



# 2019 ANNUAL REPORT



Enhancing our **Community**  
Through Exceptional **Service**

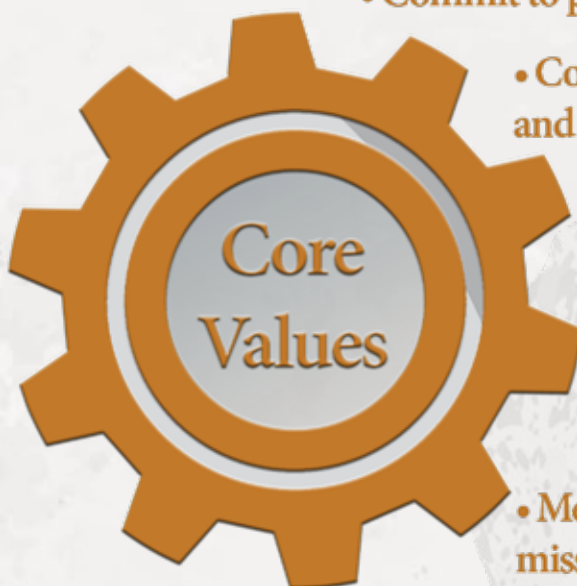
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To enhance our community through exceptional service.

To inspire social and economic improvement through intentional action.



- Commit to providing exceptional customer service.
- Consistently strive to improve the quality, safety, and reliability of our services.
- Collaborate with others to encourage community growth and improvement.
- Become a leader in our industry, improving the quality of life for our customers and inspiring others by our superior results.
- Methodically plan our actions in keeping with our mission.
- Achieve greatness through discipline and consistency, not luck.

# A Message from the General Manager

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To the Community we serve:

Wow! Its difficult to believe 2019 has already passed us by. If the theme of 2018 was strategic planning, then the theme of 2019 would have to be striving and achieving. The theme for 2020 might just be preparing for the future as we are gearing up to take on some great technological improvements to enhance the service we provide to our customers. Read on to learn more!

2019 was certainly a year of achievement. This time last year, we unveiled some rather ambitious goals for ourselves. And we have worked diligently to achieve them. We even got recognized along the way and celebrated in numerous ways. Honestly, I've never been so proud of the place I work as I have this past year. The employees have truly embraced this new beginning and rose to the challenge of making a bigger, better impact on our community.

In January 2019, we released our 5-year Strategic Plan. This plan is available for anyone to view on our website. It outlines all the major goals we will strive to achieve the next five years. In fact, we are so proud of our plan that we had some very well-versed folks at TVA review it for us when we completed it. We are pleased to announce it got their seal of approval!

In February 2019, we released our first ever Annual Report! This was a very rewarding experience to be able to better share with the public what we are doing at HUB to become better. We hope you had an opportunity to review that report. If not, it can still be viewed on our website. This was designed and written completely in house. We only paid for printing.

Speaking of our website, in March 2019, HUB unveiled a new website! This new site, which would have cost us tens of thousands of dollars by an outside consultant, was completed for essentially no cost thanks to our GIS Analyst Michael Bailey who worked diligently to create the perfect site that is both well organized and pleasing to the eye. Be sure to visit the website at [www.hub-tn.com](http://www.hub-tn.com) to stay up-to-day on rates, policies, announcements, and more.

In April 2019, our Linemen organized the first ever HUB Lineman Appreciation Day Golf Tournament. This event doubled as a fundraiser for "Warming the Heart" which is HUB's utility bill payment assistance program administered by the Mideast Community Action Agency. The golf tournament was a joyful experience for many of our employees to relax and enjoy a game alongside their coworkers, vendors and consultants.

In May 2019, we officially opened for business at our new office! Our 35 or so office employees couldn't be happier with their new working environment. And we all feel this move was in the best interest of our rate payers. Not only does the new building offer safer customer parking, but convenient drive through windows and an on-site ATM as well! None of these advantages were possible at the old office location.

In June 2019, HUB selected a new Accounting Software. This will allow us to perform better data analysis and process information more efficiently. Also in June, we celebrated our new office with an official Grand Opening Event where we had a spectacular turn-out!

In July 2019, HUB was recognized by the Tennessee Municipal Electric Power Association with a “Community Service Award” for the many, many ways our employees give back to their community. Our community events, involvement at the schools, and strategic plan were all mentioned as ways we are positively impacting our area.

In August 2019, HUB entered into a long-term partnership agreement with the Tennessee Valley Authority. This relationship has been invaluable to us in the past. HUB believes strongly in the path that TVA is taking and is happy to be a long-term partner. Also, in August, much to my surprise, I was recognized as the “Professional Woman of the Year” by the TN Association of Utility Districts!

***“It just goes to show that it’s the heart of the town that matters most!”***

In September 2019, our employees had the most fun ever at the City of Harriman’s Labor Day street festival Hooray for Harriman! HUB’s Travis Webb brought real live piglets out for the children to chase around a pig pen we constructed right on Roane Street. I am most proud of the memories that we helped to create for those that attended. Every child received pork rinds just for participating and the winners got to take home a metal medallion with a “greasy pig” emblem. We heard it was the talk of the elementary school the next day! But that wasn’t all the fun to be had.

We entertained families with a dunking booth, a photo opportunity in one of our bucket trucks, pinatas filled with candy and goodies throughout the day, a lucky duck pond, and free popcorn and popsicles! It just goes to show that it’s the heart of the town that matters most!

In October 2019, HUB co-sponsored with the City of Harriman the most successful Trunk-or-Treat event in Roane County history! Literally thousands of people showed up for the event which was a tremendous hit for the families. Our employees had so much fun serving candy, hot dogs, nachos, funnel cakes, popcorn, cookies and drinks to attendees. The event was so successful, I have no idea how we can top it in the future! And together with the City of Harriman, we’ve kept it completely free to the public.

In November 2019, HUB finally adopted an updated Employee Policy Manual. While not the most exciting topic to brag about, it was certainly a worthwhile endeavor. These days, there is so much to include in terms of employment law, that it feels nice to get that updated. Altogether, it took a little over 12 months to complete this effort.

Finally, December 2019, was a time for giving back. We started with our Angel Tree through which we partner with the Harriman Housing Authority to identify deserving families in our community. Altogether we sponsored 30 young children by providing them clothes, outerwear, shoes, and toys to make their Christmas morning brighter. We were also a drop off location for the “Teen Stocking Project”, a drive sponsored by the Roane County Community Advisory Board which supports teens in need at all five high schools. And on December 23rd, we hosted our 2nd Annual Santa Day with professional photography by Mrs. Donna Demyanovich. Children from the community were invited in for a free photo with Santa!

Your HUB is continuing to grow as we enter this new decade, implementing new technology, improving processes, and developing more efficient methods of supporting and communicating to our community. I know I speak for the entire HUB family when I say that we are proud, and grateful for the opportunity to serve you.

Sincerely,

Candace Vannasdale, P.E.  
General Manager

# HUB Organization

The Harriman Utility Board (HUB) is a group of five non-elected individuals who are appointed by the Mayor of Harriman, and charged with the responsibility to govern the Utility. The Board sets policy, approves the Annual Budget, authorizes major purchases, and is responsible for hiring the General Manager. Each Board member serves a four-year term. In 2019, Charlie Jones was appointed for a second, four-year term.

## Board of Directors



*(Pictured left to right)*

Edgar “Buddy” Bowers  
*Chairman*

Diana Knobloch  
*Vice Chair*

Mike Demyanovich

Charlie Jones

Lonnie Wright  
*Council*

## HUB Management Team

*(Pictured left to right)*

Jeremy Gibson  
*Manager of Gas,  
Water & Sewer*

Candace Vannasdale, P.E.,  
*General Manager*

Heath Lewis  
*Manager of Electric*

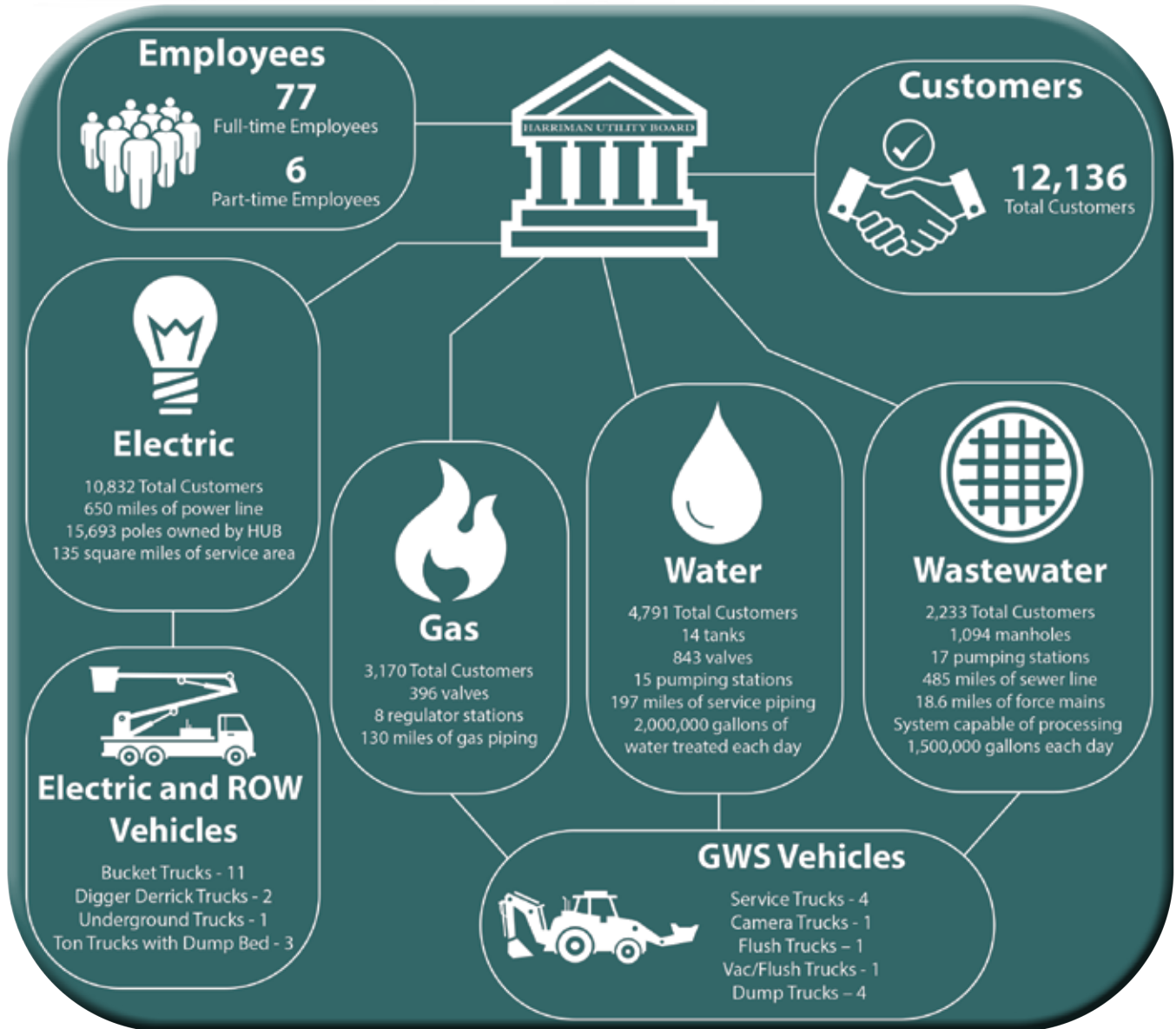
Dusty Fagan  
*Manager of Finance*



## Monthly Board Meetings

HUB board meetings are open to the public on the last Monday of every month. Except as posted, board meetings are held at 5:30 pm at the Main Office located at 200 N. Roane Street, Harriman, Tennessee 37748. Workshop sessions are also open to the public. Dates for these meetings are always posted on our company website, [www.hub-tn.com](http://www.hub-tn.com).

# General Statistics



## Financial Highlights

As a public entity, HUB is required by the State of Tennessee Utility Management Review Board (UMRB) to conduct annual audits. The primary purpose of these audits is to ensure that gas, water, and sewer departments are self-supporting, and avoid financial deficiency. As a distributor of electric power, HUB submits to further federal oversight by the Tennessee Valley Authority (TVA).

| Electric                                   | Gas  | Water  | Wastewater   |
|--|--|--|--|
| Total Annual Revenue: \$25,491,501         | Total Annual Revenue: \$2,981,669                                  | Total Annual Revenue: \$2,226,222                                    | Total Annual Revenue: \$1,688,421                                |
| Total purchased from TVA: 222,505,996 kWh  | Average monthly residential customer bill (use): \$49.10 (3.2 mcf) | Average monthly residential customer bill (use): \$33.95 (3,200 gal) | Average monthly residential customer bill (use): \$42.06 (3,000) |
| Percent of revenues paid to TVA: appr. 70% | Total mcf (metric cubic feet) charged 2019: 206,292                | Total gallons (above 2,000 gals.) charged 2019: 226,814,000          | Total gallons (above 1,000 gals.) charged 2019: 117,994,500      |
| Average monthly bill: \$137.77             |  |  |  |
| Total kWh sold 2019: 212,160,287           |  |  |  |

# One Year at our New Location!

HUB is thankful for the vision by former General Manager Bill Young and Harriman Mayor Wayne Best to turn the old bank building into HUB's main headquarters. "It's actually getting more common to see local utilities take over former bank buildings, as the banks are looking to downsize, and the utilities are looking for similar building layouts to serve their customers. Several nearby utilities are going through similar building projects right now. Some are like us, lucky to have a low cost, existing building to renovate. Others are forced to build new. But most all of us want to stay located in the heart of our communities," said Candace Vannasdale, current General Manager who oversaw the renovation project.



*A plaque was unveiled at the Grand Opening commemorating these individuals for their role in the New HUB Office Building purchase and remodel. From left to right: Neil Crass (Contractor), Kenyon Mee (City Council), Mike Demyanovich (HUB Board), Buddy Bowers (HUB Board Chairman), Candace Vannasdale (HUB General Manager), Diana Knobloch (HUB Board), Charlie Jones (HUB Board), Lonnie Wright (City Council, HUB Board), Jim Neeley (HUB Project Manager), Mayor Wayne Best (City of Harriman), Tim Johnson (City Council), Darryl Cook (City Council), Tony Watson (HUB Project Manager), and Bill Young (Former HUB General Manager).*

"I think the important thing to remember is the incredible value of the completed project. We purchased and renovated the old Regions Bank building for less than \$63 per square foot. We did a lot of work ourselves and repurposed existing furniture. We used a local contractor for the major work, and we were able to solidify our presence in historic downtown Harriman for many more decades," Vannasdale added.

HUB's Executive Assistant Martha Hedrick describes the new building as "bright and refreshing!". Martha spent the last 42 years serving HUB from the old building. "With new management and a new Strategic Plan, the new office is a nice environment to carry us into the future," she added.

After a successful remodeling project completed by Stewards Construction Company of Harriman (owned by Mr. Neil Crass), HUB finally opened its doors for business at the new location on May 6, 2019. Local Boy Scouts were present to perform the first flag raising ceremony for us on that morning. Then on June 21st, we celebrated with a Grand Opening luncheon complete with presentations and tours discussing the details of the project.

We feel confident that our new location offers a modern, efficient, and aesthetically pleasing home from which to continue to support our community.



# TVA Long-Term Partnership Agreement

During their August meeting, HUB's Board of Directors voted unanimously to accept a "Long-Term Partnership" agreement with the Tennessee Valley Authority (TVA). Initially unveiled during TVA's annual All-Member Meeting held on August 6, 2019 in Murfreesboro, this agreement proposed a twenty-year commitment from Local Power Companies distributing TVA generated electricity.

In TVA's own words, "The Valley Public Power Model is unique and has an enduring legacy of improving life in the Tennessee Valley region. At present, there is an opportunity to secure the long-term success of the Valley Public Power Model by lengthening and strengthening the contractual relationship between Local Power Companies and TVA. These enhanced relationships will safeguard long-term access to the key elements of the model and can materially change the financial profile for the Valley, the benefits of which can be shared with participating Local Power Companies and consumers."

In other words, TVA can better plan and predict their long-term financial success if they have assurance that their customers (LPCs like HUB) will be their customer for the long term. HUB's General Manager explained, "It doesn't make sense economically for us to purchase power and pay to transfer it from outside the Tennessee Valley. And we concur with the long-term goals that TVA has proposed. We would have been foolish not to take the benefits they were offering us to sign this deal."



This agreement offers numerous, direct benefits to HUB, and our rate payers. Working congruently with TVA means more predictable and manageable rates over time, increased flexibility in terms of how HUB provides services, and opportunities for future growth and sustainability.



*A historic day for HUB! We received a special visit from the President and CEO of TVA Mr. Jeff Lyash on July 16th. He took time to listen to our management team and Board about issues that are important to HUB and its rate payers.*

# Key Projects

## Cast Iron Gas Line Replacement

In October, the Board approved moving forward with our final phases of cast iron gas main replacement. A contract was awarded to C.R. Barger and Sons and work began in January 2020. It is expected to be complete late summer/early fall in 2020.

Replacement of aging infrastructure is key to improving both the reliability and safety of natural gas distribution within HUB's service area. For your convenience, we have posted a map on our website to show where the construction activities will occur over the course of the project.



## Emory Drive Electric Projects

At the end of Summer 2019, HUB installed a new powerline across the Emory River to replace the secondary feed for its wastewater treatment plant located at the end of Bullard Ford Road. The location of the new river crossing was selected to eliminate a section of line along the old papermill site. This area had been very difficult for us to access with our trucks and the old pole poles were being threatened by an eroding riverbank. You might have noticed the subsequent phases of this project included new poles and wire along Emory Drive in Harriman. Overall, this project has improved the reliability of our service!



# Key Projects

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## Advanced Metering Infrastructure/Meter Replacement

In October, UtiliWorks Consulting, LLC of Baton Rouge, LA, presented a strong business case for Advanced Metering Infrastructure (AMI). Now that we know what our goals and objectives are for AMI and have identified a “roadmap” for implementation, we are ready to move into procurement.

In January 2020, HUB issued a Request for Proposals (RFP) and expect to select an AMI vendor in the next several months. Customers will see us out and about this year replacing old water meters and some gas meters in preparation for this project. By the end of 2020, we expect to begin replacing all electric meters. This entire project is expected to be completed in late 2022 or early 2023.

What is AMI? And what does it mean for our customers? AMI is an integrated system of meters, communications networks, and data management software that enables two-way communication between the utility and customers. It provides near real-time information about usage. This “two-way communication” allows HUB to do several things that we can’t do today.

- We will be able to **control your electric meter from the main office**. So, we can turn your power on/off as soon as you request it.
- This capability also **allows us to offer “pre-pay meters”** for customers that prefer to pay as they go. Pre-pay customers are not required to pay deposits.
- Customers will be able to see their **electric, gas and water usage daily**, which allows us to help them diagnose reasons for a high bill. For example, you can easily see how your power or gas usage fluctuates day-to-day with changing outside temperatures. And you will be able to tell how visiting family members or filling your swimming pool effected your bill.
- Customers will have **better control of their utility costs** by monitoring their usage each day. For example, you can turn appliances on and off or change your thermostat to determine how these changes affect your daily or hourly usage. Over time, you will learn how to get the most energy savings possible for your home and your appliances.
- AMI will greatly **improve our ability to find and repair power outages**. We should know that you have lost power before you even call in or report the outage on our mobile app. And this will help us improve the accuracy of our outage management system which many of you already monitor during large power outages.
- Improvements in technology allow for **more precise data compilation**, and more accurate billing
- We expect to **reduce our ongoing costs** by reading meters from the office rather than drive-by and manual meter readings which currently take us about 2 weeks per month. With AMI, we can read the entire system at once with the click of a button!

AMI is being rapidly adopted by neighboring utilities, and is well-established as a proven technology; more so than even as little as ten years ago.

# Key Projects

## HUB Makes Significant Progress in Controlling Vegetation Growth

Each growing season, the Right of Way Department wages a constant battle against intrusive vegetation along our electric infrastructure. Left unchecked, this growth can result in downed lines, increased fire hazards during dryer seasons, and ultimately, loss of service to rate payers.

This season in particular, saw a longer period of sustained growth, created in part by warmer and longer spring and summer-like conditions in our area. Despite this challenge, the Right of Way Department cleared significant areas within the city limits of Harriman, as well as surrounding service areas where winter outages are more common. The secret to this success is found in planning areas to be targeted well in advance, and continuing to return to these areas on a rotating schedule.

HUB appreciates the cooperation of the public in understanding that while beautification, preservation, and risks to private property are always given consideration... the primary responsibility and function of the Right of Way Department is maintaining the viability of the utility infrastructure.



## Award of Infrastructure Planning Grant

In November, HUB was awarded a \$45,000 Infrastructure Planning Grant from the Appalachian Regional Commission (ARC). This is the first time this grant has been available and thus was very competitive. This 5% “matching” grant program will allow us to update our water model, develop a plan for zone monitoring for our water system, and install 1-2 zone meters this year. That means, we will be able to better isolate where our water leaks are occurring. The readings from a zone meter are compared to the readings from the customer meters in that zone to see if what goes in equals what goes out. Right now, we would be limited to monthly comparisons. But once the AMI project is complete, we will be able to monitor for leaks in our system hourly. This is another example of how technology allows us to be more automated and thus more efficient.



## Vannasdale honored by TAUD as “Professional Woman of the Year”

On August 6, 2019, the Harriman Utility Board’s (HUB) General Manager, Candace Vannasdale, was honored as “Professional Woman of the Year” for 2019, in recognition of her “Positive Impact and Excellence in the Water and Wastewater Industry”. The award was presented before a group of nearly 800 attendees at the Tennessee Association of Utility Districts (TAUD) Annual Business Conference in Gatlinburg.

During her tenure as General Manager of HUB, Mrs. Vannasdale has become adept at helping HUB and its employees achieve high honors and recognition; however, this award truly came as a surprise to her. “I never expected to be recognized on a personal level. I am truly humbled”, she said. Through her engagement with TAUD and other professional associations, Mrs. Vannasdale has become known as a leader and mentor to both

fellow women, and aspiring young leaders. “One thing I love about the water and wastewater field, is that you do see a lot more women entering these careers. The same cannot be said for electric and natural gas. In the TVA region, I believe I am one of only two or three female General Managers out of the 154 local power utilities. While fortune 500 companies are starting to take notice of

the statistics that prove gender diversity at the management level enhances a company’s performance, in our communities we are still working towards actualization. I sincerely appreciate that I have an open-minded Board who gave me this opportunity. I hope that I can lead by example and encourage more women to pursue careers in utilities.”

Mrs. Vannasdale greatly enjoys sharing and receiving information that helps others at HUB work smarter and more efficiently. Vannasdale cites, “The vision of HUB is to inspire social and economic improvement through intentional action. By helping others, others want to help us in return. I strongly encourage our employees to network and learn from other utilities because it makes us stronger.” On the last day of the conference, Vannasdale delivered a technical

presentation along with John King of CTI Engineers, Inc. on “Lessons Learned from Water/Wastewater Infrastructure Rehab/Repaint Projects” for which commissioners, municipal board members, engineers, and operators in the audience received continuing education credits. Her message was clear, that infrastructure rehabilitation is a difficult truth that most do not want to face. “It doesn’t gain us revenue, it only costs money. However, delaying projects often adds to the cost later on.” At the end of the presentation, Vannasdale met another plant operator who was about to begin a project nearly identical to one in her presentation. Through this connection, Vannasdale was able to offer insight to help the utility have a more successful outcome. “People do this for us, and we do it for them. There is a lot more to running a utility than the public realizes,” Vannasdale said.

Mrs. Vannasdale was nominated by TAUD’s Women in Water community, which is a professional networking group dedicated to women actively engaged in the water and wastewater profession. It was created for networking, growth, and educational opportunities. Members of Women in Water work at water or wastewater plants, utility offices, engineering firms, regulatory agencies, educational institutions, sales firms, and more.



# HUB Awarded for Community Service

On July 11th, 2019, in Nashville, TN, the Harriman Utility Board was presented a Community Service Award by the Tennessee Municipal Electric Power Association's (TMEPA) during their annual conference. HUB's General Manager, Mrs. Candace Vannasdale, P.E. was in attendance to accept the award.

In her acceptance speech before the crowd representing 60 separate municipal electric systems, Vannasdale acknowledged that it was an honor to be recognized for the efforts made on an ongoing basis by the entire organization, stating "Our employees strive every day to enhance our community through exceptional service. This award is for them."

Employees at HUB are becoming well known for their public outreach and educational initiatives. HUB regularly supports the local elementary schools by sending line trucks to teach youth about public power, participating in Junior Achievement, and providing assistance to teachers performing egg drops in support of STEM education. HUB also send employees to participate in career fairs. And this past year, HUB started a Work-Based Learning program, which allows students at Harriman and Oakdale High Schools to gain experience serving with the Utility.



HUB is a also major participant at the City of Harriman's "Hooray for Harriman" Labor Day festival and even started the "Harriman Trunk or Treat" event which after collaboration with the City last year has become one of the most anticipated annual events in Roane County!

On a more personal level, HUB employees also regularly contribute to company-sponsored programs such as "Warming the Heart", aimed at assisting rate payers in need with meeting utility payments. Employees also participate and support various community sports leagues, civic groups and local charitable organizations.

HUB's commitment to future development, including our Five-Year Strategic Plan, as detailed in 2018's Annual Report, was also noted in the nomination.

TMEPA accepts nominations for this prestigious award each year, evaluating electric utilities in each of three categories; large systems of over 30,000 members, medium systems from 10,000 to 30,000 members, and small systems under 10,000 members. As a medium-sized electric utility, HUB was measured by our efforts to improve the social, cultural, educational, or economic environment of our communities, provide opportunities for employment, and demonstrate sustained performance and achievement as a member of TMEPA.

## Lineman Appreciation Golf Tournament



On April 18th, HUB organized our first Lineman Appreciation Golf Tournament in order to raise funds for the Warming the Heart program, which assists local residents in meeting their utility payments. Through a variety of sponsorships; not to mention the registration fees of the teams participating, this year's tournament raised \$2,200 towards supporting this much-needed service to the Community. Organizers hope that in years to come, the Golf Tournament may also raise enough funds to support a scholarship program for deserving local students.



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**811** **SUBARU.**

**WHITEHEAD & ASSOCIATES, INC.**

**ASHBY COMPANY**

**Harriman Utility Board**

**WELCOME**  
to the

**Lineman Appreciation Day**  
**Golf Tournament**

**April 18th 2019**

**HUB**

**Ruffin And Associates**  
REPRESENTING ELECTRICAL MANUFACTURERS  
1049 Cresthaven Rd • Memphis, TN 38119

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CHATTANOOGA, TENNESSEE

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865-882-5140

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GAS, WATER, & SEWER DEPT.

**CENTRAL Technologies, Inc**

**Baldwin Pole**  
SINCE 1945

**CLINCH RIVER FITNESS**

**WESCO**

**CMCC**



# Celebrating our 80<sup>th</sup> Anniversary at Hooray for Harriman

On September 2nd, HUB joined the City of Harriman in celebrating the 31st anniversary of Harriman's premier end-of-summer event! HUB's Travis Webb provided piglets for our first "Greasy Pig Competition", with several age groups competing on a turf-lined pen set up by our volunteers. Additional entertainment was provided by our "clown" (aka, Safety Director Jim Neeley) and a dunking booth used to drench several local celebrities. Employee volunteers provided games such as hanging pinatas, a lucky duck pond, and a ring toss. Free popcorn and popsicles were provided as well as a photo opportunity in one of our bucket trucks.



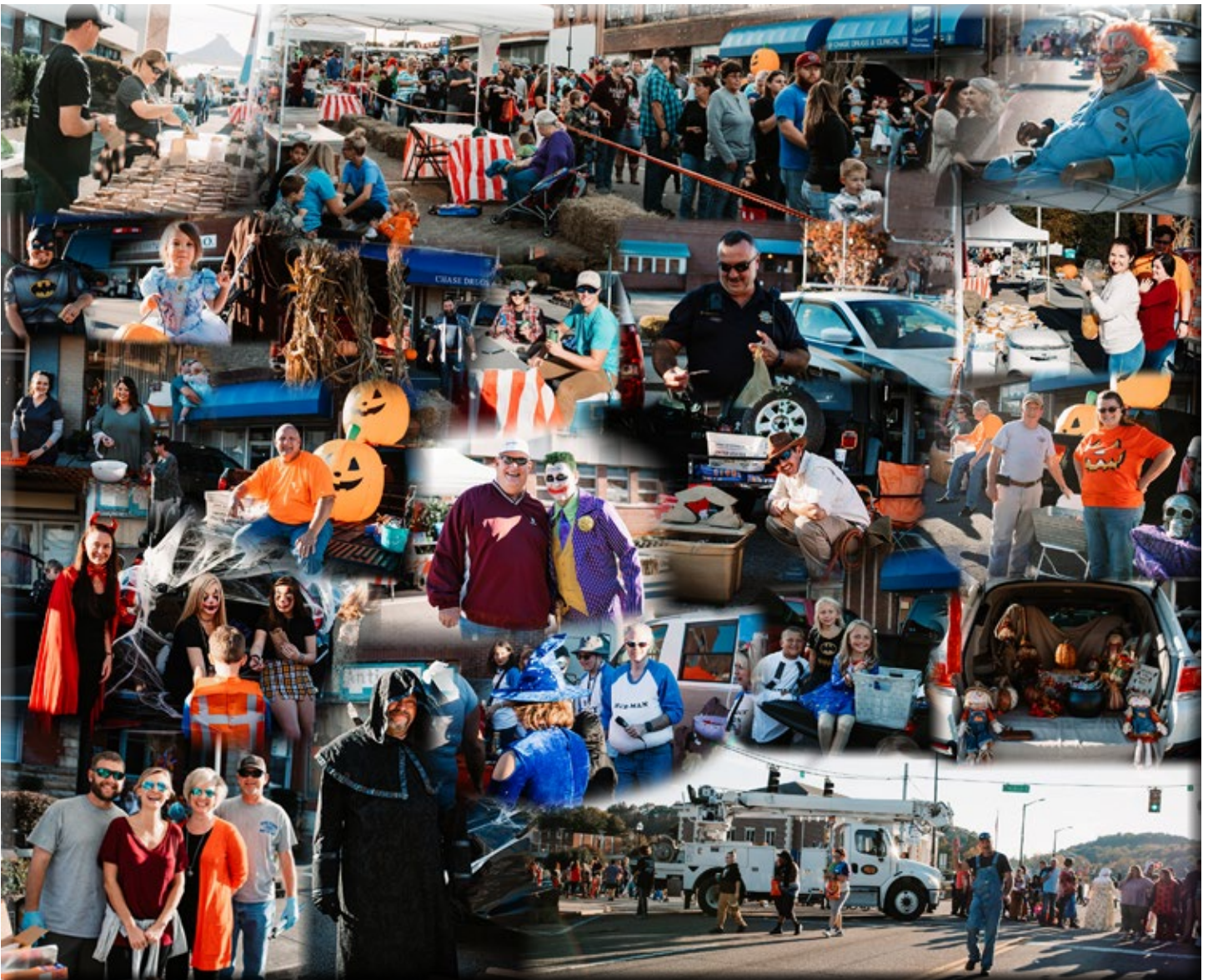




# Partnering with the City for Annual Trunk or Treat



On October 28th, HUB once again partnered with the City of Harriman for the annual “Trunk-or-Treat” on Roane Street. Thousands of residents came out to enjoy free hot dogs, nachos, popcorn, funnel cakes, cookies, and sodas compliments of HUB. Our employees (supported by many HUB family members) also distributed candy from personal vehicles...each decorated to a theme chosen by the volunteers. This marks the second year HUB has teamed up with the City on this event, which is proving to be an annual favorite in the County!





# Giving Back to the Community during the Holidays



About 22 employees and many of members of their families participated in the annual Harriman Christmas Parade on December 5th.

In 2019, HUB continued to build on our reputation for providing a variety of community outreach programs during the Holidays. During our 2019 Thanksgiving Luncheon, General Manager Candace Vannasdale presented the names and “wish lists” of thirty children whose families live in Harriman public housing. HUB employees volunteered to take these lists, and privately purchased clothes, shoes, and toys for each child. The items were collected at HUB, then provided to Harriman Housing Authority for distribution.



In conjunction, HUB hosted “Pictures with Santa” on the 23rd of December in our main lobby. Visiting children were welcomed with free milk and cookies, coloring books, crayons, and a professionally taken portrait with “Santa” (our own Superintendent of Gas, Water, and Sewer, Jeff Mize), also free of charge.



## HUB Continues to Support the Work-Based Learning Program

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In 2019, HUB began a new initiative to bring area high-school students into our work force. The goal is to provide exposure to career opportunities in public utilities, as well as provide the students valuable experience towards their future careers. This year, HUB welcomed four students; Cole Tilson and Riley Tilson from Oakdale High School, and Titan Dayton from Harriman High School.



Cole's interest is in working in media and creative arts, so he spent a semester working alongside our Director of Communication, Mr. Joshua Gillespie. Gillespie was able to share his experiences spanning over a decade in technical sales and marketing in the Power Generation industry, towards channeling Cole's aptitudes as a videographer. Numerous videos, including those presented at the dedication of our new facility, and instructional clips shown in the Customer Lobby, were all created by Cole during his time at HUB.

As a football player for Harriman High School, Titan's aspirations are to one day join HUB as a Lineman. Towards that end, he spent a semester working alongside the Electric Department, proving himself to be an eager learner, and demonstrating true potential towards his ultimate goals of joining this elite group of professionals.



Riley's desire is to work as an electrical engineer; he spent his semester at HUB under the direction of Mr. Dick Hall, an accomplished professional engineer, and former general manager of HUB.

We are hopeful that the kids that go through our program will use the experience to enhance their future. If you know a high school student in Harriman or Oakdale interested in working part-time for us one semester, please advise them to apply through their school's guidance office for work-based learning at HUB.

# Our Commitments to Safety and Environmental Responsibility

## Safety

HUB is committed to the safety of our customers, employees, and our community at large. In addition to continuous efforts to improve and maintain our utility infrastructure, we employ a full-time Safety Director who oversees safety training, certification and community outreach programs.

HUB departments continue to report excellent statistics for on-the-job safety with the following consecutive years of No Lost Time:

**Line Crew:** 10 years

**Gas, Water, Sewer:** 8 years

**Treatment Plants:** 6 years



## Environmental Responsibility

Being proactive in environmental responsibility is a key aim of HUB. From an active recycling program at all of our facilities, to educating customers and our community on energy efficiency; HUB continues to embrace sustainable practices. One such project includes creation of artificial habitats for wildlife.

At our Waste Water Treatment Plant, we have installed racks of gourds to serve as nesting sites for Eastern Purple Martins; a species of swallow that is almost completely dependent upon humans for providing shelter.

Purple Martins not only aide in controlling pest insect populations, but help in the distribution of seeds for a number of important plant species in the region. Providing these shelters is not only a conscientious practice, but an effective means of mitigating the use of large natural spaces for utility infrastructure.



# How can HUB Serve You Better?

HUB's management team is always interested in ways we can serve our community better. Do you have suggestions or ideas for how we can improve our service? You can stay on top of recent developments, current projects, and other HUB activities on Facebook™, or contact us through our website, [www.hub-tn.com](http://www.hub-tn.com). You can also visit our primary location at 200 N. Roane Street during regular business hours, 8:00 a.m.-4:30 p.m., Monday-Friday.

*Thank You for being our partners in*  
**Enhancing our Community**  
**Through Exceptional Service**



# Connect with us!

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**Harriman Utility Board**  
**200 N. Roane Street**  
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