



2024 Annual Report

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Mission

To enhance our community through exceptional service.



Vision

To inspire social and economic improvement through intentional action.



Core Values

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



As I write this 7th edition of the HUB Annual Report, I can't help but reminisce on how we got here. This report truly is a labor of love. When I became the GM, I wanted so badly to share the amazing accomplishments that HUB reaches year after year. Unfortunately, there is no perfect way of getting information into the hands of everyone that we wish to receive. Our Annual Report is published electronically on our website to be accessible to the public. We also print paper copies and mail them to a select audience, such as key account holders, retirees, employees, and various community stakeholders. The content contained herein is a "yearbook" with key statistics, stories, and photos that we, as a company, wish to memorialize for decades to come. We are hopeful that future generations will look back on these memories and understand the steps it took to become a modern, efficient utility that stood the test of time. More importantly, we want them to understand the steps we took to achieve our vision of inspiring social and economic improvement through intentional action.

2024 was an incredible year for HUB. Our team is working cohesively to accomplish the biggest goals we have ever set for ourselves. In 2024, we largely wrapped up our advanced metering infrastructure (AMI) project and started spending millions of dollars in water and sewer grant funding. Perhaps even more exciting for our customers, HUB took major steps toward securing a brand-new service for our community - a service that does not exist for our customers today. HUB took the first steps toward creating a fiber-to-the-home broadband network! As we now look even further into the future to define "post-AMI" and "post-fiber" goals, we are creating a plan for us to modernize our systems to serve customers better. For example, we plan to achieve a more "self-healing" power grid in the future that will be powered by HUB Fiber.

Although we shared much information on our new fiber/broadband plans in last year's annual report, a lot has happened this year to implement the project formally. In June 2024, we received approval from TVA for an interdivisional loan to be made from the Electric Department to the soon-to-be-formed Broadband Department. This funding is critical to cover start-up costs needed to extend broadband service to customers. Notices to our customers regarding the investment by the electric system in broadband were sent out in July, as required by TVA. By September 2024, our Board entered into a multi-million-dollar contract for professional services related to design, construction administration, and other implementation-related services as necessary for the fiber/broadband project. By March 2025, we expect to award the first two major contracts to begin building the fiber network in late Spring 2025. By the end of Summer 2025 (or early Fall 2025), we aim to connect the first customers to the highest-speed internet service available in Roane County!



In the water and sewer departments, we began spending the historic funding we had been awarded by TDEC and others. We certainly have experienced some hardship in doing so, however. Because of the unprecedented work being performed within the industry, HUB has found it more difficult than ever to obtain bids at affordable pricing. With the overabundance of work to be done, contractors and vendors can be choosy about which projects they take on and are not as competitive as normal regarding pricing. For example, a sewer project we bid for downtown rehabilitation in historic Harriman came in at nearly quadruple the original estimate. We had to cut the scope of work down to essentially two major intersections in town for a price tag of approximately \$1 Million. A water project with a \$1.7 Million budget met a similar fate. We had three bid openings before we could recommend a contract for an award. In the end, we had to divide the work into multiple contracts to get bidders interested. Our project along Pine Ridge Rd to extend sewer from the railroad tracks to just north of the interstate has gone along quite well, although we did have to postpone the completion date to June 2025 to allow more time for the manufacturing of the sewer lift station. That is

not a problem, however, since the first customer to be served along that route is a Quick Trip fuel station, which has similarly postponed its construction completion date.



The next major project represents our most ambitious water regionalization effort since we took over the Wolfe Branch Utility District. HUB plans to extend water service to interconnect with the Crab Orchard Utility District near Rockwood Airport. This requires we replace thirteen miles of waterline and four pumping stations with added capacity to pump a minimum of 300,000 to a maximum of 550,000 gallons per day to Cumberland County. This project's design started in the Fall of 2024 after HUB successfully negotiated a wholesale water contract with Crab Orchard Utility District. Construction is expected to begin in the Summer of 2025; however, there are concerns that the available budget will not be adequate.



Looking back on 2024, one of the most exciting projects was developing what will soon become the “Emory Creek Subdivision” located along Harriman Highway in Harriman, TN (very close to the existing TCAT Harriman campus). With 145 available homesites, Emory Creek subdivision will offer a range of single and two-story home plans designed for comfort and modern living. By the end of 2024, all utilities and roadways had been installed, and construction was underway for the first five homes! This project is bittersweet for the HUB family, as we owned the land for many years hoping to build our future warehouse and operations center there. However, what's best for the community and HUB right now is room to grow and welcome new residents. We are actively pursuing another site for our future warehouse and operations center that could be very close to the new development.



Overall, HUB is seeing historical progress, just at a slower pace than we would sometimes like. While we had hoped to announce a utility-scale solar project to be built in 2025, we are still negotiating with our selected vendor. If all goes well, we will enter into a contract in the first quarter of 2025 and begin construction in 2026. The effort is worthwhile, however, because the execution of this plan means considerable savings on our wholesale power bill from TVA. At the low end, we expect to save \$180,000 per year. We were similarly hoping that our Electric Vehicle Fast Charge network project would be completed and open to the public; however, it looks to be ready for its first customers in January 2025. Overall, we want our customers to know that we are busy. And that we are working hard to take advantage of grant opportunities and public-private partnerships that allow major investments to be made in our systems at no added costs to our customers.

Candace Vannasdale, P.E.
General Manager

HUB Organization

The Harriman Utility Board (HUB) is a group of five non-elected individuals who are nominated by the Mayor of Harriman and affirmed by the City Council. These individuals are 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 2024, Alfi Guindi was appointed for his first, four-year term.



Alicia Harris - Chair & Council Representative

Alicia Harris is a graduate of Harriman High School and has two associate degrees from Roane State Community College. Alicia has been an employee with the U.S. Department of Energy for 40 years, is a member of St. Mary's Baptist Church in Harriman, TN, and part of the Helping Hands Ministry. Alicia is also a member of the Harriman City Council (currently serving as Vice Mayor) and is serving on various boards of the City of Harriman and Roane County, including the Roane County Zoning Board and the Roane County Minority Advisory Board.

Alicia enjoys the talent of writing dramatic plays for the community and singing in a gospel choir.



Shawn Smith - Vice Chair

Shawn Smith was appointed to the Harriman Utility Board in 2021. He graduated from the University of Tennessee at Chattanooga in 2004 with a Doctorate Degree in Physical Therapy, is a certified McKenzie practitioner in Mechanical Diagnosis and Treatment as well as a Certified Mulligan practitioner.

After 6 years as the Director of Rehab at NHC Oak Ridge, he completed the Administrator in Training program to become a Nursing Home Administrator.



Jason Shillings Board Member

Jason Shillings was appointed to the Harriman Utility Board in 2022. He was born and raised in Harriman, graduating from Harriman High School in 1996. He has worked full time for the Harriman Housing Authority as their Maintenance Director for the past eight (8) years. He and wife Sonya of 26 years owned and operated the well-known Chuck's Deli for eight years, taking over for Sonya's parents who ran it for 33 years prior. He currently serves on the City of Harriman Beer Board.



Lionel Moore Board Member

Rev. Lionel Moore was appointed to the Harriman Utility Board in 2023 based on his extensive experience in the industry, to include forty-two years of service at TVA's Spring City nuclear plant. Rev. Moore is a graduate of Howard High School in Chattanooga, TN, and majored in Business at McKenzie College. Moore served for three years in the U.S. Army; during which time, he was stationed at Ft. Knox, Germany, and Ft. Bliss. In addition to serving on the Harriman Utility Board, Moore is Treasurer of the Roane Ministerial Society and Chaplain for American Legion Post 232.



Alfi Guindi Board Member

Harriman resident Alfi Guindi was appointed to the Harriman Utility Board in 2024. Alfi is an attorney, specializing in patent licensing for the privately-owned company IPValue Management, Inc. After graduating high school in Knoxville, he attended Emory University, where he was a runner on the track and cross-country teams. During his time at Emory, Alfi served in the United States Marine Corps Reserves. Upon graduation, Alfi served as an active-duty officer in the Marines. After being honorably discharged, Alfi attended the University of Pennsylvania Law School in Philadelphia, where he graduated in 2003. As a law student, Alfi also attained a Certificate in Business Policy and Management from UPenn's prestigious Wharton School.

Full biographies are available at our website: hub-tn.com/board.html

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 and special called meetings are also open to the public. Dates for these meetings are always posted on our company website, www.hub-tn.com.

Management Team



The Harriman Utility Board management team from left to right: Heath Lewis, Michael Lambert, Candace Vannasdale, and Frankie Davis.

Candace Vannasdale – General Manager

Candace Vannasdale, P.E., has served as the General Manager for HUB since May 2018. Prior to this role, she served as the Manager of Gas, Water & Sewer (GWS) Administration & Engineering. Before beginning her career for HUB in 2014, she gained over 5 years of civil and environmental engineering consulting experience in Nashville and Knoxville and worked during college for both the Jackson Energy Authority in Jackson, TN and the White House Utility District in White House, TN.

Born and raised in McMinnville, TN, Candace holds a M.S. in Environmental Engineering from the University of Tennessee (2013) and a B.S. in Civil Engineering from Tennessee Technological University (2008). She is a licensed Professional Engineer in the State of Tennessee and is a certified Grade II Distribution System and Grade II Wastewater Collection System Operator in the State of Tennessee. Candace was appointed by Governor Lee in 2023 to serve on the Tennessee Board of Utility Regulation (TBOUR) and also serves on the board of the Tennessee Association of Utility Districts (TAUD).

Heath Lewis – Assistant Manager

Heath Lewis graduated from Harriman High School and attended the University of Tennessee at Knoxville where he earned a Bachelor of Science degree in Electrical Engineering in 2004. He worked as a Production Supervisor for General Shale, and a Process Engineer for Exedy America before joining HUB in 2010 as the Electrical Engineer. He was promoted to the Manager of Electric in 2017 and Assistant Manager in 2024.

In his new role as Assistant Manager, he will manage key special projects, including the Fiber Broadband and Smart Grid deployment, ensuring that HUB remains at the forefront of technological advancements. Heath will also handle special studies as needed, helping to guide the organization in its pursuit of innovation and efficiency.

Frankie Davis – Manager of Gas, Water, and Sewer

Frankie Davis serves as the Gas, Water, and Sewer (GWS) Manager for HUB. After graduating from Harriman High School with several years' experience working in his father's welding shop, Frankie gained experience in the construction industry before coming to work for HUB as a cashier in 1986. He quickly progressed within the company becoming a tree trimmer, utility man, meter reader, wastewater plant operator, welder, GWS Foreman, GWS Superintendent, and eventually the GWS Manager. During his time in GWS, Frankie has managed many major projects including the recovery from the TVA Coal Ash Spill Disaster, acquisitions of neighboring systems, and TDOT Utility Relocations and system extensions throughout the HUB service area. Mr. Davis was also instrumental in starting the Roane County Utility Forum, which allows all utility providers in Roane County to meet quarterly to discuss current projects and issues/concerns with one another.

Michael Lambert – Manager of Accounting

Michael Lambert graduated from the University of Tennessee at Knoxville where he earned a Bachelor of Science degree in Accounting in 1982. He has over forty years of highly successful experience in all phases of accounting, finance, IT and administration. His career started as an Auditor for Pugh & Company, CPAs. He then became the controller for Cardinal Health (Chapman Drug Co) for a period of 10 years. From there, he worked as the Chief Financial Officer for a law firm known as Baker, Worthington, Crossley & Stansberry before returning to Pugh & Company, CPAs as their Firm Administrator. After that, he took his experience back to his hometown of Loudon, TN, where he worked for 11 years for Loudon Utilities as the Assistant Manager and Finance Officer. Before joining HUB, he worked as the Senior Accountant for Volunteer Energy Cooperative for 5 years.

Supervisors



Michael Bailey
Director of GIS &
Asset Management



Thomas Barnard
Director of IT



Wayne Best
Director of
External Affairs



Wayne Bullard
Electric Superintendent



Jeremy Gibson
Director of Safety



Whitney Helton
Director of
Human Resources

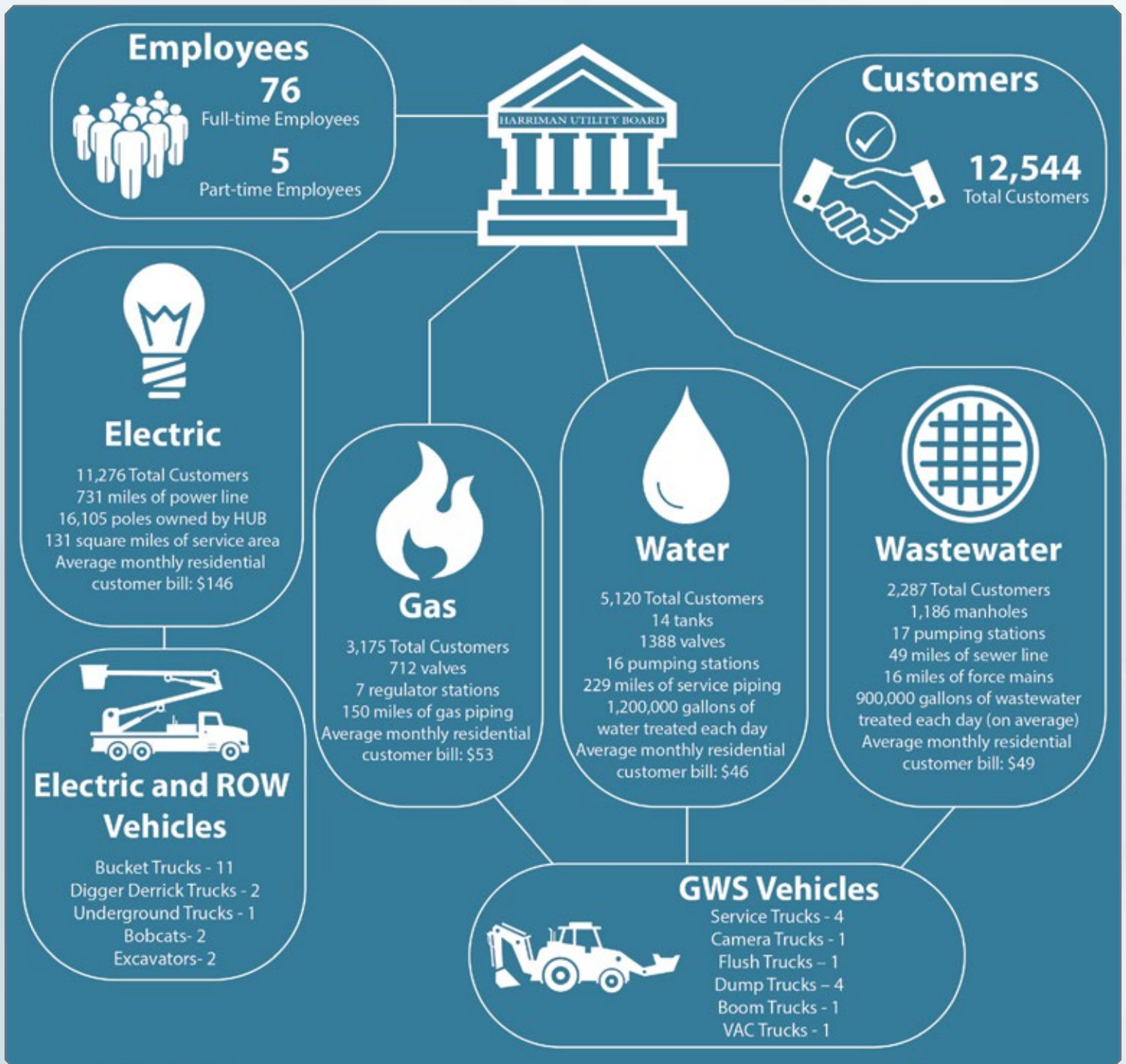


Andrew Knobloch
Customer Service Manager



Jeff Mize
GWS Superintendent

General Statistics



As a public entity, HUB is required by the State of Tennessee Board of Utility Regulation (TBOUR) 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).

Introducing Heath Lewis as HUB's New Assistant Manager



HUB is pleased to announce Heath Lewis was promoted to Assistant Manager in July 2024. With deep roots in the community and extensive experience in electrical engineering and utility management, Heath is well-prepared to take on this vital role and continue to drive HUB's mission of enhancing the community through exceptional service.

In addition to helping to oversee day-to-day operations across the company, Heath will play a critical role in supporting various administrative tasks, ensuring that HUB runs smoothly and remains well-equipped to tackle any challenges that may arise. As part of his expanded role, Heath will contribute greatly to developing HUB's next 5-year Strategic Plan, focusing heavily on technology upgrades, process improvement in the post-AMI environment, and further advancing Fiber for Broadband and Smart Grid initiatives. This strategic planning will be key to HUB's continued growth and success in the years ahead.

Heath's leadership and expertise in technical and administrative areas will be instrumental in shaping HUB's future. He has completed the Certified Power Executive (CPE) program through the Tennessee Valley Public Power Association (TVPPA), which equips him with critical strategic and organizational skills for managing public utilities. Additionally, Heath is a Certified Power Distribution Engineer through the TVPPA, further solidifying his technical prowess and commitment to excellence.

While Heath is known for his technical aptitude, problem-solving skills, and dedication to improving processes, he is also well known for his even-tempered nature and excellent listening skills. He fosters a calm, supportive, and collaborative working environment by genuinely caring for his team members, prioritizing collaboration, and leading by example. This makes him excellent at building strong team dynamics and encouraging cooperation. Heath is an asset to HUB as we navigate a rapidly changing utility landscape. His new role will allow him to continue providing leadership, ensuring HUB is positioned for long-term success while maintaining exceptional service to the Harriman community.



Please join us in congratulating Heath Lewis on his new position as Assistant Manager. We are confident that his experience, vision, and leadership will continue to enhance our services and help guide HUB toward a bright and innovative future.



Willie Gallaher Named 2024 Employee of the Year

At the Harriman Utility Board's Annual Employee Appreciation Luncheon in June, Willie Gallaher was named the 2024 Employee of the Year, a well-deserved recognition for his exceptional dedication, outstanding performance, and unwavering commitment to excellence. Willie's contributions, both at HUB and in the community, have made him a true role model for others, and this award is a testament to his hard work, passion, and positive attitude.



Willie's journey with HUB began in 1995 when he started as a dispatcher. He was promoted to meter reader in 1998, where he stayed until moving to the IT department in 2007. Through years of hard work and a commitment to learning, he advanced to his current role as the Network Administrator. His diverse skills are bolstered by multiple college degrees in theology and technology, strengthening his value to the team. Willie's dedication extends beyond his professional responsibilities.

"Willie is always helpful in anything he is asked to do here at HUB, and he goes above and beyond in all he does," said Wayne Bullard, HUB Electric Superintendent. "He is very community-minded outside of HUB. He leads his church, helps coach basketball for the high school, and is instrumental in the lives of many young people.

Willie's impact stretches far beyond the walls of HUB. As a pastor at St. Mary's Baptist Church in Harriman, he has dedicated countless hours to serving his community, often volunteering his time to help others. "Willie inspires everyone around him to be a better person," said HUB IT Director Tommy Barnard. "He is a true light!" His kindness, thoughtfulness, and humility shine through in every interaction.

Several of his colleagues shared their admiration for his work ethic and character. "Willie truly embodies our mission of enhancing our community through exceptional service. He is always willing to help—and brings smiles to those around him while doing so," said HUB HR Director Whitney Helton. Retired Billing Manager, Terecia Simmons added, "Whenever you ask him for help, he never complains. He's always willing to help, and he helps outside the office as a community role model as well."

The praise for Willie's positivity and willingness to assist others was echoed by many. "Willie is a coworker that you don't hesitate or feel reluctant to ask about something," said HUB Safety Director, Jeremy Gibson. "He willingly and quickly takes care of your problem or answers your question, all while keeping a positive attitude." Manager of Finance, Mike Lambert, who met Willie as a new employee, recalled, "From the beginning, I recognized his calm and deliberate disposition. His patience and helpfulness were on full display as he supported me in setting up my workstation."

Willie's influence and positive presence have made him a beloved figure at HUB. "What a beacon of light he has been for HUB," said Director of External Affairs, Wayne Best. "He always has a smile on his face and a kind word to say to everyone he encounters." Outside of his technical expertise, Willie's strong character and dedication to service make him a true ambassador for HUB and a shining example of what it means to enhance a community through exceptional service. As HUB General Manager Candace Vannasdale noted, "Willie is a blessing to HUB and the community we serve. The world would truly be a better place if there were more folks like Willie."

Willie's recognition as Employee of the Year is not only a celebration of his professional accomplishments but also a reflection of his character and the deep impact he has on those around him. Congratulations, Willie, on this well-deserved honor, and thank you for your invaluable contributions to both HUB and the community we serve. Your dedication, hard work, and positivity set you apart as an exemplary role model for all of us.





At the Harriman Utility Board (HUB), our employees are more than just utility workers—they are dedicated members of the community they serve. Whether it's through their professional work or personal volunteer efforts, HUB employees are steadfast in their commitment to making Harriman and the surrounding area a better place for everyone. But why are they so involved? The answer is simple: HUB employees live and work right here, and many of them are lifelong residents who care deeply about the growth and improvement of our community.



A Commitment to Community Service...

The strong connection between HUB employees and the local community goes beyond just their jobs. Our employees understand that the work they do every day—whether it's maintaining the electric grid, providing reliable water services, or planning for the upcoming fiber/broadband network —directly impacts their neighbors, friends, and families. This connection drives many of them to give back to the community meaningfully.

In 2024, HUB employees rolled up their sleeves and volunteered their time to make a difference. From participating in events like “Hooray for Harriman” to lending a hand at the “Harriman Trunk or Treat” and the “Harriman Christmas Parade,” HUB employees have demonstrated their commitment to supporting local traditions and celebrations. Their presence at these events not only helps make them a success but also fosters a sense of unity and pride within the community.



Supporting Our Youth and Local Sports...

But HUB's involvement doesn't stop at community events. Several of our employees take their dedication a step further by coaching local youth sports teams. By spending time outside of the office mentoring young athletes, they're helping shape the future of our community. These coaching roles allow HUB employees to teach the game's skills and instill important life lessons about teamwork, discipline, and perseverance. It's a way to give back to the next generation and show the youth of Harriman that their local utility workers care about their success both on and off the field.

Building Stronger Bonds Within Our Community...

Being actively involved in the community is a core part of HUB's mission. Our employees are not just workers; they are neighbors and friends who care about the place they call home. Whether it's organizing charity events, volunteering at schools, or coaching little league teams, HUB employees are always looking for ways to help improve the lives of those around them.



HUB Electric Line Foreman Brent Hamby has been acting as Assistant Baseball Coach for the Harriman High School for the past 9 years!



HUB's Warehouse Clerk Chris Stafford spends countless hours outside work volunteering as a coach for various teams in the Harriman and Roane County Area. He is the co-director of the "East TN Outlaws," which is a travel softball organization for local kids. He also volunteers for the Harriman Parks and Recreations Department as a Basketball, Baseball, and Softball Coach for 6U, 8U, and 10U. On top of that, he has spent time over the years volunteering as a baseball coach for both Harriman Middle School and Harriman High School as well as Oakdale High School.

This deep sense of community engagement fosters trust and strengthens the bond between HUB and its customers. When HUB employees are out in the community, they're not just representing the utility—they're living the values that make Harriman (and the surrounding area) a great place to live and work. This dedication to service sets HUB apart, ensuring that every decision and action is made with the community's well-being in mind.

At HUB, we believe in providing reliable utility services and creating a community where everyone can thrive. Our employees are proud to live and work in the community we serve, and their ongoing involvement in local activities is a testament to their passion for making this a better place for everyone.

Together, we're building a brighter future for our community—one where neighbors help neighbors and where the spirit of service is alive and well. Thank you to all our dedicated employees who continue to go above and beyond to make this community an even better place to call home.



Luther Manning, Jeremy Gibson, Wayne Best, and Wayne Bullard at the 2024 Career Fair.



Wayne Bullard: Bus driver, Deacon, and Men's Ministry Laborer, shown providing relief for Hurricane Helene victims in Cocke County, TN.

2024 Annual Highlights: A Year of Community Engagement and Progress at HUB

The Harriman Utility Board (HUB) had a busy and impactful year in 2024 as we continued to focus on community engagement, employee development, and innovative progress. This timeline-style overview highlights some of the major milestones and events from throughout the year, showcasing HUB's important role in the lives of our employees, customers, and the community.



April 10th - Utility & Safety Expo at Riverfront Park...

HUB hosted the Harriman Utility & Safety Expo at Riverfront Park in partnership with the City of Harriman. This free event attracted residents and visitors from surrounding counties. Despite the inclement weather, the expo drew in various exhibitors and participants from companies such as Walter A. Wood Supply Company, Milwaukee, Southwire, GearWrench, and Rust-Oleum. The event offered an opportunity for HUB to showcase vendors while providing a space for community interaction and engagement. While the weather hampered attendance, the event was still a great success.

Scholarships for HUB Employees' Family Members...

In 2024, HUB's Employees through the Employee Fund Committee used their own donations to support higher education by offering \$500 scholarships to two family members of HUB employees. Sydni Barkley, daughter of Ashley (Barkley) Gibson, and Abbie Bullard, daughter of Wayne Bullard, were the lucky recipients of this year's scholarships. The committee was proud to assist these bright students on their journey toward further education and hopes to continue this tradition for years to come.



Donation to the Jadah A. Callaher Memorial Scholarship Fund...

The Employee Fund Committee also donated a generous \$1,500 to the Jadah A. Callaher Memorial Scholarship. The scholarship supports graduating seniors from Harriman High School and other Roane County schools. Each year, community members gather to raise funds in Jadah's memory. HUB is proud to contribute to this noble cause and help local students pursue their academic dreams.

In Memoriam: Former HUB General Manager Bill Young...

It is with deep sadness that HUB commemorated the life of William (Bill) Young, former HUB General Manager, who passed away on August 31st. From 1975 to his retirement in 2018, Bill's leadership at HUB left a lasting impact on the company and the community. During his tenure as GM from 2011-2018, Bill oversaw significant infrastructure improvements and technological advancements. He was well-loved for his sense of humor, kindness, and strong family values. Bill's funeral procession was honored by HUB employees, who lined Roane Street to pay tribute to him on September 6th. We will forever remember Bill's contributions to HUB and his dedication to our mission.



October 11th - HHS Alumni Career Fair...

HUB once again participated in the Harriman High School Alumni Career Fair, an annual event designed to introduce high school students to potential career paths in the local community. Principal Chasity Lowery organized this event, which provided valuable insight into various industries. HUB is proud to play a role in inspiring the next generation of professionals.

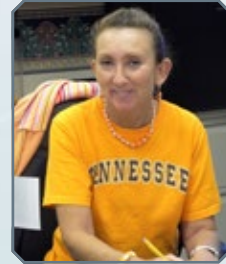


October 23rd - Visit from U.S. Senator Marsha Blackburn & TN State Senator Ken Yager...

In a display of political support and community involvement, U.S. Senator Marsha Blackburn and Tennessee State Senator Ken Yager visited HUB on October 23rd. The Senators took the time to learn more about HUB's current projects, including upcoming technology deployments. They also met with staff and posed for employee photos, further strengthening our connection to federal and state leaders.

Summer 2024 - Retirements of Long-time HUB Employees...

HUB bid farewell to three long-time employees in 2024. Terecia Simmons, who started in 2001 as a Part-time Dispatcher, retired after serving as Billing Supervisor. Brenda Allred, a cherished Customer Service Representative, retired after 26 years with the company. Johnny Monroe, who began as a Meter Reader and later became a Customer Service Field Representative, also retired after 23 years of dedicated service. We thank Terecia, Brenda, and Johnny for their many years of commitment and wish them all the best in their retirement.



September 2nd - Hooray for Harriman...

The annual "Hooray for Harriman" street festival was a huge success, thanks to the collaborative efforts of the City of Harriman and HUB. Over 16 HUB employees volunteered at the event, helping to create a fun, carnival-like atmosphere for local families. The festival's attendance may have been the largest ever, with people from all over the community coming together to enjoy food, entertainment, and camaraderie.



October 29th - Harriman Trunk-or-Treat...

In partnership with the City of Harriman, HUB co-sponsored the 7th Annual Harriman Trunk-or-Treat event, which drew a crowd of approximately 5,000 people. HUB employees (through the HUB Employee Fund) generously donated over 90,000 pieces of candy, ensuring a sweet experience for the thousands of children in attendance. The event continues to grow, and this year's highlights included local food trucks and a performance by the Bowers Elementary "Sweethearts" dance team. HUB is proud to be part of this community tradition, providing families with an affordable and fun way to celebrate Halloween.



December 5th - Harriman Christmas Parade...

Harriman's 2024 Christmas Parade was a truly spectacular event, and HUB played an active role by submitting two creative floats. While the Electric Department did an amazing job on their design as well, ultimately, the City awarded the Gas, Water & Sewer (GWS) team's float the "Best Float Design" trophy. Congratulations to GWS Foreman TJ Tilson (lead designer/facilitator) and the entire GWS team for their fantastic work! The parade was a wonderful way to celebrate the holiday season, and HUB is grateful for the opportunity to spread festive cheer with the community.



TJ Tilson receiving the award for best float design



GWS Department Christmas Parade Float



Electric Department Christmas Parade Float

A Year in Review...

2024 was a year full of community connections, employee contributions, and continued growth for the Harriman Utility Board. From supporting higher education to honoring the memory of those who have shaped HUB's legacy, we remain focused on enhancing our community through exceptional service. We look forward to what lies ahead in 2025!

At Harriman Utility Board (HUB), we are dedicated to strengthening our local community by investing in workforce development. Some of the most effective ways we achieve this are through our work-based learning and apprenticeship programs. These programs offer valuable hands-on training for students and adults looking to begin successful careers.

Work-Based Learning: A Bridge to Career Opportunities...

HUB partners with local school systems to offer work-based learning opportunities to high school students. These initiatives help students gain firsthand experience in a real-world work environment, allowing them to develop skills that are crucial for their future careers. Students are exposed to various roles within HUB, and many discover new career paths they hadn't previously considered.

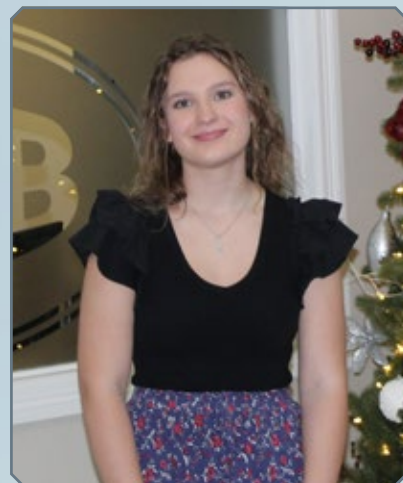


Preston Headrick, one of our former work-based learning students, shared his experience: "My experience with work-based learning has been very positive. It has allowed me to gain knowledge in a real working environment and become familiar with different types of jobs that are available to someone entering college. It has opened my eyes to several career possibilities." Preston gained experience working in our accounting department during the Fall 2024 semester. He added, "With my interest in math, I have a better understanding of jobs that could be available and I could pursue, like accounting. I have also enjoyed feeling like I was part of a team and experiencing this kind of working dynamic. I do feel like I am much better prepared with a direction as I begin my college career thanks to this experience."

Through these partnerships, HUB offers students the chance to learn about the utility sector and develop essential skills in communication, customer service, technology, and teamwork. As a result, students are not only better prepared to enter college but also gain a clearer understanding of the types of careers they could pursue after graduation.

Real-World Experience and Lasting Impact...

For many of our work-based learning students, their time at HUB profoundly impacts their career paths. Morgan Crass, another former work-based learning student, reflected on her experience: "Working at HUB was an incredible experience! I gained valuable insight into how a utility company operates and learned about all the moving parts involved. I often reflect on my time there and feel fortunate to have had the opportunity. The people at HUB are truly amazing, and I'm grateful for all they have taught me. The skills I developed in customer service, technology, communication, and collaboration will stay with me throughout my career."



Morgan worked for HUB during the 2023-2024 school year. Her experience highlights the comprehensive nature of our work-based learning programs, which not only expose students to technical skills but also cultivate soft skills that are essential in any career.

Apprenticeship Programs: Preparing the Next Generation of Skilled Workers...

In addition to work-based learning, HUB is proud to offer a formal, four-year apprenticeship program for becoming a Journeyman Lineman. Through this program, HUB partners with the Tennessee Valley Public Power Association (TVPPA), which provides the necessary classroom instruction, while HUB offers on-the-job training. Through this hands-on apprenticeship, participants learn essential skills in the electrical trade, gaining the experience and expertise required to work safely and effectively in the field.

Some of our work-based learning students go on to complete apprenticeship programs. Joseph Summers, a former Oakdale High School student, interned for HUB's Line Crew through the work-based learning program during the 2023-2024 school year. Then after graduating high school, he completed a pre-apprenticeship training program at the Southeast Lineman Training Center in Georgia, from which he graduated on December 12th. He is now ready to begin an apprenticeship. Joseph shared the following about his experience at HUB, "Having the opportunity to be a work-based learning student through my school and job shadow with HUB made me want to go on to linemen school and know that this is the career I wanted to pursue... I'm so glad HUB gave me the opportunity." According to the Bureau of Labor Statistics, the average salary for a journeyman lineman in the United States is \$94,000 per year! Joseph is well on his way to a high-income profession at a very young age.



Another success story HUB loves to share belongs to Titan Dayton. Titan was a work-based learning student from Harriman High School during the Spring Semester 2019. After graduation, Titan came back to work for HUB, first as a temporary worker and then beginning September 2020 as a full-time ROW Utility Worker. In February 2022, Titan was promoted to 1st Year Apprentice Journeyman Lineman. Now, Titan is a 3rd Year Apprentice Journeyman Lineman! Also going through their apprenticeships with HUB are Cameron Fitzhugh, Joe Pace, and Jacob Jones.



Like Joseph, Cameron graduated from the Southeast Lineman Training Center before getting hired by a contract crew. HUB recruited Cameron and allowed him to transfer over to our apprenticeship program to complete his training. Cameron started at HUB full-time as a 2nd Year Apprentice Journeyman Lineman in May 2023 and is now a 3rd Year Apprentice Journeyman Lineman.

Joe Pace graduated from Harriman High School in 2018 and began work at HUB part-time in December 2018 as a dispatcher. Joe was promoted to full-time dispatcher in April 2019 and then to Non-Certified Gas, Water & Sewer (GWS) Utility Worker in August 2020. While working full-time with HUB's GWS department, Joe did a great job and showed a tremendous work ethic. He obtained his distribution and collection system certifications and was promoted to Certified GWS Utility Worker in June 2022. However, Joe's desire was always to become a Journeyman Lineman, just like his father was for the Lenoir City Utilities Board. Joe finally got his chance to enter HUB's apprentice lineman program in May 2023, as a 1st Year Apprentice Journeyman Lineman, and he is now serving as a 2nd Year Apprentice Journeyman Lineman. Joe is married with one child and on his way to "topping out" into a very rewarding career.

Jacob went down a non-traditional path to becoming an Apprentice Lineman. Jacob earned a bachelor's degree in exercise science from Tennessee Technological University and taught in Roane County schools for four years. Finally, in June 2018, Jacob wanted to change careers and was attracted to HUB for many reasons. Jacob began work at HUB in June 2018 as a seasonal ROW worker and quickly progressed to a full-time ROW worker IV. In October 2021, Jacob entered HUB's apprentice lineman program as a 1st year lineman apprentice and has done an incredible job with both the bookwork and on-the-job training. Jacob is now a 4th year apprentice lineman. Jacob is married with three children. The hard work Jacob put into changing careers is sure to pay off.



It is important to note that becoming a lineman is not without sacrifice. Jacob, just like our other linemen, must be "on call" about once every five weeks. During "on call" weeks (and during other emergencies), a lineman must respond to power outages often in some very undesirable weather conditions. Working as a journeyman lineman for HUB is both physically demanding and mentally challenging. The job involves working long hours in all weather conditions to maintain, repair, and install electrical lines and equipment. Linemen often work at great heights, climbing utility poles or operating bucket trucks, and must be comfortable with heights and handling dangerous, high-voltage power lines. The work is hands-on, requiring technical knowledge and problem-solving skills to ensure power is restored quickly and safely. It's a tight-knit, team-oriented profession, where communication and trust are key, as linemen depend on each other to stay safe and complete tasks efficiently. The job can be grueling, especially during emergencies, but there's a sense of pride in helping the community maintain essential services. The pay and benefits are attractive, but the work-life balance can be tough due to unpredictable schedules, on-call shifts, and occasional long hours in emergency situations.

Looking Toward the Future...

The success stories of Preston, Morgan, Joseph, Titan, Cameron, Joe, and Jacob are just a glimpse into the positive impact of HUB's workforce development efforts. In this article, we focused specifically on our work-based learning and linemen apprenticeship programs. However, HUB provides on-the-job training for many other positions as well. Many of our jobs do not require a college degree and offer competitive salaries and benefits.

Our commitment to workforce development, whether through internships, apprenticeships, or just simply on-the-job training for rewarding careers, ensures that we are not only meeting the needs of our own utility operations but also helping to build a stronger, more skilled workforce for our community. By providing students and adults with real-world experience and job-specific training, we're investing in the future—both our local economy and the careers of the next generation. We look forward to continuing our partnerships with local schools, expanding our apprenticeship programs, and helping to prepare students for rewarding careers in the utility industry and beyond.

Harriman Utility Board & the City of Harriman Approves up to \$26 Million for State-of-the-Art Fiber to the Home Communications System



Harriman Utility Board (HUB) is making a historic investment of up to \$26 million to bring a state-of-the-art fiber-to-the-home (FTTH) communications system to the community. This transformative project is about much more than faster internet—it’s about connecting people, strengthening local infrastructure, and preparing Harriman for the future. “In our entire 85-year history, this is the biggest thing we’ve ever done. The stakes are high, but the benefits for the community are endless,” said Candace Vannasdale, HUB General Manager.

HUB’s fiber network will provide residents and businesses with high-speed, reliable internet services designed to meet the growing demands of modern life. Whether it’s working remotely, attending virtual classes, enjoying seamless streaming, or accessing telehealth services, this investment ensures everyone in the community has the connectivity they need. The FTTH system will deliver symmetrical speeds, low latency, and the capacity to upgrade easily as demand grows—futureproofing Harriman’s broadband infrastructure for decades to come. HUB is committed to offering affordable pricing with no hidden fees, no contracts, and free installation, ensuring access for all income levels.



What sets HUB apart from national providers is its community-first approach. Decisions are made locally, with rates set by people who live and work here. Public board meetings offer residents a voice, while the local office ensures customers have convenient, face-to-face support when they need it. HUB’s investment not only improves connectivity but also drives economic growth, attracts new residents and businesses, and helps close the digital divide for previously unserved or underserved areas. By choosing HUB, customers support a utility that reinvests revenue back into the community, enhancing local services, stabilizing electric rates, and creating local jobs.



This project wouldn’t be possible without strong community partnerships. The City of Harriman played a pivotal role by approving the financing for this effort, and the Roane County Commission demonstrated its support by awarding HUB a \$434,000 grant. These partnerships highlight the community’s shared commitment to progress and economic vitality.



Construction is underway, and HUB is eager to bring this exciting service to homes and businesses as soon as possible. Residents can stay informed about project updates and availability by visiting hub-tn.com/fiber. With this investment, HUB isn’t just building a faster internet network—it’s helping build a stronger, more connected Harriman for today and generations to come.



Harriman Utility Board (HUB) and Rockwood Electric Utility (REU) Partner in TVA's Connected Communities Initiative



In 2024, the Harriman Utility Board (HUB) and Rockwood Electric Utility (REU) were proud to be part of a transformative initiative supported by the Tennessee Valley Authority (TVA)—the Connected Communities Initiative. This partnership aimed to create lasting, positive changes within our communities by leveraging federal grant opportunities and fostering collaboration across multiple organizations in Roane County.

The TVA Connected Communities Initiative focuses on four key areas: Broadband & Digital Literacy, Economic Empowerment, Energy & Environmental Justice, and Enhanced Community Resiliency. The goal was to create a comprehensive strategy to address the critical needs of communities, especially those considered “high need” but “low resources,” like Harriman and Rockwood. HUB and REU were selected for this initiative due to their dedication to community involvement and their support to residents.



A Year of Collaborative Effort...

Kickoff and Planning:

The initiative kicked off in June 2023 with an in-person meeting that included TVA representatives, Guidehouse consultants, and key leaders from HUB, REU, the City of Harriman, and the City of Rockwood. This brainstorming session was crucial in identifying the community's strengths and challenges and using data to build a foundation for future projects. TVA's assistance was invaluable, funding external grant writers to help our community apply for larger federal grants.

Community Stakeholder Engagement:

HUB and REU worked alongside various community partners, including the Roane Alliance, Roane State Community College (RSCC), Tennessee College of Applied Technology (TCAT), Roane County Schools, and more. This cross-sector collaboration united educational institutions, government agencies, and local non-profits to focus on shared community goals.

Grant Writing and the Community Change Grant...

One of the major outcomes of the Connected Communities Initiative was the effort to apply for the EPA Community Change Grant, a federal funding opportunity under the Inflation Reduction Act (IRA). HUB and REU, with the support of TVA's consultants Milepost and Guidehouse, worked with the Roane Alliance to develop a grant proposal to improve energy efficiency and address environmental justice in Roane County. The proposal was designed to benefit both low-income renters and homeowners by expanding energy efficiency programs, such as a more inclusive “Home Uplift” initiative.

In early 2024, HUB and REU outlined a specific portion of the grant application that would target energy efficiency improvements for vulnerable residents, including rental properties. This expansion would provide weatherization assistance based on income, focusing on Section 8 or other low-income housing. The goal was to make Roane County homes more energy-efficient, reducing utility costs for residents and improving overall environmental sustainability.

Challenges and Community Impact...

Despite the tireless work put in by all partners involved, the final grant application to the EPA was not selected for funding. The competition for federal grants of this magnitude was fierce in 2024, and while HUB, REU, and our partners did not receive the grant, the experience proved incredibly valuable. We are grateful for the opportunities to collaborate and form stronger bonds with other community leaders, organizations, and agencies. These partnerships, which were built through the Connected Communities initiative, will continue to be an asset as we pursue future funding and community development opportunities.

Looking Ahead...

While the outcome of the EPA grant was not as hoped, the success of the Connected Communities initiative is evident in the strengthened relationships and community spirit fostered throughout the year. HUB and REU are committed to continuing our collaborative efforts to improve our communities, and we look forward to future opportunities to pursue funding and resources that will enhance the quality of life for residents in Harriman, Rockwood, and the surrounding areas.

HUB and REU remain deeply grateful to TVA, Guidehouse, Milepost, the Roane Alliance, and all the community partners who contributed to this effort. Together, we demonstrated that collaboration, creativity, and community pride can lead to powerful change—no matter our challenges.

As we continue to work together, we hope these partnerships will pave the way for future opportunities that will create lasting benefits for future generations.

HUB's Vision for Grid Modernization: Advancing Toward a Resilient, Flexible Future in Partnership with TVA

The Harriman Utility Board (HUB) has long recognized that the future of energy demands innovation, adaptability, and investment in foundational technologies that will enable a more reliable, resilient, and efficient electric grid. As we look ahead, we are focused on meeting our community's immediate needs and laying the groundwork for a future-proof grid that can better serve our customers and our region. Our ongoing collaboration with the Tennessee Valley Authority (TVA) on initiatives such as Valley Vision 2035 and the Regional Grid Transformation (RGT) are key to achieving this vision.

Valley Vision 2035 and Regional Grid Transformation: Charting the Path Forward

HUB's participation in TVA's Valley Vision 2035 and the Regional Grid Transformation (RGT) initiative is pivotal to our long-term strategy. These initiatives focus on transforming the energy landscape in the Tennessee Valley by building a resilient, flexible, and integrated electric system that meets the evolving needs of consumers.



In September 2022, HUB participated in TVA's Valley-Wide LPC Capability Assessment as part of RGT. The results highlighted that our greatest area of opportunity was deploying Advanced Metering Infrastructure (AMI). This insight helped shape our priorities and guided us toward a more data-driven approach to grid modernization.

TVA's support through RGT has been instrumental in helping us identify both short-term and long-term goals that align with the needs of our system and our customers. As we continue to partner with TVA, we are excited about the possibilities for future pilot projects and potential funding opportunities that could further our grid modernization efforts. HUB's

desire is to create a more resilient grid that can seamlessly integrate new technologies, improve operational efficiency, and enhance the customer experience.

The Importance of AMI and Fiber Optic Communications

Critical first steps in our journey toward grid modernization have been deploying AMI and creating a plan to build a fiber optic communications network. These technologies are foundational for building a more modern and efficient grid.

By the end of 2024, we were 99% complete with the deployment of AMI across all services. AMI provides real-time data on energy usage, improves billing accuracy, and enables faster detection of outages and service issues. As we approach the completion of this project, we are already beginning to define our "post-AMI" goals, which will allow us to leverage the data from AMI to improve service delivery further, enhance customer engagement, and optimize grid performance.



In addition, we are in the process of designing a new fiber optic communications network, with construction scheduled to begin in Spring 2025. This fiber network will serve two key purposes: providing vital infrastructure for grid operations and offering broadband access to our community. The fiber deployment will take approximately two years to complete. This network will enable faster and more reliable communications between our substations, improve system monitoring, and support new technologies that will make our grid smarter and more efficient.

Post-AMI and Post-Fiber Goals: Building a Smarter Grid

As we near the completion of our AMI project and get started on our fiber project, we are already planning for the next phase of HUB's grid modernization. Our "post-AMI" and "post-fiber" initiatives will integrate cutting-edge technologies and services to enhance further our electric system's reliability, flexibility, and efficiency.

Short-Term Goals (Next 12 months)

- **MDMS Familiarization and Best Practices:** We will continue training our staff on our new Meter Data Management Systems (MDMS) to maximize the potential of the data collected through AMI.
- **Pre-Pay Billing and Automatic Customer Notifications:** By offering pre-pay billing and automatic alerts for issues like water leaks, we can improve customer experience and reduce operational burdens.
- **Customer Analytics Partnership with TVA:** We aim to enhance our customer service and operational efficiency by utilizing TVA's advanced customer analytics tools, helping us better serve the needs of our residential and commercial customers.

Mid-Term Goals (1 to 3 years)

- **Solar Project Deployment:** We will deploy a 3.2 MW solar project as part of TVA's "flexibility" allowance, contributing to our renewable energy goals and providing additional flexibility in grid management.
- **Fiber Expansion:** Our fiber optic network will be extended to substations, increasing the speed and reliability of communications and enabling more advanced grid management tools.
- **Fiber to the Home:** By offering broadband internet access to our community, we are not only providing a valuable service but also generating revenue that will help fund future grid modernization efforts.
- **Integrating Enhanced Cybersecurity for SCADA:** Once our SCADA system is connected via a fiber network, we will enhance our cybersecurity capabilities further, ensuring that our grid remains secure against evolving cyber threats.

Longer-Term Goals (3 to 10 years)

- **Regulator Control Upgrades and SCADA Integration:** We will upgrade regulator controls and implement downline regulators, enabling more precise voltage management and facilitating automated switching.
- **Voltage Optimization:** Building on our pilot study with TVA, we aim to implement voltage optimization, which will help reduce energy consumption, lower costs, and improve system stability.
- **FLISR (Fault Location, Isolation, and Service Restoration):** We plan to implement FLISR technology, which will help reduce outage times by automatically locating and isolating faults and restoring service more quickly.
- **Distribution Management System (DMS):** We hope to implement a Distribution Management System to better manage our distribution grid and integrate our planning efforts with TVA, allowing us to anticipate and respond to grid challenges more effectively.

Collaborating for a Stronger Future

As we move forward, we are committed to continuing our work with TVA to advance the goals set forth in Valley Vision 2035 and RGT. By focusing on grid modernization, we are ensuring that HUB will remain a reliable, innovative, and forward-thinking utility provider for the community we serve.

With foundational technologies like AMI and fiber optic communications in place, HUB is poised to achieve its vision for a smarter, more resilient, and customer-focused grid. Together with our partners, we are building a brighter future for our community—one that is better equipped to meet the challenges and opportunities of the 21st century.



Harriman Utility Board's Major Investments in Water and Wastewater Systems: Supporting Economic Growth and Addressing Aging Infrastructure

HUB is making significant strides in enhancing its water and wastewater systems, ensuring they can meet the demands of future economic growth and the need to replace aging infrastructure. These large investments are critical to maintaining a high quality of service for our community, and HUB is committed to carrying out these improvements while keeping customer costs as low as possible.

Supporting Economic Growth with Infrastructure Improvements...

As Harriman continues to grow, one of HUB's top priorities is ensuring that our water and wastewater systems are equipped to support new businesses and residential developments. These systems are essential for attracting new investments to the area, from industries to retail and residential projects. By upgrading and expanding the water and wastewater infrastructure, HUB is helping create the foundation for long-term economic development in our community.

Some of HUB's projects are specifically designed to support new growth areas by improving capacity and ensuring that the necessary infrastructure is in place to meet the increased demand for water and sewer services. These upgrades will allow more businesses to establish themselves in Harriman (and the surrounding area) and provide residents with improved service as the city expands. Current projects designed to support economic growth include the Emory Creek Subdivision - Sewer Lift Station, the Pine Ridge Rd Sewer Extension, and the Crab Orchard Utility District (COUD) Interconnection.

Addressing Aging Infrastructure...

In addition to supporting growth, HUB is also focusing on the critical need to replace and upgrade aging infrastructure. Some sections of the existing water and wastewater systems are reaching the end of their operational lifespan, and it is imperative to address these issues before they result in costly failures or service disruptions. Current projects designed to address aging infrastructure include the "TDEC ARPA Water and Sewer System Improvements" projects, which replace the Wolfe Brach water pumping station, replace asbestos cement (AC) waterline across Ladd Mountain (and along Oakdale Hwy as funds allow), replace a small portion of the water system in the Town of Oakdale, and include sewer system rehabilitation/replacement work in downtown Harriman. Another project that aims to help prioritize HUB's future infrastructure replacement projects is the Infrastructure Planning Grant (IPG) work we are doing, which studies water loss and creates asset management and capital planning programs for both the HUB water and sewer departments.

Over the next several years, HUB will invest in projects to replace aging pipes, pumps, and other key infrastructure components. This work will help prevent future problems, reduce maintenance costs, and ensure a reliable, clean water supply and effective wastewater treatment for residents and businesses.

Primarily Grant-Funded Projects...

HUB's success in securing grant funding makes these large-scale water and sewer system investments possible. In fact, nearly all the projects undertaken by HUB are primarily funded through various state and federal grants. This external funding helps reduce the financial burden on local ratepayers and ensures that the utility can focus on making much-needed improvements without drastically raising rates.

Project Name	Grant Amount	Matching Funds	Matching Funds	Total Investment to benefit HUB
	Awarded	to be paid By HUB	to be paid By Others	
TDEC ARPA Water System Improvements	\$ 1,872,709	\$ 174,342	\$ 174,342	\$ 2,221,393
TDEC ARPA Sewer System Improvements	\$ 1,319,050	\$ 31,905	\$ 100,000	\$ 1,450,955
Emory Creek S/D - Sewer Lift Station	\$ 125,000	\$ 125,000	\$ 48,500	\$ 298,500
ARC Pine Ridge Rd. Sewer Extension	\$ 500,000	\$ 144,745	\$ 500,000	\$ 1,144,745
Infrastructure Planning Grant	\$ 346,750	\$ 17,338	\$ -	\$ 364,088
TDEC ARPA COUD Interconnection	\$ 10,705,550	\$ 563,450	\$ -	\$ 11,269,000
TOTAL FUNDING:	\$ 14,869,059	\$ 1,056,780	\$ 822,842	\$ 16,748,681

Post-Pandemic Challenges Affecting Project Timelines and Costs...

While HUB is committed to delivering these important infrastructure projects, post-pandemic challenges have significantly impacted nearly every aspect of their execution. One of the biggest hurdles has been the rise in material costs. The prices of construction materials, including ductile iron, copper, and PVC piping, have surged in recent years due to supply chain disruptions, global demand, and inflation. This has made it more expensive to purchase the necessary materials for water and wastewater infrastructure upgrades, which has affected project budgets and timelines.

In addition to higher prices, the pandemic has also created delays in the availability of materials. The supply chain disruptions caused by global shipping issues and factory shutdowns have made it more difficult for HUB to obtain the materials it needs in a timely manner. These delays have pushed back project timelines, meaning some improvements take longer to complete than originally planned.

Another challenge that HUB has faced is the difficulty in finding available contractors. Many construction companies are still dealing with workforce shortages, with high demand for skilled labor. This has made it more challenging to secure contractors for major infrastructure projects, which in turn has contributed to delays in the completion of some planned upgrades.

Looking Ahead: A Resilient Future...

Despite these challenges, HUB remains committed to completing these vital projects and ensuring its water and wastewater systems are prepared for the future. While the pandemic and its aftermath have created setbacks, HUB continues to work closely with contractors, suppliers, and funding agencies to overcome these obstacles. By focusing on grant-funded initiatives, HUB is ensuring that the community's utility infrastructure remains strong and capable of supporting growth and replacing outdated systems. Investing in these water and wastewater projects is a crucial step in safeguarding the future of Harriman and the surrounding area, ensuring that our residents and businesses have access to clean, reliable water and efficient wastewater treatment for many years.

HUB's ongoing commitment to infrastructure improvements reflects its dedication to serving the community with the highest service standards, efficiency, and sustainability. With these significant investments, Harriman is poised to continue its growth and thrive in the years ahead.

Attracting Local Talent: Overcoming Hiring Challenges at Harriman Utility Board



2024 Job Fair Volunteers: Rod Hamby, Wayne Bullard, Heath Lewis, Whitney Helton, Candace Vannasdale, Courtney Walker, TJ Tilson, Jeff Mize, Frankie Davis, Wayne Best

In the wake of the COVID-19 pandemic, many industries, including utilities, have faced unprecedented challenges in hiring skilled workers. For the Harriman Utility Board (HUB), attracting qualified candidates for essential blue-collar positions like linemen, right-of-way, and gas, water, and sewer (GWS) utility workers has become more difficult than ever before. As the pandemic reshaped work culture, it spurred a shift in priorities for many individuals. People began to seek more flexible working arrangements, opting for remote work or pursuing side hustles that allowed them to control their own schedules. Unfortunately, these changes do not align with the demands of utility work, which often requires on-call shifts, emergency responses, and a commitment to working in all kinds of weather and conditions.

In response to these hiring challenges, HUB, in partnership with the City of Harriman, took proactive steps to address the need for local talent and strengthen our community. The Harriman Job Fair on February 22nd was organized to showcase the many career opportunities available, both at HUB and across various other sectors within our community. This event attracted hundreds of attendees from Roane County and surrounding areas, offering them a unique opportunity to meet with employers, apply for jobs, and even interview on the spot.

The Job Fair featured a broad spectrum of career fields, ranging from local and federal government roles to positions in the medical field, nonprofit organizations, and union jobs. For HUB, it was a valuable chance to connect with potential employees and educate the community about the rewarding and essential work we do. Recruiting and retaining top-tier talent is crucial to HUB's mission of "Enhancing our Community through Exceptional Service," and our participation in this event underscores our commitment to ensuring the continued success and reliability of our utility services.

We are grateful for the hard work and dedication of our employees who participated in the Job Fair, helping make it an impactful and successful event. Their participation allowed HUB to present its many career opportunities and demonstrate why working for our utility board is a fulfilling and rewarding career choice. During the weeks following the Harriman Job Fair, HUB hired four full-time employees, all of which had attended the event!

As we look ahead, we remain committed to finding innovative solutions to our staffing challenges and continuing to build a strong workforce that can help us meet the needs of our growing community. The Harriman Job Fair was an important step in that direction, and HUB looks forward to future opportunities to connect with local talent and contribute to the long-term success of our community.

Safety Summary for 2024

HUB is proud to report that we achieved another safety milestone and completed our 4th consecutive year with no lost time injuries. This amount of time equates to over 610,000 hours! This accomplishment reflects our commitment to maintaining a safe work environment and the dedication of every employee to safety protocols.

Moving forward, we will continue to focus on continuously improving our safety practices and culture to ensure the well-being of all employees. Thank you to everyone for your tireless efforts and ongoing commitment to safety, even in the roughest environments!

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. You can also visit our primary location at 200 N. Roane Street during our new, expanded business hours of 7:00 a.m. until 5:00 p.m., Monday through Friday.



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