

## Paying Your KUB Bill Just Got Easier!

You can now pay your KUB bill at all area Walmart and Kmart stores. You can pay on your schedule, as you shop, even when KUB isn't open.

That's convenient for you and good for the environment. You won't have to mail your payment or drive to a payment center, which helps reduce greenhouse gas emissions.

The transaction fee through CheckFreePay is \$2. [Payments post immediately.]

Check with a store cashier for more information, or visit [www.kub.org](http://www.kub.org) and click on the Pay Your Bill Here link under Tools and Tips.

## CAC Ramping Up Weatherization Efforts With Round It Up Funds

"We have more than 1,080 people on the waiting list for our Weatherization Assistance Program (WAP)," said Jason Estes of the Knoxville-Knox County Community Action Committee (CAC). "We can help them and many more vulnerable, lower-income, elderly, or disabled residents with funding from Round It Up."

The City of Knoxville, CAC, and KUB first announced their partnership in Round It Up last November. The program, which rounds bills up to the next dollar, is a recommendation from the May 2013 IBM Smarter Cities Challenge Report.

If half of all KUB customers participate, Round It Up could raise \$600,000 a year to help our neighbors and to improve our community and our environment. KUB began allowing customers to opt-out months before the May launch, but more than 80 percent are still participating.

KUB sends 100 percent of money collected to CAC. CAC takes applications from low-income customers and manages the weatherization process, using similar guidelines as it does for federal funding. From July 2009 to August 2011, the award-winning WAP program used \$6 million in federal stimulus funds to successfully weatherize more than 1,500 homes in the Knoxville area. Round It Up will provide an ongoing source of funding for this valuable program.

"Weatherizing older, energy-inefficient homes makes permanent changes to help families save energy," Estes said. "That helps make their utility bills more affordable—and it is good for our environment."

You are automatically enrolled, but it is your choice whether to help. To opt-out check the "no" box under Round It Up on the form on the back of your KUB bill. You can also opt-out on [www.kub.org](http://www.kub.org) or by calling 524-2911 and pressing "6."

## Q&A | KUB Answers Your Questions

### Q: How can I save on my cooling bills?

**A:** Set your thermostat on savings. You save 1 percent on your cooling bill for each degree you raise your thermostat. KUB recommends a setting of 78 in the summer. Don't pay to cool an empty house. Raise the thermostat manually a few degrees when you leave. Or install a programmable thermostat that automatically follows the schedule you set. You'll save more and still come home to a cool house. *For more money-saving tips, visit [www.kub.org](http://www.kub.org).*

## Don't Sweat Your Cooling [or Heating] Bill!

In addition to conserving energy, sign up for Levelized Billing. KUB will calculate your payment each month using a rolling 12-month average. That average helps to "level out" seasonal swings from very hot or cold months. Because your payment is recalculated each month, the payment amount will vary slightly to reflect a true rolling average. You can sign up on the back of your KUB bill or online at [www.kub.org](http://www.kub.org).

## Is Your Home a "10"?

Find out with eScore. A TVA advisor will audit your home and rate its energy efficiency from 1–10. You will receive a report with recommendations to help you conserve energy and save money—and a list of available rebates for qualifying improvements. You may make multiple improvements—with potentially multiple rebates—until your home is a "10."

For more, call eScore at 1-855-2EScore (that's 1-855-237-2673) or go online to [www.2eScore.com](http://www.2eScore.com).

**Note:** For a *free energy audit*, follow this process: choose an approved contractor from the eScore list, make a qualifying improvement, then set up an audit. If you choose to have an audit before you make any improvements, it costs \$75.



### eScore Can Help You

- Increase your home's value
- Save on energy bills
- Be more comfortable in your home
- Enhance indoor air quality

## KUB Biosolids Program Maintains Platinum Level

In December 2011, KUB's Biosolids Management Program became one of only 34 nationwide and two in Tennessee to achieve National Biosolids Partnership (NBP) certification. (Chattanooga is the other Tennessee entity.) An Interim Audit in late 2014 recommended KUB's program stay at its original Platinum certification, which is the highest certification.

The NBP is operated by the Water Environment Federation. The National Association of Clean Water Agencies and the U.S. Environmental Protection Agency also provide support.

Each year, KUB's wastewater process produces nearly 30,000 tons of biosolids. Rather than send it to landfills, KUB recycles its biosolids through local farmers. (KUB biosolids are registered as a fertilizer with the Tennessee Department of Agriculture.)

For more on the NBP or biosolids, go to [www.kub.org](http://www.kub.org) and follow the Biosolids link under the Hot Topics Index.

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



## Water Wisely, Save Money

During the spring and summer, experts recommend watering your lawn and landscaping plants no more than twice a week under normal conditions.

### Save water and money with these tips:

- Water only when needed. Established grass and landscape plants typically need three-fourths to one inch of water each week March–October. Rain gauges (or tin cans) set up around your yard can help you track rainfall.
- Water during the cool morning hours to reduce evaporation. Do not water on windy days.
- Set sprinklers to water lawns and gardens only—not streets, sidewalks, etc.
- Use a timer to remind you to turn the sprinklers off if you use a hose instead of an irrigation system.
- Detect and repair all leaks in the irrigation system.
- Don't over-water: It can cause root-rot, fungal disease and mold.

Visit [www.kub.org](http://www.kub.org) or [www.epa.gov/watersense/](http://www.epa.gov/watersense/) for more tips on how to conserve water and save money.



# Community Events

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

### The Butterfly Fund 5K Run/Walk

August 8, 9 a.m.; Cherokee Blvd., Sequoyah Hills  
Supports research, treatment, and services to defeat childhood cancers. Online registration available at [www.butterflyfund.org](http://www.butterflyfund.org).

### Fun with Farragut's Fleet

Aug. 15, 9–11 a.m., Mayor Bob Leonard Park, 301 Watt Rd  
This free community event lets children see, touch, and climb on trucks and equipment used by the Town of Farragut and local emergency and rescue organizations.

### The Man Run

Aug. 22, 8 a.m.; UT Medical Center, 1924 Alcoa Hwy.  
The Man Run is a 10K run/5K run/1-mile fun run/walk. Proceeds support free prostate cancer screenings and education in East Tennessee. For more information, please call 865-305-8583.

### State-Required Back-to-School Vaccinations

All students entering preschool, kindergarten, or seventh grade must provide a Tennessee certificate proving they have received the state-required vaccinations. For more information, call (865) 215-5150 or visit [www.knoxcounty.org/health](http://www.knoxcounty.org/health).

## Start/Stop Utilities Online



Make your move easier with KUB's convenient Start/Stop service function online at [www.kub.org](http://www.kub.org). You can start or stop your utility service online anytime, from anywhere.

Just go to [www.kub.org](http://www.kub.org) and follow the Start/Stop link under Service Options on the home page. New customers will need to register through an easy web form.

You can even select a date to start/stop service online. And you get a confirmation e-mail when you submit a service request.

Anytime you're ready to move, start or stop your KUB utility services on your schedule on [www.kub.org](http://www.kub.org)!

## Privacy Policy

KUB takes your privacy seriously. Under the Tennessee Public Records Act (Tennessee Code Annotated, 10-7-503), however, KUB must release some customer information to Tennessee citizens who request it. We do not, however, release Social Security numbers or financial information. We also do not release any information on customers who bring a valid protection document to a KUB payment center.

## Report Sewer Overflows

If you see a sewer overflow, avoid contact and call KUB right away at 524-2911. If you can't avoid contact, wash thoroughly with soap and water. KUB responds promptly to overflow reports and posts signs to alert people to the overflow. We clean the area where the overflow occurred and apply lime as a disinfectant.