

## Save With Weatherization Assistance

The Knoxville Extreme Energy Makeover (KEEM) and Round It Up (RIU) have weatherized more than 100 houses for qualifying low-income families. Yours could be next!

KEEM has \$15 million for weatherization in Knoxville. RIU has \$500,000 for KUB customers in any county.

The programs serve low-income people in energy-inefficient homes that are costly to heat or cool. Program efforts include

- Air sealing, insulation, improved ductwork, new windows
- High-efficiency heat pumps/air conditioners
- Energy-efficient appliances and light fixtures

The Knoxville-Knox County Community Action Committee (CAC) manages both programs. For information or to apply, call its Housing and Energy Office at 865-244-3080.

Call today to start saving energy and money.

## 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.

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



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.

## Q&A | KUB Answers Your Questions

**Q:** My bill is very high from cold winter weather. What do I do if I will have trouble paying?

**A:** Call KUB immediately at 524-2911. We can work with you on a payment plan and put you in touch with local agencies for assistance. See our Money-Saving Tips section on [kub.org](http://kub.org) for tips and a link to the free online energy audit offered by TVA.

## Help Protect Drinking Water: Prevent Cross-Contaminations

KUB operates a Cross-Connection Control Program to

- Meet all state and federal water quality standards
- Protect our public water supply from potential contamination.

Possible sources of cross connections include irrigation systems, pools, saunas, water treatment, or fire protection systems. If there is a loss of water pressure, cross connections can allow water from homes or businesses to enter (and potentially contaminate) the drinking water supply.

If you have something like those examples, you must own and maintain a backflow prevention device on your water line. KUB will mail residential customers information soon on properly installing or testing irrigation system backflow devices. KUB no longer tests the devices, so please call a state-certified, KUB-approved contractor to test yours before you use it this year.

Thank you for helping KUB meet regulatory requirements and protect the public water supply. If you have questions, please call KUB at 524-2911 or visit [kub.org](http://kub.org).

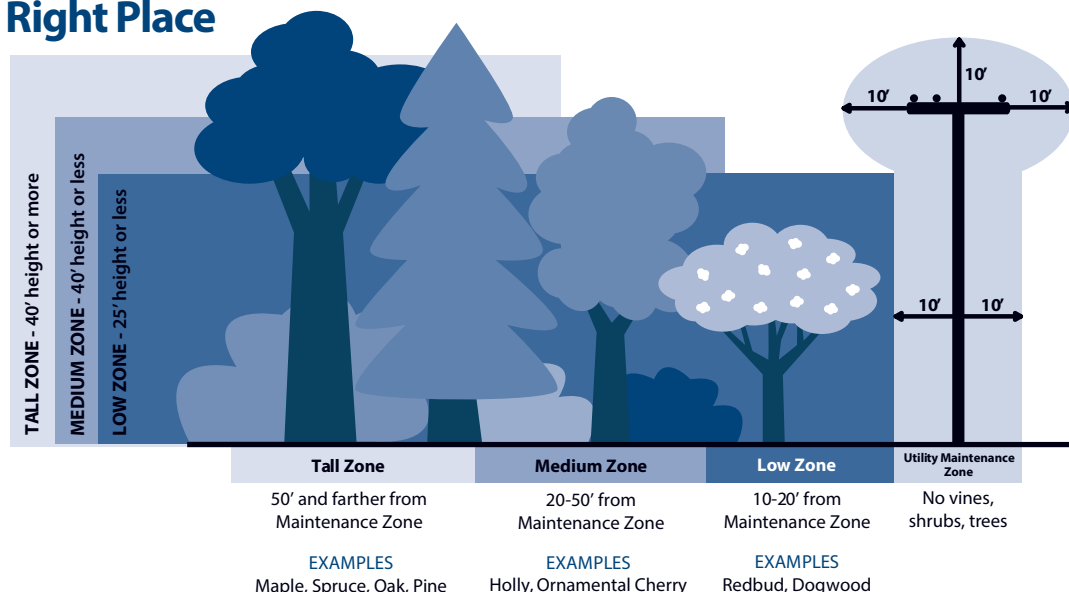
## Plant the Right Tree in the Right Place

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](http://www.kub.org), call 558-6658, or e-mail [trees@kub.org](mailto:trees@kub.org).

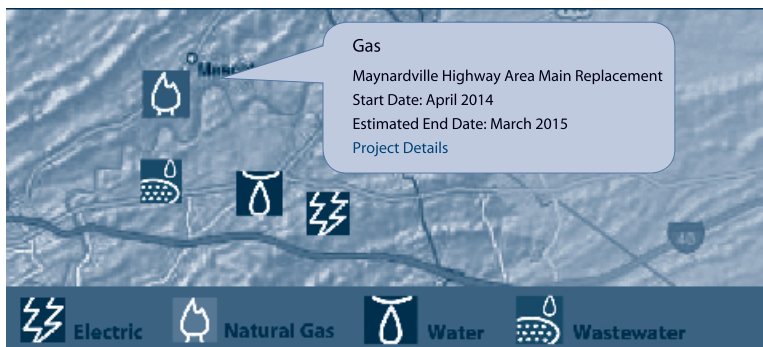
## Safe Digging Is No Accident

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 natural gas 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](http://www.kub.org), click on "Maps" at the top of the page, then click on "Construction Projects Map."



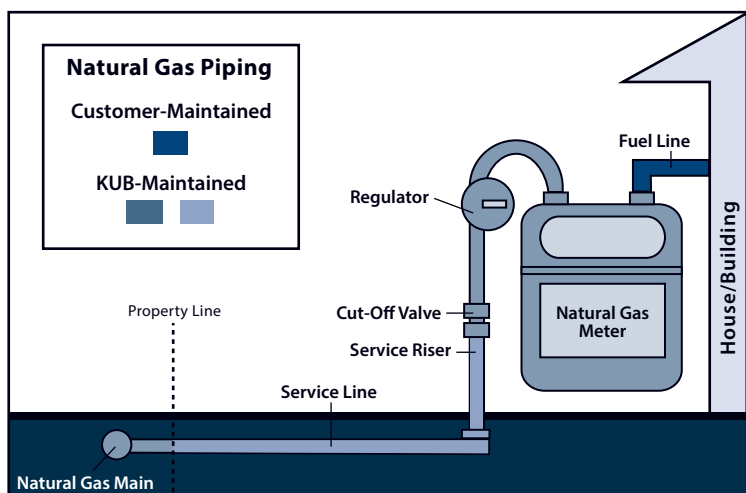
## Maintaining Natural Gas Pipes

If you own a home or other building with natural gas service, KUB maintains the service line, which is the piping from the street to the meter. The piping from the meter into your structure is called the fuel line. You own and maintain the 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. Note: Always call 811 before digging to have underground utilities located and marked.

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, call KUB.



## Community Events

Please visit [www.knoxville.org/events](http://www.knoxville.org/events) for more information on community events.

Fix a Leak Week: March 14–20

Fix water leaks to save money and conserve a vital natural resource. Visit [epa.gov/watersense](http://epa.gov/watersense) or [kub.org](http://kub.org) for more.

River Rescue [Sponsored by Ijams Nature Center]

April 2, Clean up event along the Tennessee River. For details, visit: <http://ijams.org/signature-events/river-rescue/>

Rainbarrel Workshops

April 9, May 21, June 18; <http://waterqualityforum.org/>  
Visit <http://waterqualityforum.org/> to sign up for a workshop on how to make your own rain barrel to conserve water. For a brochure on safely collecting and using rainwater, see [www.kub.org](http://www.kub.org).

EarthFest: April 16, 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 5, 7:30 p.m.; Free; Market Square, Downtown Knoxville. [Rain location: Bijou Theatre.] For more, see <http://bit.ly/2016symphonyonsquare>.

## Thank You for Giving to Project Help!

You helped raise a record \$54,837 during the annual Project Help fundraiser in January at Food City and Home Federal. See the back of your bill or [www.kub.org](http://www.kub.org) to keep helping 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.

