

## Vegetation Management Ensures Tree Health & Electric Reliability

KUB takes our responsibility to provide safe, reliable electricity seriously, which is why our Vegetation Management Program seeks to prevent tree-related damage through ongoing tree pruning and maintenance. We maintain more than 5,000 miles of electric line and prune along approximately 1,000 miles of that line every year.

KUB contract crews are trained to prune trees that pose a hazard to electric transmission and distribution lines by growing within the standard safety maintenance zone. In addition to pruning trees, crews clear the utility maintenance zone of all brush, vines, and tall-growing species of trees, which could grow to endanger lines.

KUB is a certified Arbor Day Foundation Tree Line Utility and prunes according to the foundation's high-quality standards. Tree limbs that are growing within 10 feet of distribution lines and 25 feet of transmission lines will be pruned. Trees threatening service lines running directly to individual customer homes from the transformer are the homeowner's responsibility.

*For questions about tree pruning, visit [www.kub.org/plantsmart](http://www.kub.org/plantsmart). You can also call our Vegetation Management hotline at 865-558-6658 or email [trees@kub.org](mailto:trees@kub.org).*

## 5 Tips to Save Energy, Water, & Money

Did you know you can control the majority of your monthly utility bill? Here are some small changes that can make a big difference:

- 1. Set your thermostat for savings.** Cooling the home accounts for the largest part of your bill in the summer. KUB recommends a setting of 78 in the summer, and each degree change saves you approximately 3 percent on your utility bill.
- 2. Change your air filters monthly.** Treat your KUB bill as a reminder to change your air filter each month. And did you know thinner more affordable air filters are more efficient?
- 3. Use LED light bulbs.** LED bulbs last three times longer than incandescent bulbs and use approximately one-fourth of the energy.
- 4. Don't use duct tape to seal ducts.** Don't let duct tape's name fool you. It should not be used to seal duct work. Instead, use mastic tape to seal ducts.
- 5. Only wash full loads of laundry.** Don't waste water and energy with a half-full washer and dryer. When you do have a full load, wash with cold water to save energy from the water heater.

*For more information on how to make your home more efficient and save money, visit [www.kub.org/tips](http://www.kub.org/tips).*

## Q&A | KUB Answers Your Questions

### Q: How can I stay up-to-date on KUB news?

A: Follow us on social media and download our mobile app!

KUB social media outlets are the best way to get updates about KUB.

Did you know that KUB has a mobile application? Download it to your mobile device to access your account on-the-go and stay up to date on the latest customer programs and offers.

Be sure to follow or like us at:



@KnoxKUB



@knoxvilleutilitiesboard



@KnoxKUB

## Levelize Your Bills For Consistency

Levelized Billing helps you “level out” seasonal swings that make your bills higher in very hot or cold months. Under the program, KUB will calculate your payment each month using a rolling 12-month average. Because your payment is recalculated each month, the payment amount will vary slightly to reflect a true rolling average.

*Sign up on the KUB mobile app or at [www.kub.org](http://www.kub.org).*

## Natural Gas Safety: Leak Detection

Recognize a natural gas leak by smell, sound, and sight.



KUB adds a “rotten egg” scent to its natural gas supply.



A natural gas leak can also be recognized by a blowing or hissing sound.



Watch for bubbling water in a wet area and/or the appearance of dead or discolored vegetation without explanation.

React to a possible leak by leaving the area immediately and calling KUB at 865-524-2911 and 911. An emergency KUB crew will respond immediately at no charge.

*For more information, visit [www.kub.org/safety](http://www.kub.org/safety).*

## Don't Forget: Have Your Backflow Prevention Assembly Tested by Deadline

If you are a KUB Water customer and have a backflow prevention assembly, you receive annual notifications from KUB about mandatory testing. If you haven't already tested the assembly on your irrigation system, fire protection system, or processes/tools/equipment/etc., that use chemicals, please do so by the deadline you are given.

Under state and federal requirements you must:

- Test your backflow assembly at least once annually.
- Ensure your contractor submits a passing test report to KUB.
- Comply as a condition of continued water service.

Thank you for helping protect the public water supply from potential contamination.

*If you have questions or need more information, please call KUB at 524-2911 or visit [www.kub.org](http://www.kub.org).*

### Check out KUB's convenient backflow prevention web portal at [www.kub.org/cross-connection](http://www.kub.org/cross-connection).

Using the code/PIN provided in your notification letter, your contractor can visit the portal and select "Backflow Device Testing" to submit your passing test results.

You can use your code/PIN to review your backflow assembly information, find a contractor, and verify your test results were submitted by the deadline.

Thank you for cooperating with this important drinking water regulatory requirement.

*If you have questions, please call us at 865-594-8333.*

## Report Outages By App, Web, or Phone

KUB customers can report utility outages using various platforms.

- **Mobile App:** Log in to KUB's mobile app and click "outages." When the Outage Center appears, click "report an outage."
- **Website:** Visit [www.kub.org](http://www.kub.org) and click "report outage."
- **Phone:** Call 865-524-2911, and use KUB's interactive voice system to report outages. Have your account phone number or KUB account number ready to effectively use KUB's phone system.

*For details about the outage restoration process, visit [www.kub.org/outage](http://www.kub.org/outage).*

## Water Smart & Don't Break the Bank

When watering lawns and landscaping this summer, save water and money with these tips.

- **Know when to water.** If your grass springs back when you step on it, it doesn't need water.
- **Don't water the sidewalks.** Set sprinklers to water lawns and gardens only. And take sprinkler breaks! Grass doesn't have to be bright green all summer to be healthy.
- **Use a timer.** Remind yourself to turn the sprinklers off if you use a hose instead of an irrigation system.
- **Watch for leaks.** Detect and repair all leaks in the irrigation system.
- **Create a Tennessee Smart Yard:** Use tips from UT at [tnyards.utk.edu](http://tnyards.utk.edu) to use less water.

*KUB offers various water and wastewater credits to assist with reducing utility costs. For more information, visit [www.kub.org/save-money](http://www.kub.org/save-money).*

## KUB Bill Payment Options

- **AutoPay:** Draft your payment from your bank account automatically. Sign up online or through the KUB app.
- **SelectPay:** Pay by bank draft, online or by phone, on your schedule each month.
- **Phone:** Call 865-524-2911 to pay your bill with a credit/debit card or electronic check.
- **Online:** Use the mobile app or visit [www.kub.org](http://www.kub.org) to pay your bill using a credit/debit card or electronic check.
- **Area Walmart or Kroger stores:** Pay at Walmart or Kroger through CheckFree Pay. Payments post immediately. Transaction fee applies.

- **Customer Service Centers:** KUB Customer Service Centers are located at 4428 Western Ave. and 4218 Asheville Hwy.
- **Pay at kiosks at any of the locations listed below.** Payment posts immediately. Transaction fees apply.
  - **Food City Stores:**
    - 7510 Asheville Hwy.
    - 7608 Mountain Grove Dr.
    - 1950 Western Ave.
    - 4344 Maynardville Hwy.
  - **Shell:**
    - 3101 Tazewell Pike
  - **Quick Stop:**
    - 315 Merchant Dr.
  - **KAT Transit Center:** Open per bus schedules
    - 301 Church Ave.
  - **E-Z Stop Food Marts:**
    - 9200 Kingston Pike
    - 7503 Tazewell Pike
    - 11311 Chapman Hwy.
    - 7323 Clinton Hwy.



KUB, a municipal utility (not for profit), serving Knox and parts of seven adjacent counties, provides reliable electric, fiber, gas, water, and wastewater services to about 478,000 customers.

[www.kub.org](http://www.kub.org)



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Please recycle.