

News Release

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For Immediate Release

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KUB Communications

KUB offers utility savings and safety tips for colder weather

KNOXVILLE, Tenn. – With cooler temperatures on the way, KUB has multiple ways for customers to save money and manage energy and water expenses in the coming months, along with important safety reminders.

“We really want to make sure our customers stay warm, save money, and use all their utilities wisely,” Tiffany Martin, KUB Senior Vice President and Chief Customer Officer, said. “Now is a great time to prepare for the winter months and a season of increased energy use. We also want to be sure our customers transition into these cooler months safely.”

Home heating typically is the largest energy expense for customers. While a warm home also helps with water pipe safety in the winter, customers need to take additional measures to protect pipes.

The following steps will boost energy and water efficiency and safety:

- Seal leaks and cracks around windows and doors. Check and replace weather stripping.
- Each degree lower on a thermostat can save up to 3 percent on an energy bill.
- Keep heating system air filters clean or replace them monthly.
- Water pipes that freeze and burst can cause thousands of dollars in damage. Insulate pipes in crawl spaces and in attics and near outer walls. Track your usage at KUB.org or the mobile app to be aware of unusual spikes in your usage.
- Disconnect hoses and cover outside faucets.
- Close outside vents when nighttime temperatures fall below freezing.
- Fix leaky faucets and make sure they are turned off completely. One drip per second can add up to 150 gallons of water per month.

Colder temperatures also mean furnaces and other heat sources are turned on for the first time in months. [KUB recommends](#) that customers hire a licensed contractor to conduct regular inspections and maintenance, which also can save money and extend the life of a heating system. [Rebates](#) also are available through TVA EnergyRight® for heating, ventilation and air conditioning (HVAC) system tune-ups. Additional efficiency resources are available at www.kub.org/efficiency.

For natural gas appliances, follow these safety guidelines:

- Maintain proper air circulation around gas appliances at all times.
- A gas flame should burn bright blue. A yellow or orange flame could indicate improper combustion or venting, and the appliance should be checked as carbon monoxide can be emitted in this situation. Install carbon monoxide detectors.
- Keep flammable or combustible items away from gas appliances and equipment.
- Use natural gas equipment only as intended. Never use a stove or oven for heating.
- KUB will respond quickly and free of charge to investigate any suspected natural gas leak and provide further guidance. Call KUB at 865-524-2911.

Customers also can enroll in KUB's Levelized Billing Plan, which calculates customer bills based on a rolling 12-month average to minimize billing fluctuations, and use KUB's online tool and mobile app to monitor and manage consumption.

Bill assistance is available for those who need help with payment at kub.org/help. KUB Customer Service Representatives are available to discuss options. Free [workshops](#) also are available for KUB customers to learn more about savings, in partnership with EnergyRight.

KUB has more tips for savings and safety at its website, kub.org. Follow KUB on social media at [Instagram](#), [X \(formerly Twitter\)](#), and [Facebook](#).

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KUB is a municipal utility serving Knox and parts of seven adjacent counties with safe and reliable electric, fiber, natural gas, water, and wastewater services to more than 486,000 customers.