



2023 Annual Report

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Overview

During fiscal year 2022-2023, EPB continued our commitment to enhancing quality of life in our 600-square-mile service area by provide world-class energy and communications solutions to serve customers even more reliably, efficiently and courteously while providing the best possible value:

- Maintaining the nation's fastest internet by launching America's first 25 Gig community-wide internet service.
- Leading Chattanooga into the Quantum Age with the launch of EPB Quantum NetworkSM powered by Qubitekk.
- Helping customers get the most value from the energy they use by providing them with EPB Energy ProsSM expertise.
- Investing in resources for our neighbors in need.
- Opening new career pathways for those who are underrepresented in our industry.
- Enhancing the EPB Local Energy Mix with new resources to provide greater resilience, reliability and savings on peak demand charges.

People are at the heart of everything we do as we seek to be Chattanooga's greatest asset. Our achievements rest on the commitment of our employees who work hard every day to meet our community's needs. We are grateful to our customers for recognizing their dedication by ranking EPB the J.D. Power Best Customer Satisfaction for Residential Electric Service in the South among Midsize Utilities for the seventh consecutive year.



**By the
numbers**

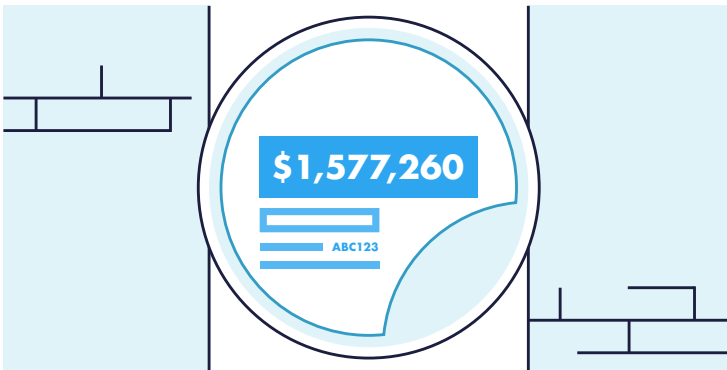


EPB Energy

40,282,417

Customer outage minutes reduced or avoided
by the Smart Grid

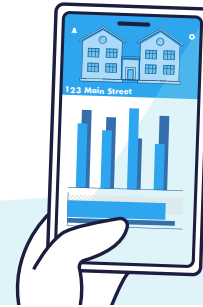
Annual savings from automated Smart
Grid meter reading:



Number of levelized billing customers:

8,255

added 2,582 customers this year to improve their experience



Number of unique MyEPB app users:

32,465

Annual operational savings delivered by the Smart Grid:

\$5,014,495

\$21,413,000

In PILOT payments to local government



Provided EPB Energy Pros
expertise to **2,392** customers
through consultations,
programs and video views



EPB Fiber Optics



Added 2,931 residential customers

Added 53 commercial customers



Total EPB Fiber Optics customers:

129,070

Total Gig customers:

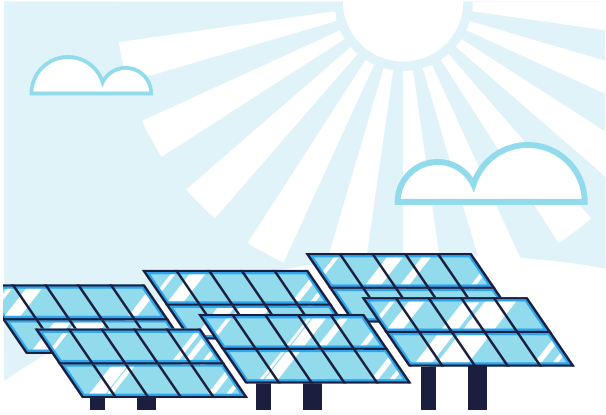
47,092

Total EPB Smart Network customers:

55,143

(added 2,634 during the year)

Environmental benefits



EPB customers licensed

4,044 Solar Share panels

99.95% Subscribed

(530 residential and 5 commercial customers)

Reduced 3.6 million lbs. of CO₂ emissions

Environmental benefits from the Smart Grid include:

- reduced road miles driven
- enhanced power demand management
- power factor improvement
- paperless billing

114,968

Paperless Billing accounts (Energy and Fiber Optics)
(added 9,946 during the year)

915,889

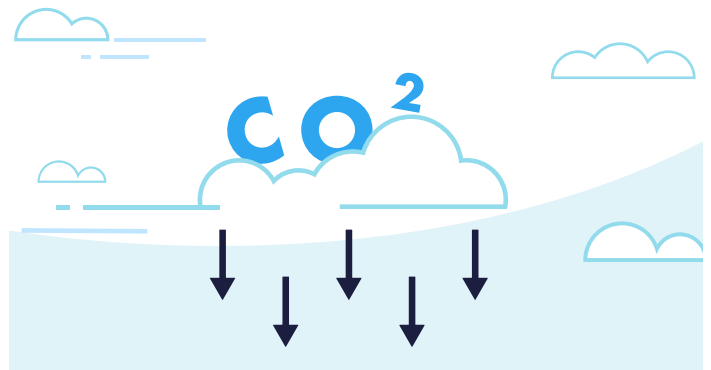
Pounds of waste diverted from landfill (not including vegetation)



Gave away **2,000** free trees through ReLeaf in partnership with the City of Chattanooga.

20,282,080 lbs.

of wood chips created from repurposed downed trees available free to community groups



Nearly **53%** of the energy EPB provides is carbon free to promote cleaner, clearer air for our community

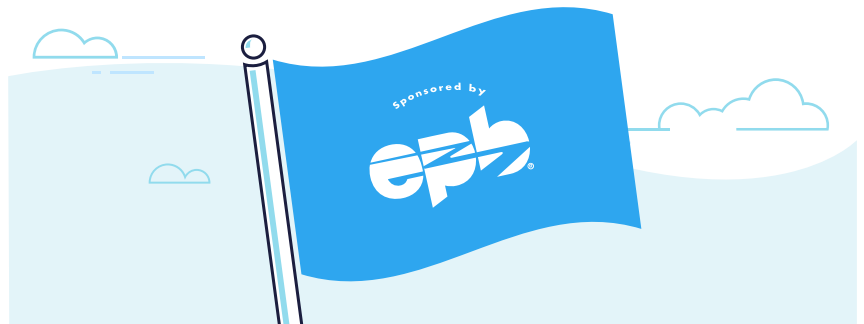


Serving our community

People with internet access through
HCS EdConnect:

28,000+

(Nearly 17,000 students & their family members)



197 community partnerships



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

\$9,190,822

(total purchasing since program began grew to **\$102,749,952**)

Accolades



Best customer satisfaction

J.D. Power awarded EPB Best Customer Satisfaction for Residential Electric Service in the South among Midsize Utilities for the seventh consecutive year. EPB ranked best in four of six study factors: Billing & Payment, Price, Power Quality & Reliability and Customer Care.



EPB won “Best Internet Provider” for the 11th year in a row and “Best TV Provider” for the 12th year in the row in the annual “Best of the Best” Awards from readers of the *Chattanooga Times Free Press*. Voters also selected EPB as the top “Solar Solutions” provider in recognition of the work our EPB Energy Pros do to help customers identify energy savings opportunities.



**SMART
ENERGY
PROVIDER**

American Public Power Association

EPB earned the “Smart Energy Provider” designation again from the American Public Power Association for demonstrating a commitment to energy efficiency and environmental initiatives that support the goal of providing safe, reliable, low-cost and sustainable electric service.



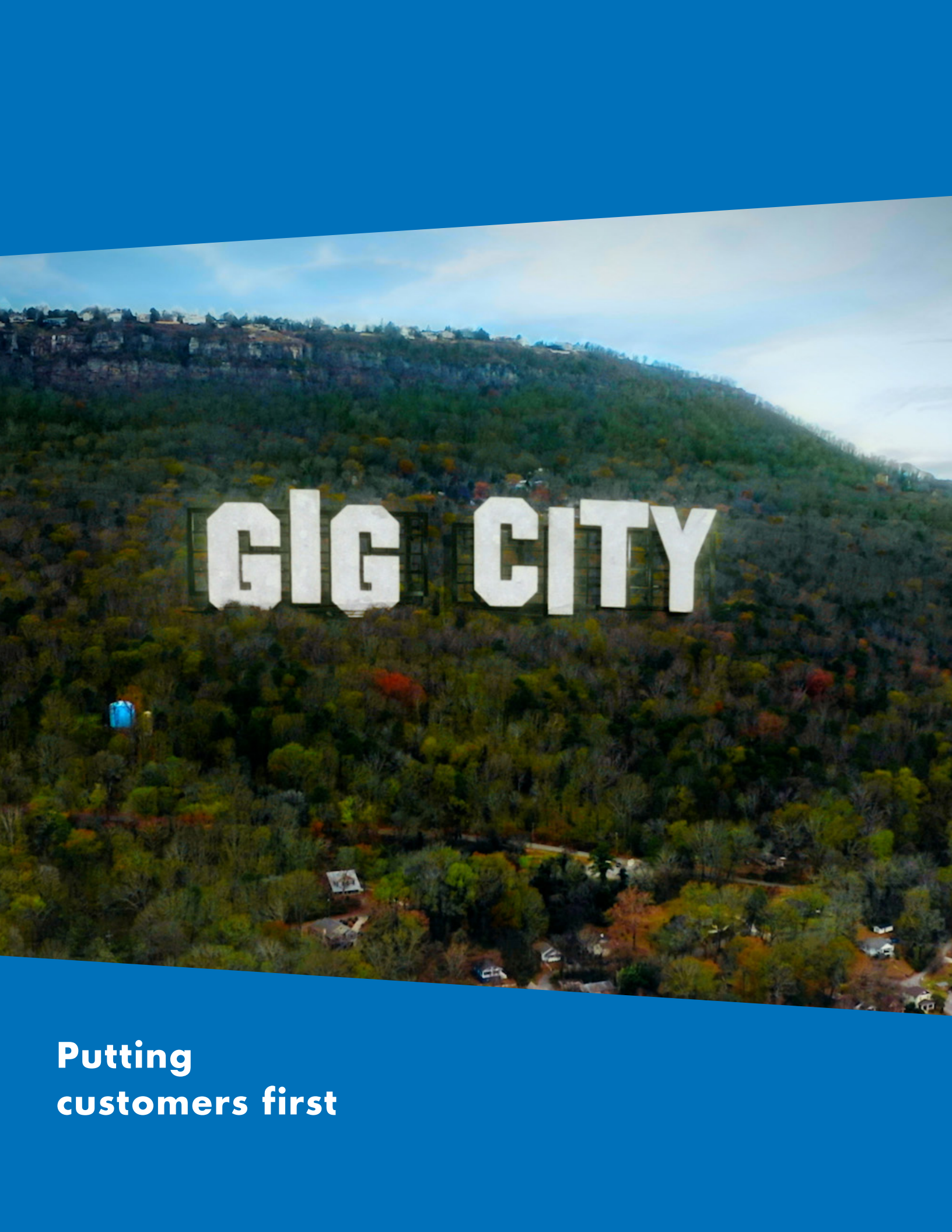
PCMag again ranked EPB in the top 10 ISPs in their gaming quality index and speed index for delivering low latency and high quality that make it among the best in the country for gaming.



TVA EnergyRight® again named EPB to their Top Performers, specifically for Energy Equity Savings to help underserved communities save over \$1.9 million, Home Uplift weatherization improvements for qualifying families that saved 448,066 kWh, and Business and Industry Upgrades and Incentive Spend that awarded more than \$550,000 and saved nearly 95,000 kWh.



Broadband Communities Magazine's annual Fiber-To-The-Home Top 100 honors organizations that lead “Building a Fiber-Connected World,” and recognized EPB’s community-wide fiber optic network that provides broadband access to all homes and businesses in our 600-square-mile service area.



**Putting
customers first**



If the lights go out, EPB is still on

When storms and other factors damage Chattanooga’s infrastructure, EPB is always at the ready to restore power as quickly as possible for customers. While the Smart Grid is automated to act instantly as the first line of defense in re-routing power to reduce the number of customers who experience lasting outages, EPB crews rapidly deploy to make the necessary physical repairs regardless of the weather or time of day. Until every customer has power again, EPB continues restoration efforts around the clock.

“During an outage, we deploy every crew and resource available,” said EPB Construction Manager Grant Carriker. “We work 24/7 because we know our customers are relying on us to complete repairs and restore their services.”

Whenever storms or other adverse conditions are in the forecast, EPB makes additional preparations by increasing staffing and adding on-call capacity including Field Operations, Customer Relations and other teams who respond during outages. Despite the best preparations, substantial damage to infrastructure sometimes results in widespread outages, so EPB has an established protocol for calling in additional help from contract crews and mutual aid from other utilities. Through these efforts, EPB has the ability to scale up its core team when appropriate to include utility workers from across the country and manage them with the singular purpose of ensuring our customers have the critical services we provide.



EPB launches first community-wide 25 Gig internet service

EPB added another first by offering the world's first community-wide 25 Gig internet service in 2022. The launch came midway through a \$70 million, multi-year core-to-edge network upgrade.

"EPB has continuously pushed the boundaries of what a utility can do for a city, and by launching 25-gigabit per second internet service community-wide, we have solidified Chattanooga's competitive advantage as the premier destination for the country's emerging knowledge innovation economy."

- Chattanooga Mayor Tim Kelly

The first 25 Gig customer was the Chattanooga Convention Center, the first convention center worldwide to offer such blazingly fast speeds over a broadband network. By having 25 Gig connectivity, the Convention Center can draw more e-gaming competitions, livestreaming events and other conferences. In addition to attracting visitors and dollars into the local economy, 25 Gig service also supports the attraction of new business investment, entrepreneurs and top talent. This improves quality of life for customers who rely on EPB's world-class connectivity for business advantages such as greater productivity and innovation along with residential uses including remote work, education and entertainment.



EPB Smart Net Plus simplifies home networks

As the number of wireless and smart devices increase in homes, EPB launched Smart Net Plus, a world-class managed Wi-Fi solution for residential customers designed to ensure EPB customers get the full value of their internet services across all devices in their homes.

Smart Net Plus answers residential customers' need for increased Wi-Fi coverage with the latest equipment to deliver reliable, consistent access to the world's fastest community-wide internet. It delivers a secure, fast, intelligent Wi-Fi 6 network professionally installed by local EPB Tech ProsSM who optimize each customer's Wi-Fi network for their home.

An accompanying app allows customers to see and manage all devices on their home networks, use parental controls to limit screen time and set filters, monitor usage and more. As always, customers have access to EPB's award-winning 24/7 customer support which includes service calls at no extra charge. And, as the number of customers' home devices continues to grow, EPB Tech Pros will even help install and connect them to customers' home networks.

Since its launch in October 2022, more than 5,589 subscribers embraced Smart Net Plus by signing up to add the latest offering to deliver reliable, consistent access to the world's fastest community-wide internet.



EPB helps commercial customers “Be the Next Big Thing”

Continuing EPB’s commitment to keeping Chattanooga on the leading edge of technology, EPB wants to help commercial customers “Be the Next Big Thing.”

EPB’s business fiber products give businesses of all sizes access to world-class business solutions such as internet up to 25 Gig speeds, managed Wi-Fi, hosted cameras, hosted phones, 24/7 free and local customer support and more.

Many noticed a new advertising campaign that premiered in February 2023 with a Superbowl Sunday commercial highlighting some of the city’s local and well-loved businesses: Bellhop Moving Services, Branch Technology and Hoff & Pepper.

A February article from the Chattanooga Area Chamber of Commerce outlet *Chattanooga Trend* featured Hoff & Pepper Founders, Aaron and Michell Hoffman: “We’re big fans of EPB – I come from a tech background and my work has always utilized Chattanooga’s gig network,” Aaron said. “When Hoff & Pepper moved into our new 30,000 square foot facility last year, we installed EPB’s mesh system, and every corner of our building now has full Wi-Fi coverage. It’s an amazing product.”



**Focusing
on the future**



Chattanooga is home to America's first commercially available quantum network

The future-proof nature of fiber optic communications continues to open new avenues of innovation that no one imagined when EPB launched the Gig in 2010. Today, as we look forward to what will come next, the next great advancements will be powered by quantum technologies and will be exponentially more advanced than even the fastest, smartest systems in place today.

With a growing global focus on quantum technologies, EPB and Qubitekk launched EPB Quantum Network powered by Qubitekk in fall 2022, making Chattanooga home to America's first industry-led, commercially available quantum network designed for running equipment and applications in an established fiber optic environment. The foundational goal of EPB's effort is to position Chattanooga for new business investment and job creation in a rapidly emerging industry that is already attracting billions of dollars in public and private investment. In fact, according to a report by McKinsey and Company the quantum technology market is expected to grow to a \$106 billion industry with more than 350 startups by 2040.

"EPB Quantum Network is a critical resource for lowering the barriers to entry for private companies, so we can move quantum technologies into real-world application."

– Former U.S. Senator Bob Corker

Today, EPB Quantum Network operates on the cutting edge of quantum technology with the aim of commercializing quantum technology by providing a real-world location for businesses, entrepreneurs, researchers, government and universities to run quantum applications, test new quantum technologies and validate equipment performance.



Enhancing the EPB Local Energy Mix to better serve our customers

In fiscal year 2022-2023, EPB advanced several projects to expand our Local Energy Mix to enhance power reliability and resiliency while realizing substantial savings. Among them was the completion of the “Power to Protect” microgrid based at the Chattanooga Police Services Center and Fire Department administrative headquarters. With the goal of ensuring power supply continues without interruption in an emergency, the new microgrid can generate and provide enough power to sustain operations 24/7/365 for fire and police functions at the location indefinitely.

The system of 155 kW in solar panels, a 500 kW storage battery and 200 kW diesel generator creates enough power to sustain operations indefinitely during a community-wide emergency. EPB can use its onsite energy storage to decrease community energy costs by reducing TVA’s peak demand charge. At the same time, savings created by the microgrid help the location lower its monthly bill by 20 percent.

Using energy storage to reduce peak demand charges will help EPB pay off our investment in Power to Protect within 6-7 years and reap value well beyond the cost of purchase and installation.

EPB continues to expand our microgrid and distributed energy resource investments across our service region to improve power resiliency, support business continuity for critical community resources, and reduce customer costs through peak management.

With Power to Protect, EPB’s local distributed energy resources have grown to a combined capacity of 7,850 kW ac, with another 6,155 kW ac in development. Several other projects are in development across our service area, and EPB continues community collaborations to increase power grid dependability.



Fiber futureproofs Chattanooga's roadways

EPB's ongoing collaboration with the Center for Urban Informatics & Progress (t) at the University of Tennessee at Chattanooga (UTC) continues to produce results and an innovative roadmap for the future.

CUIP's Smart City Corridor seamlessly integrates technology that communicates real-time traffic information — and could fundamentally change how we view mobility. CUIP's testbed began as a 1.2-mile section in downtown Chattanooga. Thanks to our community-wide fiber optic network, CUIP can envision regional scalability to nearly 100 intersections with connected vehicle infrastructure. Using cameras, radar, audio and air sensors, CUIP tracks anonymous vehicle and pedestrian data to find accident near-misses with the goal of eliminating all traffic-related deaths in the city. Right now, work is focused along the Martin Luther King, Jr. Boulevard corridor with plans to expand to include all of downtown Chattanooga making it the largest smart city testbed in the United States.

UTC recently elevated the visibility and priority of this research by promoting CUIP Founding Director Dr. Mina Sartipi to head of the newly established UTC Research Institute with focus areas that include Mobility and Transportation, Quantum Technologies and the Center of Excellence in Applied Computational Science and Engineering.



**Fostering
economic opportunities**



Gig City Goes QuantumSM captures momentum to advance quantum innovation in Chattanooga

To prepare for education, jobs and business opportunities in the emerging quantum technology sector, EPB and Qubitekk joined with community leaders, universities, schools and companies to launch Gig City Goes Quantum. The collaboration's inaugural effort began with a community-wide celebration of World Quantum Day from April 14 through May 31. Surpassing the original goal of engaging people of all ages in completing 1,000+ Quantum Learning Activities, Gig City Goes Quantum succeeded by engaging more than 120 educators in reaching nearly 8,000 students through more than 2,200 learning activities.

EPB and Qubitekk curated live stream videos and demonstrations, games and interactive resources from Hamilton County Schools, Chattanooga State Community College, the University of Tennessee at Chattanooga (UTC), Chattanooga 2.0, Public Education Foundation Chattanooga, National Science Foundation, National Q-12 Education Partnership and Xairos.

“EPB and Qubitekk’s partnership positions Chattanooga to lead in the quantum space and serves as an example to other municipalities of supporting meaningful progress to advance quantum investments in their communities.”

– Quantum Economic Development Consortium Executive Director Celia Merzbacher

The Chattanooga-based effort generated local momentum that EPB Quantum Network hopes to spread cooperatively across the country. CO.LAB, a Chattanooga-based early-stage startup accelerator, evolved its focus to sustainable mobility innovations for advancing the equitable movement of goods, people, energy and data, including a special focus on quantum technology. CO.LAB also prominently featured quantum topics on its inaugural CO.MOBILITY Summit agenda, including an address by Qubitekk Co-Founder, President and Chief Technology Officer Dr. Duncan Earl and a Quantum Bootcamp to educate attendees about the fundamentals of quantum physics and their real-world applications.



EPB supports Chattanooga's growth with energy expertise

Take a drive around Chattanooga and you'll see rapid development across our community. With twice as many new residences* being built this year as there were two years ago, EPB crews and engineers have been busy behind the scenes designing and installing the new infrastructure necessary to provide services to these newly built homes, while also supporting rapid business growth across the community. New developments like the Lookouts stadium, The Bend riverfront development and the Westside community are some, but certainly not all, of the most visible projects that EPB is working to support.

Even before a shovel touches dirt, EPB is at the table. In support of state and local economic development incentives, EPB offers new construction growth credits to offset electric infrastructure costs and support continued development in our community. Specific provisions are available for residential, business and industrial developments, as well as commercial EV charging stations. Additionally, contractors can pursue EPB Smart BuildSM certification to demonstrate the homes they build meet certain energy efficiency requirements.

Once developers decide to build, EPB works closely with them to ensure the installation of infrastructure in accordance with their construction schedule while providing personalized service and expertise through completion. To ensure we have the equipment needed to connect these investments to our Smart Grid, EPB stocks critical components sometimes years ahead of schedule to ensure they'll be available when needed and projects stay on schedule.

**Including both single family houses and multi-family dwellings such as apartments and condos.*



HCS EdConnect bridges the digital divide

HCS EdConnect powered by EPB continues to bridge the digital divide for public school students and their families living in Hamilton County. The program, which provides home-based, fiber optic internet to students in need at no charge, is creating a lasting legacy that will improve socioeconomic outcomes to advance health, economic and educational prosperity for generations.

During the 2022-2023 school year, nearly 17,000 students enrolled in HCS EdConnect, totaling more than 28,000 people when counting their families.

Boston College researchers surveying parents found when households participate in HCS EdConnect the entire family benefits. Parents of HCS EdConnect students told researchers having home internet access has helped them find new jobs, attend telehealth appointments and pursue ongoing education online. Nearly all eligible HCS parents surveyed (93%) reported feeling more positive toward technology in education — a significant gain in comparison to previous research findings.

Today, HCS EdConnect serves as a national example. EPB's fiber-to-the-home community-wide network underpins the speed, reliability and access that has made the program so successful.



Up from here: Lineman training partnership creates new opportunities

EPB and a dynamic group of organizations joined together to fill critical diversity gaps in the lineman profession by establishing the Southeast Lineman Training Center Partnership. The program provides a series of career exposures and hands-on learning opportunities to open clear pathways into careers in the energy and telecommunications industries for marginalized communities.

To date, EPB has hired three of the program participants as full-time employees working in Field Operations serving fiber customers: Melique Hambrick, T'André Tarvin and Anthony Bell. Melique and T'André also graduated from the EPB Institute of Technology and Networking at Tyner, where they first learned about lineman career opportunities.

While they admitted overcoming their fear of heights, all have become essential, respected members of their teams with enormous potential for growth.

“I wouldn’t have known the Southeast Lineman Training Center Partnership was an option had I not heard about it through the EPB Future Ready Institute,” Melique said. “This is a great field that lets you shape your future and gives you the option to branch into other areas. I feel like I can go anywhere in this trade.”

Collaborating organizations also include TVA, Benwood Foundation, Hamilton County Schools, Southeast Lineman Training Center (SLTC), International Brotherhood of Electrical Workers (IBEW), the American Association of Blacks in Energy East Tennessee Chapter (AABE) and Chattanooga 2.0.



Serving other communities while bringing new dollars into Chattanooga's economy

EPB's Broadband Solutions continues to share our world-class infrastructure and expertise with other municipalities and utilities by providing technical and operational expertise to help them deploy fiber optic networks to their own communities. EPB Broadband Solutions lowers the barriers of entry for other community-based internet providers outside of our service area. In fiscal year 2022-2023, EPB Broadband Solutions' revenue reached \$6.7 million dollars.

As the need for improved broadband services grows in rural America, increased federal funding has become available for states and communities pursuing improved high-speed internet access. As a fiber optics industry leader, EPB's experience deploying the country's fastest community-wide internet helps provide a roadmap for clients that want to begin their own journey. EPB Broadband Solutions offer several services, including 24/7 technical support, complex provisioning, alarm monitoring, expert product, pricing strategy, and wholesale bandwidth such as Direct Internet Access (DIA).

To date, EPB Broadband Solutions has established contracts with 26 municipal, co-op and telco service providers with the potential to serve 1.1 million subscribers who live as far away as Texas and Pennsylvania. By helping other communities create and grow their own broadband services, EPB Broadband Solutions is bringing new dollars into our community creating new local jobs to support these growing networks.



**Stewarding
customer resources**



Home Uplift reduces energy usage to improve quality of life

In August 2022, EPB and TVA celebrated the completion of the 600th Home Uplift energy renovation and announced a joint \$1 million investment to keep the program going strong.

Through Home Uplift, EPB Energy Pros and TVA EnergyRight® work with neighbors in need to provide substantial home energy upgrades at no charge to reduce their energy bills and improve air quality through improvements such as home sealing, duct replacement, water heater and pipe insulation, wall insulation and HVAC cleaning and tune up.

“Home Uplift helps me reap the benefits of better home energy efficiency all year long. My energy bill dropped so low that I called EPB to make sure it wasn’t a scam. I can use my savings on more things I need like groceries and other bills.”

– Ezra Harris, Home Uplift recipient

On average, EPB’s Home Uplift participants save more than \$400 on their energy costs each year, with those who have the highest energy burden saving much more.



Maintaining our infrastructure protects our community

Although EPB employees take pride in serving our customers as first responders when Chattanooga's infrastructure is damaged, outage management begins long before storms or other challenges are in the forecast. EPB Field Operations performs preventative maintenance every day to resolve as many potential issues as possible before they become outages.

- **Pole inspections:** EPB continuously inspects utility poles to assess them for structural integrity. We proactively replace approximately 500 to 600 poles every year. This schedule ensures all poles are inspected on a regular basis and replaced when they begin to deteriorate.
- **Upsizing infrastructure:** EPB Field Operations teams also proactively scale up infrastructure to meet the increasing demands of areas experiencing rapid growth, allowing development to move uninterrupted and supporting our local economy.
- **Vegetation Management:** Fallen trees and branches do more damage to the local power grid than any other single cause. EPB maintains a continual schedule of vegetation management to proactively identify and trim trees and other vegetation which might cause problems before storms move through the Chattanooga area. EPB is also committed to maintaining the health of trees and preserving Chattanooga's natural beauty. That's why we employ professional arborists to oversee tree trimming and cutting. In addition, the EPB Energy Pros provide free expert advice and educational resources for customers to help prevent future outages, like planting trees at least the distance of their mature height away from power lines.

By using these and other preventative measures to improve power resiliency and reliability, EPB crews preserve our community's quality of life.



2,000 free trees and planting tips bring “ReLeaf”

EPB joined the City of Chattanooga and Reflection Riding Arboretum and Nature Center to give away 2,000 trees to residents in our service area through the Free Tree ReLeaf program. Trees improve stormwater drainage, support cleaner air and create cooler neighborhoods; when mature, total trees given away are expected to reduce stormwater runoff by more than 2 million gallons.

“Thanks to the partnership of organizations like EPB and the City of Chattanooga, Reflection Riding can expand our focus on restoring and conserving the ecology of our area. Free Tree ReLeaf helps proliferate native plants that thrive in our region and introduce more people to a measurable way they can support nature.”

– Mark McKnight, President & CEO, Reflection Riding Arboretum & Nature Center

To ensure trees get a good head start, EPB Energy Pros arborists provided educational materials to help residents understand where to plant trees to avoid future interference with power lines and unwanted outages.

In addition to creating safer, healthier communities, trees can provide relief from hot summer sun or cold winter winds when planted in the right locations, thanks to the advice provided by EPB Energy Pros.



Helping customers save \$1.2 million with free LED light bulbs

How long does it take to distribute 8,000 LED light bulbs to families in need?

It only takes one morning, thanks to the dedication of 200 EPB and TVA volunteers. EPB Energy Pros led the activity on September 16, as part of United Way of Greater Chattanooga's Impact Days, joining volunteer efforts across Chattanooga to commemorate United Way of Greater Chattanooga's 100th anniversary.

The cumulative savings of all bulbs distributed during Impact Days will be more than \$1.2 million.

LED bulbs are safe, long-lasting and sustainable alternatives that any household can use:

- **Safer:** LEDs emit less heat, so touching them won't cause burns or fires.
- **Last longer:** LEDs last up to 25 times longer than incandescent bulbs, so they don't need to be changed as often.
- **Brightness:** LEDs light up an entire room while using less energy. Bulbs are available in a variety of shades and can suit dimmable switches.

According to the American Council for an Energy-Efficient Economy, many households behind on energy bills were also more likely to fall behind on rent. ACEEE recommended implementing efficiency measures, like switching to LED bulbs, as a way to decrease energy costs and help lessees stay current on rent.



**Engaging
our community**



EPB's MWOB and Purchasing efforts grow a diverse ecosystem of local businesses

Velma Wilson, CEO of Cleaning Solutions, LLC, has worked with EPB since 2018, overseeing cleaning EPB's branch offices in Brainerd and Hixson. Wilson started her company in 2002, with the belief it's not only important to do a good job but also to take time to know the stories of the EPB employees.

"I take pride in having my own business in Chattanooga. When you start a business it's not just about making money, but it's about knowing your purpose because having a business is about the people and community you're serving," Wilson said.

EPB's efforts to increase the number of Women and Minority Owned Business (MWOB) vendors align with our mission of enhancing the quality of life in our community and center around the three pillars of economic development, job creation and generational wealth creation. The program has invested in more than 95 diverse businesses since 2018, and broader job creation and broader prosperity through more than \$102.7 million in contracts with diverse business owners over more than two decades.

Many EPB employees have enjoyed Davis Wayne's catering at EPB's company events. Co-owners Cynthia Wood and Antonia Poland take pride in working alongside EPB. "One of the best things about working with EPB has been the access to their fiber optic system. EPB helped us increase our business's bandwidth when we were having issues ringing in orders due to our customer volume," said Antonia Poland, Co-owner of Davis Wayne's. "Not only did EPB help us switch from a previous competitor, they helped us to get the most affordable rate and plan that worked best for our business. It was truly helpful."



Connect For Good gives people experiencing homelessness the key to a better future

EPB believes in improving quality of life for everyone in our community. That's why, in 2022, EPB supported the Chattanooga Regional Homeless Coalition by launching Connect For Good, an effort to raise awareness about the issue of homelessness and encourage people to donate to the Flexible Housing Fund.

Managed and dispersed by the Chattanooga Regional Homeless Coalition, the Flexible Housing Fund helps people experiencing homelessness overcome barriers to housing by providing support for back rent, utility payments, rent payments, application fees and other needs that help bridge the gap to housing. The fund supplements existing community resources and fills gaps in needs not covered by other agencies.

“Chattanooga’s spirit of generosity is a huge part of what makes our city so special, and these donations will support hundreds of residents in need as they get back on their feet.”

- Chattanooga Mayor Tim Kelly

Learning about the issue through EPB’s social media and multimedia marketing campaigns, the Chattanooga community showed how much they cared by donating more than \$65,000 to the effort to help people experiencing homelessness in our community and offer hope for a home.



EPB supports local organizations by providing assistance for neighbors in need

EPB reaffirmed our commitment to helping the most vulnerable members of our community by investing \$150,000 into United Way of Greater Chattanooga's Bridge Fund, matched by TVA, for a joint partnership of \$300,000 to provide neighbors with utility and rent assistance. The donation was the third round of support from EPB and TVA, reaching a total joint investment of \$720,000 since spring 2020. Additionally, EPB employees donated \$20,000 in personal contributions to the fund in 2020.

According to a Bankrate survey, more than half of Americans are not prepared to cover three months of expenses in an emergency; 25% report having no emergency fund. United Way's Bridge Fund provides direct aid for those who find themselves in a moment of immediate need for food, health services, transportation, crisis relief, housing, utility payments or childcare.

Launched during the pandemic, the Bridge Fund continues to provide resources as individuals and families navigate evolving economic challenges including increased costs for many goods and services.



10th Street Murals and ArtSpark Goes to School enrich the arts community

EPB cultivates local artists through two hallmark programs that turn essential public power infrastructure into permanent art installations: the 10th Street Murals Project and ArtSpark Goes to School.

The third wall of the EPB 10th Street Substation boasts another round of murals featuring the history and traditions of the MLK community. In addition to creating a sense of vibrancy and honoring an important part of Chattanooga's history, the 10th Street Substation murals showcase talented local artists.

“When people see my box, I hope it reminds them of something that excites them. Whether it be a gleaming childhood memory, an impressive accomplishment, I hope this piece is able to motivate someone to accomplish great things.”

– Alanna Jones Newman, Sale Creek High School student

The work of young artists enrolled in Hamilton County Schools adorn 49 utility boxes across Chattanooga as part of the ArtSpark Goes to School program. More than 1,500 students have completed the complementary curriculum developed by UTC's Arts-Based Collaborative that leads students through the design and proposal process.

Conclusion

Embarking upon the new fiscal year, EPB looks forward to building upon momentum to advance initiatives to pursue opportunities that positively impact our customers and community.

- **Advance Quantum Technology:** EPB Quantum Network opened in summer 2023, welcoming the first users to the network to run existing applications, test new quantum technologies and validate equipment performance in a real-world setting.
- **Expand Local Energy Mix:** EPB will develop additional local power generation and storage capacity by increasing solar and distributed energy resources hosting capabilities, battery installations to enhance resiliency and reduce demand charges, and explore geothermal installations to reduce HVAC costs and carbon emissions.
- **Smart Electrification:** Advance local capacity and expertise to address commercial and residential customer needs with new technology and EPB Energy Pros expertise.
- **EPB Broadband Solutions:** By growing the number of municipalities that use our services, EPB creates more opportunities to increase economies of scale for customers and increase employment opportunities locally to serve the needs of clients elsewhere.

By pursuing these opportunities and developing more prospects for innovation, EPB gives our customers and community a competitive edge to bridge them from the present to the future.