1 = poor; 5 = excellent)?
 1 2 3 4 5

What Customers Are Telling Us

More Than 6,000 Customers Shared Their Feedback in Just Four Months



4.78 / 5

**Representative
Knowledge & Helpfulness**

Customers rated representatives
as knowledgeable and helpful.



4.76 / 5

**Overall Customer
Experience**

Customers reported a highly
positive overall experience.



94%

Issues Resolved

Customers indicated their
reason for calling was addressed.

Our Commitment To Do Our Best & Strive for Better

- Act on customer feedback to drive continuous improvement
 - Maintain rigorous quality monitoring standards
- Explore broader customer and brand health surveys
 - Strengthen the trust customers place in us

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Gas Ultrasonic Meter Exchange Program



Agenda

- Exchange program overview
- Today's 250 and 400 series gas meters
- The Sonix IQ Ultrasonic Gas Meter
- Pilot approach and lessons learned
- Deployment strategy

Exchange Program Overview

- Program launch: July 2026 (start of FY27)
- 10-year program duration
- Exchanging ~106,000 small residential / commercial gas diaphragm meters with Sensus Sonix IQ Ultrasonic Meters
- Program replicates past exchange programs
 - High customer experience focus
 - Close inspection of gas service assets



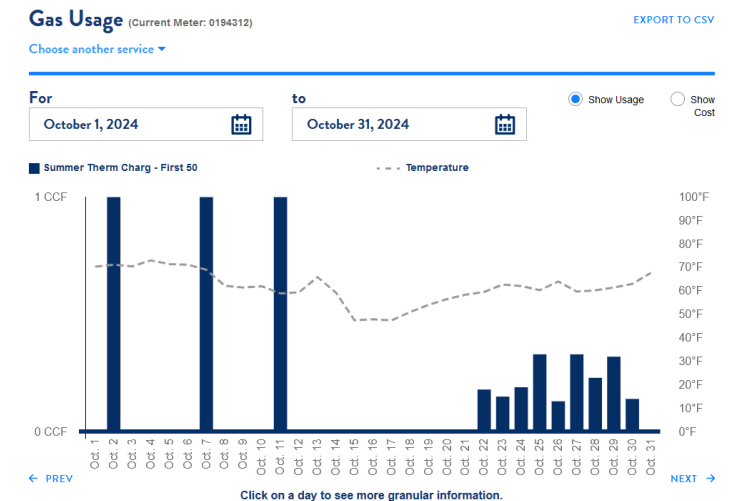
Today's 250 & 425 Series Gas Meters

- Diaphragm meter technology
- 12-21 pounds and larger profile
- Provides readings in 1CCF measurements
- Moving internal parts
- Potential for measurement degradation over time
- Requires separate communication device (two assets)



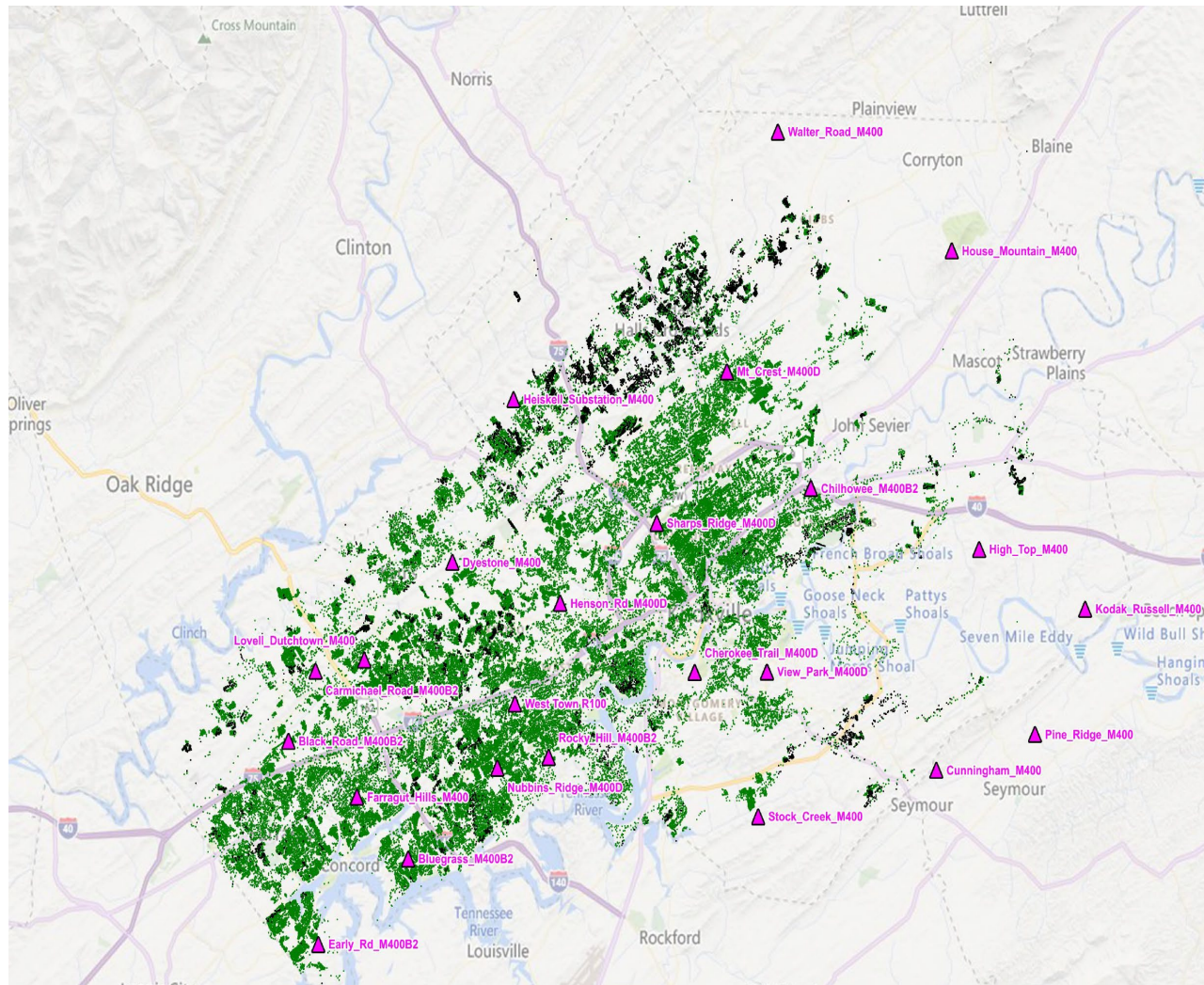
The Sonix IQ Ultrasonic Gas Meter

- Ultrasonic meter technology
- No moving parts/no degradation
- 250 and 400 series options
- 6 pounds, smaller profile
- Greater accuracy
- Provides readings in 1CF
- Integrated FlexNet
- Enhanced safety alarms/alerts
 - Temperature, pressure, and flow monitoring
 - Battery/meter health diagnostics
- Internal shut off valve



Pilot: Approach & Lessons Learned

- **Phase 1** (Fall 2024): Deploy 20 Sonix IQ meters at KUB employee services - **COMPLETE**
 - Validate firmware configurations
 - Learn the product
- **Phase 2** (Spring 2025): Broader deployment of KUB employee services (68) - **COMPLETE**
 - Validate communication capabilities between the AMI system and the Sonix IQ
 - Evaluate future AMI system needs
- **Phase 3** (January 2026): Begin NSV deployment – **COMPLETE (approx. 500 meters set to date)**
- **Phase 4** (Spring 2026): Limited deployment to external customers (135) - **COMPLETE**
 - Mock run of deployment strategy
 - Customer experience proof of concept



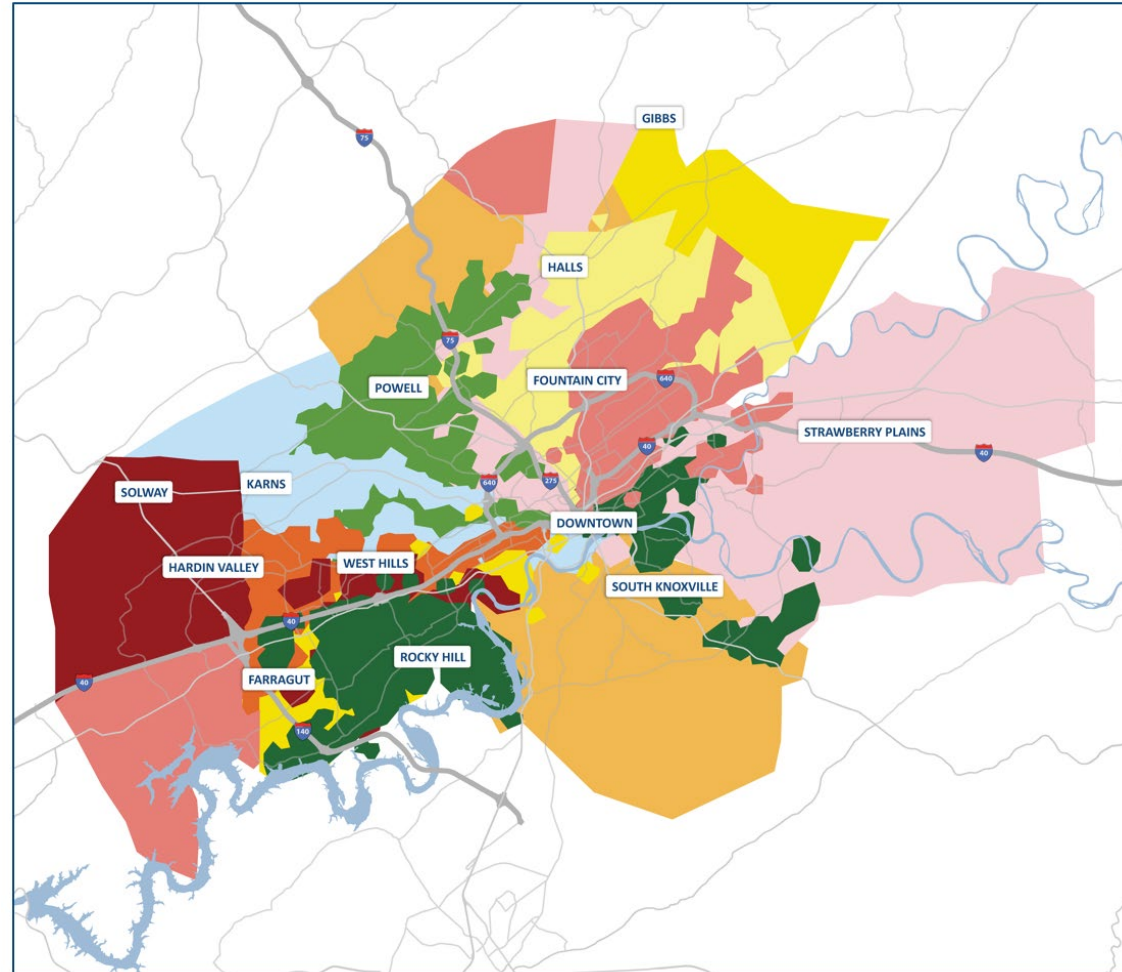
Pilot: Approach & Lessons Learned

- Deployment planning proven to be on target
 - Materials distribution, work management
 - Scheduling/staffing model
- Investment in training
 - Few installation issues
 - No operating issues since installation
 - Visual inspection of every premise
- Positive customer experience
 - Shut in test performed on every exchange
 - Relights at customer's convenience
 - Provide information for other KUB services



Deployment Strategy: Exchange Program

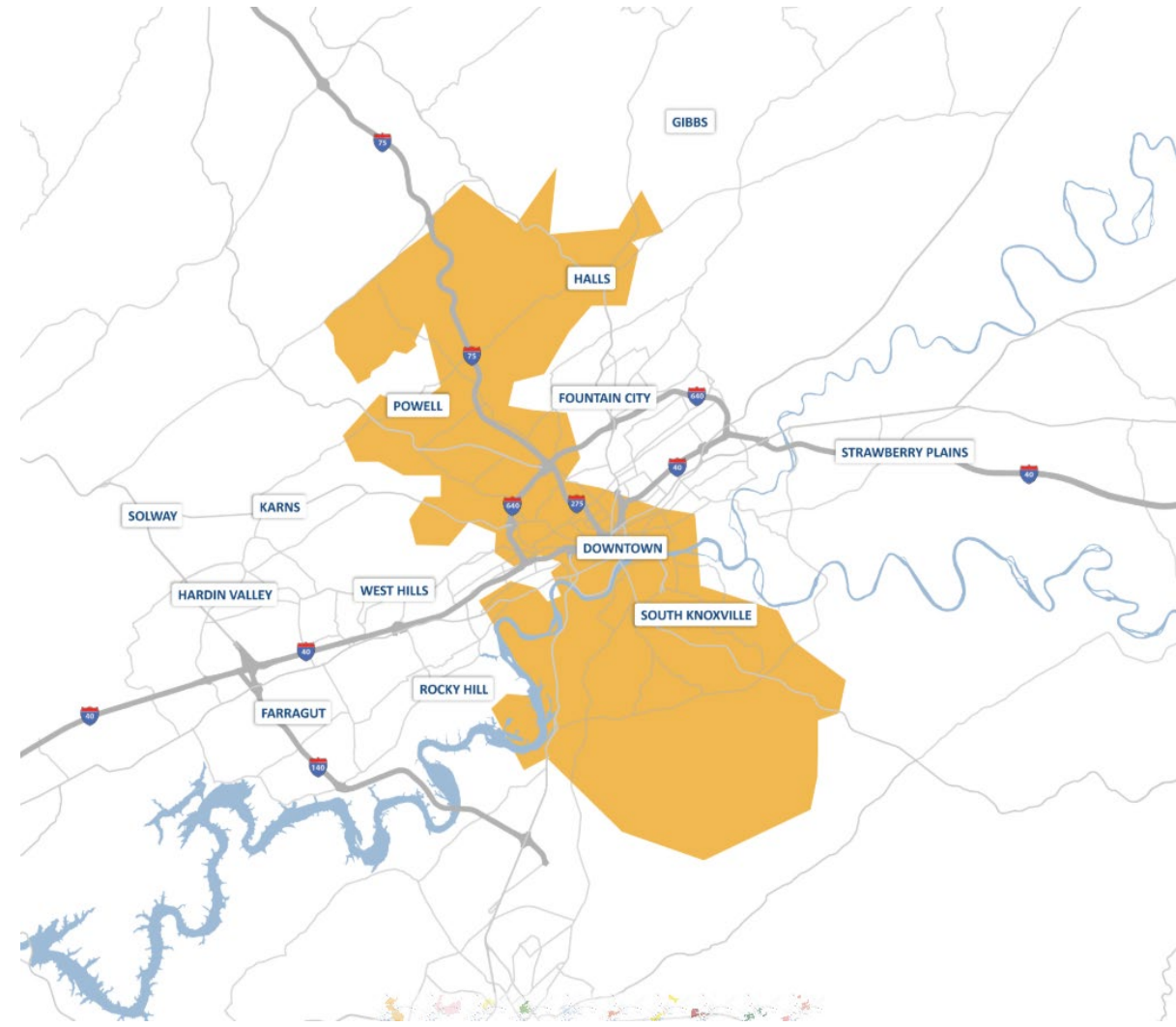
Program Year (Fiscal Year)	Program Area Description (Service Areas)	250 Series Meter Exchanges	400 Series Meter Exchanges
1 (FY27)	North (7,8,9) / South (1, 2)	10,033	213
2 (FY28)	North (7, 8, 9) / Southeast (2. 4)	10,055	188
3 (FY29)	Northeast (5, 8)	11,245	140
4 (FY30)	Northwest (9, 10, 11)	10,963	151
5 (FY31)	Northwest (9, Industrial)	10,282	341
6 (FY32)	Northwest (13, 14)	10,650	293
7 (FY33)	West (13, 14)	9,907	511
8 (FY34)	Southwest (13, 14)	9,397	622
9 (FY35)	Southwest (13, 14) / South (1)	10,242	633
10 (FY36)	East (3, 4, 5, 15)	10,469	255
Totals:	-	103,243	3,347



- YEAR 1
- YEAR 2
- YEAR 3
- YEAR 4
- YEAR 5
- YEAR 6
- YEAR 7
- YEAR 8
- YEAR 9
- YEAR 10

Deployment Strategy: Customer Experience

- Initial mailed letter
 - Explanation of process outside/inside the premise
 - Appointment scheduling option
 - What will occur if customer is/is not onsite
 - Safety reminder to not restart gas service without trained/authorized KUB personnel
- Appointment calendar
- On-site experience
 - Greeting and explanation of work
 - Meter exchange and/or appliance relights
 - Communication materials



Deployment Strategy: Resource Scheduling



- Resources will be focused into two shifts to provide greater flexibility to the customer base
 - 7 a.m.-3:30 p.m. 'Day Shift'
 - 11 a.m.-7:30 p.m. 'Staggered Day Shift'
- Additional support 24/7
- Schedule will avoid seasonal cold weather and holidays
- Work routing will focus on customer experience, safety, and efficiency

Questions?



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