



2026 EPB Annual Report

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Overview

During the past fiscal year, EPB's mission to enhance quality of life was reflected in practical efforts that strengthen the Chattanooga area today while preparing the community for what comes next.

From supporting new housing and business growth to helping neighbors in need, expanding educational opportunities and improving customer service, EPB continues to focus on delivering meaningful benefits both for individual customers and the local community.



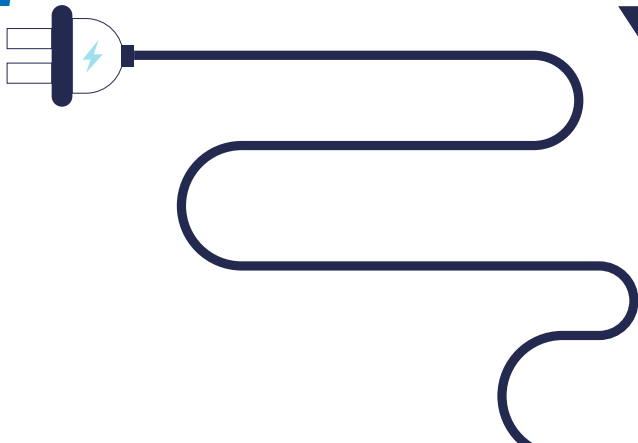
By the Numbers

EPB Energy



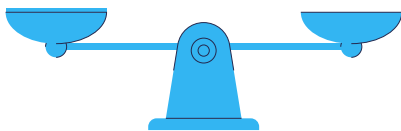
23,682,427

Customer outage minutes reduced or avoided by the automated grid



\$6,000,000+

in demand reduction savings



Number of
Levelized Billing customers:

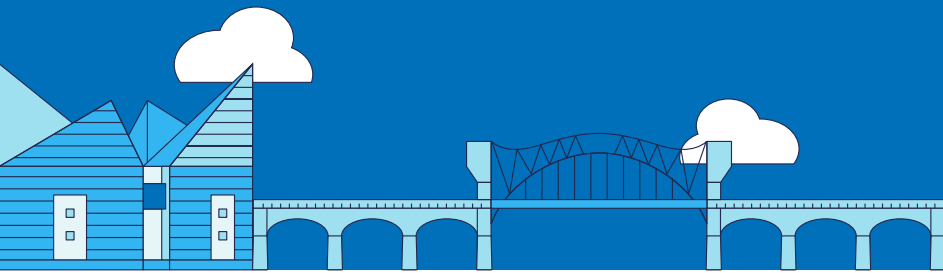
12,707

Added 935 customers this year
to improve their experience



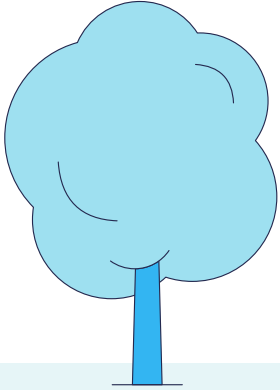
Number of unique
MyEPB app users:

148,922



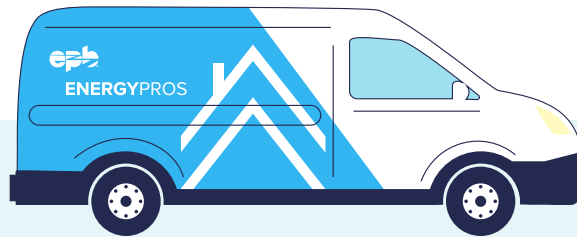
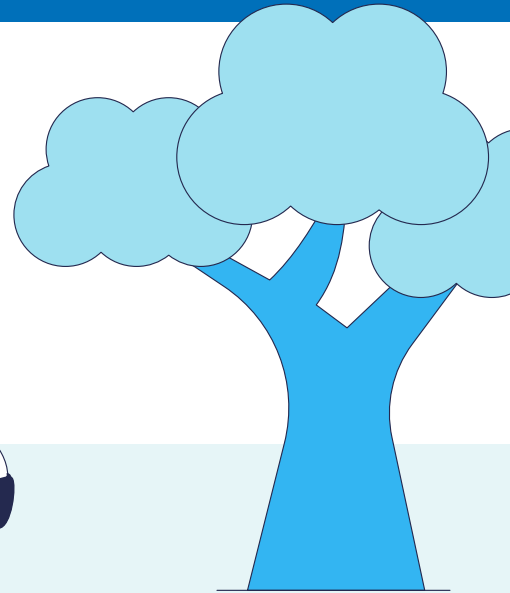
\$17.9 million

in PILOT payments
to local government



Provided EPB Energy ProsSM energy-saving expertise to

4,096 residential
customers



**EPB + TVA
EnergyRight[®]
Rebates:**

\$1,600,000

in rebates paid to customers

7,900,000 kWh

of energy saved

\$24,600,000

economic impact of EPB and TVA
rebates to local companies

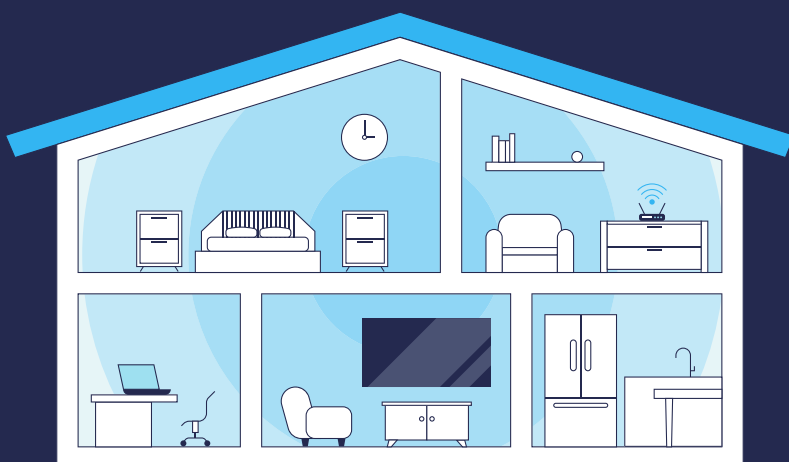




EPB Fiber Optics

Total EPB Fiber Optics
customers grew to

133,182



Total Gig and Multi-Gig customers

60,381

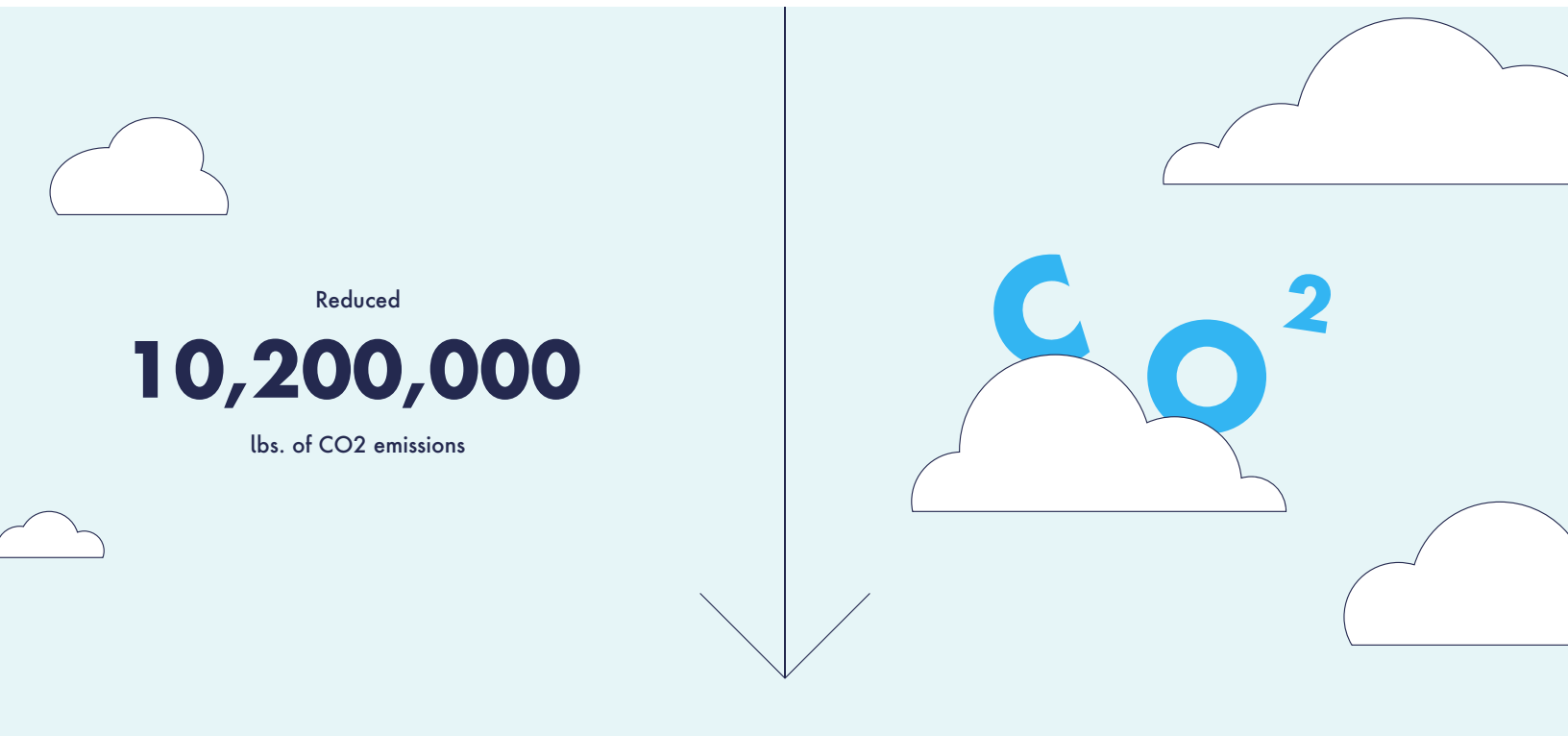
Total EPB Smart Net customers

63,313

(Added 2,307 during the year)



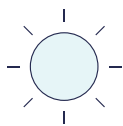
Stewarding Local Resources



Environmental benefits from the automated grid include:

- Reduced road miles driven
- Enhanced power demand management
- Power factor improvements

EPB Local Energy Mix



Solar

1.3 MW



Total Energy Storage

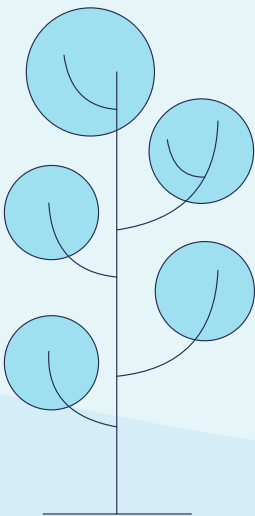
56 MW

Increased capacity of
local energy mix by

25 MW

to save customers money
and increase energy
independence.

Nearly **49%** of the energy EPB provides is carbon-free to
promote cleaner, clearer air for our community.



Paperless billing accounts
(Energy and Fiber Optics)

155,096

(Added 14,981 during the year)

Pounds of waste diverted from landfill
(not including vegetation)

477,881

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

7,870



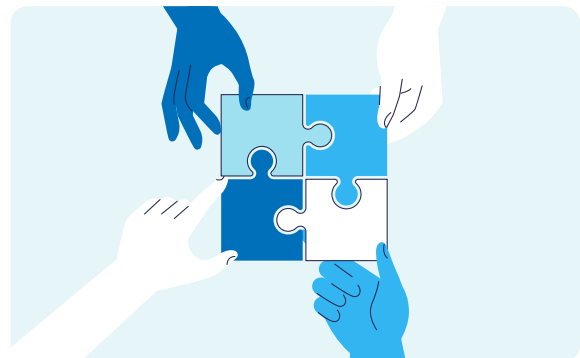
Serving our Community



**People with internet access through
HCS EdConnect powered by EPB:**

28,000+

(More than 14,690 students & their family members)



111

**Community partnerships including
local schools, non-profit efforts and
job creation incentives**



Accolades

EPB's trusted source of feedback comes directly from our customers. Thank you to our community for casting their vote for EPB's customer service, internet service and more.



Celebrating a Decade of Excellence

JD Power awarded EPB Best in Customer Satisfaction for Residential Electric Service in the South among Midsize Utilities, according to its 2025 U.S. Electric Utility Residential Customer Satisfaction Study.

JD Power also named EPB the top Midsize Utility in the South in Brand Appeal for the third year in a row.

Both recognitions were based on surveys of EPB customers.



CNET honored EPB as a People's Pick Winner for internet service. The customer survey gave EPB 5 out of 5 ratings, outranking AT&T Fiber, GFiiber, Comcast Xfinity and Spectrum.



Consumer Reports ranked EPB #2 nationwide in its 2025 ranking of the "Best and Worst Home Internet Providers."



Chattanooga Times Free Press readers voted EPB "Best Internet Provider" for the 14th year in a row and "Best TV Provider" for the 15th year in a row. Readers also chose EPB as the top "Solar Solutions" provider, reflecting the work our EPB Energy Pros do to help customers save.



**Delivering
Community Value**



EPB Energy: The first investment in every new neighborhood

Before a family moves in or a business opens its doors, EPB Energy is already at work, planning and building the electric infrastructure that makes new development possible. This is a foundational part of what every utility does, but EPB Energy's process is grounded in our mission of enhancing quality of life for people across the Chattanooga area.

Around the country, utilities take different approaches to funding new electric facilities. EPB Energy covers a significant share of those upfront costs, rather than passing them along to developers — costs that often find their way into home prices and business startup expenses.

This fiscal year, EPB Energy provided support for electric facilities for 4,860 new homes and apartment units, and 167 new business locations.

By investing in infrastructure to support housing and economic growth, EPB helps strengthen our community, making it more affordable to find a place to live or start a business and that supports the economic momentum of the Chattanooga area.



PowerShare helps neighbors in need with energy bills

For many families across the Chattanooga area, an unexpected expense can make it difficult to cover essentials like groceries, rent and utilities. Through EPB PowerShare, EPB and its customers help neighbors facing financial hardship keep the lights on when they need it most.

In 2025, EPB and TVA invested \$180,000 in PowerShare to help provide necessities including food, rent and utilities. Customers also contributed nearly \$55,000 to help with energy bills and pledged at least \$47,000 for next year.

EPB continues to encourage customer support for PowerShare, with 100% of donations going directly to help neighbors in crisis pay their energy bills. All funds are managed and distributed by United Way of Greater Chattanooga.

According to United Way of Greater Chattanooga, about 40% of households in Chattanooga and Hamilton County struggle to make ends meet. Through PowerShare and United Way's 211 support services, EPB and its customers help local families maintain stability and hope during difficult times.



ArtSpark Goes to School transforms hands-on learning into community art

For the eighth year, EPB's ArtSpark Goes to School channeled student creativity and "learning by doing" into the creation of public art across Chattanooga and Hamilton County. This year's program engaged about 850 students in learning about electricity while creating artwork for public spaces. Since the program began, ArtSpark has engaged about 7,000 students.

Developed in partnership with the University of Tennessee at Chattanooga Arts-Based Collaborative, ArtSpark Goes to School challenges students to design an artwork to fit the dimensions of a utility box as a way of connecting science, technology, engineering, art and math (STEAM). Guided by the theme "What Energizes You?", students explored creativity, problem-solving and design through real-world projects that encourage self-expression while preparing them for future educational and career opportunities.

The program also reflects Chattanooga's growing creative economy and longstanding commitment to the arts. According to ArtsBuild, the local arts community generates \$190 million in economic impact annually. With Hamilton County Schools, UTC and community arts organizations, EPB continues to support programs that strengthen connections between education and opportunity while helping students see how creativity can shape their community's future.



School Uplift helps students lead energy-saving efforts

This year, the EPB Energy ProsSM engaged with school leaders and teachers across the Chattanooga area to support their participation in the TVA EnergyRight[®] School Uplift program. As a result, Normal Park Museum Magnet School – Lower School Campus won a \$210,000 grant to support energy-efficiency upgrades at the 136-year-old school building. The investment includes \$200,000 for building improvements and a \$10,000 Learning Environment Grant developed with input from students and faculty.

Upgrades are projected to reduce energy use by 26% annually while improving comfort and indoor air quality. The improvements are expected to:

- Save an estimated \$31,162 annually in energy costs.
- Reduce air pollution by more than 201,000 pounds each year.
- Lower long-term operating costs so more resources can support teaching and learning.

Girls Preparatory School also received a \$25,000 competitive School Uplift grant for student-led energy-efficiency and environmental engagement initiatives.

Through School Uplift and partnerships with local schools, EPB helps students connect classroom learning with real-world problem solving that benefits the whole community.



**Creating World-Class
Customer Experience**



EPB reduces storm outages and keeps customers more informed

Winter Storm Fern and 14 other significant storms caused more than \$13 million in damage to Chattanooga's local electric grid. Throughout severe weather, EPB continued reducing outage impacts while keeping customers more informed than ever before.

When significant storms were in the forecast over the past year, EPB proactively brought in crews from other communities while EPB team members remained at the ready for rapid response.

When storms caused outages, EPB's automated, self-healing power grid rerouted power around the damage to minimize the impact on customers as much as possible. Over the course of the year, this prevented about 24 million minutes of outage time that would have otherwise kept customers in the dark. As a result, crews could focus on the physical repairs needed to restore other customers.

Through the MyEPB app and a new text and email notification system, EPB now provides customers with real-time outage updates, restoration estimates and revised timelines when conditions change. Since launching the new system in fall 2025, EPB has sent more than 254,000 notifications.



Giving Customers “the Gigs” (and the greatest value)

With the launch of the region’s first 5 Gig internet service and a standalone 2.5 Gig tier in June 2026, EPB is responding to growing customer interest in multi-gig connectivity while continuing to deliver the unmatched value available from the area’s only 100% fiber optic network.

More than 60,000 EPB Fiber Optics customers subscribe to Gig or multi-gig internet, and that number is growing. Today’s average home runs more than 20 connected devices simultaneously, including laptops, smartphones, streaming platforms, gaming systems, smart security and more. EPB’s expanded lineup gives customers the bandwidth to keep everything running without lag or buffering.

EPB also updated its internet offerings so customers can easily add 2-3 times as much bandwidth for as little as \$10/month. For example, upgrading from “The Gig” (\$67.99/month) to 2.5 Gig (\$77.99) gives customers more than twice as much bandwidth. All EPB internet offerings come with free professional installation by EPB Tech ProsSM and the option of adding Smart Net Plus to maximize WiFi performance, security and parental controls.

EPB has never increased residential internet pricing while providing several speed increases at no extra charge. By investing in multi-gig innovation and keeping service straightforward and affordable, EPB continues to support digital access, economic opportunity and quality of life for every home and business across its 600-square-mile service area.



EPB Energy ProsSM help customers save big on energy

As the community's energy experts, EPB Energy Pros help customers save money on their energy bill by providing free expert guidance, making it easier for households to manage their energy use and invest in home improvements.

Through the TVA EnergyRight® rebate program during the last fiscal year, EPB Energy Pros helped local EPB residential customers tap into more than \$893,000 in rebates to make energy saving renovations that also improved home values. EPB's free expert energy guidance helped local companies gain more than \$720,000 in rebates. Better yet, all participating customers will continue to receive the benefit of lower energy bills for years to come.

By helping both residential and business customers reduce their energy costs, EPB Energy Pros help make energy more affordable for local households while contributing to long-term economic growth across the community.



New Operations Center East makes EPB more responsive to customers

To respond even more quickly to customer needs, EPB marked a major milestone this year with the opening of Operations Center (OC) East. Located in eastern Hamilton County, EPB's newest operations facility places EPB team members, vehicles and equipment within minutes of areas that have seen tremendous population growth and business investment in recent years.

As a result, OC East allows EPB to deploy resources more quickly while also increasing operational efficiency and reducing fuel costs. All these factors help EPB keep costs lower for customers over time.

The facility includes 10,000 square feet of office space, 32,000 square feet of indoor storage, and 110,000 square feet of covered storage. The site also contains space for future enhancements, such as additional generators or energy storage, to further strengthen reliability.

In addition, OC East provides full operational redundancy, so EPB can shift operations to this new facility if the main Operations Center is damaged or disrupted.



Strategically undergrounding powerlines to enhance reliability for customers

Customers in some of the neighborhoods most affected by power outages are already seeing the benefits of a multi-year EPB initiative to strategically move some utility lines underground. The project is designed to deliver more reliable service today while helping keep costs lower for customers over time.

Starting from a long-standing effort to enhance resilience by hardening infrastructure, EPB was able to win a U.S. Department of Energy Grid Resilience Innovation Partnerships grant. This allows EPB to do twice as much undergrounding as it was already planning to do without impacting costs for customers.

In addition to reducing outages for customers, the project also strengthens the local economy because EPB is engaging locally based contractors to complete the work. By employing and hiring local people, these companies are supporting local job creation and economic opportunity.



**Preparing for
the Future**



This year, Department of Energy Assistant Secretary for the Office of Electricity Katie Jereza visited one of EPB's energy storage facilities, highlighting the growing importance of local energy resources to strengthen the grid.

Using energy storage to enhance reliability and keep costs lower

To improve services for customers by enhancing reliability while keeping costs lower, EPB is investing in energy storage and microgrid technology as part of its Local Energy Mix strategy. With the multi-year goal of developing 150 MW of local energy resources, or 10-15% of peak demand, EPB made strong progress in the effort to enhance reliability, protect critical infrastructure and support faster outage restoration.

By storing electricity when supplies are abundant and using it when demand is highest, these systems also reduce peak power costs which helps keep electricity more affordable for customers over time.

- **Added capacity:** EPB increased energy storage capacity to 56 MW (122 MWh).
- **Customer resilience:** New microgrid technology provides backup power for more than 1,000 residential customers during outages.
- **Essential services:** Local energy resources help protect fire stations, community centers, grocery stores, schools, railroads and the Chattanooga Police Service Center.
- **Lower costs:** Cost-management benefits are expected to repay the initial investment in about five years while continuing to help keep costs lower for customers over time by reducing demand management fees.

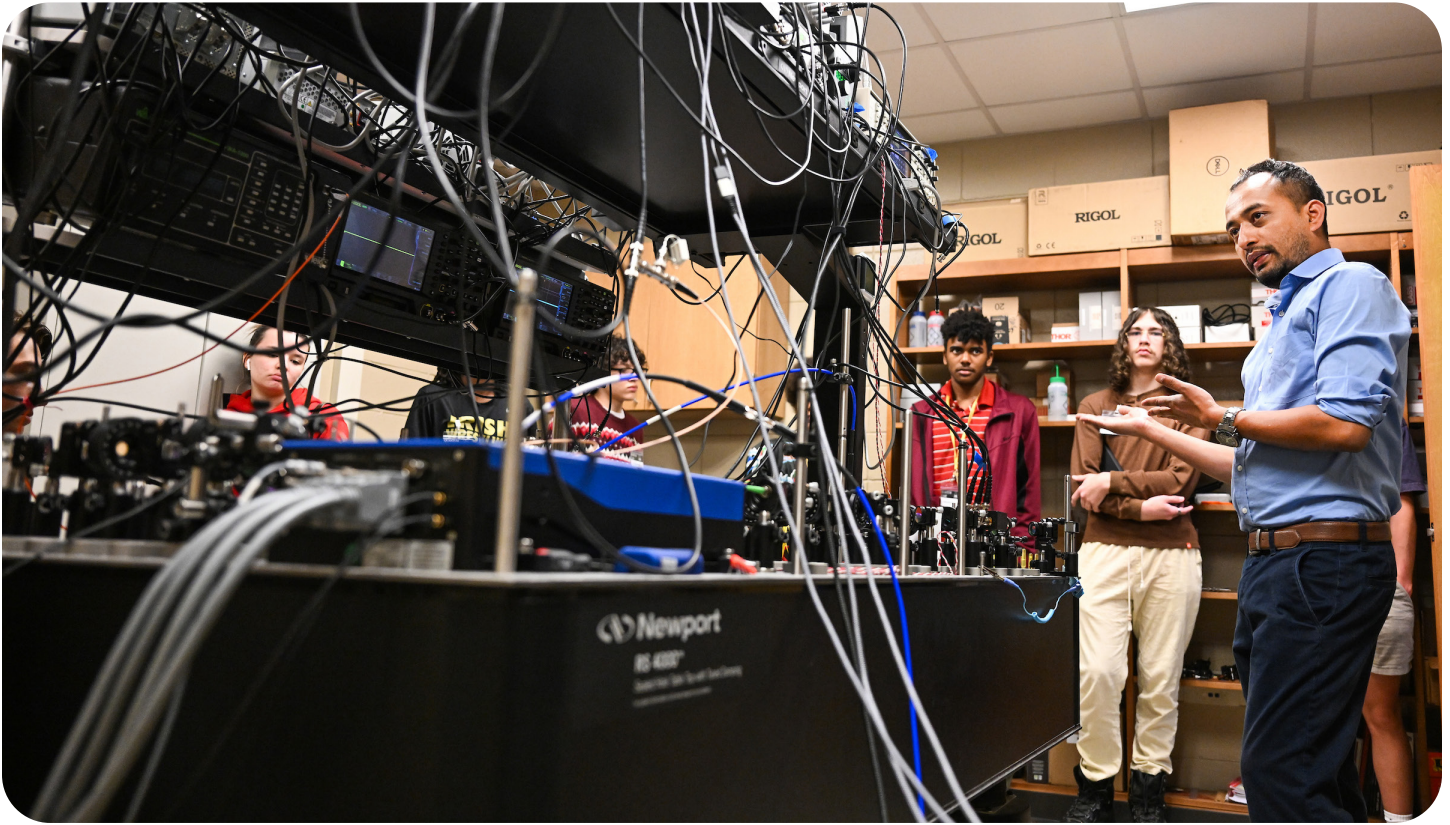


Photo courtesy of UTC

EPB and UTC expand quantum ecosystem for community benefit

EPB and the University of Tennessee at Chattanooga (UTC) expanded their longstanding partnership in 2026 to strengthen Chattanooga's growing quantum ecosystem and prepare the next generation of technology leaders. The collaboration increases access to education, research and workforce development opportunities tied to EPB Quantum CenterSM, the nation's first facility to offer commercial access to both quantum computing and quantum networking:

- Strengthen the quantum workforce pipeline by adding roughly 135-240 faculty, staff and students over the next five years.
- Expand research programs in quantum algorithms, quantum machine learning, quantum networking and quantum sensing.
- Advance industry-aligned research to enhance energy systems and grid resilience, cybersecurity, infrastructure, transportation and mobility systems.

In 2023, UTC became the first American university connected to a commercially available quantum network through EPB Quantum Network[®]. As one of EPB's longest-standing quantum partners, UTC is helping grow Chattanooga's quantum-ready workforce while advancing breakthrough ideas into real-world applications.



EPB QuantumSM Fellowship: Turning quantum potential into customer solutions

EPB launched a new Quantum Computing Fellowship in 2026 to help prepare the next generation of quantum professionals while strengthening Chattanooga's growing innovation ecosystem. Supported by a \$4 million National Institute of Standards and Technology (NIST) grant awarded in 2024, the program provides participants with hands-on training and real-world experience developing quantum solutions that can benefit EPB customers and the broader community.

The fellowship was created to support workforce development and help position Chattanooga as a hub for emerging technology talent.

The program reflects EPB's long-term commitment to advancing innovation, workforce development, and economic opportunity through quantum technology. By helping develop a quantum-ready workforce locally, EPB continues building pathways for future careers while supporting the growth of Chattanooga's emerging quantum ecosystem.



EPB and Vanderbilt advance quantum opportunity for Chattanooga

EPB and Vanderbilt University announced plans in 2025 to establish the Institute for Quantum Innovation in Chattanooga, expanding Tennessee's leadership in quantum technology while attracting new jobs and talent to the region. The institute will bring together Vanderbilt's expertise in quantum research and graduate education with EPB Quantum CenterSM.

The partnership is designed to accelerate real-world applications for emerging technologies while preparing students and professionals for careers in rapidly growing fields.

By bringing faculty, researchers and graduate students into Chattanooga, the collaboration is expected to strengthen the region's innovation ecosystem while creating new opportunities for local businesses, entrepreneurs and students.