

Track Your Usage with KUB's App

With KUB's new mobile application, your account is always within reach. You can track your utility usage down to the hour, view and pay your bill, report outages from wherever you are, and more.

Stay up to date with KUB by downloading KUB's mobile app today for your smartphone or device at the App Store or Google Play, and log in using your existing KUB credentials.



Call 811 Before You Dig

Call 811 at least three working days before you dig to have underground utilities marked for *free*. It's the law, and it helps prevent dangerous, costly dig-ins.

KUB marks natural gas, water, and wastewater mains, underground electric primary lines, and natural gas service lines. KUB does not mark water service lines, sewer laterals, or underground electric service lines.

If you suspect a natural gas leak, leave the area immediately, and call KUB at 865-524-2911 or 911 from a location with no signs of a leak.

Q&A | KUB Answers Your Questions

Q: Why did my bill go up even with my thermostat on 68?

A: Colder temperatures make your furnace/heat pump run longer to keep your home at 68 degrees. The extra hours that your unit ran added up to a higher bill. You can keep track of your energy usage down to the hour online or through the mobile app.

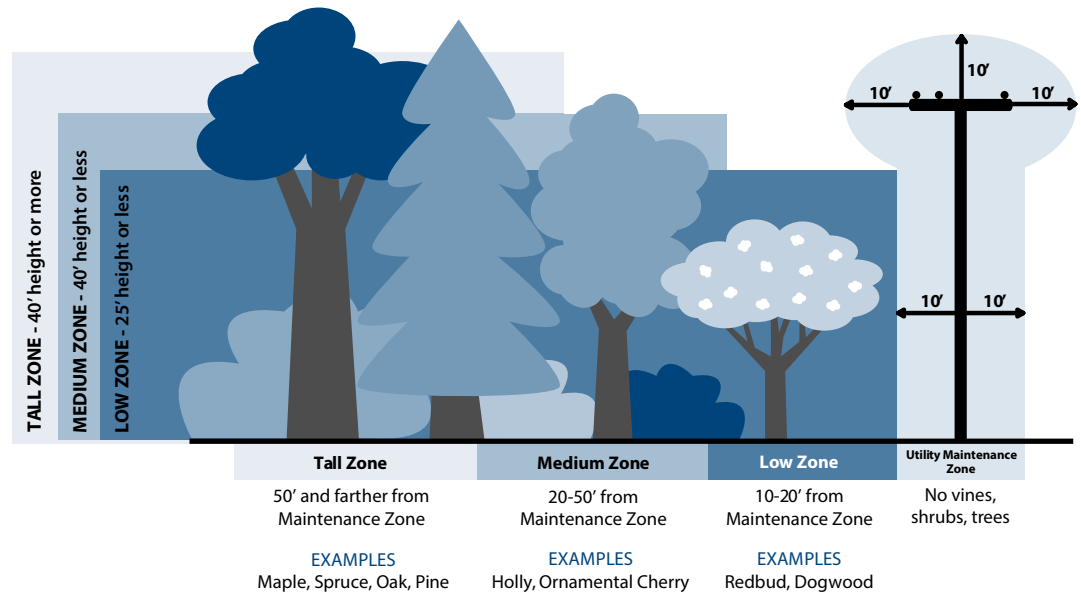
While weather can be unpredictable, KUB's Levelized Billing Plan (LBP) helps ensure monthly bills are not. Under LBP, KUB calculates your payment each month using a rolling 12-month average. Your payment amount will vary each month, but this rolling average helps limit the impact of extremely hot or cold weather to give you a more "level" bill. *To learn more about LBP, visit www.kub.org/levelized.*

There are also small changes you can make to conserve energy, water, and money. *Visit www.kub.org/save for a list of savings tips.*

Plant the Right Tree in the Right Place

KUB prunes trees to maintain safe, reliable electric service. Avoid future conflicts between trees and power lines by planting only low-growing trees near power lines, as shown.

If you have questions about tree pruning, visit www.kub.org/plantsmart. You can also call our Vegetation Management hotline at 865-558-6658 weekdays 7 a.m.–9 p.m., or email trees@kub.org.



Help Protect Drinking Water: Prevent Cross-Contaminations

KUB operates a Cross-Connection Control Program to meet state and federal water quality requirements and protect our public water supply.

If water pipes lose pressure, water from homes or businesses with cross-connections (irrigation systems, processing equipment, alternative water sources, fire protection systems, etc.) could enter our drinking water and contaminate it. All KUB water customers must install, test, and maintain backflow prevention assemblies if they directly attach anything to their internal or external plumbing that uses chemicals or may introduce contaminants.

In the upcoming weeks, information will be mailed to residential KUB water customers who are required to have their backflow assembly tested annually. This information will provide insight on how to access a list of state-certified, KUB-approved backflow assembly testing contractors online. As a reminder, commercial customer mailings are on a set regular schedule.

Call KUB at 865-524-2911 or visit www.kub.org for more information.

KUB Biosolids Become Diamond Status

The National Biosolids Partnership (NBP) created Diamond Status for graduate programs in 2023. KUB's program transitioned to Diamond late last year and continues the path of committed improvement.

KUB biosolids are a nutrient-rich product of the wastewater treatment process that are licensed as a fertilizer by the Tennessee Department of Agriculture. KUB provides more than 25,000 wet tons of biosolids each year to local farmers for free. Biosolids usage improves pastures and is a greener alternative than sending the product to the landfill.

For more information, visit www.kub.org/biosolids.



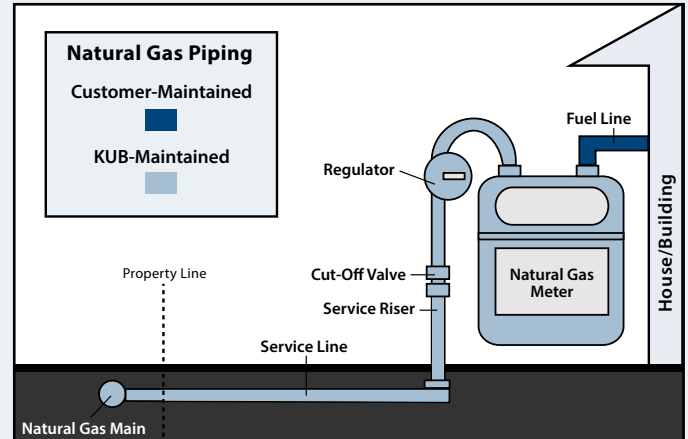
Maintaining Natural Gas Pipes

KUB provides safe, reliable natural gas service. If you own a home/other building with natural gas service, KUB maintains the service line (the pipe from the street to the meter). The pipe from the meter into your structure is the fuel line, which you own and maintain. For safety, periodically inspect the fuel line (above or below ground) from the meter into your structure. You should also ensure you have a functioning carbon monoxide detector inside your home.

KUB recommends using licensed plumbers and heating contractors to locate, inspect, and repair the fuel line between the meter and your structure. If you find unsafe conditions on the fuel line, you are responsible for repairs, and we recommend that you make repairs immediately.

For service line repairs due to damages or leaks, call KUB at 865-524-2911. We will send a technician to conduct a free leak investigation and initiate any repairs immediately.

Remember: If you see/smell/hear signs of a leak, leave the area and call KUB.



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 more than 486,000 customers.

www.kub.org



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Please recycle.