The new Facilities Services Archibus system will be implemented on August 15.

We would like to thank everyone for all of their hard work in preparing for the launch of this new system.

With the implementation of Archibus, we will be moving from paper-based operations to computer work systems.

The new system will allow us to be more informed about the process it takes to complete a work order, our overall communication level will increase, and we will be able to better serve our customers.

Archibus System Launches Aug. 15

Steam Plant Conversion Progresses

There have already been some big changes taking place at the UT Steam Plant as part of its ongoing conversion project.

The project, which began back in March, includes the elimination of coal use at the plant through the replacement of the plant’s coal-fired boilers with high-efficiency, natural gas/fuel oil boilers.

In the months since the beginning of the project, coal boiler #3 has been removed, five 25,000-pound diesel tanks have been installed, and numerous upgrades to equipment and controls have been underway.

“Everything so far has gone really well,” said Steam Plant General Superintendent Darryl Ford. “The contractors are working really well with us and they are actually trying to do some things that weren’t scheduled until later phases.”

The conversion project consists of three phases. The first phase includes the removal of

See ARCHIBUS on Page 2

See STEAM PLANT on Page 5

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ARCHIBUS CONTINUED

Everyone in Facilities Services will receive Archibus training. If you have not received training by August 15, you will be trained after our “go live” date.

For more information about Archibus, and to familiarize yourself with the system, please go to http://fs.utk.edu/archibus/.

For more information specifically for Facilities Personnel (Training, Design Documents, Schedule, etc.) please go to: http://fs.utk.edu/archibus/fs

If you have any questions about Archibus, please contact Kevin Garland at 974-4009 or garland@utk.edu

Please see the following list for the duties associated with the new system:

Craftspeople:

TOP OF DAY:
- Get work request sheets from supervisor/foreman
- Enter Leave Requests when time permits

THROUGHOUT DAY:
- Get to worksite, complete work (record labor hours & status of work request)
- Request parts from supervisor/foreman as needed.
- Enter Leave Requests when time permits

END OF DAY:
- Turn in work request sheets with labor hours to supervisor/foreman
- Enter Leave Requests when time permits

Superintendent:

TOP OF DAY:
- Hand out work request sheets to field workers

THROUGHOUT DAY:
- Check/Process/Approve Parts
- Enter/Process Leave Requests
- Check/Update Work Requests on Hold
- Process Stopped/Completed Work Requests (check work sites)
- Process New Work Requests (assign and issue to craftsperson)
- Check Purchase Document Statuses

END OF DAY:
- Print work request sheets for next morning

Superintendent:

THROUGHOUT DAY:
- Process Purchasing Documents
- Enter/Process Leave Requests
- Manage Equipment/Tool/Inventory Issues
- Manage Warranties/Service Contracts
- Manage Personnel Issues
- Manage PM (location/equipment based)
- Generate & Manage Operational Reporting

END OF WEEK:
- Process Weekly Time Sheets

Directors/Assistant Directors:

THROUGHOUT DAY:
- Process Purchasing Documents
- Enter/Process Leave Requests
- Manage Personnel Issues
- Generate & Manage Managerial Reporting
- Benchmark & Performance Metric Monitoring/Review
- Policy & Procedure development
- Manage Unit Budget/Projects
- Review Unit Goals & Objectives, align with Department
- Set Example & Lead Unit toward efficient/tighter departmental team

END OF WEEK:
- Process Weekly Time Sheets

This August UT will have buildings in 11 different categories featured in American School and University's Educational Interiors publication.

Thank you to Tiffany Shuler, Brooke Stevenson and UT Photography for their work in putting these submissions together.

Keep a look out for some familiar buildings in the national magazine this month!

Check Out Facilities Services Online at: fs.utk.edu

The annual campus Spring Clean-Up has drawn to a close and once again, the Rapid Response Team did an amazing job.

The team did a great job cleaning out buildings all spring and summer.

The final figures for the 2014 Spring Clean-Up were 11,952 cubic feet taken to Surplus and 12,648 cubic feet of recyclable materials, plus C&D landfill materials.

Kudos to another job well done! Thank you RRT!

UT Interiors Recognized

This August UT will have buildings in 11 different categories featured in American School and University's Educational Interiors publication.

Thank you to Tiffany Shuler, Brooke Stevenson and UT Photography for their work in putting these submissions together.

Keep a look out for some familiar buildings in the national magazine this month!

Follow us @UTK_Fac_Serv
Facilities Services Zero-Waste
Fourth of July Picnic & Training

Thank you to everyone who made this year’s annual picnic a success! Only one bag of trash came from this year’s event. That is ONE bag of trash from more than 350 PEOPLE! We also donated all of the leftover food—chili, hotdogs, hamburgers and buns to Second Harvest Food Bank who distributes to food pantries throughout the area to feed individuals in need.
Facilities Services Zero-Waste
Fourth of July Picnic & Training

EMPLOYEE OF THE MONTH
JUNE 2014

Congratulations to Justin Dothard, the June 2014 recipient of the Facilities Services Employee of the Month Award!

Justin is recognized for exemplifying what Design Services is looking for in a team member. He is conscientious, hardworking and passionate about his work. Justin also recently earned a promotion to Project Coordinator in the Design Services unit.

EMPLOYEE OF THE MONTH
JULY 2014

Congratulations to Marty French, the July 2014 recipient of the Facilities Services Employee of the Month Award!

Marty is recognized for being a team player who is always willing to help out wherever needed. Marty thinks of the customer first and is passionate about his work. He is a hard worker who never complains when asked to do something.

Check Out More Pictures on Our Facebook Page!
UTFacilitiesServices
Steam Plant CONTINUED

coal boiler #3, the installation of a new gas boiler, the replacement of major electrical equipment such as the motor control centers within the plant, new feed water lines and the installation of the diesel tanks.

Phase one work is currently on schedule with the new boiler slated to be delivered to the plant in mid-August. This new boiler is set to be installed and operational by the start of the campus heating season in October.

The natural gas boiler will work in conjunction with the existing coal boiler to provide steam for campus.

“This will be our last winter burning coal,” Ford said.

In March, after the heating season is expected to be over, the second phase of the project will begin. This is to include the decommissioning and removal of coal boiler #2, the addition of a second high voltage feed, and work on the creation of a new high pressure gas main to the plant will continue.

The new gas main is currently under construction from Topside road, several miles down Alcoa Highway, to the Fulton Bottoms Rugby Field area. From there it extends to the Steam Plant.

After the conversion of the boilers is complete, the third phase of the project will begin with the removal of the 300-foot smoke-stack, the electrostatic precipitator, and the remaining coal handling equipment.

Congratulations on Your New Position!

Larry Stalans—Heavy Equipment Mechanic  
(Landscaping Services)

Andrew Collins—Material Control Clerk  
(Central Supply)

Sheena Rhea—First Shift Foreman  
(Building Services)
Letters of Appreciation

(To Landscape Services)
I would like to make note on the outstanding job Dennis McGhee and his crew do around the University Center.
I have been at the University Center for fourteen years and the grounds around the University Center have never looked better since Dennis and his crew have taken over maintenance of the grounds. Dennis and his crew are always professional in dealing with the students, staff, and guests around the UC. Even during inclement weather, Dennis and his crew are promptly on top of clearing the walkways, sidewalks, and steps around the center.
Considering Dennis and his crew, have multiple buildings to care for across campus on a daily basis, they always are attentive to the needs of the University Center.
Dennis and his crew should be recognized on a job well done.
Thank you,
Mark Rozanski, Assistant Director

To all who contributed to the playground expansion at the Lave Ave. ELC—
We're so pleased with the work you all did! Thank you so much - the children are THRILLED with the new slide, boulders, and new space. Thank you so much for contributing to our vision, for your commitment to it, and for working so hard to bring it to life!
The children and teachers are reveling in the additional space on this playground that has always presented a square footage challenge. The children are also loving the different perspective they get from having a change in elevation in their play space. We are so appreciative of all you have done!
Thanks again,
Elizabeth DeMartino Newton, Assistant Director - Early Learning Center

Berry Hall—Special thanks to Wayne Cowden for leading and performing the installation of the Fire Alarm System at Berry Hall. Also, thanks to Mike Tackett and Chris Webb’s support for IP connection and Fiber Optic work (OIT).

Special thanks to Building Services, Rapid Response Team, Grounds, and Zone Maintenance for their quick response and outstanding workmanship in getting the Baker Center ready for the tribute to Senator Howard H. Baker last month. Also, kudos to Chris Webb and Mike Tackett for their work installing security cameras for the event. They all did an excellent job in responding to a very short notice, very high profile, plan-as-you-go event.

(Building Finishes)
We want to thank you for your help removing the graffiti from our building. It was a perpetual eyesore. Every day (yes, every day) I look at the re-stained walls and smile at the improvement. With the electrical upgrades and new furnishings in the A & A building and new shop and studio at 525 N Gay, we will have one of the top 20 architecture and design facilities in the U.S. by the end of summer.
Sincerely,
Scott Poole, AIA
Professor and Dean

Check out the New Facilities Services “Projects Under Construction” Web page!
This Web page provides details on several large campus projects—as well as renderings and photos!
Visit fs.utk.edu, go to the Construction Services tab, and click on “Projects Under Construction” in the drop down menu or follow this link: http://goo.gl/3SDTDD

OIT Computer Labs
for
Students: Faculty: Staff
Where can I find
OIT Staffed Labs?
For individuals and groups
- The Commons, in Hodges Library
- Art & Architecture, Room 345
- Humanities, Room 201/202
- Presidential Court, Room 113A
- New! J.D. Tickle, Room 403

Where can I find other OIT Supported Computer Areas?
When you need a quiet space
Libraries
- Ay Campus Library
- Hodges Library, Room 113
- Grad Library, Hodges, Room 462
- Norris Music Library
Other Areas
- Career Services, 305 Cumberland Hall
- Black Cultural Center, Room 203
- I-House, Room 208

For more information
http://oit.utk.edu/labs

Office of Information Technology
Like Facilities Services on Facebook
UTFacilitiesServices
The Facilitator Page 6
Please join us in welcoming the new members of the Design Services team...

Fran West joined the Facilities Services Department in early May as a Project Manager in Design Services.

Born and raised in Greenwood, South Carolina, Fran is a 2006 graduate of Clemson University.

Specializing in design and management of multi-disciplined infrastructure projects throughout the southeast, Fran enjoys the challenges that come about in finding proactive ways to manage projects so that they are completed on time, on budget, and are the home to happy user groups.

“Exceeding expectations is the name of the game,” she said.

When hearing about UT’s goal to be a Top 25 research university, Fran was eager to be a part of the growth on campus once she moved to Knoxville in 2013.

“I knew there would be lots of exciting projects happening during the next few years,” Fran said. “I just had to be a part of this growth!”

She added she does not like to work on just one thing at a time, and that is never a concern here at Services.

“We are like a small city and it takes a lot of people behind the scenes to keep it going,” she said. “I learn something new every day that I had no idea we did.”

“I am so thankful for the opportunity to work with such a great group of people to achieve big goals!”

Mark Powell began his position as Project Manager in Design Services in late June.

A 1987 graduate of the UT School of Architecture, Mark is very familiar with UT’s campus. He has a diverse architectural background, having worked with firms across Knoxville and internationally, and has also been involved with several projects on UT’s campus.

On the UT campus, one of his first projects was the Football Facility, followed later by the International House, Min Kao, UT Baseball Indoor Batting Cages, and the Alpha Delta Pi and Sigma Kappa houses in the new Sorority Village.

“Having been on the other side of the table representing the architectural firms, I am looking forward to being on the ‘owner’ side of the table and representing the University in producing quality architectural/design projects,” Mark said.

He believes to have successful projects there must be good input from user groups, faculty, maintenance, and those with specific expertise depending on the project.

“It really is a team approach to quality architectural design,” he said.

As an alumnus of UT and a Knoxville native, the campus has always played a large part in Mark’s life.

“Choosing to work at UT feels like a natural progression to my career as there is a comfort level having been around campus for much of my life,” he said.

The goal of UT becoming a Top 25 research institution is also in mind for Mark.

“I am looking forward to contributing in the goal of transforming UT into a Top 25 university,” he said. “To me, it always has been and always will be.”

Teresa Hegarty joined the Facilities Services Department in early July as a Project Manager in Design Services.

Having worked and lived in the Philippines, Singapore, the United Kingdom and, most recently, Atlanta, Hegarty has acquired a very diverse background.

She earned her Bachelors of Science in Architecture at the University of Philippines, and went on to earn a Masters of Philosophy in Architectural Environmental Design from the University of Cambridge in the United Kingdom.

Teresa is very familiar with working in a university setting after her 11 years as an Architect III in the Facilities Design and Construction Department at Georgia State University. Prior to Georgia State, she gained experience in private practice here in the United States and abroad.

She has always loved the mountains and the academic atmosphere.

“UT allows me this great opportunity to live and work in two areas that are close to my heart,” she said.

Teresa looks forward to becoming a fully immersed member of the Design Services team, while continuing the good works of those who have come before her and the team.

In addition, Teresa looks forward to being a part of the campus community as a whole.

“We have some of the most knowledgeable and nicest staff here,” she said, “people who provide the backbone for our campus infrastructure.

“It is great to see a cheerful spirit despite the immense responsibility placed on everyone’s shoulders.”

Garrett Ferry joined the Facilities Services Design Services team as a Project Coordinator in mid-July.

Garrett has worked as an Environmental Consultant for the past nine years. As a University of Tennessee alumnus and East Tennessee native, he jumped at the opportunity when the Storm water position became available at Facilities Services.

“It seemed like all of my education and experience leading up to this point made it a perfect fit for me,” he said.

While working as an Environmental Consultant, Garrett traveled often, with projects all throughout the southeast.

See DESIGN on Page 8
Design CONTINUED

He is now glad to have the opportunity to see the day-to-day impact Facilities Services puts forward and to meet all of the people who work here in the department.

“I am looking forward to being able to work on projects that are localized so that I can see the impacts of our accomplishments,” he said.

Although Garrett has been here a short time, he said he has had a great experience at UT already.

“I really enjoy living in Knoxville and am also looking forward to working within this great community.”

Come picnic in the gardens, buy your groceries, listen to local music & mingle!

The 2014 UT Farmers Market has begun and will be held Wednesdays from 4-7 p.m. at the UT Gardens on Neyland Drive (mailing address 2518 Jacob Drive, Knoxville, TN 37996) through October 22, 2014. Fresh produce, local food, entertainment, children’s events, educational information and more!
Thank You Building Services Foremen & Assistant Foremen!

We would like to thank our dedicated Building Services Foremen and Assistant Foremen for all of their outstanding work here in Facilities Services.

The transition to in-house cleaning on campus, with the transition of over 4 million square feet of space to UT Staff along with the addition of 120 new employees, has been a challenge for our Building Services team. All of the foremen and assistant foremen have played a role in raising expectations in their buildings.

They supervise their teams to ensure the highest possible standards are met while focusing on training their employees to strive for improvement wherever possible.

The foremen and assistant foreman are also working toward increasing their own education through certification courses and training.

Customer service and projecting a professional image are always priorities, and satisfaction has steadily risen over the past year.

Thank you again to all of the Building Services foreman and assistant foreman for helping to improve campus on a daily basis.

Donald Lynn Chapman Jr., Assistant Foreman
2 years with Facilities Services
Pre-med undergrad
“This school is more than a place where I earn a paycheck; it represents major steps on my ladder of personal and professional development.”

Al Henriquez, Foreman
2 years with Facilities Services
Continuing Education in Hotel Management.

Marie Lemons, Foreman
20 years with Facilities Services
Buildings: Thompson Boling Arena, Neyland, Sherri Parker Softball Complex, Regal Soccer Complex, Pratt Pavilion, Goodfriend Tennis Center, Lindsey Nelson Baseball, Alan Jones Aquatic Center
CCP certification, Aerial Work Platform, Rough-Terrain Forklift certification

Robert DeMonbrun, Foreman
2 years with Facilities Services
“I hope to be a positive asset in making the University of Tennessee a top 25 institution in the years to come.”

Michelle Johnson, Assistant Foreman
5 years with Facilities Services
Promoted to assistant foreman in 2014
Cleaning Management Institute certification

Chris Mahoney, Foreman
8 years with Facilities Services
CCP certification, Forklift certification
Buildings: TREC, Student Aquatic, HPER, Thornton, Tom Black Track, Construction, Facilities Services

Check out the next page for more profiles!
Thank You Building ServicesForemen & Assistant Foremen!

Aaron R. Nichols, Foreman
18 months with Facilities Services
Buildings: Supply warehouse at Fleming, Facilities Services Office, Supply Delivery, Crop Genetics, McCord, Stevenson Drive, Welcome Center, Sorority Village, Tandec, Police Station, McClung Museum, Hearing & Speech, Black Culture, Pres. Court, Equity & Diversity, Hopecote, Baker Center, Key Shop, Bass, 1817 Melrose

Sheena Rhea, Foreman
2 years with Facilities Services

Rebecca Saylor, Foreman
1 and half years with Facilities Services
Building: Min Kao
Currently filling in Deborah Miolen's position until a permanent replacement is found.

Ashley Savage-Gilliam, Foreman
7 years with Facilities Services; supervisor for 3 years
3rd shift in Central East zone: Hodges Library, Tyson Alumni, International House, Melrose Hall, Dunford Hall, Greve Hall, Henson Hall
22 employees
Certified Instructor for the Cleaning Management Institute
BA in Anthropology from UTK

Sandra Slusser, Foreman
19 years with Facilities Services
21 employees
“I enjoy working with my employees.”

Donna Smith, Assistant Foreman
8 years with Facilities Services
Supervises 9 buildings
“I strive to do my job the best I can.”

Joe VanCleave, Interim Foreman
1 year with Facilities Services
16 buildings
19 employees
“Remember jobs are owned by the university, but the driving force of a career must come from the individual.”

Would you like to submit an idea for the next Facilitator?
Contact Brooke Stevenson at 974-7782 or bsteve14@utk.edu

Follow the Conversation
#utconezone

CONEZONE.UTK.EDU
This policy provides a method for the appeal process of a performance review rating. Facilities Services employees who choose to appeal a performance review rating or evaluation must follow the appeal process. All appeals must be submitted by employees within 30 calendar days of receiving his/her review or within 30 calendar days of the issued date of this policy, June 9, 2014. The purpose of this policy is to standardize the appeals process throughout the Facilities Service Department. It is meant to establish a framework that will provide a more timely conclusion of the appeal process, which will benefit both the employee and the university.

**DEFINITIONS**

1) **Right of Appeal**— An employee who disagrees with an evaluation required by university Procedure No. HRP0129 has the right to appeal any given rating with his/her immediate supervisor within 30 days of receiving and signing his/her performance review.

2) **Refusal of Signature**— Signing a performance review only indicates an employee has been presented the performance review, it does not indicate that an employee agrees with the review. If an employee does refuse to sign his/her performance review document, the failure to sign it does not extend or negate the timeline for the appeals process. In this instance the employee will have 30 days from receiving the document to appeal a given rating.

3) **Supporting Evidence**— It is the employee’s responsibility to provide specific evidence to refute a rating they believe to be inaccurate.

**POLICY GUIDELINES**

**Section A: Appeal to Immediate Supervisor**

1) Within 30 calendar days from receiving the performance rating, an employee may appeal the rating to his/her immediate supervisor. The appeal must be made in writing to the supervisor. If an employee were to go out on Family Medical Leave (FML) during this 30 day period, the timeline would be adjusted accordingly.
   a) An employee’s refusal to sign a performance review document does not alter the 30 day appeal period deadline.

2) The supervisor must respond to the appeal within 15 business days of receipt of the appeal. If a response is not possible within that time period, the supervisor shall notify the employee when a response will be given.

3) It is the responsibility of the employee to provide evidence of why the process or decision was inaccurate. The employee is given only one opportunity to appeal on all issues and shall not bring additional issues into the process after the appeal deadline has expired.

4) It is the direct supervisor’s responsibility to consider every piece of relevant evidence presented when considering a revision of a performance review rating.

5) In the event any portion of the original performance review is overturned, the employee will be provided a copy of the revised review rating. Only the revised performance review will be retained in the employee’s personnel file as the official evaluation of record.
Section B: Appeal to Next Levels of Supervision

1) If an employee is not satisfied with the decision resulting from the appeal with the immediate supervisor, the employee may immediately appeal the decision to the supervisor’s direct supervisor. The appeal must be made in writing within ten business days after receiving the supervisor’s decision.
   a) The employee will present the same evidence originally presented in the first appeal to the supervisor’s direct supervisor.
   b) No additional issues shall be brought into the process after the 30 day deadline.
   c) It is the supervisor’s responsibility to consider every piece of relevant evidence presented when considering a revision of a performance review rating.

2) In the event that the employee is not satisfied with the decision of the supervisor’s direct supervisor, the appeal can be taken to the employee’s unit director, and ultimately to the office of the Associate Vice Chancellor. Such appeals must be made in writing within ten business days after receiving the previous appeal decision.
   a) It is the responsibility of the employee to provide evidence of why the process or decision was inaccurate during previous steps of the appeal process.
   b) It is the responsibility of the unit director and/or Associate Vice Chancellor to consider every piece of relevant evidence presented when considering a revision of a performance review rating.

Section C: Result of Appeal

1) In the event any portion of the original performance review is overturned, the employee will be provided a copy of the revised review rating. The revised performance review will be retained in the employee’s personnel file as the official evaluation of record. Documentation of the appeal will also be retained in the employee’s personnel file.

2) In the event that an appeal is denied and no portion of the original performance review document is altered, documentation of the appeal will be retained in the employee’s personnel file.

NOTE: Please see your immediate supervisor for any questions you may have regarding departmental policies.
A Job Well Done

Building Services Aide, Charlotte Clabough displays the award she received from the Army ROTC for her outstanding work in the Hoskins Building. If you haven’t been in Hoskins lately, it is in superb condition thanks to Charlotte and the crew!

REMINDER: OIT Computer Security Training

OIT’s new security awareness campaign, Securing the Human is still taking place.

If you have not already done so, please be sure to complete this training.

The online training includes several modules that discuss the best practices for how you can be more secure and more easily spot scams.

OIT has created a training account for all university employees. The login information is as follows:

username: utk\netid
password: netid password

To start using your security awareness training account, login through the UTK Information Security Awareness website at https://security.utk.edu/awareness.

Facilities employees are encouraged to participate in this online training.

If you have any questions about the training, please contact the OIT HelpDesk at (865) 974-9900.

Check Out Facilities Services Online at:
fs.utk.edu

Congratulations to Dwight Beckham, Plumbing Foreman, on his retirement after 40 years of dedicated service to the University of Tennessee. Thank you for your many years of service at Facilities Services and best wishes in your retirement!

Congratulations to Eddie Bowles, Building Finishes Superintendent, on his retirement after 41 years of dedicated service to the University of Tennessee. Thank you for your many years of service at Facilities Services and best wishes in your retirement!
MEMORANDUM

TO:        All Facilities Services Employees  
FROM:      Dave Irvin  
DATE:      June 26 2014  
SUBJECT: Facilities Services Football Passes  

Each Fall is Football Time in Tennessee! That also means it is time for much of our team to provide support for the Stadium, Tailgating, Grounds, Parking, Recycling and all aspects of the huge Volunteer Nation that comes to campus every Football weekend. As part of our efforts we man a command post/box in the West Pressbox that allows our team to best coordinate all of our activities. Our box’s location next to the Security command post/box provides for well-coordinated response to whatever contingency arises.

Because most of our team is working in the Stadium or Grounds and not in the command post we have traditionally had extra space in our box. In the past that space was used for VIPs. Since I arrived in 2011 we have held a lottery for each game among all of our non-exempt employees. For each game 2 employees each won a parking pass and 2 tickets in our box. They could use these passes and tickets with whomever they preferred. Unfortunately for the 2014 Football season we will not be able to continue this new tradition.

Increasingly Homeland Security, Federal, State and local jurisdictions have dramatically increased security requirements and the personnel needed to meet them. This became particularly true after the Boston Marathon Bombings. This increased demand significantly taxed the capacity of the Security command post/box located next to our box. This year those demands are more than can be accommodated in their existing space. Because of that we were forced to combine our adjacent boxes and allocate a major portion of the Facilities Services Box to Security. This means we have no extra space and cannot offer tickets to members of our team.

I am sorry we must discontinue this new tradition. I think it was a nice perk to be able to offer non-exempt employees on our team and wish we could continue to do so. However, understandably, Security Mandates come first. We must ensure Vol Nation remains safe.

I know you will understand. Hopefully we will have other opportunities to show you all how much you mean to our department and our campus.

Thank you,

Dave Irvin
Two Facilities Services directors have been elected to new positions within the Associated Valley Industries organization.

Zone Maintenance Director Terry Ledford has been elected the organization’s president after serving on its board of directors for several years, and Utilities Director Roy Warwick has been elected to the organization’s board.

AVI is a nonprofit organization of approximately sixty-eight industrial, commercial, and institutional companies within the Tennessee Valley Authority service area that are served by TVA’s local power distributors, such as the Knoxville Utilities Board.

By partnering with local power companies, TVA, and other groups, AVI works to ensure competitive utility rates and reliable high-quality electric power.

“I am looking forward to serving in this capacity to help coordinate the activities of AVI,” Ledford said. “There is a delicate balance for the delivery of electric power in the Tennessee Valley to maintain the high quality and high reliability we enjoy while also maintaining competitive electric rates.

“Competitive rates are very important for maintaining industry in the valley, along with making it possible for institutions such as the University of Tennessee to be able to control our fixed costs.”

Like Ledford, Warwick has also been associated with AVI for some time, and said he has come to appreciate the professionalism of both the organization and its many members.

“This association has been beneficial to both me personally and to the university through the information attained by my membership in the organization,” Warwick said. “Being elected to the group’s board of directors is indeed an honor.

“I have no doubt it will allow me to become more effective in my position. I look forward to serving in this capacity.”

TVA serves areas of Tennessee, Kentucky, Virginia, North Carolina, Georgia, Alabama, and Mississippi.
### August

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