

Money-Saving Tips for Your Home's Largest Energy Users

You can easily lower your utility bill without a lot of work or money on your part. Start by targeting your home's largest energy users: heating/air conditioning, appliances/electronics/lighting, and water heating. The more of the simple steps below you check off, the more you can save!

- ✓ **Turn lights off when you leave a room.** Tape a note by the door to help you remember.
- ✓ **Wash your clothes in cold water.** It really will get your clothes just as clean. Save money and time: wash all colors of clothes together for fewer loads. (You do still need to use hot water for dirty cloth diapers.)
- ✓ **Keep your thermostat as high in summer/low in winter as you comfortably can.** Every degree raised in summer or lowered in winter saves you money! Aim for 78 degrees in summer, 68 degrees in winter.
- ✓ **Move any furniture blocking vents or returns.** Close vents and doors to rooms you don't use.
- ✓ **Seal air leaks around doors and windows.** Use caulk or weather stripping around doors, windows, and attic and crawl space entrances to stop leaks.
- ✓ **Replace burned out bulbs with CFLs or LEDs.** They'll last 10 to 25 times longer than regular old incandescents and use about 75 percent less energy.
- ✓ **Use a power strip for electronics; turn it off when not in use.** Even fully charged electronics can suck up to \$100 of energy per year. Use a power strip to power your devices so you can easily turn it off when they aren't charging or in use. Try turning the strip off every time you leave home.

Visit www.savingsinthehouse.com for more information.

Power Out? Report It Using Our IVR

Don't wait on hold—use KUB's IVR to quickly report outages.

- Call 865-524-2911.
- Listen carefully to the different options provided. For example, say 'electric' or press '2' when prompted.
- Have your account phone number or KUB 10-digit account number handy. **Remember: Keep your account phone number updated for faster outage reporting:**
 - Update your number on the back of your bill stub.
 - Call KUB at 865-524-2911.
 - Go to www.kub.org and use the Contact Us form or see My Account, Service Location.

If you have IVR issues, you'll be transferred to a representative.

Tip: You can also report outages on www.kub.org.

Q&A | KUB Answers Your Questions

Q: I'd like to switch to paperless billing, but what if I forget to pay without a bill to remind me?

A: No worries. You will get a monthly bill e-mail reminder if you go paperless. Or combine paperless billing with AutoPay and never have to worry about forgetting to pay. [See back for more convenient payment options.]

Sign up now to save trees, time, and money. KUB mails over 2.5 million bills a year. Reducing paper use saves trees and lowers greenhouse gas emissions.

Register on kub.org (or log into your account), and go to "My Bill Delivery." Click on "Edit" on the right side of the page, and choose "Paperless Billing."

Don't Sweat Summer Bills: Sign Up for Levelized Billing

Levelized Billing helps you "level out" seasonal swings that make your bills higher in very hot or cold months. Under the program, KUB will calculate your payment each month using a rolling 12-month average. 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.

Water Wisely, Save Money

Experts recommend watering lawns and landscaping plants no more than twice a week under normal conditions.

- Water only when needed. Established grass and plants need three-fourths to one inch of water a week March–October. Use rain gauges (or tin cans) to help track rainfall.
- Water in 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 [can cause root-rot, fungal disease, mold].

Visit www.kub.org or www.epa.gov/watersense/ for more tips on how to conserve water and save money.



Payment Options to Save Time, Money

Want to pay on your schedule, even when KUB isn't open? Check out these options and save the time and money spent mailing payments or driving to a payment center.

Visit 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 by bank draft, online or by phone, and set up payments to draft ahead of time. Each month, you choose to pay by bank draft or other available option.
- Levelized Billing recalculates your bill each month using a rolling 12-month average to "level out" seasonal swings from very hot or cold weather.

Pay while shopping at any area Walmart, Kmart, or Kroger stores (ask cashiers, \$2 fee, payments post immediately).

Pay at kiosks [cash/check only] in various locations (\$1.95 fee, payments post immediately).

Kiosk Locations:

- 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)
- E-Z Stop Food Marts:
Open 24 hours
 - 8605 Walbrook Drive
 - 9200 Kingston Pike
 - 7503 Tazewell Pike
 - 11311 Chapman Hwy.**
(**In Seymour)
- Quick Stop
Open 6 a.m. to 12 a.m.
 - 315 Merchant Drive
 - 3101 Tazewell Pike
- KAT Transit Center:
Open per bus schedules
301 Church Avenue



Start/Stop Utilities Online



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

Just go to 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 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!



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.

Community Events

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

Sunset Arts & Music Festival

July 14, Gates open at 5 p.m.; World's Fair Park
Performance Lawn

Family- and pet-friendly event with live music and gourmet food trucks. All proceeds benefit Senior Citizens Home Assistance, Inc, a non-profit organization whose mission is to help the elderly and disabled stay safely in their homes and provide respite for their families with kind, trained in-home caregivers. For info and to register, visit: chas.org/home/schasevents.

Recode Knoxville

The second draft of the City of Knoxville's updated zoning ordinance and a draft zoning map are now available. The public is invited to review these documents and submit comments. The draft, map, and a schedule of upcoming events are available at www.recodeknoxville.com.

The Recode Knoxville project is an update to the City of Knoxville's zoning ordinance. It will be a 21st century code that's easier to use, easier to administer, and will be a blueprint for the future. The project goals are to support investment, protect things uniquely Knoxville, and connect our community.

Don't Forget: Have Your Backflow Prevention Device Tested by Deadline

If you have a backflow prevention device, you receive annual notifications from KUB about mandatory testing. If you haven't already tested the device on your irrigation system, fire protection system, or processes/tools/equipment/etc., that use chemicals, please do so by the deadline you are given. If you don't submit a passing test report by the deadline, you will incur an administrative charge of \$300 on your bill.

Under state and federal regulatory requirements you must

- Test your backflow device annually
- Submit a passing report to KUB
- Comply as a condition of continued water service.

Thank you for helping protect the public water supply from potential contamination.

If you have questions or need more information, please call KUB at 524-2911 or visit www.kub.org.



KUB Connection, Dept. 03 • Knoxville Utilities Board
P.O. Box 59017 • Knoxville, TN 37950-9017

Please recycle.