

KUB Launching New, Improved Website

In September, we will launch a new website, replacing our main and mobile sites. It will automatically restructure content to fit your screen, whether you connect with a desktop computer, laptop, tablet, or cell phone.



Here are a few features of the new site that will make interacting with KUB quick, simple, and even easier than before:

- “What Can We Help You Do?” offers links to features like “Pay Bill” and “Report Outage” (also buttons on each page)
- Footers on each page offer links to other useful pages
- Easy search tool on top of home page
- Simple, user-friendly menu with fewer pages to navigate
- Straightforward instructions
- Conversational, easy to understand language

Visit www.kub.org in late September to try out our new, customer-focused website! [You can use your current log in.]

KUB Checks Natural Gas Safety

When KUB answers a potential natural gas leak call, we check natural gas lines (outside and inside), appliances, and appliance connections for leaks. If we find an immediate hazard inside, we shut off gas flow to the appliance or building and place a red tag with the unsafe condition(s) found on the appliance or meter.

KUB advises customers to contact a qualified HVAC, plumbing, or natural gas appliance contractor to have the condition(s) on the tag repaired. KUB follows up with a letter to Codes Enforcement and the property owner about the presence of unsafe conditions. After making repairs, customers must call 524-2911 to have KUB complete a free follow up leak inspection and restore service for their safety.

Q&A | KUB Answers Your Questions

Q: Is it really okay to flush baby wipes down my toilet?

A: No. Despite marketing claims, it isn't a good idea. They can clog your pipes or jam sewer pumps, leading to backups into homes, sewer overflows, and costly repairs. To help avoid plumbing problems and protect our environment, never put these things down drains or toilets:

- Rags, baby/personal hygiene wipes, paper towels, shop towels, feminine products, dental floss, or disposable toilet wand heads.
- Cooking grease; pour it in a can for disposal in the trash.
- Prescription/over-the-counter drugs. (See Community Events on back for an upcoming medication collection event.)

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, or underground electric service lines.

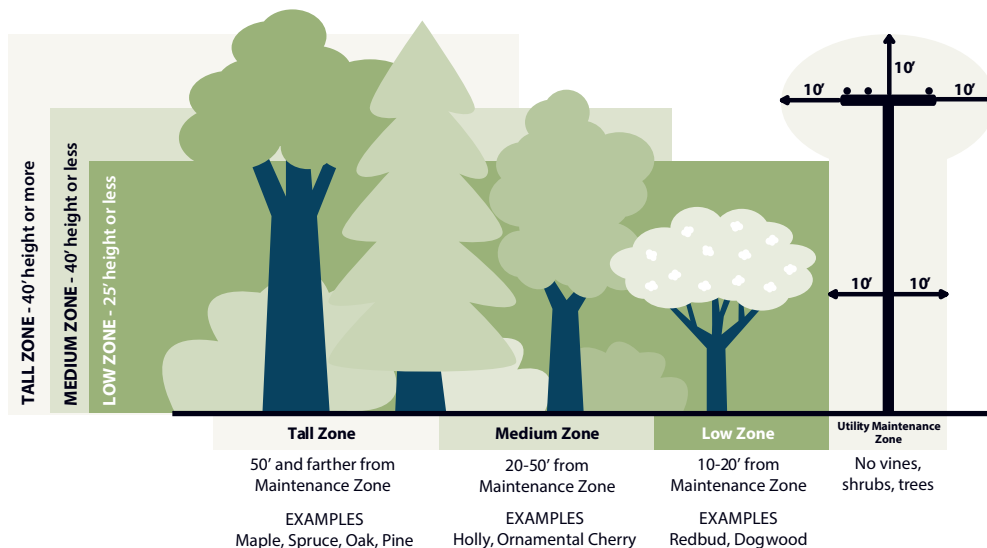
To help detect a leak, be alert for the “rotten egg” smell of natural gas. You may also hear blowing/hissing or see bubbling in a wet area or flames if a leak ignites. If you suspect a leak, leave the area immediately and don't do anything that could create a spark. Call KUB at 524-2911 from a location 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 to maintain safe, reliable electric service. Avoid future conflicts between trees and power lines by planting only low-growing trees near power lines, as shown.

If you have questions about tree pruning, visit www.kub.org and follow the link from the home page. You can also call our Vegetation Management hotline at 558-6658 weekdays, 7 a.m.– 9 p.m., or e-mail trees@kub.org.

Remember: Always call 811 to have underground utilities marked for free before you dig for any project. [See above for more 811 information.]



Save Time, Money With These Options

KUB offers payment options that allow you to pay your bill on your schedule, even when KUB isn't open.

Visit **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 can choose to pay by bank draft or another available option.
- Levelized Billing recalculates your bill each month using a rolling 12-month average to "level out" seasonal swings.

CheckFree Pay: All area Walmart, Kroger, and Kmart stores accept cash or check payments. Vendor fee: \$2. [Need bill stub or account number.] Payments post real-time.

Kiosks: (Locations below.) Vendor fee: \$1.95. Cash or check only; need account number to pay. Payments post real-time.

Quick Stop

Open 6 a.m. to 12 a.m.

- 315 Merchant Drive

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)

KAT Transit Center:

Open per bus schedules

- 301 Church Avenue

E-Z Stop Food Marts:

Open 24 hours

- 8605 Walbrook Drive
- 9200 Kingston Pike
- 7503 Tazewell Pike
- 11311 Chapman Hwy.**

(**In Seymour)

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.

Winterize Backflow Prevention Devices

Winterizing your backflow prevention device helps protect it from theft, freezing—or even bursting. A frozen device may thaw, but a burst or stolen device is costly to replace.

A backflow device prevents water from potentially flowing backward from your plumbing into the public water system (if the pressure changes). You need a device if you attach a pool, irrigation system, etc., to your water pipes or fixtures.

To winterize your device and prevent internal damage to it, remove it before applying air pressure to remove water from the system. Drain all water from the device. When it is dry, store it in a shed or inside where it will be safe from freezing. Reinstall the backflow device in the spring.



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 445,000 customers.

Community Events

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

Making Strides Against Breast Cancer

October 2, 2016, World's Fair Park

1 p.m.: registration, 2:30 p.m.: opening ceremony, 3 p.m.: walk begins

This family-friendly, non-competitive, 5K walk benefits the American Cancer Society's fight to end breast cancer. For info and to register, visit: Makingstrideswalk.org/knoxville

Regional Medication Collection Event

October 29, 10 a.m. to 2 p.m., Ingles, 430 E. Emory Road

Bring unwanted prescription/over-the-counter drugs (from homes only) to the event. You can also take drugs to the permanent drop-off site at the Knoxville Police Department Safety Building, 800 Howard Baker Jr. Avenue. Proper disposal helps protect our environment.

Who Repairs Damage to Electric Service Lines?

After a storm, KUB works hard to restore service as quickly as possible. But sometimes, damage to customer-owned facilities can delay that process. Here's what you need to know:

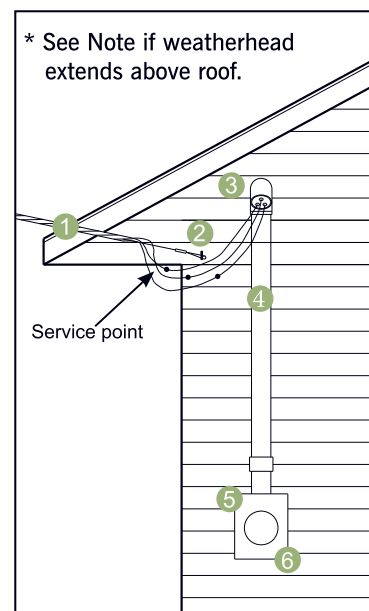
The service line ① is the line from KUB's pole to the customer's building. The customer-owned equipment includes the service bracket (if it's on the side of the house) ②, weatherhead ③, service cables ④ (inside weatherhead), and meter socket ⑤.

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.

*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 and/or tree company for assistance with repairs. KUB will lower the service line at no cost so the contractor can safely perform repairs or tree work. Afterward, call KUB at 865-524-2911 or 1-800-250-8068 to report the outage and start KUB repairs.



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Please recycle.