

Convert to Natural Gas and Save on New Appliances

Thinking about converting to natural gas for a range or other appliance? Save up to \$1,100 with KUB's Natural Gas Appliance Rebate Program and enjoy the clean-burning efficiency of natural gas.



Savings are available for existing residential KUB natural gas customers converting from electric or propane who purchase and install natural gas appliances. (Includes ranges, water heaters, clothes dryers, and heating units.)

Simply purchase natural gas appliances, have them installed by the contractor of your choice, and complete the online rebate form with all required documentation.

Rebate levels vary by appliance. Maximum total rebate is \$1,100. Rebates will be applied to your KUB bill.

See www.kub.org for more information.

Know Someone on a Tight Budget? Give a KUB Gift Card

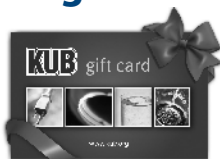
KUB gift cards are a great way to help relatives, friends, or elderly neighbors on a tight budget with their utility bills.

By giving a KUB gift card, you also help safeguard the health of those you care about by ensuring they can heat or cool their homes and have water for washing.

You can purchase the gift card in any amount up to \$200.

There are no additional fees for purchase or use of the card. Cards may be purchased or redeemed only at KUB Customer Service Centers in these locations:

- Holston Shopping Center, 4218 Asheville Highway
- 640 Shopping Plaza, 4428 Western Avenue



Q&A || KUB Answers Your Questions

Q: I understand being charged for the services I use, but why is there a basic service charge on my bill?

A: Your payment for services mainly covers KUB's cost to purchase electricity/natural gas and treat water/wastewater. The monthly basic service charge primarily covers KUB's fixed costs to maintain and replace system components, like pipes, wires, and equipment.

KUB, like other utilities nationwide, must replace aging infrastructure. [The American Society of Civil Engineers 2017 Report Card gave U.S. infrastructure a D+.] The basic service charge you pay helps ensure we can fund projects to keep our utility systems on a sustainable replacement cycle to continue to provide safe, reliable service to current and future customers.

KUB Levelized Billing Plan (LBP) Offers More Predictable Bills

Our weather can be unpredictable. But thanks to LBP, your monthly utility bill doesn't have to be.

LBP is a free option for KUB residential customers who prefer a more consistent bill year-round. KUB calculates your payment each month based on your last 12 months of usage.

Your payment amount will vary some each month, but this rolling average helps reduce the impact of extremely hot or cold weather to give you a more "level" bill.

To learn more about Levelized Billing or to sign up, call KUB at (865) 524-2911 or visit www.kub.org today.

Share the Warmth With Project Help Give Jan. 8–Feb. 2 at Food City and Home Federal Bank

During cold winter weather, many people in our area need emergency energy assistance from Project Help to stay safe and warm. Your donation helps elderly or disabled people on fixed incomes and people who have an emergency need because of job loss, illness, or injury.

The Knoxville-Knox County Community Action Committee (CAC) administers Project Help. KUB collects donations and sends 100 percent of that money to the CAC to buy electricity, natural gas, heating oil, propane, coal, or wood for those in need.

Project Help relies solely on donations and fundraisers, so your help is vital. To make a one-time donation or monthly pledge, see the back of this newsletter or your KUB bill or go to www.kub.org. You can also give at Food City and area Home Federal banks, Jan. 8–Feb. 2. Please do what you can. Even \$1 a month makes a difference to people in need.



Please Give to Project Help
Jan. 8–Feb. 2

Pay on Your Schedule With Paysite Kiosks or CheckFree Pay

When you pay through Paysite or CheckFree Pay, payments post immediately—even if KUB Payment Centers are not open!

- **Checkfree Pay (\$2 fee):** Visit the customer service desk at all area Walmart, Kmart, and Kroger stores.
- **KUB PaySite kiosks (\$1.95 fee):** See kub.org for kiosk locations. Scan your KUB bill stub or enter your account number. Pay with cash, checks, or credit cards (\$2.95 fee). No change provided—any overpayment is credited to your KUB account.

Try Our Convenient Online Services

Go to www.kub.org and register or log in to use these online services that can help you save time and money:

- **Start/Stop utilities:** Make moving easy—set up service online.
- **Sign up for free payment options:** Set up an automated monthly draft from your bank. Or use SelectPay (one-time bank draft) to draft your payment on your schedule.
- **Find in-store payment locations:** See our map of Walmart and Kmart stores offering CheckFreePay (\$2 vendor fee).
- **Take a free online energy audit** to find ways to conserve and lower your bill.
- **Check out eScore at 2eScore.com:** TVA eScore advisors will audit your home and rate its energy efficiency [1 to 10]. You get a report with recommendations to help you conserve energy and save money and a list of available rebates for improvements. You can participate in eScore multiple times—possibly with multiple rebates—until your home is a “10.”



Report Utility Theft

Utility theft can endanger lives and is costly to everyone. If you believe someone may be using unauthorized utility services in KUB's service area, go to www.kub.org and click on Contact Us to e-mail KUB, or you can call 865-524-2911. KUB will investigate.

Community Events

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

VITA (Volunteer Income Tax Assistance) Program

Free tax preparation for low- to middle-income individuals. Call the 211 information/referral line for more.

Medication Collection Event

March 31, 10 a.m.–2 p.m., Food City, 7608 Mountain Grove Dr. (South Knoxville). Residential/household medications only.

Bring in unwanted prescription/over-the-counter drugs. Proper disposal helps protect our environment. **For a list of permanent drop off locations, please visit medicationcollection.org or use Drop Box Finder on countitlockitdropit.org.**

Toilets Are Not Trash Cans!

Despite some marketing claims, flushing things like baby wipes isn't a good idea. They can clog your pipes or jam sewer pumps, leading to backups into homes, sewer overflows, and costly repairs. Here's how you can help avoid plumbing problems and protect our environment:

- Never flush rags, baby/personal hygiene wipes, paper towels, shop towels, feminine products, dental floss, or disposable toilet wand heads.
- Never pour cooking grease down toilets or drains. Pour it in a can and put it in the trash.
- Never flush prescription or over-the-counter drugs down drains or toilets. To keep them out of waterways, take them to collection events or a permanent collection site. **For permanent drop off locations, please visit medicationcollection.org for a list or go to countitlockitdropit.org and use the Drop Box Finder.**



Yes! I want to help.

Clip and return this portion with your payment or mail separately to the address listed below.

Name _____

KUB Service Address _____

Daytime Phone _____

\$ _____ One-Time Contribution \$ _____ Monthly Pledge

You can add your Project Help contribution to your utility payment or use a separate check made payable to Project Help.



KUB, a municipal utility (not for profit), serving Knox and parts of seven adjacent counties, provides reliable electric, gas, water, and wastewater services to about 453,000 customers.



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♻️ Please recycle.