2021
Annual Report

During the 2020-2021 Fiscal Year, EPB continued to focus on serving our community through personalized customer service, innovation and the utilization of advanced technology.

According to a new study, this approach has provided EPB customers with $2.69 billion in community benefit during the ten years since Chattanooga became the first city with a gig-speed fiber optic network connecting the whole community.

The COVID crisis further highlighted the value of EPB's efforts and services. Our ability to work closely with customers to utilize our in-place fiber optic network made all the difference in helping many local companies and workers maintain their employment by rapidly shifting to remote work. Our fiber optic infrastructure also allowed us to join with Hamilton County Schools and other partners in launching HCS EdConnect as a lasting solution for providing fiber-fast internet at no charge to the homes of all economically-challenged families with K-12 students in our area.

And, even though the COVID crisis was a major consideration throughout the year, EPB continued to deliver world-class services, launch new products and participate in national smart city research while delivering award-winning customer service.

Many thanks to our customers for ranking EPB as J.D. Power's "Best Midsize Utility in the South" for the fifth consecutive year.

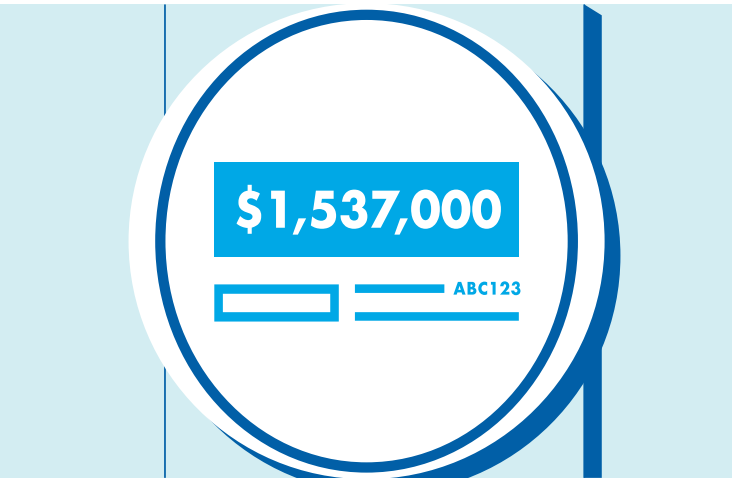
By the numbers

EPB Energy

14,428,848

Customer outage minutes reduced or avoided by the Smart Grid

Annual savings from automated Smart Grid meter reading:



Number of unique MyEPB app users:

45,686

Annual operational savings delivered by the Smart Grid:

$5,567,000

$20,620,451

In PILOT payments to local government

EPB Fiber Optics

Added 10,214 residential customers

Added 369 commercial customers

Total EPB Fiber Optics customers:

121,259

Total Gig customers:

26,114

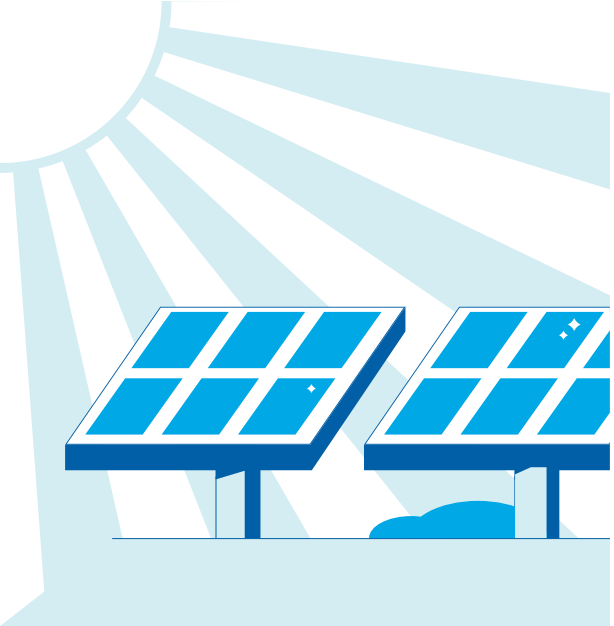
(Grew from 27% to 29% of all internet customers)

Total EPB Smart Network customers:

48,635

(added 4,748 during the year)

Environmental benefits



EPB customers licensed

2,997 Solar Share panels

Avoided 9,039,205 pounds of CO_2 emissions

Environmental benefits from the Smart Grid include:

- avoided road miles driven
- enhanced power demand managements
- power factor improvement

96,586

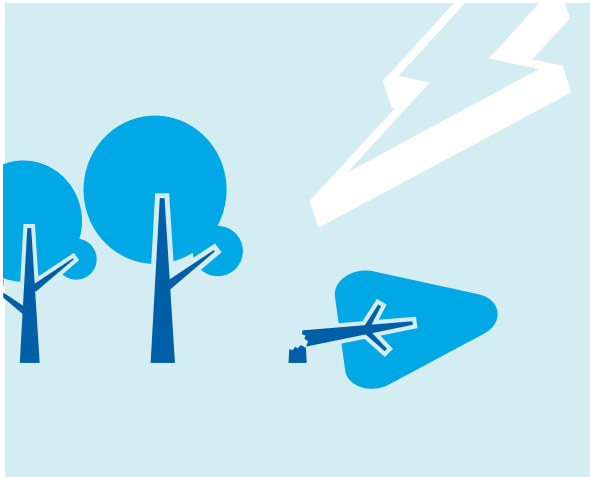
Paperless Billing accounts (Energy and Fiber Optics) (added 18,568 during the year)

1,700,000 lbs.

Pounds of waste diverted to recycling and compost

1,000,000 lbs.

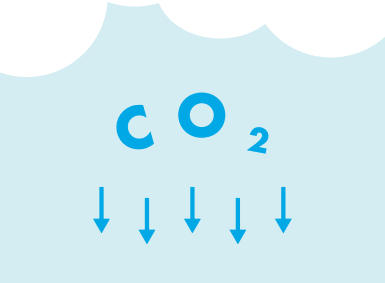
We reycle spent equipment annually to avoid over 11,000,000 lbs. of GHG Air Pollution



7,000,000 lbs.

of wood chips created from repurposed downed trees available free to our customers.

Our community-wide Smart Grid not only helps us deliver more reliable electricity, but it also contributes to making our operations greener too. Grid efficiencies and fewer truck rolls each year add up to more than 100,000 miles avoided and a 2-million-pound reduction in greenhouse gas air pollution. That's the environmental equivalent of saving more than 4 million pounds of coal.



Over half the energy EPB provides is carbon free. Along with our energy partner TVA, we have made it a priority to make cost effective decisions to reduce the greenhouse gases in the electricity we deliver to area homes and businesses. Cleaner electricity generation gives you greener energy you can feel better about.

Serving the community

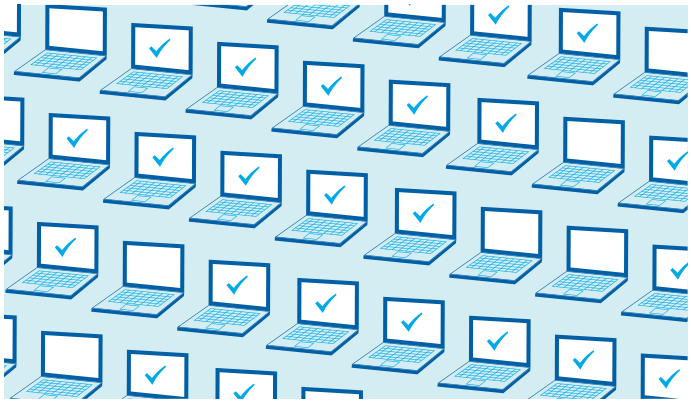
Sponsored by epb

149 Community Partnerships

Annual purchasing from Minority & Women-Owned Businesses increased to:

$10,092,564

(total purchasing since program began grew to $85.8 million)



People with internet access through HCS EdConnect:

25,000+

(12,476 students & their family members)

Educational Outreach:

194,000 Student Impressions

Accolades

EPB ranks as best midsize electric utility in the South for 5th year in a row

EPB ranked in Training Magazine Top 100

American Public Power Association awards EPB with Sue Kelly Community Service Award for HCS EdConnect

Times Free Press Best of the Best - Best Internet Service Provider & Best TV Provider

Pursuing our mission to maximize community value

Delivering $2.69 billion in community benefit

Independent research documented $2.69 billion in community benefit during the ten years after EPB built America's first gig-speed community-wide fiber optic network and used it to establish the nation's most advanced smart grid power distribution system.

The study, conducted by Bento Lobo, Ph.D., head of the Department of Finance and Economics at the University of Tennessee at Chattanooga, documented community value in a range of areas including:

- **Job creation:** The fiber optic network directly supported the creation of about 9,500 jobs – about 40% of all jobs created in Hamilton County during the study period.
- **Reduced power outages:** The smart grid's ability to automatically re-route power around damage resulted in a 40-55% annual decrease in outage minutes saving EPB customers as much as $55 million per year by avoiding spoilage, lost productivity, and other negative impacts.
- **Decreased environmental damage:** The smart grid has helped EPB decrease carbon emissions by 7,900 tons through demand management and reduced truck-miles.
- **Smart City research:** EPB has partnered with Oak Ridge National Laboratory and dozens of other national and local research partners to play a significant role in more than $110 million in Smart City Research.
- **World-wide media recognition:** Since 2010, Chattanooga's community-wide network and smart grid have earned Chattanooga more than 2,200 media placements with a reach of about 4 billion people world-wide.
- **Increased funding for public services:** Because of the extensiveness of the fiber optics infrastructure, EPB is the largest contributor to local tax coffers paying more than $20 million per year in support of schools and other public services.

Helping our neighbors in need during the COVID crisis

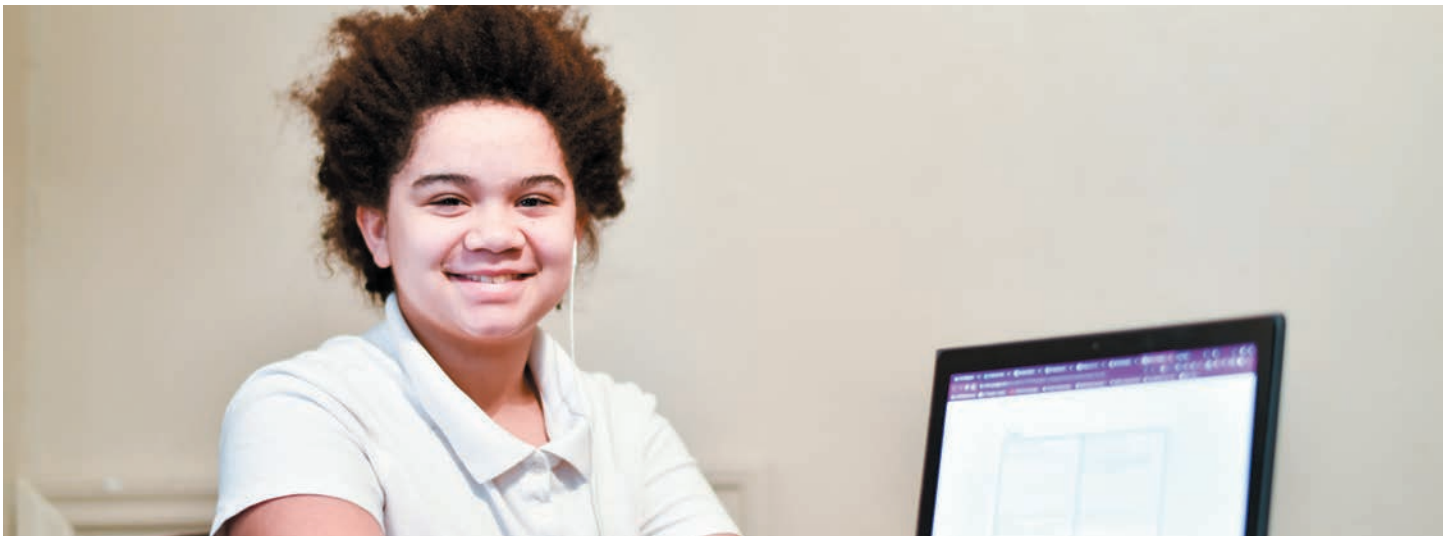
Throughout the COVID crisis, EPB worked from a mission-driven commitment to help our customers weather the challenge. At the outset, as many of our residential and commercial customers faced financial peril, EPB suspended disconnections for non-payment and waived late fees.

This ensured that customers could maintain the power and connectivity services they needed for earning, learning, and maintaining a sense of normalcy. The measure remained in place for six months to help customers get through the summer and give customers ample time to access special federal COVID utility assistance.

At the same time, EPB partnered with TVA in supporting the United Way Restore Hope Fund, a special initiative to raise funds to assist those financially impacted by COVID-19. EPB launched an in-kind media campaign to promote giving to Restore Hope and joined TVA in providing $320,000 as an investment in economic recovery. In addition, EPB employees donated $20,000. In total, United Way Restore Hope raised nearly $800,000.

While these efforts were underway, EPB worked with community partners to rapidly install more than 130 free EPB Quick Connect WiFi Hot Spots in publicly accessible areas as a resource for families and students who did not have internet at home. By the end of June 2021, EPB Quick Connect provided access for more than 123,419 individual user sessions using 63,617 gigabytes of data (see Bridging the Digital Divide for Education to learn about HCS EdConnect, a partnership that took this initial effort to provide internet access a major step further).

EPB also donated 5,000 masks to Hamilton County Schools and La Paz Chattanooga, as part of the "TN Strong Mask Movement."



Bridging the digital divide for education

Soon after the COVID-19 crisis began, EPB joined with Hamilton County Schools and other private and public community partners in addressing another rising crisis — the need for at-home learners to have access to high-speed internet regardless of their financial position.

Unlike the stop-gap internet services instituted by other cities, HCS EdConnect addresses the digital divide for education in a lasting way. The new program provides high-speed fiber optic internet services at no charge for at least ten years to every economically-challenged K-12 student in the Hamilton County School system.

Launched in July, the program grew rapidly to provide internet access to about one-third of all Hamilton County Students. Taking into account all of the family members in these households, about 25,000 children and adults now receive internet access through HCS EdConnect.

Qualifying families receive 100 Mbps internet with symmetrical speeds and no data caps provided through EPB's 100% fiber optic network. Additionally, EPB professionally installs a WiFi router at no charge and provides assistance setting up learning devices.

HCS EdConnect was made possible because Chattanooga's comprehensive fiber-to-the-home network was already in place. Public and private partners came together in providing $7.9 million to cover the upfront costs necessary to provide the final link in delivering the services quickly and affordably. Thanks to this partnership, HCS EdConnect will not have any impact on EPB operations or the pricing of our services.

Funding for HCS EdConnect was provided through a public-private partnership that includes Hamilton County Schools, Tennessee Department of Human Services - Tennessee Community CARES, BlueCross BlueShield of Tennessee Foundation, Hamilton County, City of Chattanooga, the Enterprise Center, Smart City Venture Fund, Benwood Foundation, Community Foundation, Footprint Foundation, Robert L. and Katherina Maclellan Foundation, Lyndhurst Foundation, and individual donors.

Plans are in place to raise additional funding as necessary to maintain the program on a permanent basis beyond the initial ten years.

Keeping infrastructure strong with $75 million bond issue

Taking advantage of historically low interest rates to keep costs as low as possible for our customers, EPB initiated a $75 million bond issue as part of our regular cycle of financing to proactively invest in maintaining and updating Chattanooga's smart grid fiber optic infrastructure and other components of the electric system.

The bond issue allows EPB to access additional capital funding while putting off the need for an electric rate increase until at least 2022. Leading up to the bond issue, two of the nation's top rating agencies recognized EPB's strong financial health and stewardship by issuing very favorable bond ratings. Fitch re-affirmed EPB bonds as AA+, and Moody's gave a comparably high Aa1 rating. Both rating agencies forecast a stable outlook.

Because of the low interest rates and the way the bond issue is structured, EPB expects its annual electric debt service will not increase significantly. This includes the debt service for both the new bond issue and a previous bond issue that took place in 2015. Both bond issues are set to mature in 2041.

Since payments from EPB Fiber Optics to the electric system exceed $20 million a year for the use of the community-wide network and other infrastructure, all electric system customers benefit from the revenue generated by EPB Fiber Optics whether they subscribe to fiber optic services or not.

EPB Fiber Optics does not have any debt.

Supporting local job creation & retention

Spotlighting Chattanooga for remote work & minority business

During a year when "remote work" became a national necessity, EPB's gig-speed internet helped Chattanooga earn several national accolades. EPB also played a major role in drawing national media attention for Chattanooga's support for minority and women-owned businesses. These articles enhanced our community's appeal to both investors and people considering where to relocate.

Business Insider featured Chattanooga (and EPB's internet) as one of four top markets in the country supporting minority and women-owned businesses, joining Atlanta, New Orleans and Tulsa.

Chattanooga was named "America's Best City to Work from Home" by Zillow. We also topped the list for *Forbes* in an article entitled, "10 Best Work-From-Home Cities in the U.S. (The Top Place Will Surprise You)," won designation by *PC Magazine* as the "#1 Metro for Remote Work" and earned inclusion on similar lists by MakeMyMove.com and others.

These placements included references to Chattanooga as Gig City® and pointed to our internet speeds as a major factor for the recognition.

The media buzz had a real impact on moving decisions as Chattanooga also helped Tennessee rank as the #1 U-Haul move destination because "Chattanooga's [EPB's] high-speed internet service allows employees to work remotely and live where they want."

EPB partnered with the Chattanooga Chamber to capitalize on the media attention by launching, ChattanoogaCalling.com, a website that presents our Gig City as the best place to live and remote work in the Southeast.

In addition, Chattanooga was named the #1 most resilient medium sized city in the U.S. by Worth because EPB delivers "the fastest internet service in the Western Hemisphere."

Helping local companies succeed during COVID-19

In the first days of the COVID crisis, as many of our business customers scrambled to transition their employees to remote work, the capacity of Chattanooga's community-wide fiber optic network allowed us to rapidly respond to requests by several major employers to double or even triple their internet circuits.

EPB's scalable fiber optic business products also offered commercial customers the flexibility they needed to operate remotely. "We provided businesses with teleworker products like VLAN point-to-point data connections, Hosted Phone which allowed people to answer phones from home as if they were in the office, secondary internet, and Smart Network wired/wireless routers for commercial use in home," said Kennard Yamada, EPB Director of Sales.

In effect, many companies (and schools) "outsourced" their internal network traffic to Chattanooga's community-wide network. Fortunately, EPB's in-place infrastructure had ample capacity to handle the demand as remote work, online education, and telehealth drove a 75% increase in the total volume of internet bandwidth used over the course of an average day during the crisis.

In addition, Dr. Lobo's study of the community impact of EPB's fiber optic network and smart grid found that that this advanced infrastructure has helped reduce local unemployment since it was deployed. This effect was magnified during the COVID crisis when remote work became primary for many companies. During November 2020 when the COVID crisis was in full effect, Hamilton County's unemployment rate was 4.7%; Tennessee's statewide rate was 5.3%; the U.S. unemployment rate was 6.7% according to the U.S. Bureau of Labor Statistics.

Delivering new business solutions

To keep local business customers competitive and provide a comprehensive suite of business solutions, EPB Fiber Optics launched several new business solutions this year.

- **EPB Hosted Camera℠** is a scalable, secure camera solution delivered over the world's fastest internet. EPB Hosted Camera offers a leased camera solution with no upfront equipment costs that is scalable as businesses grow. Professionally installed and maintained by our experts, who also deliver round-the-clock technical support, EPB Hosted Camera can be managed from anywhere via computer or with the mobile app for Android and iOS tablets and smartphones.
- **EPB Max UC** is a cloud-based video conference solution that's powered by Zoom and the world's fastest internet. Max UC enables business customers to conduct high-quality, highly-secure professional meetings anywhere to boost collaboration – virtually.
- **EPB Smart Network for Business** is a fast, secure WiFi solution for small businesses that may not have IT support of their own. WiFi 6 technology and a mesh network eliminate dead zones for optimal speed and performance to all users, all the time. EPB Tech Pros professionally install the right equipment, set up SSIDs, connect devices, install antivirus software and optimize coverage for peak performance.
- **Small Business Bundles** are designed to make world-class connectivity solutions for small business more affordable. These new offerings combine basic internet, WiFi and phone services into money-saving bundles that serve as a turn-key solution with EPB's award winning customers service and technical support 24/7/365.

Delivering world class customer service

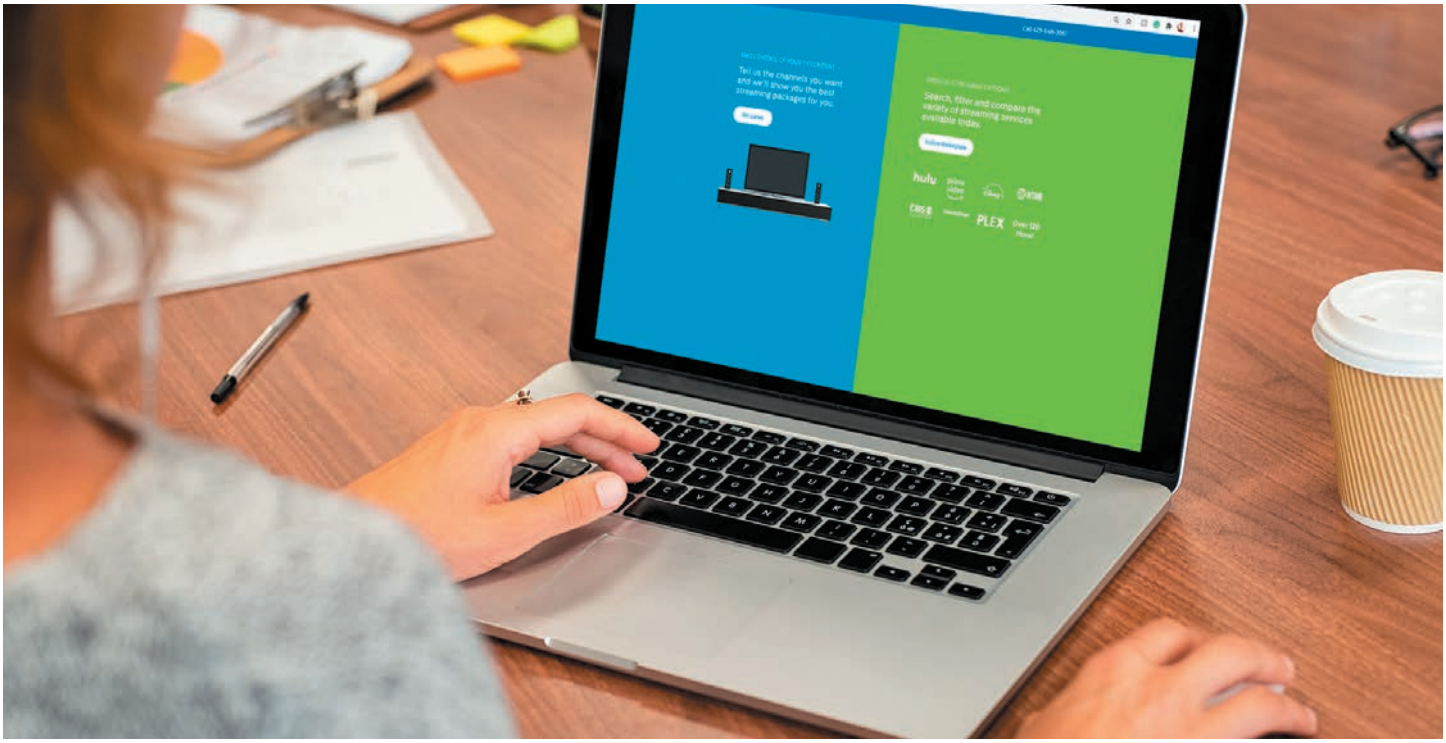
Serving as our customers' first call for energy expertise

EPB celebrated Earth Month in April with the launch of the EPB Energy Pros℠, a new, free service that helps customers save money while maximizing their health and comfort by providing them with energy expertise and solutions.

Whether by phone, video chat or a free, in-person or virtual EPB Home Energy Checkup℠, The EPB Energy Pro experts will evaluate a customer's home and offer personalized recommendations on the most affordable ways to maximize energy efficiency and comfort while helping them save money on energy bills.

The EPB Energy Pros also provide third-party inspections of home energy renovations that customers have planned or have completed – all at no charge. With over 75 years of combined experience, the EPB Energy Pros can provide customers expert advice when they are considering the purchase of solar systems, HVAC, major appliances and other home upgrades. The EPB Energy Pros can also help customers with questions about electric vehicles, new home construction, home remodeling, improving system performance, and billing concerns.

There's even a series of helpful "At Home with the EPB Energy Pros" videos that customers can watch anytime to learn more about quick and easy DIY energy solutions.



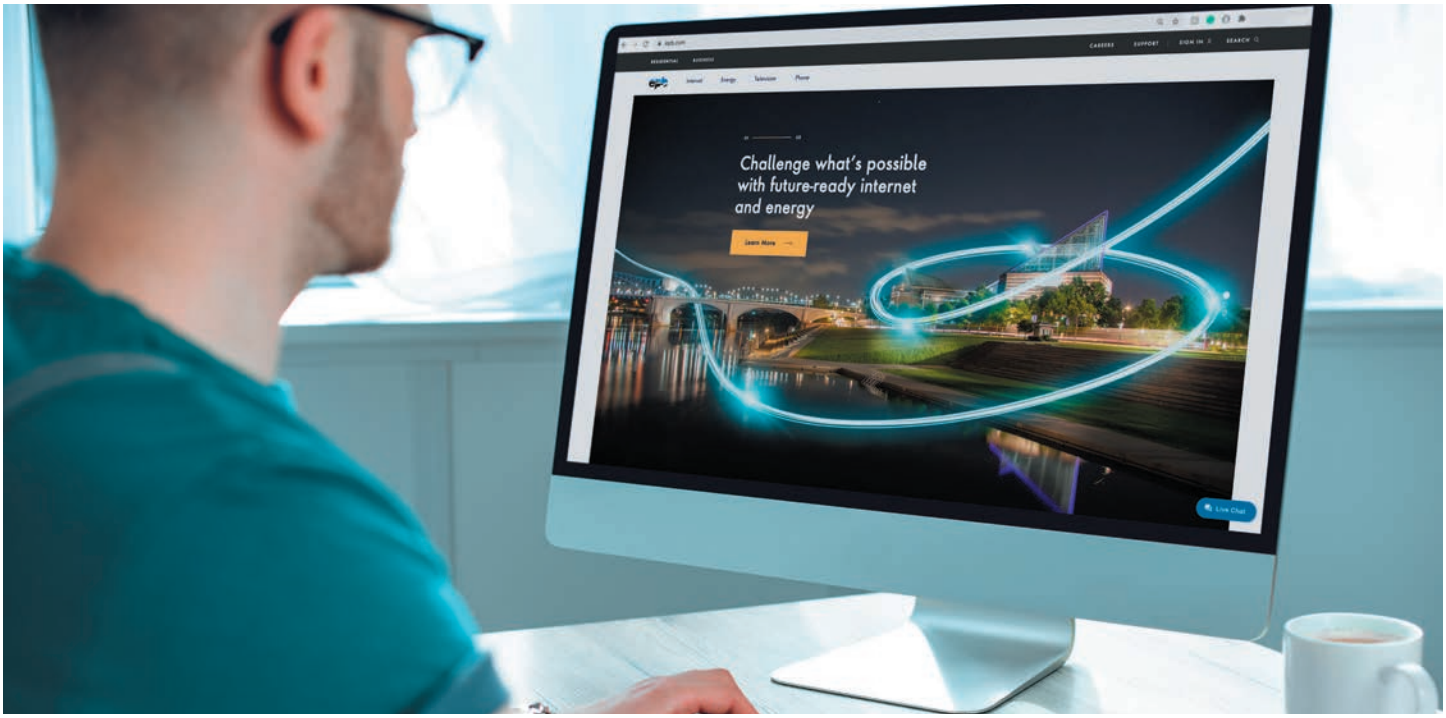
Helping customers save on TV

To support EPB customers in taking full advantage of the TV industry's accelerating shift to streaming services as their primary means of distributing content, EPB launched a free service to help customers find the TV channels and content they want at the best value—whether that includes EPB Fi TV or switching to streaming services.

With EPB MyBundle, customers can call EPB or go to epb.com/mybundle and answer a few easy questions about their viewing preferences to receive personalized recommendations that help them take control of their TV content. EPB MyBundle also offers options to help customers comparison shop hundreds of streaming services.

Because many content providers want to sell directly to customers, they offer their best deals exclusively through streaming services. In addition, streaming services may give customers greater flexibility by offering more targeted channel selections, making it easy to add and drop streaming services, providing free ad-supported content as well as options to watch TV without ads, and more.

Whether customers choose EPB Fi TV, streaming services or some combination, EPB maintains its commitment to transparent pricing. With EPB MyBundle, customers can find their best TV value by comparison shopping the options, and if they decide to cut the cord, as an EPB Fiber Optics internet customer, they can be sure they have the speed they need to continue having a great TV experience.



Enhancing EPB's online customer service

The all-new EPB.com makes it much easier for customers to conduct their business online while serving as a rich resource for information about EPB energy and connectivity solutions.

EPB's enhanced and highly secure customer portal gives customers intuitive options to manage their energy and fiber optics accounts, pay bills, modify their services, sign up for billing programs, and much more. Customers may also opt to chat with customer service for a convenient way to interact without having to call.

In addition, the completely redesigned web site offers customers a greater depth of information on energy technologies and options along with details about EPB'schatt Fiber Optics internet, voice, and television offerings for both home and business.

Helpful videos and added information throughout the site give customers do-it-yourself opportunities ranging from saving money by improving energy efficiency to taking full advantage of the World's Fastest Internet.

The new web site features the Home Energy Tracker, an online tool that allows customers to receive customized efficiency tips while also being able to track and manage their energy use. In addition, customers can access energy expertise from the EPB Energy Pros℠, order outdoor lighting solutions, and more.

The all-new EPB.com also includes more information about EPB's community programs, environmental initiatives, career opportunities, vendor partnership opportunities, wholesale broadband services and much more.

This is the first phase in an ongoing effort to continuously improve EPB's online customer service with more enhancements coming in the near future.

Putting people first

Assisting customers in need with home energy renovations

In April, EPB and TVA celebrated the completion of our 400th Home Uplift energy renovation. EPB and TVA first partnered in 2015 to provide high-impact home energy upgrades to eligible homeowners in need with the goal of reducing their energy burden.

After completing a free EPB Home Energy Checkup℠, the EPB Energy Pros℠ offer participants a customized set of recommendations about which home renovations will provide them with the most value. Those who qualify receive home improvements at no cost to help them dramatically reduce their power bills. Home Uplift participants benefit from a range of energy efficiency upgrades that may include HVAC replacement, duct replacement, water heater and pipe insulation, attic and wall insulation, air sealing, windows and door replacement, smoke and carbon monoxide detectors, and replacing heat pumps, water heaters and refrigerators.

As a result, Home Uplift participants save an average of $500 on their energy costs each year. Plus, 60% of participants report improved health, including fewer colds, allergy symptoms and asthma episodes, and better sleep. Due to its success, the Home Uplift program has been replicated in communities across the Tennessee Valley.

Through additional funding from the Tennessee Department of Environment and Conservation and matching funds from EPB and TVA, EPB is accelerating the number of Home Uplift renovations we will complete in the coming year while looking for new resources to offer the program to even more neighbors in need.

Integrating infrastructure with public art

In most cases, infrastructure is designed to deliver critical services without calling attention to itself, but the placement of a new fence around the 10th Street substation presented a golden opportunity for a public art project. Located in the rapidly re-developing area along Martin Luther King Blvd., the substation serves a district rich with cultural history and present-day energy.

EPB worked with community partners to develop a theme expressive of the area and invited artists to submit concepts. The theme for this year's project was, "The Soul of MLK — How artists visualize the heartbeat and soul of MLK in arts, music and culture."

An outside group of community stakeholders selected nine artists to paint murals on the first nine panels which comprise the side of the substation fence which faces 10th Street. The works were chosen based on artistic value and relevance to the theme through a process in which the artists' names were withheld from the judges.

ArtsBuild served as one of EPB's primary partners in the project. "We were proud that 100% of the selected submissions were from minority or women artists, including some first-time muralists," said James McKissic, President of ArtsBuild. "This project started during a challenging economic time, giving artists a chance to put their skills to work."

Other partners in the project included: Association of Visual Arts, Bessie Smith Cultural Center, City of Chattanooga's Public Art Chattanooga, Chattanooga Community Kitchen, RISE Chattanooga, River City Company, Urban League of Greater Chattanooga and University of Tennessee — Chattanooga.

The first nine 10th Street muralists were Jaclyn Anderson, Rondell Crier, Josiah Golson, Keelah Jackson-Harris, Julius Hubbard, Harlan Lovestone, Madison Myers, Lauren O'Neill, and Rachel Veal. Their work was dedicated during an event in June.

EPB plans to continue the project, working with community partners and artists to do one side of the fence per year, until all four sides are completed.

Keeping the EPB Holiday Window tradition in uncertain times

At a time when the COVID crisis disrupted many holiday traditions, EPB made it a priority to continue a long-standing seasonal observance that dates back to the World War II era.

The EPB Holiday Windows have brought families and community members together and created shared memories for nearly 80 years, but with COVID restrictions in mind, the holiday scenes that adorn the street-facing windows of the EPB downtown building were also presented as a new virtual experience so that even more people could enjoy this annual tradition from the comfort and safety of their homes.

As always, EPB Holiday Elves worked tirelessly to create a series of magical holiday scenes. STEM School Chattanooga students also joined in the effort by contributing several seasonal set pieces that they produced in their school “fablab.”

Everyone was invited to join the 2020 EPB Holiday Windows Reveal on Thanksgiving Eve, presented live online on EPB’s website, Facebook and YouTube. Participants had the opportunity be among the first to see this year’s displays, enjoy spectacular music performed by local talent and hear special messages from Mayor Berke and Mayor Coppinger. The EPB Holiday Windows were on display in-person and online from November 25 to January 6.

Engaging students through "STEAM" curriculum

Despite the many challenges students and teachers faced over the last year, EPB continued to show its commitment to education through the third annual "ArtSpark Goes to School" challenge.

The program engages high school students through a STEAM (science, technology, engineering, art and math) curriculum in which they learn about electricity while creating original works of art. The students used digital cameras as well as professional graphic design and photography software to create artwork that matches the specifications necessary to wrap EPB utility boxes.

This year, EPB invited students to create a design that showed the power of working together to make our community stronger. From a record-setting number of entries, EPB selected ten student designs. We honored these award-winning students during an event on May 6 outside EPB's downtown building. The event also recognized the students' teachers and their schools which included Center for Creative Arts, Central High, CSAS, Hixson High, Sale Creek High and Soddy Daisy High.

EPB now has 25 utility boxes wrapped with student artwork. The locations this year include Bluff View Art District, Downtown Chattanooga City Center, MLK Community, North Shore, Riverfront and Southside.

EPB's partners include Hamilton County Schools, the University of Tennessee at Chattanooga, River City Company, ArtsBuild and Public Art Chattanooga.

Keeping Chattanooga on the leading edge

Enhancing resilience for Chattanooga's emergency services

EPB and the City of Chattanooga are partnering to build a cutting-edge microgrid that will be able to provide power to emergency response services for an indefinite length of time even when the normal circuits are damaged.

The Power to Protect project is a new collaborative microgrid project that increases the resilience and redundancy of the power supply to our public safety agencies via an on-site solar array, traditional backup generation, battery storage and a microgrid controller.

This combination of on-site power generation and storage provides redundant options for continuously delivering power to Chattanooga's emergency response services. The Power to Protect project is a next-generation microgrid that benefits the whole community. In addition to enhancing the resilience of power delivery to police and fire services, Power to Protect will also be able to help reduce peak demand charges, which keeps costs lower for all our customers.

The total project cost is approximately $1.8M, with $732,000 coming from EPB in the form of a battery and microgrid controller and circuit modifications. The balance is funded by the City of Chattanooga's capital budget.

Taking a "Smart City" approach to improving traffic flows

A team of national smart city researchers has partnered with the University of Tennessee's Center for Urban Informatics and Progress (CUIP) through a grant from the U.S. Department of Energy to develop an Energy-Conscious Traffic Signal Control System. The idea driving the project is that better traffic flows mean that vehicles will consume less fuel while idling at traffic lights or inching along in stop-and-go traffic. The goal of the project is to reduce vehicle energy consumption by up to 20% and recover as much as $100 billion in lost productivity over the next ten years.

Utilizing EPB's community-wide fiber optic network to collect the data and the expertise CUIP developed in establishing an Autonomous Vehicle Test Corridor on Downtown Chattanooga's Martin Luther King Blvd., the team is gathering traffic information from across the city. Researchers are also utilizing data from the Tennessee Department of Transportation which has sensors roughly every half a mile that monitor traffic volume and speed for each lane.

Drawing on this rich source of community-wide traffic information, researchers at Oak Ridge National Laboratory are building a "digital twin" of Chattanooga that will allow them to monitor actual traffic conditions in real-time. In addition, the simulation will allow the researchers to make predictions based on changing conditions and test possible solutions for relieving traffic congestion, improving safety, and reducing vehicle fuel consumption.

Other participants in the research partnership include the National Renewable Energy Laboratory, University of Pittsburg, Georgia Institute of Technology and the City of Chattanooga.

Pioneering autonomous drones that can inspect infrastructure

Today, inspecting power infrastructure for signs of wear is a time-consuming and sometimes dangerous process. EPB field crews must visit each location and assess equipment that is often hard to reach. That's why EPB is collaborating with the Unmanned Systems Laboratory at UTC to develop expanded Unmanned Aerial Vehicle (UAV) technologies.

The 3-year research initiative led by Dr. Daniel Pack, UTC Dean of Computer Science and Engineering, seeks to develop methods for using autonomous drones to inspect power lines, substations and vegetation using thermal and video images.

UAV sensor data will be integrated into daily EPB operations to identify existing and potential issues in the electric system, and predictive modeling will be used to identify future issues on the electric system using data collected over time. The combination of these technologies would allow EPB to inspect more equipment in much less time and give us the opportunity to be even more proactive in addressing potential issues before they impact customers.

Currently, two fixed-wing UAV's and two multi-rotor UAVs have been equipped with thermal and video cameras and methods have been developed for capturing streaming data. They are currently performing test flights to help develop image recognition algorithms. As research continues, we anticipate greater insight into how EPB can utilize these technologies to identify, assess and address potential problems more quickly and safely. In finding ways to do this, we will have opportunities to further enhance the resilience of the smart grid power distribution system throughout the community.

Preparing Chattanooga for the shift to electric vehicles

As all the major carmakers announce plans to shift 100% of their manufacturing operations to electric vehicle (EV) production, EPB is engaging to make it as easy as possible for our customers to benefit from this new technology.

In March, we partnered with CARTA and TVA to raise awareness about Chattanooga's state-wide leadership in deploying a charging network that includes more than 130 locations. The #ChargingChattanooga campaign turned CARTA's 14 fast charging locations into a scavenger hunt in which community members could win prizes. The program is a pilot project with the goal of optimizing future communications efforts.

In addition, the newly launched EPB Energy Pros℠ are actively sharing their expertise about how EVs deliver better performance and substantial savings along with the convenience of never having to go to a gas station and much less maintenance. EPB Energy Pros also offer expertise on home charging.

EPB has also begun rolling out a comprehensive EV strategy to provide even more charging infrastructure while raising awareness about the benefits of EVs and addressing the perceived barriers to making the transition to all-electric vehicles.

Winning National Smart City designations

EPB's participation in Smart City research continues to draw national attention in support of positioning our community for more research funding and business investment.

Chattanooga won a National Smart City Award thanks to an effort for which EPB provided fiber optic internet services. The Center for Urban Informatics and Progress (CUIP), UTC's independent smart city research center, won the award for the "911 Project" which is an accident prediction model using artificial intelligence. Student researchers at UTC created a computer model that accurately predicts when and where roadway accidents will happen based on historical emergency call center information, weather data and roadway geometrics.

Chattanooga was also chosen as one of just two cities in the U.S. to be part of the G20 Global Smart Cities Alliance to help pioneer a smart technology policy road map with 34 other cities around the world.