

Understanding Your Bill

Your utility bill shows itemized charges for each service and has usage history graphs to help you better manage your utility costs. (The graphs show the dates your meter was read.) **For a sample bill, visit [www.kub.org](http://www.kub.org).**

Handy Payment Options

Sign up online or on your bill for these payment options:

- Levelized Billing recalculates your bill each month using a rolling 12-month average to “level out” seasonal swings from very hot or cold weather. *[Free option.]*
- SelectPay allows you to draft multiple payments during the month online or by phone. *[Free option.]*
- AutoPay drafts your payment automatically from your bank on the bill due date. *[Free option.]*

You can also make a credit card payment online or by phone through Bill Matrix. Visit [www.kub.org](http://www.kub.org) or call 1-800-405-7951. Bill Matrix charges a convenience fee.

Pay on Your Schedule at Convenient KUB Payment Kiosks

KUB PaySite kiosks give you more options on when and where to pay your bill. You also get real-time credit for kiosk payments—even on nights and weekends, when KUB Payment Centers are not open.

To start, scan your KUB bill stub or enter your 10-digit account number. Kiosks accept cash or checks. They do not give change—any over payment is credited to your KUB account. PaySite, the kiosk provider, charges a fee of \$1.95.

Kiosk Locations:

<b>Quick Stop</b> <i>Open 6 a.m. to Midnight</i> 315 Merchant Drive	<b>KAT Transit Center</b> <i>Open per bus schedules</i> 301 Church Avenue
<b>Food City Stores</b> <i>Open 6 a.m. to Midnight</i> 7510 Asheville Highway 1950 Western Avenue 7608 Mountain Grove Drive 4344 Maynardville Highway* <i>(*Located in Maynardville )</i>	<b>E-Z Stop Food Marts:</b> <i>Open 24 hours</i> 8605 Walbrook Drive 9200 Kingston Pike 7503 Tazewell Pike 11311 Chapman Hwy.** <i>(**Located in Seymour)</i>

CheckFreePay Option for KUB Bills at Area Walmart, Kmart, and Kroger Stores

You can now pay your KUB bill at all area Walmart, Kmart, and Kroger stores. The payment transaction fee is \$2, and your payment posts immediately. Check with a cashier at the participating stores for more information, or visit [www.kub.org](http://www.kub.org) and click on the Pay Your Bill Here link under Tools and Tips.

Privacy Policy

KUB takes your privacy seriously. Under the Tennessee Public Records Act (Tennessee Code Annotated, 10-7-503), however, KUB must release some customer information to Tennessee citizens who request it. We **do not** release Social Security, bank account, or credit card numbers—or any information on customers who bring a valid protection document to a KUB payment center (*see locations on back*).

KUB Website Options

- Get a monthly e-mail alert when your bill is ready.
- Sign up for payment options so you can pay online or over the phone, anytime, from anywhere.
- Pay your bill and get online payment confirmation.
- Start or stop service.
- See tree pruning, construction, and electric outages maps. [You can also sign up for access to estimated restoration times for power outages.]
- Review a comprehensive guide to KUB tree pruning.
- Find money-saving tips and take a free online energy audit or learn about the TVA eScore™ Program.
- Sign up for Green Power.
- Visit the Environment section to learn about KUB’s Biosolids Beneficial Reuse Program, which turns wastewater treatment by-products into fertilizer.

Go Green by Going Paperless!

Going paperless is easy, and it’s good for the environment:

- It saves trees and reduces greenhouse gas emissions.
  - You can view/print your past 18 bills on the web.
  - You get monthly e-mails when your bill is ready.
  - You can make safe payments online or by phone.
- Go green: Sign up online now at [www.kub.org](http://www.kub.org).

Thank You, Round It Up Participants!

Under the Round It Up program that started May 1, 2015, KUB automatically rounds your bill to the next dollar and sends the change to the Knoxville-Knox County Community Action Committee (CAC). CAC uses the funds in its home-weatherization program for low-income citizens.

For less than \$1 a month, you are helping some of the most vulnerable families in our community— the elderly, the physically disabled, and families with small children.

Weatherization provides a root-cause solution to the ongoing problem of high energy bills. That leaves the families with more money for things like food and medicine. It also helps our environment by lowering energy use overall, making our community a better place to live and work.

If you ever decide not to participate, just call KUB at 524-2911 (choose option 6) or check “no” under Round It Up on the back of your KUB bill. To opt out online, log in to the My Account section of [www.kub.org](http://www.kub.org), go to Account Summary, and toggle Round It Up to “inactive.”

Keep Your Phone Number Up to Date

Update your number so KUB can access your account more quickly when you call, and so you can easily report outages on our automated system. See the back of your bill stub, call 524-2911, or go to [kub.org](http://kub.org) and use the Contact Us form or see My Account, under the Service Location tab.

Contacting Us

*Customer Information Center: 524-2911*  
Monday–Friday, 7 a.m.–6 p.m.

24-Hour Emergency Service: 524-2911

Call any time to report leaks or other emergencies. (Report outages directly to 1-800-250-8068.)

Automated Phone System: 524-2911

Using our automated phone system can save you time. *Tip:* Have your account or phone number handy so you can report an outage or emergency quickly and easily.

Contact Options on [www.kub.org](http://www.kub.org)

*Please use the Contact Us form and e-mail addresses below for non-emergency contacts only.*

- Contact Us form: See top of home page on [kub.org](http://kub.org).
- [PACE10@kub.org](mailto:PACE10@kub.org) for PACE 10 Program
- [Wastewater@kub.org](mailto:Wastewater@kub.org) for Wastewater System
- [Trees@kub.org](mailto:Trees@kub.org) for Tree Pruning

Mailing Address

KUB, P.O. Box 59017, Knoxville, TN 37950-9017

Payment Centers

- 4218 Asheville Highway (Holston Shopping Ctr.): 8:30 a.m.–5 p.m., Monday through Friday
- 4428 Western Avenue (640 Plaza): 8:30 a.m.–5 p.m., Monday through Friday

**Payment Kiosks:** *For locations of kiosks that take after-hours payments (some open 24 hours a day), see inside.*



Share the Warmth All Year

Project Help takes donations all year to provide emergency energy assistance. See the back of your bill or [www.kub.org](http://www.kub.org) to help share the warmth with those in need.

Esta información es muy importante.

Para obtener una versión en español de este folleto, llame a KUB al número de teléfono (865) 524-2911 y presione el número 2.



**Please recycle! You can find environmental and recycling resources under the Environment tab on [www.kub.org](http://www.kub.org).** CIDY15M5

CUSTOMER GUIDE

Your Guide to Utility Resources



Electric

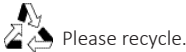
Natural Gas

Water

Wastewater



[www.kub.org](http://www.kub.org)  
[m.kub.org](http://m.kub.org)



# helpful customer information

## Reporting Power Outages

KUB's electric service is extremely reliable. Power outages don't happen often and usually don't last long. Your power may go on and off several times, however, as the system automatically tries to compensate for things like tree limbs or animals on lines. For more information, visit [www.kub.org](http://www.kub.org) and search for "Momentary Power Outages."

Knowing what to do before and during an outage lessens inconvenience and discomfort for you and your family.

Keep KUB's main phone number (524-2911) or the automated outage line (1-800-250-8068) handy for easy outage reporting. Be sure KUB has your current home phone number so you can use it to report your outage quickly through the automated system.

Follow the system's instructions for a touch-tone phone. For a rotary phone, use the voice-recognition feature.

## Meter Reading

**How often does KUB read my meter?** KUB contractors read your meter about every 30 days. Due to weekends and holidays, the schedule will vary from 29 to 33 days.

**Please note:** KUB must have unrestricted access to its meters for accurate reading and routine safety inspections, testing, and maintenance. If you have a locked gate, pet, etc., that prevents access, please call 524-2911. KUB may disconnect service if access is routinely denied.

**Are there some months when KUB doesn't read my meter?** Yes. On rare occasions, when we are physically unable to read your meter, KUB uses a sophisticated computer program to project your utility consumption based on your previous usage and weather information. You can learn to read your meter at [www.kub.org](http://www.kub.org).

## KUB Tree Pruning: A Customer Guide

Trees are beautiful and important to our environment. But trees too near power lines may cause outages—or electrocution hazards for KUB crews and the public.

KUB prunes trees to provide safe, reliable electric service. Our arborist-approved pruning methods help protect tree health.

For pruning options and photos of pruned trees, see our pruning guide and videos on [www.kub.org](http://www.kub.org). Free print copies of the guide are also available at KUB Payment Centers (*see the list on the back*) and from KUB foresters and tree crews in the field.

Questions? Please call our pruning hotline at 558-6658 weekdays, 7 a.m.–6 p.m., or e-mail [trees@kub.org](mailto:trees@kub.org).

## Safety

The safety of our customers, employees, the public, and the environment is KUB's primary concern. Below are tips to help ensure your safety around the services we provide.

**Electric:** Stay away from downed power lines and report them to KUB immediately at 524-2911. Keep ladders away from power lines, and teach children not to climb trees that grow into lines.

**Natural Gas:** Natural gas has no "natural" odor. KUB adds a harmless chemical with a distinctive "rotten egg" odor so you can detect even small amounts of natural gas. *See the enclosed scratch-and-sniff insert for the odor and safety tips.*

Natural gas leaks are dangerous. If you smell natural gas (inside or outside), don't use regular, cordless, or cell phones. Don't turn lights or appliances on or off or use any electrical devices (garage door openers, etc.). Don't use matches or lighters. Any of those could cause ignition.

Go to a location where you can't smell the odor, and call KUB at 524-2911. We will send a trained technician to perform a free leak investigation.

Don't re-enter the building or area until KUB tells you it is safe. Your safety is more important than possessions.

If you don't smell natural gas, you may hear or see clues:

- Sound: You may hear a blowing or hissing sound.
- Sight: You may see bubbling in wet or flooded areas, or flames if a leak ignites. Vegetation that is dead or discolored for no apparent reason may also be a sign.

**Carbon Monoxide:** Carbon monoxide (CO) is a colorless, odorless, potentially toxic gas produced by combustion. Natural gas appliances create CO at low levels and are not dangerous when properly vented. If you suspect a high CO level in your home, open windows immediately for ventilation and call 911. If you have symptoms of CO poisoning (nausea, fatigue, headaches, dizziness, confusion), leave and call 911 from another location. CO detectors are available at home improvement centers.

**Water:** Broken water lines can cause unsafe conditions. If a pipe bursts in your home, water can short-circuit an appliance, giving you an electrical shock. Breaks to home water lines should be repaired immediately by your plumber. A break in a large water main outside may cause unsafe walking or driving conditions. Report KUB main breaks immediately to 524-2911.

**Cross Connection Control:** KUB routinely looks for cross connections between a customer's service and the public water system to protect water quality. Regulations require customers who have cross connections, like an irrigation system, a business-related hazard, or other potential risk, to install, test, and properly maintain a backflow prevention device. For more, please call 594-8333 or see [www.kub.org](http://www.kub.org).

**Wastewater:** If you see a sewer overflow, avoid contact and call KUB immediately at 524-2911. For a log of any recent overflows and their status, visit [www.kub.org](http://www.kub.org).

Sewer overflows may contain bacteria and viruses. The toilet water is diluted by water from washers, dishwashers, sinks, and showers, but we urge you to avoid contact or wash thoroughly with soap and water to prevent illness.

Skin contact does not pose a serious health risk, but there is some risk of disease from swallowing bacteria. Always wash your hands before eating and after handling anything that had contact with floodwater or sewage.

**Note:** Put cooking grease in the trash, not down the drain. Grease build-up can cause messy, costly sewage backups in your home and overflows in our environment.

**Clearance Around Utilities:** Please don't place fences, storage buildings, landscaping, etc., within six feet of KUB utility poles or pad-mounted transformers or restrict access to any KUB meters. KUB crews need clear access for their safety and to perform maintenance or make repairs to restore service to you and your neighbors. Natural gas meters also need three feet of clearance for safe ventilation.

## Protect Yourself From Fraud Scams and Strangers:

- Do not give money to anyone who calls you and says KUB will shut your power off unless you pay him immediately. KUB uses bill notices and doorhangers—not calls—as notices of pending service termination.
- Never give your financial information to someone who calls or e-mails you: KUB doesn't ask for that info—or for payment by pre-paid cards.
- Do not give someone who comes to your home or business money or a pre-paid card for your KUB bill. KUB never collects payments in the field.
- Ask to see a KUB photo ID if someone visits you claiming to be from KUB. (KUB employees always wear ID badges.) Call 524-2911 to verify the visit.
- Call KUB at 524-2911 before you respond to a call or visit you think might be a scam.

## Call 811 Before You Dig

Keep your home and neighborhood protected and connected by knowing what's below and always calling 811 three days before you dig. Damages to underground utility lines can disrupt service to the entire neighborhood, potentially harm diggers, and damage the environment. One phone call to 811 will get member underground utility lines marked for free. Remember—Safe digging is no accident. Always call 811 before you dig. It's the law.

## Water System Flushing

KUB periodically runs water from a flushing device or a fire hydrant to flush water from our system. This helps ensure we maintain the water quality our customers expect and meet regulatory requirements. We use the least water possible to clear lines and test water.

## Private Sewer Laterals

A private sewer lateral is the underground pipe that connects your property to KUB's sewer system. If you own the property, you also own the lateral and are responsible for repairing and maintaining it all the way to the connection with KUB's sewer. For more information, search "Private Lateral Program" on [www.kub.org](http://www.kub.org).

## Can the Grease: Protect Your Plumbing

If you pour cooking grease down your drains, it may build up, block your pipes, and cause rancid odors or messy, costly sewage backups in your home. Grease is also a major cause of dry-weather sewer overflows, which are a potential threat to our environment.

Never pour grease down drains or toilets. Scrape grease and food from cookware and dishes into a can or the trash.

A metal coffee or soup can makes a great grease can. Line it with a disposable heat-resistant oven bag. Throw the liner away (after grease cools) and reuse the can.

**If you operate a food service facility, please call KUB at 594-8337 for more about proper grease control.**

## Toilets Are Not Trash Cans!

Never flush rags, baby/personal wipes, feminine products, paper towels, etc. They can clog pipes, leading to sewer overflows, backups into buildings, and costly repairs. Also, never flush prescription/over-the-counter drugs to help keep them out of waterways. Take drugs to collection events or the permanent 24/7 collection site at the Knoxville Police Dept. Safety Building, 800 Howard Baker Jr. Ave.