MINUTES OF THE
ONE THOUSANDTH THREE HUNDREDTH AND SIXTY EIGHTH MEETING
ELECTRIC POWER BOARD OF THE METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY
HELD SEPTEMBER 24, 2025

The regular meeting of the Electric Power Board was held on Wednesday, September 24, 2025.

Members present: Board Chair Anne Davis, Rob McCabe, Ian Prunty, Clifton Harris and Casey Santos. Officers present: Teresa Broyles-Aplin, David Frankenberg, Laura Smith, Dr. Trish Holliday and Brent Baker.

Board Chair Anne Davis called the meeting to order at 8:22 a.m.

PUBLIC COMMENT PERIOD

David Frankenberg informed the Board that there were no public speaker requests for the month of September.

RECOMMENDATION FOR APPROVAL OF THE MINUTES FROM THE REGULAR MEETING HELD AUGUST 27, 2025

> Upon motion by Member McCabe and seconded by Member Santos, the Board approved the minutes from the Electric Power Board meeting held August 27, 2025, with five ayes and zero nays.

RECOMMENDATION FOR APPROVAL OF A RESOLUTION REGARDING CUSTOMER SERVICE WEEK, OCTOBER 6-10, 2025

Laura Smith, on behalf of management, requested approval of a resolution regarding Customer Service Week. She stated that in 1992, the U.S. Congress proclaimed National Customer Service Week a nationally recognized event celebrated annually during the first full week in October. This year's National Customer Service Week theme is, "Mission Possible."

> Upon motion by Member McCabe and seconded by Member Santos, the Board approved the Customer Service Week resolution with five ayes and zero nays.

RECOMMENDATION FOR APPROVAL OF A RESOLUTION REGARDING PUBLIC POWER WEEK, OCTOBER 5-11, 2025

Ms. Smith stated that the American Public Power Association has proclaimed the week of October 5-11, 2025, as Public Power Week to increase national recognition of the numerous benefits provided by public power distributors.

Ms. Smith asked that the Electric Power Board join other Tennessee municipal systems in celebration of 2025 Public Power Week and recommended approval of the Public Power Week resolution.

> Upon motion by Member Santos and seconded by Member McCabe, the Board approved the Public Power Week resolution with five ayes and zero nays.

RECOMMENDATION FOR APPROVAL OF UTILITY BILL ASSISTANCE FUNDS

Barry Daniel reported that through a variety of funding and matching opportunities, NES and TVA donated approximately $13 million between fiscal years 2020 and 2025 to NeedLink Nashville to assist elderly, disabled, and low-income customers struggling to pay their electric utility bills. During the same period, customers have donated approximately $1 million to NeedLink through Project Help, NES's bill assistance program.

Recognizing the growing needs within the community, management recommended donating $1 million to NeedLink Nashville through the Utility Bill Assistance program. In addition, management requested increasing the Utility Bill Assistance contract amount to a new not to exceed amount of $3.5 million and extending the term through August 15, 2026. Mr. Daniel noted that the $1 million is included in the fiscal year 2026 budget plan.

Chair Davis asked how many customers are assisted on average each year. Mr. Daniel responded that NES allocates approximately $150,000 per month towards utility bill assistance. While he did not have the annual customer count on hand, he offered to gather and provide that information. Chair Davis remarked that this is a commendable service NES is providing.

> Upon motion by Member Harris and seconded by Member McCabe, the Board approved the $1 million donation to NeedLink Nashville and the increased request Utility Bill Assistance contract of a not to exceed amount of $3.5 million with five ayes and zero nays.

RECOMMENDATION FOR APPROVAL OF A CONTRACT TO PROVIDE MEDICAL AND VISION ADMINISTRATIVE SERVICES TO BLUE CROSS/BLUE SHIELD OF TENNESSEE, DENTAL ADMINISTRATIVE SERVICES TO DELTA DENTAL OF TENNESSEE, AND TO MODIFY THE MEDICAL PLAN

Jeff Eck reported that UMR, Inc. currently provides third party administrative services for the NES medical, dental, and vision plans, and stated the contract expires December 31, 2026. He reported that a committee was formed in early 2025 and a request for proposal for healthcare third-party administrative services was issued in March of this year.

Management recommended the approval of a contract with Blue Cross/Blue Shield of Tennessee effective in 2026, for a three-year term with the option to renew for two one-year periods, at a not to exceed cost of $8,000,000. Management also recommended the approval of a contract with Delta Dental of Tennessee, effective in 2026, for a three-year term with the option to renew for two one-year periods, at a not to exceed cost of $2,000,000.

As well, Management recommended the following changes to the NES Medical Plan effective January 1, 2026:

- The addition of Teladoc Health Virtual Care
- Move dental implants from the medical plan to the dental plan
- Eliminate the $2,000,000 non-essential benefit lifetime maximum
- Add hospice care to plan benefits
- Eliminate the Quest/LabCorp program and instead make all lab work free
- Diabetes education: covered 85% after deductible
- Bariatric surgery: deductible will now count towards the out-of-pocket maximum
- Private room coverage: change coverage from semi-private room rate plus 50% of the difference between the private room and semi-private room rate to just the semi-private room rate.
- 2nd and 3rd opinions: change from 100% coverage to 85% after deductible for in-network and 65% for out of network.
- Routine newborn charges will be covered under the mother's room and board charges, not separately.

Dr. Trish Holliday commented that one of the largest responses in the employee engagement survey was how unhappy NES employees were with their healthcare benefits.

Member McCabe asked if the survey indicated that employees are unhappy with their benefits or with the service they are receiving while trying to access their benefits.

Teresa Broyles-Aplin explained that the issue centers more on the inadequate service employees are receiving. She noted that numerous NES employees have approached her with concerns about denied claims that should be eligible under the Plan.

> Upon motion by Member McCabe and seconded by Member Santos, the Board approved the contract to provide medical and vision administrative services to Blue Cross/Blue Shield of Tennessee, dental administrative services to Delta Dental of Tennessee, and to modify the medical plan with five ayes and zero nays.

RECOMMENDATION FOR APPROVAL OF PURCHASES

David Frankenberg presented management's recommendation for approval of $8,855,280.20 in purchases and contracts exceeding $50,000. This amount included $2,153,361.20 in monthly purchases and contract additions between the $50,000 and $250,000 threshold that received prior management approval.

> Upon motion by Member Santos and seconded by Member Prunty, the Board approved the list of purchases and contracts with five ayes and zero nays. This list consists of five pages and has been attested to on each page by the signature of the Secretary and is attached hereto as "Appendix A"[1] to these minutes. Total cost of purchases and contracts, as approved, amounts to $8,855,280.20.

FINANCIAL REPORT

Mr. Frankenberg reported that through the month of August, the second month into the new fiscal year, revenue was $325 million, purchased power was $232 million and the sales margin was approximately $93 million which was around $10 million favorable to budget. He stated that the higher revenue was largely due to elevated temperatures in late July, with August bills running around six degrees warmer than expected.

He reported that on the expense side, total spending stands at $44 million which is about $6 million light to budget with the largest drivers being timing and the amounts around IT, customer service, staffing, maintenance, C2M support and overall labor. The net gain for the first two months totaled $30 million which is roughly $18 million favorable to budget.

Mr. Frankenberg stated that cash on hand is $523 million, which includes 133 days of operating expense. He noted that NES is in compliance with all ratios from a liquidity standpoint.

QUARTERLY C2M UPDATE

Aleisha Johnson provided a quarterly update om C2M explaining that as of September 2025, the organization has successfully transitioned into the Extended Warranty Support Phase. She stated that this phase reflects a stable operational environment, full support ownership and readiness for long-term sustainability. She said that support for the system has transitioned from EY to the Center of Excellence and internal IT team. Ms. Johnson presented key stabilization metrics which she said are supporting customer confidence and service operations.

Member Santos asked if speed-of-answer times are better than prior to implementation. Ms. Johnson replied that it is comparable to what it was before. Brent Baker stated that the trend within the past couple of months has been slightly favorable to what it was previously with the old CIS.

Mr. Baker and Mr. Frankenberg conducted a review of the project's overall financial performance and highlighted areas where cost savings were made during implementation. It was noted that the project is expected to yield a net favorable variance of $22 million compared to the approved budget.

Member Santos commented that the results were impressive, especially for a complex project like this one, and noted it is the first time she has seen a ServiceNow project come in so far under budget.

QUARTERLY CORPORATE COMMUNICATIONS ACTIVITY REPORT

Kat Pohlman shared recent NES social media metrics, noting that the organization currently has around one million followers and achieves approximately 2.5 million quarterly reaches. Additionally, NES's YouTube channel featured two videos celebrating NES's 85th anniversary, which generated over 3,000 minutes of viewing time last month.

Brent Baker pointed to linemen and engineers posting about weekend work as a great example of how social media can be used to earn community support. He underscored the importance of all levels of the organization recognizing the value of sharing NES's message. He added that a plan is in development to empower internal brand ambassadors to further expand the organization's social media outreach.

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[1] Appendix A Electronically Filed

QUARTERLY SUSTAINABILITY UPDATE

Ms. Pohlman outlined the progress of the Insulation for Impact Pilot Program, a grant-supported collaboration among NES, TVA, Metro, and NeedLink.

Chair Davis asked if this is similar to the HomeUplift program where customers receive insulation and other weatherization needs. Ms. Pohlman responded yes, and emphasized the importance of insulation, especially attic insulation, in improving energy efficiency and lowering energy costs.

Mr. Baker added that this program was developed as a result of federal grants that were nearing expiration; therefore, donors engaged Metro, leading to efforts focused on customers in the area whose needs, while not requiring a comprehensive HomeUplift investment, could be effectively met.

Member Harris inquired whether NES would document customer stories and the impact of the assistance provided. Ms. Pohlman responded yes.

Ms. Pohlman reported on the progress of the Magnolia Flexibility 2.0 project and stated that 160 megawatts of solar array is in development with partners at TVA and Silicon Ranch and is on track to go online in 2027. She stated that this is a power purchase agreement and will produce enough energy to serve approximately 25,000 homes.

Chair Davis asked how much customers will see in savings. Ms. Pohlman replied that approximately $300 million over the lifetime of the project. In addition, 500 craft labor jobs have been created for the duration of the build.

Ms. Pohlman announced that a new Community Impact Team has been organized which is comprised of employees across NES with the goal to drive the organizational strategies to achieve sustainability milestones. She stated that the Team's priorities consist of driving economic vitality, advancing community solutions, and to protect Tennessee.

CUSTOMER SERVICE SURVEY SUMMARY OF RESULTS

Brent Baker and Tom Logue, a representative with Message Factors, reviewed the results of the 2025 NES Customer Satisfaction Survey results. Mr. Logue reported that overall, 86% of survey respondents were 'very' or 'somewhat' satisfied with NES with the survey showing a three point increase from the 83% reported in 2024. This rating exceeds comparable ratings for other utilities used by NES customers. Mr. Logue shared details about several high-scoring responses, noting that two were related to emergency responses.

Member Santos asked, regarding being prepared for storms and emergencies, if that number changes based on the number of storms and the severity of them. Mr. Logue responded that they do and explained that while survey results can be influenced by recent severe weather, overall trends show that when NES communicates more during outages, customer satisfaction tends to rise.

The survey revealed that the most common customer interaction involved reporting a power outage. Mr. Logue noted that customers claim high familiarity (83%) with NES's text notifications during power outages which is a nine point increase from 2024.

Member McCabe commented that when he experiences a power outage, he reports it and receives a text message when restoration is complete. He added that billing calls may differ and that customers may prefer a live person in that instance and asked if there is a difference in preferences in certain situations. Mr. Logue responded yes, and stated that when it is a recording situation, a high level of confidence from customers is usually seen.

Teresa Broyles-Aplin noted that in addition to sending confirmation texts when customers report outages, NES now proactively notifies affected customers, assuring them the issue is known and that restoration efforts are underway.

Member Prunty noted that the universal sample size is 721 and asked whether the 10% of participants in solar programs and HomeUplift were being tracked. He inquired if this figure reflects typical participation rates or if it might include false positives.

In response, Mr. Logue stated that he does not believe there is any intentional inflation by respondents. He added that responses to such questions are often used in a comparative context if individuals who report higher satisfaction with NES are also more likely to participate in certain programs, and that correlation provides meaningful customer insights.

Chair Davis commented on the usage of NES offerings trending; Music City Solar has a rating of 24% this year and asked if this was surveyed in past years. Mr. Logue responded that the survey was reorganized this past year, and it was a question that was moved from a different data set. He stated that he could update those numbers and reissue this section.

PRESIDENT'S REPORT

Teresa Broyles-Aplin presented the President's Report and reported that 114 circuit miles were trimmed for the month of August. She formally recognized the Customer Relations employees for their strong performance and provided an overview of the company's community engagement and speaking initiatives.

MISCELLANEOUS

There were no miscellaneous items to report.

RECESS AND RECONVENE

At this point, the Board recessed and reconvened to ratify the actions taken by the Civil Service Board.

> Upon motion by Member McCabe and seconded by Member Santos, the Board ratified the actions taken during the Civil Service Board meeting with five ayes and zero nays.

ADJOURNMENT

The meeting adjourned at 9:37 a.m.

Attest:

Signed by:
David Frankenberg
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Secretary

Approved,

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Anne Davis
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Board Chair

September 24, 2025

Appendix "A"

Approval of Purchases and Contracts
at the Meeting on Wednesday September 24, 2025

Management recommends Board approval
of the following purchases and contracts:

Total Materials and Supplies Purchases	**$2,001,919.00**
Total Contracts and Services	**$750,000.00**
Total Additions, Extensions, and Changes	**$2,950,000.00**
Total Ratified Purchases and Contracts	**$2,153,361.20**
TOTAL	**$7,855,280.20**

Total Sales	**$3,545.34**
Total Line Items	**$11,000,000.00**

Signed by:
David Frankenberg
Attested By: 0AE47D2A19884AE...
David Frankenberg, Secretary

All above items have been processed in accordance with Board approved policy and applicable rules and regulations.

September 24, 2025

MATERIALS AND SUPPLIES PURCHASES

Item Description	Vendor	Amount	Type Contract	Bids Received/Sent
Cable, ACSR, Bare 795 36/1 (172,800 ft.)	Wesco Distribution	*$476,928.00	Competitive (1 Year) **Blanket**	6/8
Cable, Copper, BSD 4/0, 19 Strand (144,000 ft.)	Border States Industries	588,960.00	Competitive (1 Year) **Blanket**	4/8
Pole, Steel, H1, 55’ (67)	TransAmerican Power Poles	306,391.00	Competitive	5/7
Underground Distribution Switchgear, Undercover Style, 15kV, 25kA, Vista Model 633 (3)	**Stuart C. Irby**	629,640.00	Competitive **Sole Brand**	1/3
TOTAL		**$2,001,919.00**		

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*Price includes a 20% contingency.

CONTRACTS AND SERVICES

Item Description	Vendor	Amount	Type Contract	Bids Received/Sent
CCTV Material and Labor	TriStar Digital Connections	$750,000.00	Competitive (5 Years)	1/5
TOTAL		**$750,000.00**		

ADDITIONS, EXTENSIONS, AND CHANGES

Item Description	Contractor	Additional Amount	Change Requested
Construction Aggregate Crushed Stone	Reostone, LLC/Rogers Group	$450,000.00	Addition (New NTE $500,000.00)
Engineering, Procurement, and Construction Services for EV Charging Infrastructure	Stansell Electric Company	400,000.00	Addition (New NTE $1,300,000.00)
GIS Maintenance Programming Services	Ferguson and Associates	N/A	**Extension (6 Months)

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David Frankenberg, Secretary

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September 24, 2025

Temporary Services for Customer Advisors, Tellers, and Administrative Support	Express Employment	1,600,000.00	Addition (New NTE $3,100,000.00)
Used Wood Pole Disposal	Waste Management of Tennessee	500,000.00	Addition (New NTE $1,000,000.00)
TOTAL		**$2,950,000.00**	

**Total contract term is five (5) years and six (6) months.

RATIFIED PURCHASES AND CONTRACTS

Item Description	Vendor	Amount	Type Contract	Bids Received/Sent
Cable, Aluminum, 4/0, 600 Volt (72,000 ft.)	Stuart C. Irby	$154,800.00	Competitive (1 Year) **Blanket**	4/8
Cable, Aluminum, "Pelican", 477 MCM ASCR (32,124 ft.)	Wesco Distribution	*57,437.71	Competitive	4/15
Cascade Annual Software Maintenance	**DNV Energy Insights USA, Inc.**	$51,328.21	**Sole Source** (1 Year)	N/A
Ground Connector (4,040)	Gresco	141,400.00	Competitive (1 Year) **Blanket**	4/8
Insulator, Suspension, 25KV, Polymer (5,280)	Wesco Distribution	75,451.20	Competitive	3/8
Lease Accounting Software	FinQuery, LLC	30,000.00	Addition (New NTE $168,200.00) Extension (1 Year)	N/A
McQuay Chiller Maintenance	Daikin Applied	5,000.00	Addition (New NTE $156,700.00)	N/A
McQuay Chiller Maintenance	Daiken Applied	150,000.00	Omnia Cooperative Contract (2 Years)	N/A
On-Call Right-of-Way and Easement Acquisition Services	Croft and Associates, LLC	200,000.00	Metro Contract (3 Years)	N/A

Signed by:

Attested By: David Frankenberg

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David Frankenberg, Secretary

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Performance and Professional Development Training	ReGenerations, LLC	15,000.00	Addition (New NTE $55,000.00) Extension (1 Year)	N/A
Plumbing Supplies	Sunago Supply Corp.	10,000.00	Addition (New NTE $60,000.00)	N/A
Pole, Steel, H1, 50’ (50)	Valmont Industries	157,350.00	Competitive	5/8
Pole, Steel, H4, 85’ (18)	Rohn Products	169,200.00	Competitive	6/7
Pole, Steel, H4, 90’ (24)	Rohn Products	242,400.00	Competitive	6/7
Pole, Steel, Self-Weathering, H1, 50’ (72)	Valmont Industries	224,928.00	Competitive	5/7
Pole, Steel, Self-Weathering, H1, 55’ (50); H3, 50’ (15)	MD Henry Co., Inc.	241,925.00	Competitive	6/7
Pole, Wood, C2, 45’ (146)	Thomasson Company	63,218.00	Competitive	5/7
Standoff Bracket (3,456)	Border States Industries	83,635.20	Competitive	3/8
UPS Capacitor, Fan and Battery Replacement	Mission Critical Services	65,287.88	Competitive	2/14
Window Cleaning	General Window Cleaning	15,000.00	Addition (New NTE $63,800.00) Extension (1 Year)	N/A
TOTAL		**$2,153,361.20**		

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*Price includes a 20% contingency.

SALES

Item Description	Vendor	Amount	Type Sale	Bids Received/Sent
Obsolete Items	LSO dba GovDeals	$3,545.34	Competitive	N/A
TOTAL		**$3,545.34**		

Attested By: Signed by: David Frankenberg 0AE47D2A19884AE...
David Frankenberg, Secretary

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September 24, 2025

LINE ITEMS

Item Description	Vendor	Amount	Type Contract	Bids Received/Sent
Health Care Third Party Administrative Services for Dental Plan	Delta Dental of Tennessee	$2,000,000.00	Competitive (3 Years)	4/14
Health Care Third Party Administrative Services for Medical and Vision Plans	BlueCross BlueShield of TN	8,000,000.00	Competitive (3 Years)	3/14
Utility Bill Assistance	NeedLink Nashville	1,000,000.00	Addition (New NTE $3,500,000.00) Extension (1 Year)	N/A
TOTAL		**$11,000,000.00**		

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