



UTILITY MANAGEMENT REVIEW BOARD

ANNUAL REPORT
OCTOBER 2017

Justin P. Wilson
Comptroller of the Treasury

John Greer
Utilities Specialist

The 2017 Annual Report of the Utility Management Review Board is prepared in accordance with Tennessee Code Annotated § 7-82-705. This report provides an overview of the Board's activities for the period ending September 30, 2017.

Dear Members of the 110th General Assembly,

As the Utilities Specialist for the Comptrollers Office, I am here to assist water, sewer, and natural gas utilities and their customers. In my role as staff to the Utility Management Review Board I provide financial, technical, and managerial assistance to the 179 utility districts across the state.

During the past year, I have met with various utilities and can say with certainty that no two are alike—each utility faces distinct challenges.

The mission of the Comptroller of the Treasury is to make government work better. My goal is to make utilities work better by having a sound financial foundation and a positive outlook for the future.

Over the past year, I have led utility commissioner trainings in all three grand divisions of the State. It is my goal to provide even more training for commissioners and managers in the year to come. I have led various town hall meetings to discuss the importance of infrastructure replacement and other keys to long term financial health. I am committed to providing utilities technical support in their local community.

Please help me support the utilities in your community by sharing information about the assistance our office can provide.

If I can be of assistance to you or your constituents, please do not hesitate to contact me.

Thank you,



John Greer

Utilities Specialist



CONTACT INFORMATION

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2016/17 UTILITY DISTRICT TRAININGS

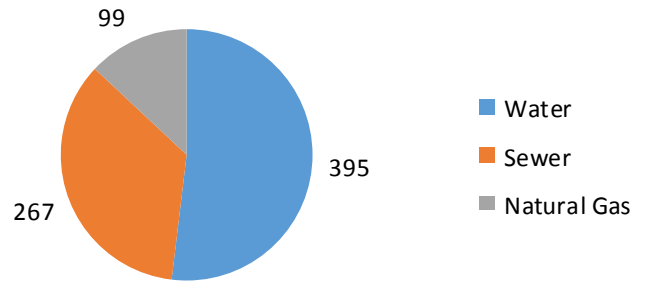
As the Utilities Specialist, I offer training and consulting to utility district boards throughout the State. The map below shows the different trainings that were held during the 2016/17 year.



HOW OUR OFFICE SUPPORTS UTILITIES

-  Assess financial health of utility systems and make best practice recommendations
-  Assist the General Assembly with any questions related to public utility policy
-  Facilitate partnerships among utility systems throughout the state
-  Provide guidelines related to water loss, commissioner training, and other relevant topics

TENNESSEE UTILITIES BY TYPE



TYPES OF CASES HEARD BY THE UTILITY MANAGEMENT REVIEW BOARD* OVER THE PAST YEAR

CUSTOMER COMPLAINT HEARINGS	15
FINANCIAL DISTRESS	13
INVESTIGATION	6
WATER LOSS	3

TENNESSEE UTILITIES BY TYPE

MUNICIPALITIES	251
UTILITY DISTRICTS	178
COUNTIES	12
AUTHORITIES	9

**For more information on the UMRB please see the back cover*

ABOUT THE UTILITY MANAGEMENT REVIEW BOARD

PURPOSE

The purpose of the Utility Management Review Board (UMRB) is to support natural gas, water, and wastewater public utility districts by ensuring that systems are financially self-supporting. The UMRB acts for the public welfare by promoting cost-effective management practices.

RESPONSIBILITIES

The UMRB is a quasi-judicial body. The UMRB facilitates the creation of corrective action plans for utility districts with deficiencies in the following areas:

- Financial Integrity
- Management Practices
- Technical Capacity

The UMRB addresses utility rate protests as well as complaints by utility district customers. The UMRB authorizes the creation of new utility districts and manages ouster proceedings for utility district commissioners related to fraud, attendance, or training. The UMRB also establishes the parameters for water accountability.

MEMBERSHIP

State law prescribes the membership of the UMRB's nine (9) members. Seven (7) members are appointed by the Governor—one (1) consumer representing rate payer interests and the other six (6) are active utility district commissioners and managers. The remaining two (2) members are designees from the Department of Environment and Conservation and the Comptroller of the Treasury. The Comptroller's designee serves as chair. Members serve as unbiased experts providing objective guidance to the public utility industry.

BOARD MEMBERS

Ann Butterworth, Comptroller Designee, *Chair*

Kevin Botts, Consumer Representative

Jim Hunter, Utility District Commissioner

Tim Pelham, Utility District Manager

Jason West, Utility District Commissioner

Tom Moss, TDEC Designee, *Vice Chair*

Bruce Giles, Utility District Manager

Rebecca Hunter, Utility District Commissioner

Pat Riley, Utility District Manager

