

## 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.

## 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.

## 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.)

## 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](http://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.

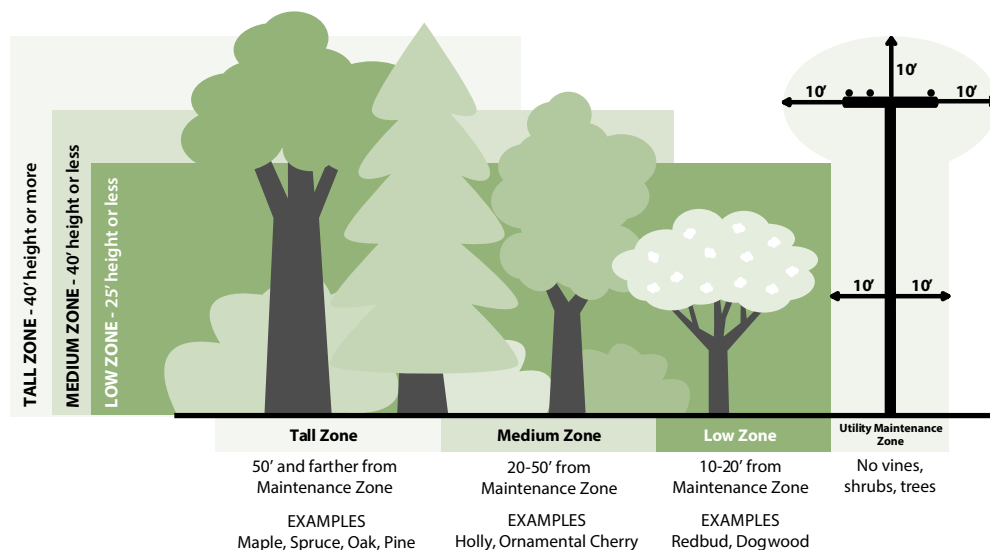
**Tip: You can also report outages on [www.kub.org](http://www.kub.org).**

## 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](http://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](mailto: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.]



## 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](http://www.savingsinthehouse.com) for more information.



18% water heating

38% appliances, electronics, lights

44% heating/air conditioning

## 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 keeps water from potentially flowing backward from your plumbing into the public water system (if the pressure changes). Some common examples where backflow devices are needed include irrigation systems, fire protection systems, and alternative water sources.

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](http://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](http://www.knoxville.org/events) for more information on community events.

### Making Strides Against Breast Cancer

Oct. 1, 2017, 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/knoxville17n](http://Makingstrideswalk.org/knoxville17n)

### Regional Medication Collection Event

Oct. 7, 10 a.m. to 2 p.m., Ingles Store at 430 E. Emory Road

Bring unwanted prescription or 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.

### Recode Knoxville

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 a blueprint for the future. The project goals are to support investment, protect things uniquely Knoxville, and connect our community. For more information, visit [www.recodeknoxville.com](http://www.recodeknoxville.com).

## 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:

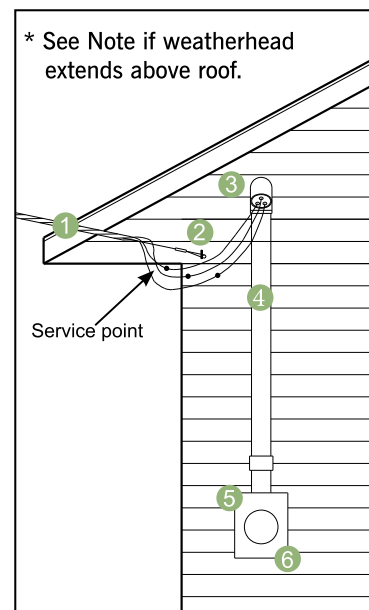
The service line ① is the line from KUB's pole to the customer's building. The customer-owned equipment includes the service bracket (if it's on the side of the house) ②, weatherhead ③, service cables ④ (inside weatherhead), and meter socket ⑤.

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.