



Knoxville Utilities Board

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February 23, 2010

Ms. Renee Hoyos, Executive Director  
Tennessee Clean Water Network  
P.O. Box 1521  
Knoxville, TN 37901

Dear Renee:

Thank you for your letter. I appreciate your input. As you know, we have been working very hard over the last several years to communicate more effectively with our customers, whether it's through advance communications about construction or tree trimming work, through public meetings with information about new major construction projects like substations and wastewater tanks, or through bodies like the Partners Council and the Tree Trim Policy Review Panel.

We value the input we receive from all these venues and hope that you are indeed seeing improvements every day. You noted the contact information we've added to our website, as well as the information about our Board meetings that has been much improved since you visited with the Board in December. We continue to work on our site to make it as useful as possible to our customers.

With regard to taping and broadcasting our Board meetings, this is actually something we have been working on at the suggestion of Ambassador Ashe. In fact, we plan to video board meetings beginning with our March meeting and will post the videos to our website. This will assure that customers throughout our service area can view it at their convenience, any time of the day or night.

You have asked a good question about the budget. We have recently added a power point presentation of our FY 10 Mid-Year Financial Update to our site here: <http://tinyurl.com/KUB-financial-reports>. This report includes a high-level overview of KUB's financial performance for the current fiscal year, and a review of our recession response plan, which enabled KUB to defer and reduce several rate increases previously scheduled for FY 10.

The proposed budget for the upcoming fiscal year will be presented to the board in April. Budget information regarding KUB's five year financial plans and proposed FY 11 budget will be posted to the website shortly after the April 15 meeting, and additional information will be included with the materials posted for the May meeting when the budget is presented to the Board for approval.

Renee Hoyos  
Page 2  
February 23, 2010

As for PACE 10, it should not be a problem to post presentation materials and meeting notes going forward. And although you would be comfortable posting your personal contact information, I would like to ask the rest of the Council members for their permission before disclosing their personal information on the website. This is how we handled it for the Tree Trim Policy Review Panel and I think it is appropriate here as well.

Lastly, you have raised concerns about the "contact us" e-mail form. We have found that a central e-mail box like this is the best way to be sure all e-mail messages and customer service requests are captured in one central location. The information is accessible to several staff people involved with the process so that messages can be routed appropriately and handled in a timely manner. This helps us avoid any problems that would be associated with messages sent to an individual who may be away from the office and miss a time-sensitive message. I assume this is the same way your [info@tcwn.org](mailto:info@tcwn.org) e-mail address works.

In addition, our Customer Service number is available on the contact page, and so far our customers have not had difficulty contacting us when they have concerns. We will continue to monitor this situation and make improvements as we go forward. In the meantime, if any of your contacts have concerns we still need to address, I encourage you to share my personal contact information with them so we can follow up with them directly.

Thank you again for your input. I look forward to seeing you soon.

Sincerely,



Mintha Roach  
President and CEO