

## KUB's Compressed Natural Gas (CNG) Fueling Station Open to Public

Do you or someone you know have a vehicle that runs on CNG? Then check out KUB's new CNG Fueling Station at 1820 Third Creek Road in Knoxville. CNG is better for both vehicles and the environment. Also, on average, it costs less than gasoline or diesel. For more information on the benefits of CNG, visit [www.kub.org](http://www.kub.org) or call KUB at 524-2911.

## Thank You for Supporting Round It Up!

KUB customers have donated over \$1.3 million to the Round It Up (RIU) weatherization program since May 2015 by rounding their bills up to the next dollar. So far, RIU has weatherized over 100 energy inefficient homes for low-income families in our area, and many more homes are on the waiting list.

KUB forwards 100 percent of RIU funds to the Knoxville-Knox County Community Action Committee (CAC) weatherization program. CAC also manages the Knoxville Extreme Energy Makeover (KEEM) program, which is funded by a \$15 million TVA grant. [KUB, CAC, the City of Knoxville, and The Alliance to Save Energy partnered on the grant application.]

"By the time the grant ends in September 2017, we will have weatherized 1,200 homes under KEEM—plus more than 100 under RIU," said Jason Estes (CAC). "That's great, but it meets only a fraction of the need. We will continue working to meet the community's need to reduce energy inefficient housing under RIU, but the waiting list is growing faster than funding."

If you are not contributing to RIU, please consider enrolling (visit [kub.org](http://kub.org) or see the back of your bill). Your small change can make big changes in our community and our environment.

## 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. A customer service representative can discuss payment options or put you in touch with local agencies for assistance. Also, see our Money-Saving Tips section on [www.kub.org](http://www.kub.org) for tips and a link to the free online energy audit offered by TVA.

## 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 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.

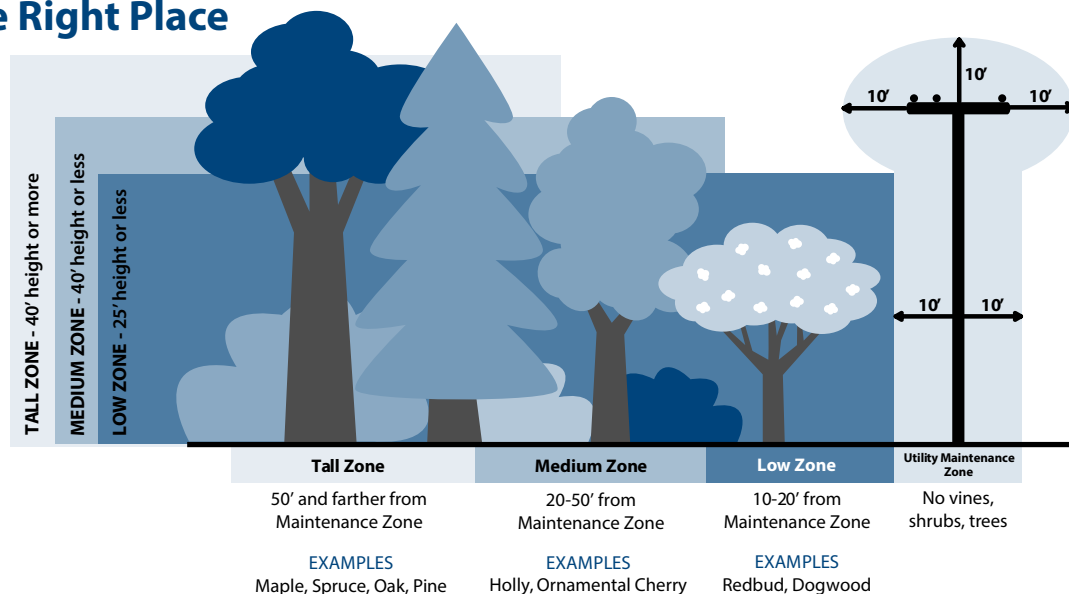
## Plant the Right Tree in the Right Place

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.



# Help Protect Drinking Water: Prevent Cross-Contaminations

KUB operates a Cross-Connection Control Program to

- Meet all state and federal water quality requirements
- Protect our public water supply.

If water pipes lose pressure, water from homes or businesses with potential cross-connections may potentially enter our drinking water and contaminate it. All KUB customers must install, test, and maintain backflow prevention devices if they directly attach anything to their internal or external plumbing that uses chemicals or may introduce contaminants.

Reminder: KUB no longer tests backflow prevention devices. Please call a state-certified, KUB approved contractor for testing. KUB will mail testing information to residential customers soon. (Commercial customer mailings are on the set regular schedule.)

Thank you for helping KUB protect the public water supply. Questions? Call KUB at 524-2911 or visit [www.kub.org](http://www.kub.org).

## Cross-Connection Examples:

- Irrigation systems
- Processing equipment
- Alternative water sources
- Fire protection systems

# Maintaining Natural Gas Pipes

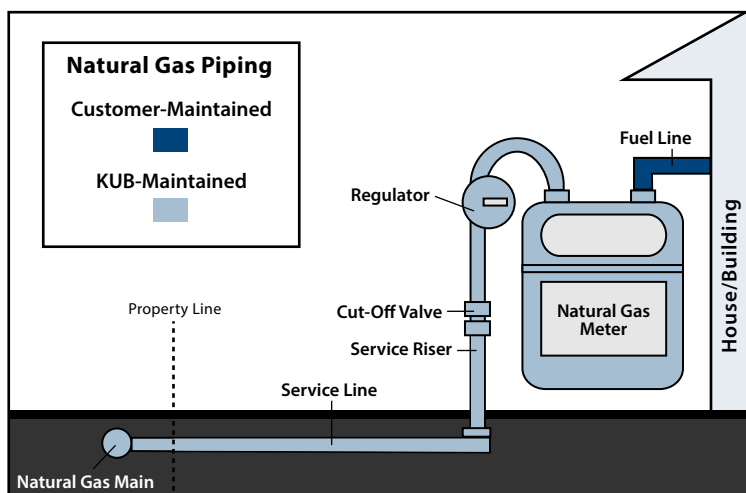
If you own a home/other building with natural gas service, KUB maintains the service line (the pipe from the street to the meter). The pipe from the meter into your structure is the fuel line, which you own and maintain. For safety, periodically inspect the fuel line (above or below ground) from the meter into your structure.

KUB recommends using licensed plumbers and heating contractors to 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 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 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.

## Recognize. React. KUB Responds.



# Community Events

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

## Fix a Leak Week: March 20–26

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 1

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

**EarthFest:** April 15, 10 a.m.–6 p.m.; Knoxville Botanical Gardens [Leconte Meadow], 2743 Wimpole Avenue, Knoxville, TN 37914 For more, visit <http://www.knox-earthfest.org/>.

## The Art of Recycling Sculpture Exhibition: April 6–19;

Knoxville Convention Center (Clinch Concourse) 701 Henley St.; Knoxville, TN 37902

*Free and open to the public during Knoxville Convention Center hours* Exhibition features artwork inspired by and incorporating scrap metal provided by steel recycler Gerdau and is a partnership among Gerdau, Dogwood Arts, and the University of Tennessee Sculpture Program.

# Thank You for Giving to Project Help!

You helped raise \$40,569 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** (inside 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 524-2911 to start KUB repairs.

