

KUB Biosolids Maintain Platinum Status

Following a third-party audit in December, the National Biosolids Partnership (NBP) again certified KUB's biosolids program at the highest platinum level. (Biosolids are a nutrient-rich product of the wastewater treatment process.)



KUB's program first received platinum certification in 2011. It is one of only about 20 U.S. programs at the platinum level.

KUB biosolids are also certified as fertilizer by the Tennessee Department of Agriculture. KUB provides approximately 30,000 tons of biosolids free each year to about 20 area farmers to help improve their pastures. That beneficial reuse is a greener alternative than sending biosolids to the landfill.

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 it helps prevent dangerous, costly dig-ins.



KUB marks natural gas, water, and wastewater mains, underground electric primary lines, and natural gas service lines. KUB does not mark water service lines, sewer laterals, or 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.

Q&A | KUB Answers Your Questions

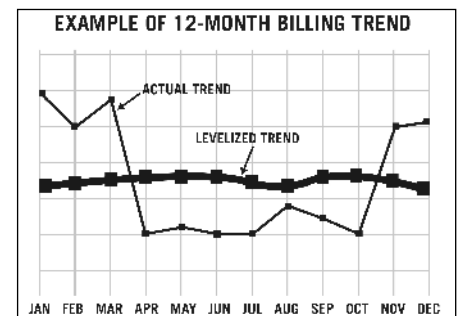
Q: I keep my thermostat on 68 degrees, so why did my bill still go up?

A: Even though you didn't change your thermostat setting, colder temperatures meant that your furnace/heat pump had to work harder to keep your home at 68 degrees. The extra hours that your unit ran added up to a higher bill. If you think you will have trouble paying your bill, please call KUB immediately at 524-2911. A customer service representative can discuss payment options or put you in touch with local agencies for assistance.

LBP Can Help You Avoid High Bills

Sign up for the Levelized Billing Plan (LBP) to avoid higher heating or cooling bills caused by extreme weather. With LBP, KUB calculates your payment each month using the average of your latest 12 months of billing history. That helps to "level out" seasonal swings from very hot or cold months. Because LBP recalculates your payment each month, the amount will vary slightly to reflect a true rolling average.

Signing up is easy: see the back of your KUB bill or go to www.kub.org.



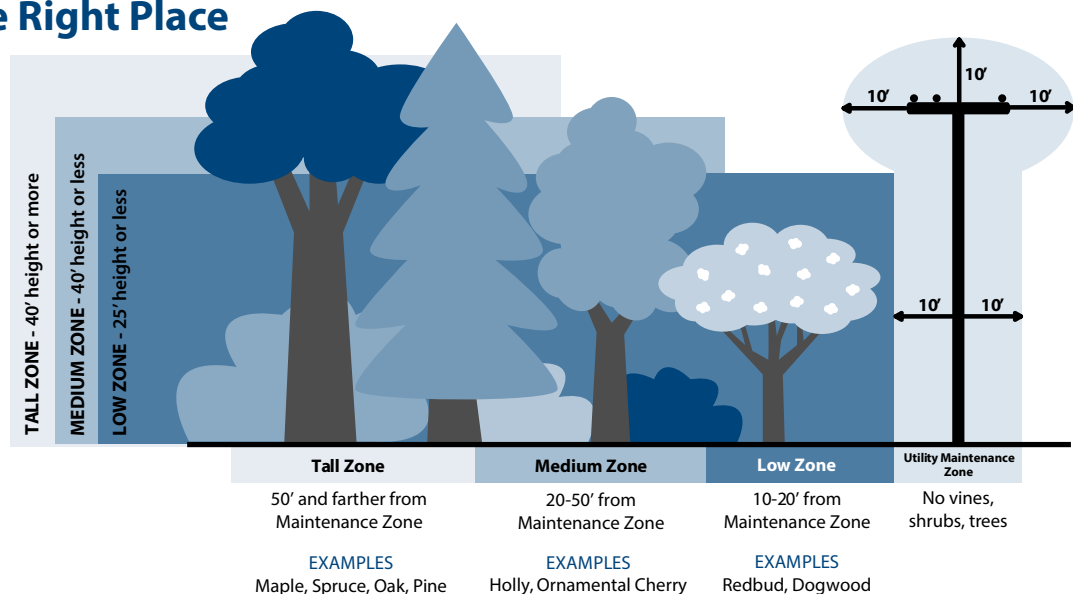
Plant the Right Tree in the Right Place

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, call 558-6658, or e-mail 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.

Cross-Connection Examples:

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

Maintaining Natural Gas Pipes

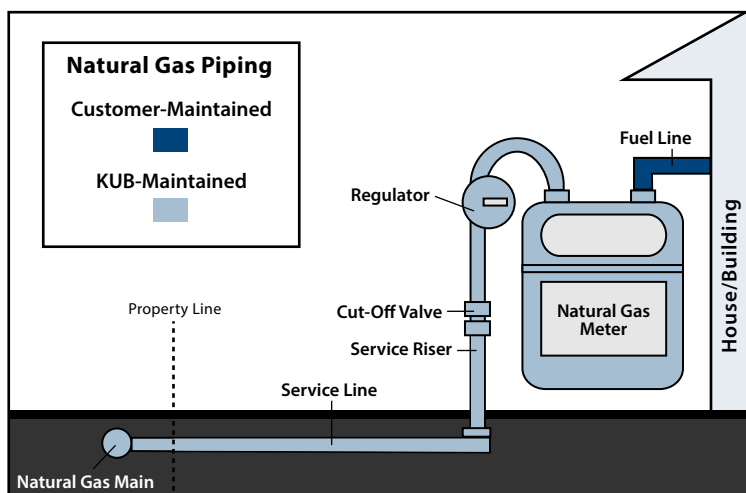
If you own a home/other building with natural gas service, KUB maintains the service line (the pipe from the street to the meter). The pipe from the meter into your structure is the fuel line, which you own and maintain. For safety, periodically inspect the fuel line (above or below ground) from the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

Fix a Leak Week: March 19–25

Fix water leaks to save money and conserve a vital natural resource. Visit epa.gov/watersense or kub.org 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 to help protect our environment. **Please visit medicationcollection.org or use Drop Box Finder on countitlockitdropit.org for permanent drop sites.**

River Rescue [Sponsored by Ijams Nature Center]: April 7
Clean up event along the Tennessee River. For details, visit: <http://ijams.org/signature-events/river-rescue/>

EarthFest: April 28, 11 a.m.–5 p.m.; Knoxville Botanical Garden [Leconte Meadow], 2743 Wimpole Avenue, Knoxville, TN 37914
For more, visit <http://www.knox-earthfest.org/>.

The Art of Recycling Sculpture Exhibition: April 5–22;
Knoxville Convention Center (Cinch Concourse); 701 Henley St.
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 \$38,808 for the annual Project Help fundraiser in January at Food City and Home Federal. See the back of your bill or kub.org to keep helping those in need with emergency energy assistance.



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 (inside weatherhead) **4**, 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.

