

HARRIMAN UTILITY BOARD
AGENDA
Monday, November 24, 2025, at 5:30 P.M.

- A. Call to Order**
- B. Prayer / Pledge**
- C. Roll Call**
- D. Adoption of Previous Minutes**
- E. Hearing of Delegations**

F. Old Business

- 1. Status/Update on Ongoing Projects.

G. New Business

- 1. Discuss possible action to approve additional HUB Fiber policies and legal documents for Internet and VoIP services, including the following: Battery Backup Policy, CALEA Policy and Law Enforcement Method of Procedure (MOP), Broadband Network Management Policy, and Customer Proprietary Network Information (CPNI) and Red Flag Compliance Policy.
- 2. Discuss possible action to approve Work Authorization No. 19 by Cannon & Cannon, Inc. for professional engineering services necessary for the “Wastewater Treatment Plant Headworks Screen Replacement Evaluation”.
- 3. Discuss possible action to approve the purchase of an Altec DC47 Digger Derrick Truck.
- 4. Discuss possible action to cancel the December 2025 Board Meeting.

H. Board Member Comments

General Manager Comments
General Counsel Comments
Staff Comments

I. Informational Items for Board

General Manager’s Activity Report
TVA Total Monthly Fuel Cost – December 2025
Electric Reliability Statistics – October 2025
Monthly Financial Reports – To be Discussed

J. Adjournment

Agenda Item F-1:

Administrative/Multi-Department Projects:

HUB Organizational Chart Updates: A current copy of our Organizational Chart is enclosed. We have had several employees pass exams recently, so the only changes to the organizational chart are job title changes resulting from promotions. Also, this month, we made a job offer to a candidate for the WTP Operator position.

Infrastructure Planning Grant (IPG): We received the latest satellite scans of our water system to detect possible water leaks. Within a few days, we were able to pinpoint and confirm one significant leak in Oakdale using the data. We are continuing to investigate other possible leaks.

HUB Fiber Department:

Fiber/Broadband Design and Implementation: HUB's broadband project continues to make substantial progress across multiple fronts. To ensure a smooth transition to live customer billing and operations, much of the recent focus has been on refining workflows (e.g., customer applications, service orders, etc.) and testing systems before the full launch. To ensure the rollout to live customers is seamless, HUB has elected to delay customer billing until January 2026. During this period, staff will continue connecting test customers and will conduct a test billing cycle in December for a subset of them.

As of this month, 127 miles of mainline fiber have been installed. Construction in the Downtown Harriman, Margrave, Oakdale Highway, and Riggs Chapel Road areas has been completed, and these areas are fully ready for service. Construction is now advancing toward the Blair area, with estimated "Ready for Service" dates included in the enclosed monthly progress spreadsheet.

Customer interest remains strong, with 852 customers now registered on HUB's broadband interest list. HUB's marketing team is actively contacting these customers to schedule drop installations and service setup. As of November 19th, HUB had 36 active test customers, and we are connecting more each week.

To provide additional network redundancy and geographic diversity, HUB has decided to relocate the Highland Telephone DIA connection to the Blair Hut. This relocation will significantly strengthen network reliability and is scheduled to be completed on November 20, 2025.

HUB staff remain actively engaged with EPB and EnTrust to refine technical support procedures, ensuring smooth coordination as customer volumes increase. Additionally, HUB is developing detailed internal procedures for Customer Service and after-hours dispatchers to support consistent, high-quality service during and after launch.

On November 19th, HUB staff interviewed a marketing firm as we make plans to deploy a robust marketing strategy after the New Year.

Electric Projects:

Line Crew Update / New Services & Maintenance: The line crew installed eight new electric services this month, bringing the total to 132 for calendar year 2025. Current projects include work on two new Enrichment Federal Credit Union locations—one in Midtown beside Burger Station and another in Wartburg near the entrance to the prison. The crew has completed the infrastructure for temporary service at both sites and will continue coordinating with the electrical contractor on permanent service installations. In addition, TVA has established a new 14-acre laydown yard near the Berkshire soccer fields in Swan Pond. To support upcoming lighting installations in this area, HUB crews installed approximately 700 feet of new underground primary, utilizing a boring contractor for portions of the job.

ROW Updates: ROW crews have been actively working in the Boswell Chapel Road area, assisting the line crew with upcoming projects, addressing single-span notes, and clearing danger trees. The mowing crew has completed its work along the three-phase circuit from Harriman to Oliver Springs and is now moving across the highway to begin mowing on the Bitter Creek circuit.

TVA Voltage Optimization: I have informed TVA that we do not wish to continue pursuing this project, despite their offer to (potentially) cover up to 20% of the project costs. It would still require a substantial investment by HUB in both time and funding, and given current conditions, I am not confident the return on investment is strong enough to justify the costs. A better long-term plan for HUB would be to hire a full-time Engineer to work on this and similar grid-modernization projects.

Utility-Scale Solar Farm: No updates.

TVA Electric Vehicle Fast Charger Network: In October 2025, 40 unique drivers utilized the charging station, resulting in a total of 114 sessions (down from 150 in September). As of November 19th, 25 unique drivers have used the charging station in November, resulting in a total of 88 sessions thus far. Overall, October was even slower than September, presumably due to fewer highway travelers in the Fall versus the Summer. I expect this trend will continue through the end of November.

Gas Projects:

Gas Maintenance Work: Since our last meeting, Gas, Water & Sewer (GWS) crews repaired two gas leaks and installed two new gas taps. In addition, GWS staff completed annual TPUC inspections on the natural gas system, and our contractor was on site to complete annual gas regulator/relief station checks.

Water Projects:

Water Maintenance & Water Loss Updates: GWS crews installed four new water taps this month and repaired three mainline and four service line water main leaks. The Emory Creek Subdivision loop feed extension has been completed, improving system reliability. Additional work included servicing all dump trucks, completing repairs on two light tower plants, and pulling the decant pump at the water plant for off-site repairs. Lastly, crews arranged for emergency heat at all water pumping stations and pits ahead of cold, winter temperatures.

Water Plant Updates: On October 30th, WASCON and GWS crews installed a new electric influent valve for Filter #1, replacing the problematic pneumatic valve. Wiring was completed the following day to allow full electronic operation. Quarterly Stage 2 DBP, TOC, and fluoride samples were collected on November 12th and picked up by Pace Analytical on November 13th. In staffing updates, Daegan Hurst transitioned from the GWS crew to the Water Treatment Plant, allowing plant operators to return to their previous schedule while recruitment continues for the vacant position. Overall, the plant is operating normally for this time of year.

2022 ARPA Water System Improvements: For the Wolfe Branch Waterline Replacement Project, 207 linear feet of new water main have been installed, and one major tie-in has been completed. The water line portion of the project is approximately 8% complete. HUB crews led the effort to restore water service to Oakdale after the contractor's tie-in work ran longer than anticipated, minimizing system disruption.

2023 Harriman Utility Board & Crab Orchard Utility District Water Systems Interconnection: Like this Board's action last month, the Harriman City Council approved a resolution on November 4th to suspend this project and return all unused funding, ensuring accountability and transparency in accordance with ARP and TDEC guidelines. After sorting through all our financial records, it appears that a total of \$600,460 was spent on the grant-funded project. In addition, HUB had previously paid \$13,150 on preliminary work ahead of the grant application. You might recall that last year, COUD paid \$600,000 to HUB for matching funds and related project costs not covered by TDEC for the interconnection project. Because the construction phase will not be completed, COUD wishes to be refunded what remains of their deposit. According to our calculations, we expect to return \$556,827 to COUD (now the Cumberland Plateau Water Authority). Please see the enclosed spreadsheet for more details on how the refund was calculated.

Sewer Projects:

Sewer Maintenance: This month, GWS crews unstopped five sewer services and continued addressing system maintenance needs. The emergency repair work (behind Dr. Tedder's old office on Devonia Street) performed by Portland Utilities Construction Company, LLC, has been backfilled and repaved. Lastly, minor maintenance was performed at Hardees and Webbs sewer lift stations.

Inflow & Infiltration (I&I) Inspection Work: I&I crews repaired six manholes this month, eliminating significant inflow and infiltration. Manhole inspections continue while the new CCTV software is prepared for implementation.

Sewer Plant Update: The Wastewater Treatment Plant is operating normally at this time of year. Operators continued working through their technical and regulatory tasks, including retesting results for the DMRQA-45 study (with results expected after November 20th). Staff worked on SCADA alarms and plant-office communications, and Savannah Crabtree successfully passed her Grade 4 Operator exam on November 11th. The new blower has arrived and is awaiting installation.

2022 ARPA Sewer System Improvements: No significant updates to report.

2022 ARC Pine Ridge Road Sewer Extension: At the Pine Ridge Sewer Extension site, lift station startup has been scheduled for December 2nd. Contractors have been provided with a list of items needing completion before startup, and HUB is awaiting their response. Remaining work includes lift station testing, driveway installation, and fencing. The project is approximately 99% complete. The new fiber hut on site arrived on November 19th.

Agenda Item G-1:

Additional Fiber Policies and Legal Documents: Enclosed in your packet is a group of new policies and legal documents that have been recommended by our legal consultant Terri Firestein of JSI LogicomUSA, LLC, for the fiber internet and voice services we will soon be offering to paying customers. A brief overview of each is provided below.

Backup Battery Policy – This policy explains that HUB’s telephone service relies on electrical power, and in the event of an outage, service—including emergency 911, medical, or security alerts—will be unavailable unless a backup battery is used. Customers are responsible for providing, installing, maintaining, and replacing their battery backup, like they would for batteries in their smoke detectors or emergency flashlights.

CALEA Policy and MOP – This policy outlines how the HUB will respond to lawful requests for customer information related to our internet and VoIP telephone services while protecting customer privacy under federal law and our existing CPNI Policy. Because HUB is the provider facing the end user, we are the appropriate point of contact for verifying subscriber identity and, when available, supplying call detail records (typically retained for 45 days) or supporting industry-standard Call Trace Back requests. Any release of call records requires proper legal documentation and, when applicable, a protective court order. The policy defines what information law enforcement must provide, how formal requests must be submitted, procedures for exigent circumstances, and HUB’s limited role in intercept arrangements in coordination with our third-party VoIP vendor. It also clarifies that HUB does not provide wireless location data and that faxed legal demands will not be processed. The policy reserves HUB’s right to modify procedures with notice to customers.

Broadband Network Management Policy – This policy outlines how we operate and protect our fiber-to-the-home network while maintaining an open, neutral, and reliable internet experience for customers. The policy explains that HUB Fiber uses reasonable, industry-standard practices to monitor network performance, safeguard against congestion, block known malicious traffic, and protect subscribers from viruses, hacking attempts, and other security threats—without favoring or inhibiting lawful applications, content, or devices. It describes device-connection rules, security protections, expected network performance (including speeds and latency), and how HUB Fiber handles system threats or misuse. The policy also establishes procedures for addressing customer complaints, investigating prohibited activities, responding to law-enforcement demands in accordance with federal requirements, and imposing suspensions or terminations for violations. Finally, the policy affirms HUB Fiber’s commitment to transparency, customer privacy, and open internet principles, while reserving the right to update network management practices as technology and industry standards evolve.

CPNI and Red Flag Compliance Policy – This policy explains how HUB will protect its customers from identity theft and safeguard Customer Proprietary Network Information (“CPNI”) as required by federal law. The policy outlines HUB Fiber’s Identity Theft Prevention program, which identifies “red flags” that may indicate possible fraud and sets procedures to detect, prevent, and mitigate such risks. It also details how sensitive telephone-related information is protected, the authentication steps required before discussing or releasing account information, and customers’ rights to restrict the use of their CPNI. HUB will only disclose CPNI after proper identity verification and only under permitted circumstances such as customer authorization, legal requirements, service delivery, or fraud prevention. The policy also explains how customers will be notified of important account changes and how HUB will respond to any CPNI breach—including mandatory reporting to federal law enforcement. Finally, HUB will reserve the right to update the policy and will notify customers of any material changes.

I recommend that the Board approve all of the following: Battery Backup Policy, CALEA Policy and Law Enforcement Method of Procedure (MOP), Broadband Network Management Policy, and Customer Proprietary Network Information (CPNI) and Red Flag Compliance Policy.

Agenda Item G-2:

Work Authorization No. 19 by Cannon & Cannon, Inc.: Enclosed for your review and consideration is Work Authorization No. 19 with Cannon & Cannon, Inc. for professional engineering services related to the “Wastewater Treatment Plant Headworks Screen Replacement Evaluation.” HUB’s WWTP has experienced recurring maintenance issues and equipment failures associated with the existing 2002-era step screen. To ensure continued regulatory compliance, maintain reliable plant operations, and support long-term system performance, HUB has identified the need to evaluate and replace the existing screening equipment within the headworks facility.

Under this work authorization, Cannon & Cannon, Inc. will provide comprehensive engineering services encompassing evaluation, preliminary design, final design, and bidding-phase support for the installation of a new screening system and associated

components. The scope includes assessing feasible screen replacement alternatives, ensuring compatibility with the existing headworks channel, and considering current and projected flows, debris loading, hydraulic capacity, and operational requirements.

The total cost for these services is \$49,800, to be invoiced on a lump-sum basis with monthly billing aligned with estimated percent completion. I recommend the Board approve Work Authorization No. 19 with Cannon & Cannon, Inc.

Agenda Item G-3:

Altec DC47 Digger Derrick Truck: Your packet includes a quote from Altec for a new 47-foot digger derrick truck at \$324,871.00. This pricing is based on the pre-bid Sourcewell Contract #110421-ALT. A DC47 Altec Digger Derrick truck is designed for power line construction, maintenance, and other heavy-duty utility operations. The “DC47” designation refers to its 47-foot sheave height, which allows crews to set utility poles, lift equipment, and perform elevated work efficiently and safely. This truck is equipped with a hydraulic boom, an auger system for drilling holes, and a digger/derrick winch capable of lifting and placing poles or other large materials.

The acquisition of this bucket truck was approved in our FY 2025-2026 budget under the item "Replace Truck #31 (2013 Freightliner Digger Derrick)" with a budgeted amount of \$390,429.00. Our staff would like to auction off the 2013 Freightliner Digger Derrick.

If approved by this Board, the new Altec truck could be delivered in December, with payment due upon delivery. I recommend that the Board approve the purchase of the Altec 47' Digger Derrick for \$324,871.00.

Agenda Item G-4:

Cancellation of December Board Meeting: If the Board so desires, I recommend we cancel the regular meeting scheduled for December 29th. Currently, I feel comfortable with holding project updates and any potential new business items until our January meeting.

Agenda Item H:

TVA Total Monthly Fuel Cost: Enclosed is information from TVA regarding the Total Monthly Fuel Cost (TMFC) adjustment for December.

The TMFC for Standard Service customers in December will be 2.093 cents per kilowatt-hour, an increase from November's rate of 2.049 cents per kilowatt-hour. The TMFC for Large General Service customers will be 2.015 cents per kilowatt-hour, up from November's 1.969 cents per kilowatt-hour. Similarly, the TMFC for Large Manufacturing Service customers will be 2.040 cents per kilowatt-hour, an increase from November's rate of 1.991 cents per kilowatt-hour.

TVA reports that the December 2025 fuel rate is approximately 11% below the three-year average for December. This decrease is primarily driven by higher expectations for hydro

and nuclear generation, which enable TVA to reduce reliance on higher-cost generation sources.

Manager's Activity Report: This month has been exceptionally busy, reflecting the tremendous changes and growth we are experiencing at HUB. On October 28th, I attended the Harriman Trunk or Treat, joined by 30 of our employees (along with friends and family members) who volunteered to help make the event a success. Throughout November, I participated in multiple meetings related to our fiber/broadband project, including supporting the S&P Credit Rating process in collaboration with the City of Harriman.

On November 11th, we hosted our annual Thanksgiving lunch for all employees, followed by a Special Called Meeting with the Board that afternoon. On November 18th, I hosted our quarterly employee meeting. In addition, I completed several one-on-one meetings with staff members, and I remain impressed by the dedication, professionalism, and gratitude exhibited across our team. As noted by the Assistant Manager during the Special Called Meeting, our employees are working together better than ever before.

This month, we also devoted additional time to safety training, always emphasizing the importance of vigilance and mindfulness. Our goal is to instill the understanding that safety is not only critical to work but is deeply valued by the people in their lives who care about them.

Electric Reliability Statistics: The HUB Electric Reliability Statistics for October 2025 are enclosed.

Monthly Financial Reports: Our Manager of Finance, Mike Lambert, will provide an update on recent activity in our Accounting Department and explain the delays in producing the regular monthly financial reports. Mike has done an incredible job sorting through over 1,600 transactions related to the fiber project and meticulously allocating costs to the electric and broadband departments, as appropriate, to ensure careful tracking of each department's expenses and the interdivisional loan between the two. He has also recently completed a Cost-of-Service Study for TVA that ensures HUB fairly charges each department – electric, gas, water, sewer, and broadband – for all shared expenses. Moreover, Mike has uploaded all broadband inventory into the accounting system to allow for service orders, including equipment serial numbers, to be tracked electronically in the customer database.

Important Dates:

- ❖ **November 27th to 28th** – HUB Closed for Thanksgiving
- ❖ **Thursday, December 18th** – HUB Christmas Lunch at 11:30 AM
- ❖ **Tuesday, December 23rd** – HUB Christmas Breakfast at 7:00 AM
- ❖ **December 24th and 25th** – HUB Closed for Christmas

- ❖ **Monday, December 29th** – HUB Board Meeting at 5:30 PM
- ❖ **Thursday, January 1st** – HUB Closed for New Year's Day Holiday
- ❖ **Monday, January 19, 2026** – HUB Closed for Martin Luther King Jr. Day
- ❖ **Monday, January 26th** – HUB Board Meeting at 5:30 PM
- ❖ **Monday, February 23rd** – HUB Board Meeting at 5:30 PM