

Round It Up to Help Others



The new Round It Up program, which starts in May, will put your change to work in our community. Your donations will help weatherize homes for low-income families.

"It's probably not surprising that people at or below the poverty line live in older, energy-inefficient homes,"

said Jason Estes of the Knoxville-Knox County Community Action Committee (CAC), which will administer Round It Up. "Weatherizing those homes makes permanent changes to help the families save energy—which is good for our environment—and make their utility bills more affordable. It also helps break the cycle of annual energy assistance requests to programs like Project Help."

Your small change each month can make a big difference. The average KUB customer will contribute about 50 cents a month. If half of all KUB customers participate, the program could raise \$600,000 a year to help our neighbors and to improve our community and our environment.

KUB will automatically round your bill up to the next dollar, so you don't have to do anything to start helping. But it's still your choice whether to help. If you don't want to participate you can:

- Check the "no" box under Round It Up on the form on the back of your KUB bill.
- Go to www.kub.org, log in (or create an account), then click the "Active" link by Round It Up. Next, click "Cancel Round It Up Participation," then "Submit." [After your request is processed, the "Active" link will change to "Inactive".]
- Call KUB at 524-2911 and press "6" for more information or to cancel your participation in the program.

Q&A | KUB Answers Your Questions

Q: My bill is extremely high after all the cold weather in January. What do I do if I will have trouble paying?

A: Call KUB immediately at 524-2911. We can work with you on payment arrangements to help you get caught up. We can also put you in touch with local agencies for assistance. See our Money-Saving Tips section on kub.org for tips on conserving energy and water and a link to the free online energy audit offered by TVA.

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 the call helps protect you from dangerous and costly dig-ins.



Most customer-owned buried lines (water, sewer laterals, and underground electric) will not be marked. Natural gas service lines, however, will be marked even though they're customer-owned.

To help detect a leak, be alert for the "rotten egg" smell of natural gas. You may also hear blowing or hissing or see bubbling in a wet area or flames if a leak ignites. If you suspect a leak, leave the area immediately and don't do anything that could create a spark. Call KUB at 865-524-2911 from a location with no signs of a leak. Don't go back to the area until KUB tells you it is safe.

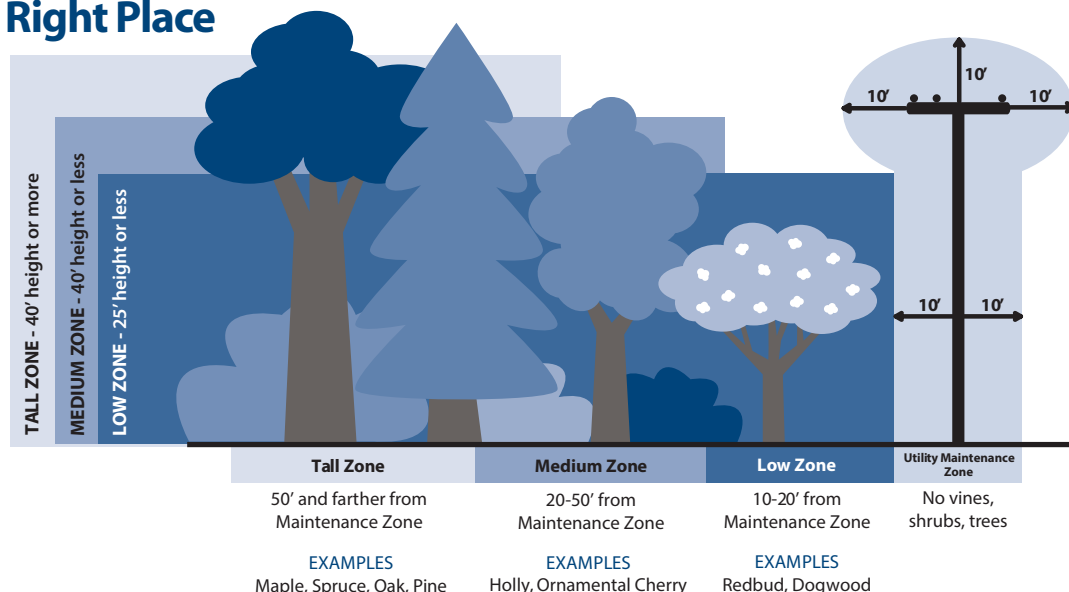
Plant the Right Tree in the Right Place

KUB prunes trees for public safety and to help maintain reliable electric service. Plant only low-growing trees near power lines, as shown, to avoid future conflicts.

Questions? Visit www.kub.org, call 558-6658, or e-mail trees@kub.org.

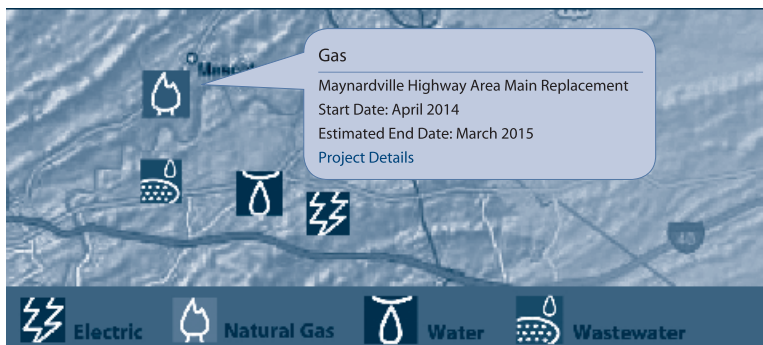
Call 811 Before You Dig

Call 811 three work days before you dig (for planting or any project) to have underground utilities marked for free. For more information and for tips on leak detection and what to do if you suspect a leak, see above.



KUB's Online Construction Projects Map

Want to know about KUB construction projects that may impact services and traffic in your area? See KUB's new online project map. It includes information on large utility upgrade projects scheduled to last two weeks or longer. Projects are separated by utility type and easily identified by a corresponding color-coded icon. Click an icon for details. To view the map, visit www.kub.org, click on "Maps" at the top of the page, then click on "Construction Projects Map."



Maintaining Natural Gas Pipes

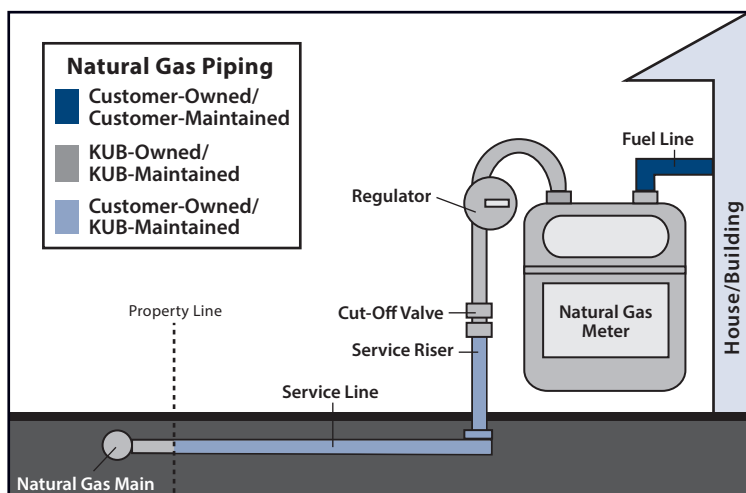
If you own a home or other building, you also own the natural gas pipe from the street to the meter (service line) and from the meter into your structure (fuel line). For safety, you should periodically inspect the fuel line (above or below ground) from the meter into your structure.

KUB recommends using licensed plumbers and heating contractors to help 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 those repairs immediately. Remember: Always call 811 before digging to have underground utilities located and marked.

Although you also own the service line, please do not work on it. U.S. Department of Transportation regulations require KUB to make any repairs to the service line to ensure your safety. Property owners, however, are still responsible for the cost of repairs.

For service line repairs due to damages or leaks, call KUB at 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, call KUB.



Community Events

Please visit www.knoxville.org/events for more information on community events.

Fix a Leak Week: March 16–22

Fix water leaks to save money and conserve a vital natural resource. Visit epa.gov/watersense or kub.org for tips on finding leaks and conserving energy and water.

EarthFest: April 18, 10 a.m.–6 p.m.; World's Fair Park.

For more, visit <http://www.knox-earthfest.org/>.

Home Federal Bank Symphony on the Square: May 7, 2015; 7:30 p.m.; Free; Market Square, Knoxville.

Arrive early and bring chairs to enjoy pop tunes and classics by the Knoxville Symphony Chamber Orchestra. [Rain location: Bijou Theatre.] For more, see <http://www.homefederalbanktn.com>.

Project Help Says: Thank You!

Thanks for giving to the Project Help January fundraiser at Food City and Home Federal. See the back of your bill or www.kub.org to help those in need with emergency energy assistance this month—or all year.



Who Repairs Electric Service Lines?

KUB installs and repairs the service line **1** and electric meter **6**. The property owner must clear trees or limbs from the service line and repair any damage to the customer-owned service equipment.

The service line is the line from KUB's pole to the customer's building. The customer-owned service equipment includes the service bracket (if it's on the side of the house) **2**, weatherhead **3**, service cables **4** (located inside the weatherhead), and meter socket **5**.

***Note:** If the service bracket is on a weatherhead that extends above the building's roof, KUB repairs it.

Reminder: Customers should contact a qualified electrician for repairs. KUB will lower the service line at no cost so the contractor can safely perform repairs. Afterward, call KUB at 865-524-2911 to start KUB repairs.

