

## KUB: Your Reliable Power Provider

The American Public Power Association (APPA) recently designated KUB a Reliable Public Power Provider (RP3). RP3 utilities demonstrate high proficiency in reliability, safety, workforce development, and utility system improvement.

In addition, the APPA requires RP3 utilities to demonstrate long-term planning and stewardship of utility assets. Utilities must also show an ongoing commitment to promoting energy efficiency and conservation programs.

"I'm very proud of the hard work of KUB employees, which helped us achieve this status," said KUB CEO Mintha Roach. "This recognition demonstrates that our Century II infrastructure management program and our environmental initiatives are aligned well with industry standards and best practices."



## Q&A | KUB Answers Your Questions

**Q: I called KUB and noticed the recording had changed. Can I still do the same things I could before?**

**A:** Yes. You can still do everything you are used to doing by phone with KUB. We also now have an option that allows you to say the reason for your call instead of pressing a number. Note: Keeping your phone number updated helps KUB access your account more quickly when you call and lets you easily report outages on our automated system. Update your number on the back of your bill or in your profile on [www.kub.org](http://www.kub.org).

## 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. (You can also download an 811 mobile app for Android and Apple devices.) Remember: Most customer-owned buried lines (like water, sewer laterals, and underground electric) will not be marked. Utilities that will be marked include primary electric lines, water and wastewater mains, and natural gas mains and services.

## KUB Checks Natural Gas Safety

When KUB answers a potential natural gas leak call, we check gas lines (outside and inside), appliances, and appliance connections for leaks. If we find an immediate hazard inside, we shut off the natural gas flow to the appliance or building and place a red tag with the unsafe condition(s) found on the appliance or meter.

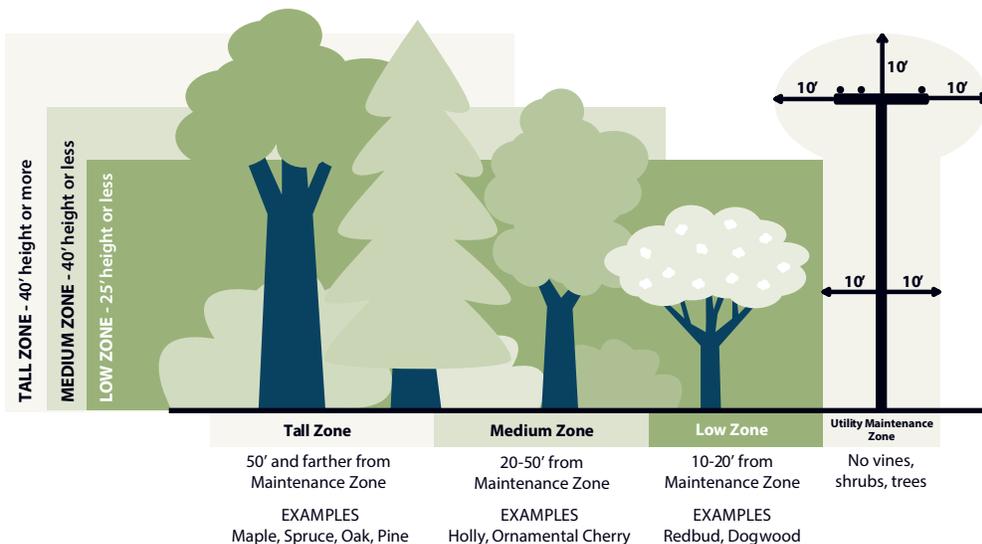
KUB advises customers to contact a qualified HVAC, plumbing, or natural gas appliance contractor to have the condition(s) on the tag repaired. KUB follows up with a letter to Codes Enforcement and the property owner about the presence of unsafe conditions. After making repairs, customers must call 524-2911 to have KUB complete a free follow up leak inspection and restore service for their safety.

## 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](http://www.kub.org) and follow the link from the home page. You can also call our Vegetation Management hotline at 558-6658 weekdays, 7 a.m.– 9 p.m., or e-mail [trees@kub.org](mailto:trees@kub.org).

Remember: Always call 811 to have underground utilities marked for free before you dig for any project. [See above for more 811 information.]



# Save Time and Money With Handy KUB Payment Options

KUB offers payment options that allow you to pay on your schedule, even when KUB isn't open. That helps you save the time and money you would normally spend mailing in your payment or driving to a payment center.

You can now pay while you shop at all area Walmart and Kmart stores, for example. You also can use kiosks [cash or check only] at the locations below. All payments post immediately.

### Visit [www.kub.org](http://www.kub.org) for more on these free payment tools:

- AutoPay drafts your payment automatically from your bank or credit union on the bill due date.
- SelectPay lets you pay with a bank draft online or by phone and set up payments to draft ahead of time. Each month, you can choose to pay by bank draft or another available option.
- Levelized Billing recalculates your bill each month using a rolling 12-month average to "level out" seasonal swings.

### New Store Payment Locations:

All area Walmart and Kmart stores (CheckFreePay fee: \$2)

### Kiosk Payment Locations (Kiosk vendor charges a \$1.95 fee.)

#### Quick Stop

Open 6 a.m. to 12 a.m.

- 315 Merchant Drive

#### Food City Stores:

Open 6 a.m. to 12 a.m.

- 7510 Asheville Hwy.
- 1950 Western Avenue
- 7608 Mountain Grove Dr.
- 4344 Maynardville Hwy.\*  
(\*In Maynardville)

#### KAT Transit Center:

Open per bus schedules

- 301 Church Avenue

#### E-Z Stop Food Marts:

Open 24 hours

- 8605 Walbrook Drive
- 9200 Kingston Pike
- 7503 Tazewell Pike
- 11311 Chapman Hwy.\*\*  
(\*\*In Seymour)

## Winterize Backflow Preventers



Winterizing your backflow preventer helps protect it from theft, freezing, or even bursting—and it can save you money. A frozen device may thaw, but a burst or stolen device is costly to replace.

A backflow device prevents water from potentially flowing backward from your plumbing into the public water system if the pressure changes. You need a device if you attach a pool, irrigation system, or anything that uses chemicals to your water pipes or fixtures.

The best way to protect your backflow device from theft or damage in the winter is to winterize your system. When winterizing outdoor equipment, remove the backflow device before applying air pressure to remove water from the system. That prevents internal damage to the device.

Be sure to drain all water from the backflow device. When it is dry, store it in a shed or even inside the house, where it will be safe from freezing. Reinstall it in the spring.

# Community Events

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

### Regional Medication Collection Event

Sept. 26, 9 a.m. to 1 p.m., Belew Drugs, 2012 N. Broadway

The collection event will be held inside the store.

Bring unwanted prescription/over-the-counter drugs (from homes only) to the event. You can also take drugs to the permanent drop-off site at the Knoxville Police Department Safety Building, 800 Howard Baker Jr. Avenue. Proper disposal helps protect our environment.

### Making Strides Against Breast Cancer

October 4, World's Fair Park; 1 p.m. registration, 3 p.m. walk

5K walk benefits the American Cancer Society's fight to end breast cancer. For info and to register, visit: [Makingstrideswalk.org/knoxvilletn](http://Makingstrideswalk.org/knoxvilletn).

### Boo! At the Zoo

October 8–11, 15–18, 22–25, from 5:30 – 8 p.m.

3500 Knoxville Zoo Drive; [www.knoxville-zoo.org](http://www.knoxville-zoo.org)

Visit the zoo for safe and not-too-scary Halloween fun. The event features music and games, costumed characters, treats on the Boo! trail, and the only "haunted" carousel in East Tennessee, the Scary-Go-Round.

## Who Repairs Damage to Electric Service Lines?

After a storm, KUB works hard to restore service as quickly as possible. But sometimes, damage to customer owned facilities can delay that process. Here's what you need to know:

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

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.

\*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 and/or tree company for assistance with repairs. KUB will lower the service line at no cost so the contractor can safely perform repairs or tree work. Afterward, call KUB at 865-524-2911 or 1-800-250-8068 to report the outage and start KUB repairs.

