



2025 Annual Report

03	—	Overview
04	—	By the numbers
11	—	Energy storage makes Chattanooga's grid even more reliable
12	—	Reliability is the foundation of a Chattanooga shipping success story
13	—	Helping Chattanooga businesses save
14	—	The new and improved MyEPB app simplifies customer account management
15	—	Advancing Chattanooga's position on the leading edge of quantum technology
16	—	EPB enhances Tennessee's EV infrastructure with new charging station

Overview

Whether it's helping local businesses reduce energy usage, enhancing our Automated Grid to deliver resilient energy or establishing the city's position as a hub of quantum technology, EPB remains dedicated to our mission to enhance our community's quality of life.

As home to the world's fastest community-wide internet and the country's most advanced Automated Grid, we're proud to keep our community on the cutting edge. EPB carefully stewards our community's resources to meet customers' needs today and future-proof Chattanooga and Hamilton County for the future, which is why we work hard to maintain investment-grade credit ratings by Fitch (AA+) and Moody's (Aa1).

We're proud that our services contribute to national rankings that name Chattanooga one of the best places to live and visit. Even more so, we're honored by our customers' feedback that puts EPB among the nation's top utilities for customer service, brand appeal and more.



**By the
numbers**



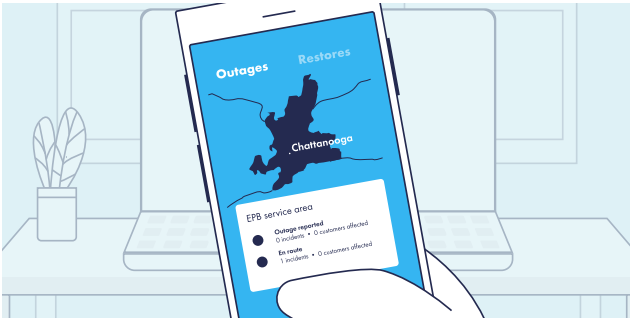
EPB Energy

34,039,624

Customer outage minutes reduced or avoided by the Automated Grid



Annual savings from Automated Grid meter reading



Number of unique MyEPB app users:

105,782

Annual operational savings delivered by the Automated Grid:

\$4,062,994

\$18,178,040.79

In PILOT payments to local government

Number of levelized billing customers:

11,772

Added 1,439 customers this year to improve their experience



Provided EPB Energy ProsSM energy-saving expertise to 3,043 customers through consultations, programs and video views.

EPB + TVA
EnergyRight[®]
Rebates:

\$1,460,000

In EPB & TVA rebates paid to customers

6,100,000 Kwh

of energy saved

\$2,300,000

Economic impact of EPB & TVA rebates to local companies



EPB Fiber Optics

**Added 1,469
residential customers**



Total EPB Fiber Optics customers:

132,658

Total Gig & Multi-Gig customers:

56,714

Total EPB Smart Network customers:

61,006

(added **2,253** during the year)



Stewarding local resources

Reduced 2.5 million lbs. of CO₂ emissions

Environmental benefits from the Automated Grid include:

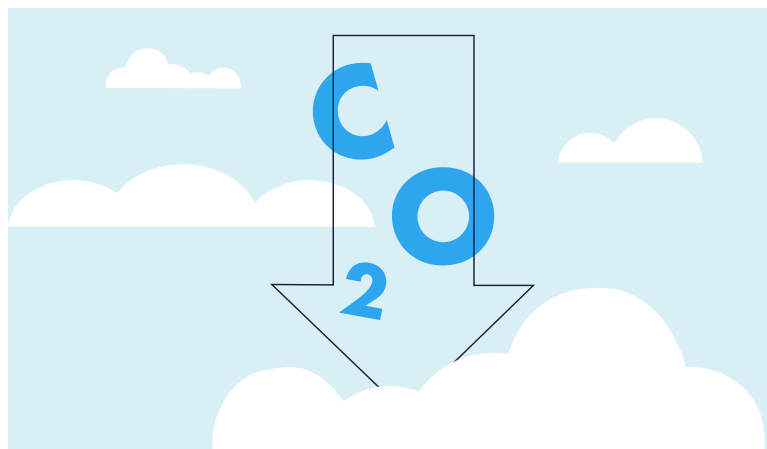
- reduced road miles driven
- enhanced power demand management
- power factor improvement

EPB Local Energy Mix

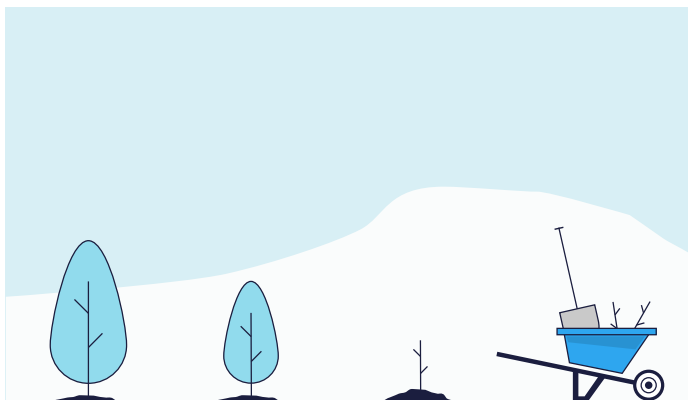
Solar: 1.145 MW

Energy Storage: 31.960 MW

Increased capacity of local energy mix by 25.630 MW
(all energy storage)



Nearly **52%** of the energy EPB provides is carbon free to promote cleaner, clearer air for our community



Gave away **2,063** free trees through Free Tree ReLeaf in partnership with the City of Chattanooga

140,155

Paperless Billing accounts (Energy and Fiber Optics)
(added **15,148** during the year)

316,268

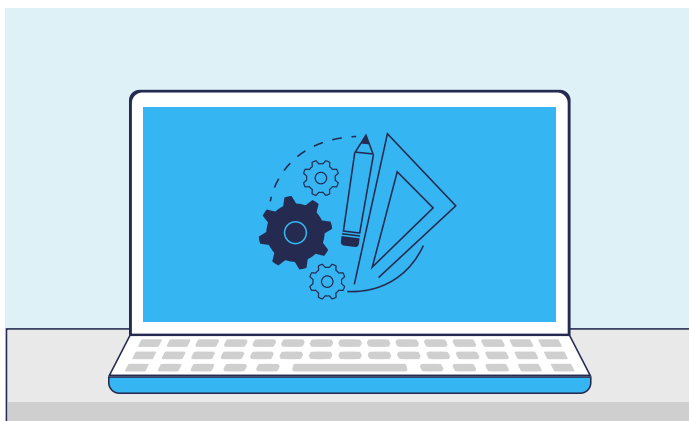
Pounds of waste diverted from landfill (not including vegetation)

9,240 lbs.

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



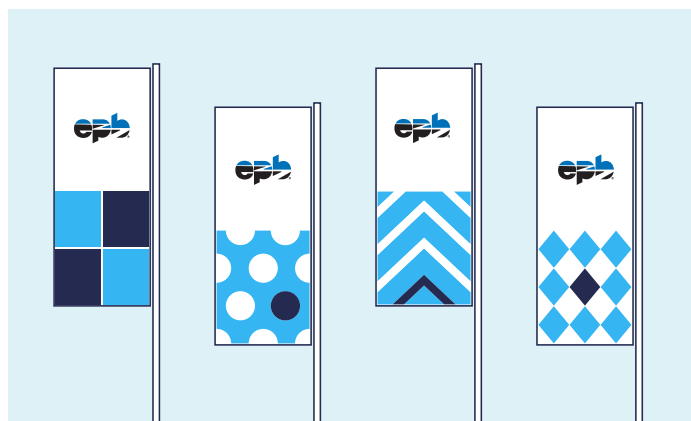
Serving our community



People with internet access through
HCS EdConnect powered by EPB:

27,700+

(more than 15,100 students & their family members)



123

community partnerships including local schools, non-profit
efforts, and job creation initiatives



Accolades



Best Customer Satisfaction

For nine consecutive years, customers have ranked EPB highly enough to earn "Best Customer Satisfaction for Residential Electric Service in the South among Midsize Utilities," including top marks in the Midsize category for Customer Care, Corporate Citizenship and Billing & Payment.

Highest Brand Appeal

Customer surveys ranked EPB highest in the nation according to the first J.D. Power U.S. Utility Brand Appeal Index Study. Local customer feedback ranked EPB first in the country for Customer Trust, Company Reputation and Marketing Execution.



Consumer Reports named EPB the #2 Internet Provider in the country with 5 out of 5 ratings for Value, Reliability, Speed and Technical Support.



Customers voted EPB "Best Internet Provider" for the 13th year in a row and "Best TV Provider" for the 14th year in a row in the annual "Best of the Best" awards from Chattanooga Times Free Press. Voters also selected EPB as the top "Solar Solutions" provider in recognition of the work our EPB Energy ProsSM do to help customers identify energy savings opportunities.



The international Network X Awards recognized EPB's fiber optic network and partner Nokia's contributions for "Leading PON-based Smart City Service."



**Stories &
highlights**



Energy storage makes Chattanooga's grid even more reliable

EPB is expanding its commitment to reliable energy by diversifying the EPB Local Energy Mix, which helps keep rates as low as possible while reducing the potential for community-wide outages.

In Sale Creek, EPB recently commissioned its first microgrid designed to enhance resiliency in an area that did not have redundant wire lines. Should the single line that serves this neighborhood become damaged, the microgrid can continue to supply power to customers while repairs are made.

Other projects include two new energy storage facilities at Long Street and in East Chattanooga. Together, these sites will add 36MW of capacity, increasing EPB's total energy storage to 48MW.

"Deploying more energy resources within Chattanooga's power distribution system helps us future-proof our community by giving us options for better managing the supply of electricity for our customers while providing localized resources for restoring outages."

– David Wade, CEO, EPB

EPB is also working with local businesses to identify sites that could accommodate additional energy storage installations, like those in place at the Chattanooga Metropolitan Airport and the Chattanooga Police Service Center. Businesses that host equipment can enjoy enhanced electric service resiliency in the event of an outage.



Reliability is the foundation of a Chattanooga shipping success story

How does a company that delivers critical information to ocean-going ships decide to relocate from Florida to a landlocked state?

When Dryad Global was searching for a new headquarters location in 2016, the company made its selection based on a set of criteria, with resilient and reliable power and connectivity at the top of the list. With the most advanced automated electric grid in the U.S. and world-famous fiber optic services, Chattanooga was a no-brainer.

“We could’ve chosen anywhere...Chattanooga is a great place to grow a company. As we scale up as a company, EPB’s fiber optic network gives us plenty of capacity for the future.”

– Frank Fenner, Chief Commercial Officer, Dryad Global

From cargo to cruise ships, Dryad’s customers can’t afford to operate without the data the company delivers to them. Dryad, formerly International Maritime Security Associates, has thrived after nearly a decade in Chattanooga, growing their team by tenfold and earning an Early Innovator Award from CO.LAB in 2017.

With millions of points of data from across the globe, Dryad’s decision to base operations in Chattanooga seems exceptionally fortuitous as EPB builds the nation’s first commercially available quantum computing and networking center.



Helping Chattanooga businesses save

Commercial business incentives from EPB and TVA EnergyRight® help local businesses reduce energy costs with a range of options, including electric forklifts, HVAC upgrades, LED lighting, refrigeration, thermal ice storage and custom opportunities. EPB Energy ProsSM guide businesses through available investments to identify which incentives offer the largest benefits.

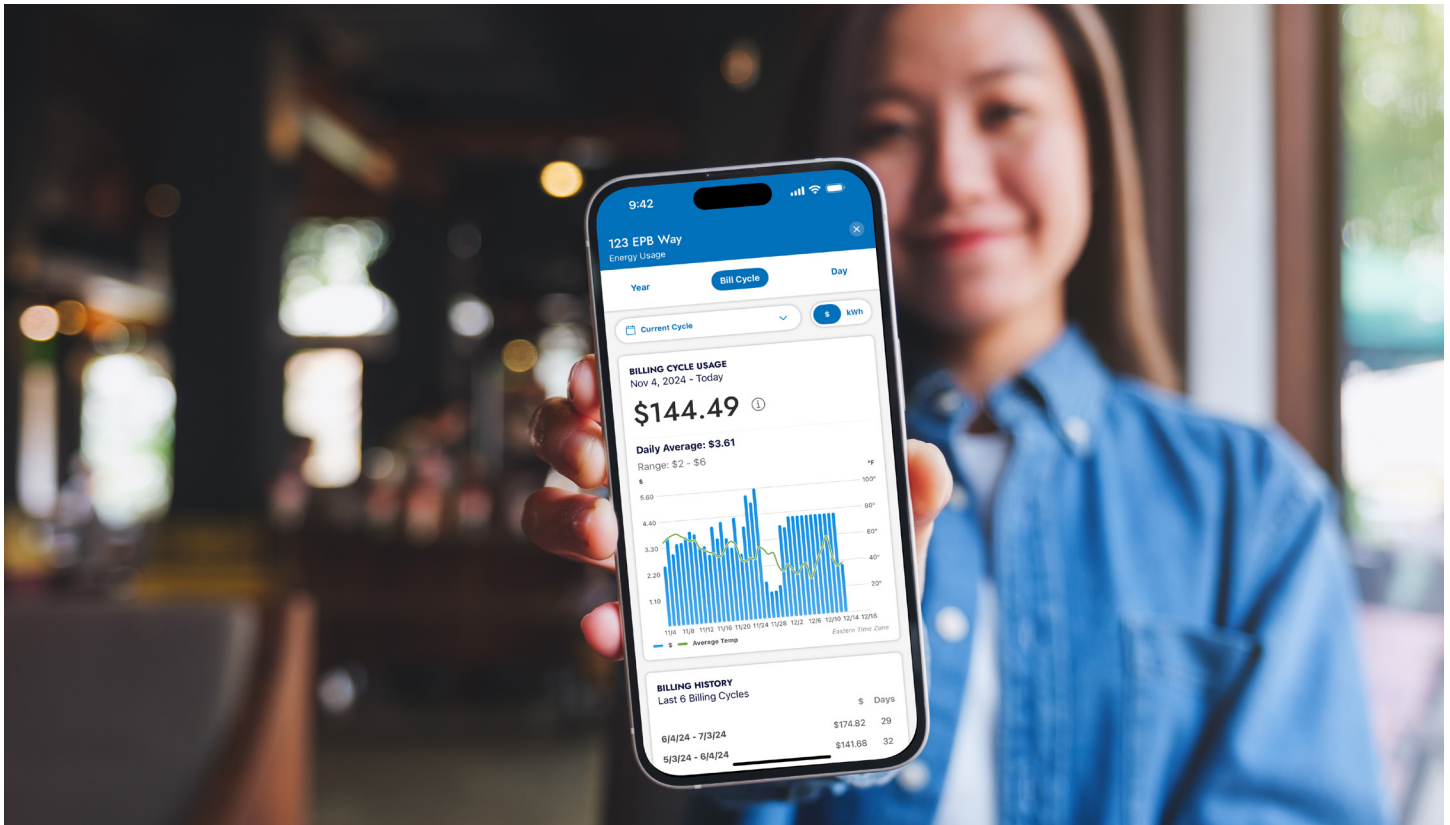
In the case of Chattanooga Bakery, maker of world-famous MoonPies, transitioning to LED lighting over time has reduced power consumption at its 110-year-old bakery by more than 75 percent in the last decade.

“[Working with EPB] has been very attractive, because these investments in improving our packaging and other production have not only reduced our power consumption but also expanded our production capability... This is very much a win-win situation for us to get these credits for making these investments to improve our operations.”

– Enrique Vizoso, Operations Director, Chattanooga Bakery

Across town, Finley Stadium hosts University of Tennessee at Chattanooga Football and Chattanooga Football Club games, among many other events that draw large audiences from across the region. Working with EPB, the stadium recently installed LED lighting. After years of staying in touch, EPB encouraged Finley Stadium to apply for new incentives that return four times more benefits.

“Lighting is a top priority for every stadium. EPB connected us with incentives that bring down the amount of energy our lights use during games and save money at other times when we can be more flexible.” Brian Wright, Executive Director, Finley Stadium.



The new and improved MyEPB app simplifies customer account management

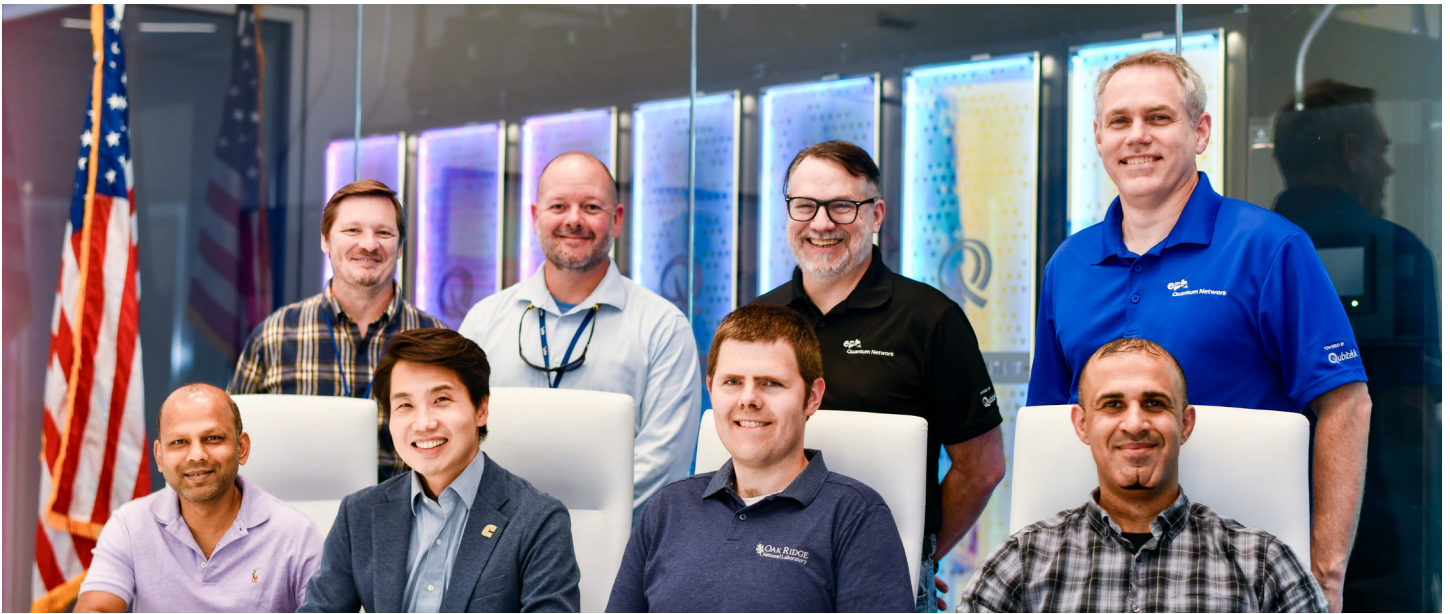
The newly improved MyEPB app takes convenience to the next level with upgraded features giving customers even more seamless control over their fiber and energy accounts. The free app underscores EPB's continued commitment to enhancing award-winning customer service.

“EPB starts with ‘Yes’ when it comes to personal service and technological possibilities.”

The redesigned dashboard offers account information for both EPB Energy and EPB Fiber Optics accounts, allowing customers to access the most frequently used tasks with just a click, such as bill pay, viewing bills and seeing their energy usage as soon as they open the app.

It's never been easier to report outages with a new map that makes it easier to view outage information and includes fiber outage information for the first time. Customers can also track outage repairs in real time and receive estimated times of restoration.

Among the customizable features in the new app are notifications to stay informed, including High Usage Alerts, Bill Threshold, Outage & Restoration, Billing Notifications, Planned Maintenance and General Storm Readiness.



Advancing Chattanooga's position on the leading edge of quantum technology

In fall 2024, Oak Ridge National Laboratory (ORNL) scientists utilized EPB Quantum Network® to successfully demonstrate a critical new technology, which marks a crucial early step toward creating a quantum internet. The University of Tennessee at Chattanooga also participated in the demonstration. This effort is a milestone in the development of technologies that could ultimately transform the way people live, work and learn.

Then, in spring 2025, EPB announced a partnership with IonQ, a leading quantum technology company, to add a quantum computer. As of the end of FY 2025, work is ongoing to install IonQ's Forte Enterprise Quantum Computer in the newly established EPB Quantum CenterSM. Commissioning the new quantum computer in early 2026 will mark the first time a single facility provides commercial access to both quantum computing and quantum networking.

"This partnership represents more than just a technological milestone, it's a pivotal step in building a quantum economy and IonQ ecosystem in Tennessee. By delivering our Forte Enterprise-class quantum capabilities to Chattanooga, we're expanding our quantum access to customers across the state and working together to drive long-term economic growth for Chattanooga."

– Niccolo de Masi, CEO, IonQ

Offering both quantum networking and computing services advances Chattanooga as a national hub for quantum innovation, positioning the community to benefit from investment, jobs and advanced technologies to enhance power grid security, improve the resiliency of energy services and create operational efficiencies.



EPB enhances Tennessee's EV infrastructure with new charging station

EPB opened its newest electric charging station in East Ridge in January 2025. The project was made possible thanks to a Fast Charge TN Network grant from the Tennessee Department of Environment and Conservation and TVA. The Level 3 charging station, which can provide fast charging to up to four electric vehicles (EVs) at one time, is in East Ridge, Tennessee, near one of Chattanooga's busiest interchanges off Exit 1 on I-75.

"It's critical to meet the transportation needs of the people who choose our community. Thank you to EPB for considering our city as an important piece of our State's energy infrastructure."

– Brian Williams, East Ridge Mayor

EPB's new charging station is adjacent to the Jordan Crossing shopping center, within a short walking distance to restaurants, retail and lodging.

For customers interested in purchasing EVs or installing EV charging stations at their homes or businesses, EPB Energy ProsSM are available to help address questions or concerns. Contact the Pros at epb.com/energypros or 423-648-1372.