

# Knoxville Utilities Board WATER EDUCATION & OUTREACH

NEAA26 PUBLIC INFORMATION & EDUCATION: EDUCATIONAL PROGRAM



National Environmental  
Achievement  
AWARDS



Tours of the historic Mark B. Whitaker Water Treatment Plant, featuring a new Museum of Water History, have provided a behind-the-scenes view of the water treatment process for more than 480 visitors since 2024. The tours, outreach at community events, Energy & Water Savings workshops, and student education initiatives illustrate KUB's longstanding commitment to water quality.



## KUB Water Education and Outreach – Member Spotlight

Knoxville Utilities Board (KUB) provides water, wastewater, electric, natural gas, and fiber services to more than 501,000 customers in Knoxville and parts of seven surrounding counties. KUB's water system serves more than 83,000 customers across a 188 square mile service area with one treatment plant, 26 pump stations, 28 storage facilities, and over 1,400 miles of distribution mains. As a municipal utility, KUB exists to provide utility services that are safe, reliable, and affordable for its customers. KUB's water education and outreach program helps to inform the community of KUB's role in delivering high-quality, safe drinking water and helps to attract the next generation of water professionals to ensure KUB's legacy of excellence in water service remains strong. Key features of the program are water plant facility tours, a new Museum of Water History, outreach at community events, and student education initiatives.

The Facility Tour Program provides the public an inside look at the historic Mark B. Whitaker (MBW) Water Treatment Plant and its equipment, processes, and skilled operations staff. Since January 2024, more than 480 visitors have toured, including local clubs, students, and industry professionals. In 2025, KUB enhanced the tour by opening a new museum showcasing over 200 years of Knoxville water management history, featuring historical artifacts and a water history timeline spanning the walls.

KUB has a variety of educational initiatives to inform the community about the water system, including H2O to Go, a traveling water station that dispenses cold drinking water at public events and reduces use of single use bottled water. Additionally, KUB is a participant in WaterFest, which welcomes more than 1,000 elementary students to learn about the water cycle and protecting water quality.

KUB's commitment to the community includes providing students opportunities for hands-on work experience and exposure to utility industry careers. For 30 years, KUB TeenWork has helped prepare high school students for success after graduation through workshops and summer internships. This past summer, three TeenWork students completed internships in KUB's operations division, which included job shadowing at the water and wastewater treatment plants. KUB also participates in Pellissippi State Community College's Earn and Learn Program, which allows students to receive on-the-job training while earning their water or wastewater technology degree.

Through the water education and outreach program, KUB educates the community about its safe, high-quality water system while inspiring and preparing the next generation of water professionals.