

**HARRIMAN UTILITY BOARD
CALLED MEETING
AGENDA
Tuesday, November 11th, 2025, at 1:00 P.M.**

A. Call to Order

B. Roll Call

C. Hearing of Delegations

D. Old Business

E. New Business

1. Discussion and possible action to approve the renewal of employee health, dental, and vision insurance.
2. Discussion and possible action to approve a proposal for VoIP Services by JSI.
3. Discussion and possible action to approve additional Design Costs by EN Engineering, LLC (DBA EnTrust).

F. Board Member Comments

Manager Comments
General Counsel Comments
Staff Comments

G. Adjournment

Agenda Item E-1:

Employee Health/Vision/Dental Insurance Renewal for 2026 – In your board packet, you will find information regarding the renewal of employee health, dental, and vision insurance plans, as well as ancillary coverages including basic life, group long-term disability, voluntary short-term disability, voluntary life, accident, and critical illness insurance for the calendar year 2026.

Cigna has proposed a significant cost increase of approximately 15% to maintain our current health plans. Fortunately, BlueCross BlueShield of Tennessee (BCBS-TN) submitted a highly competitive proposal. By keeping our dental and vision coverage with BCBS-TN and switching back to them for health insurance—combined with a slightly improved rate from our current ancillary insurance provider, Principal Life—HUB can move forward with essentially no overall cost increase for health, dental, vision, and ancillary insurance combined, while maintaining comparable coverage levels.

BlueCross BlueShield has long been the preferred provider for medical coverage among HUB employees, and this proposal presents an opportunity to return to a carrier known for its strong network access, reliable service, and effective claims support. The modest 4% increase in dental and vision premiums is more than offset by the savings achieved through the health and life insurance renewals, resulting in a favorable overall cost outlook for HUB.

I recommend the Board approve the renewal of employee health, dental, and vision insurance with BlueCross BlueShield of Tennessee for the calendar year 2026, as well as the renewal of ancillary insurance (basic life, group long-term disability, voluntary short-term disability, voluntary life, accident, and critical illness) with Principal Life. Open enrollment would then begin next week.

Agenda Item E-2:

Proposal for VoIP Services by Alianza – Voice over Internet Protocol (VoIP) is a technology that enables customers to make and receive telephone calls over a broadband internet connection, rather than traditional copper phone lines. Implementing VoIP will enable HUB Fiber to offer reliable, high-quality voice services that integrate directly with our fiber broadband network and customer billing system.

HUB received two proposals in response to the VoIP Services RFP—one from Alianza and one from John Staurulakis, LLC (doing business as JSI LogicomUSA, LLC). Sealed bids were opened on October 14, 2025, at 10:00 a.m. ET. The RFP was developed by EnTrust, HUB's fiber design and construction consultant, who also assisted with the evaluation and modeling of both proposals.

After further review and modeling by EnTrust, I recommend that this Board select Alianza as our provider for VoIP services. While JSI quoted a lower first-year price, their pricing structure escalates significantly in the second year, resulting in higher overall costs for the first 24 months. Alianza's pricing is more straightforward and more consistent, featuring a one-time start-up cost of \$5,000 and steady annual fees thereafter.

(based on customer count). Over a two-year span, based on HUB's projected 386 residential voice and 948 business voice customers, Alianza's model yields an estimated cumulative profit of \$362,802, compared to \$310,228 with JSI.

In addition to cost advantages, Alianza offers extensive experience working with NISC, HUB's customer service, billing, and accounting software provider. This integration capability helps ensure a smooth rollout and eases ongoing operations. A reference check from another NISC user also confirmed that Alianza offers strong technical support and reliability.

Although JSI offers certain regulatory and tax calculation services that Alianza does not directly provide, these can be managed through established third-party partners.

In summary, Alianza offers a lower overall cost structure and better integration with HUB's existing systems. I recommend that the Board approve an agreement with Alianza for VoIP services in accordance with their proposal and the evaluation performed by EnTrust, subject to review and revision by the General Counsel and myself.

Agenda Item E-3:

Additional Design Fee by EN Engineering, LLC (dba EnTrust): As part of the Master Services Agreement (MSA) approved in September 2024 with EN Engineering, LLC (dba EnTrust), HUB budgeted \$2,195,122.21 for Outside Plant Detailed Design (OSPDD) based on an estimated 613 miles of fiber (primary and secondary lines combined). The agreement established a rate of \$3,139.69 per mile for OSPDD and \$158.40 per mile for OSPDD As-Builts. Now that the design phase is nearly complete, it has been confirmed that HUB's network includes 859.865 miles of fiber. This results in an additional \$775,079.57 in design costs.

To maintain transparency and ensure proper authorization, I requested that EnTrust submit a formal change order request (enclosed) reflecting the additional expense. I recommend that the Board authorize the additional design costs under the existing MSA.