

Convert to Natural Gas & Get \$100 Toward Fireplace Logs, Fire Pits, More

Thinking about converting to natural gas for a range or other appliance? Save money through KUB's Natural Gas Appliance Rebate Program and enjoy the clean-burning efficiency of natural gas.



Savings are available for existing residential KUB natural gas customers converting from electric or propane who purchase and install natural gas appliances including fireplace logs, fire pits, ranges, water heaters, clothes dryers, and heating units.

Simply purchase natural gas appliances, have them installed by the contractor of your choice, and complete the online rebate form with all required documentation.

Rebate levels vary by appliance. Rebates will be applied to your KUB bill.

See www.kub.org/gas for more information.

Levelize Your Bills For Consistency

Weather can be unpredictable, but thanks to KUB's Levelized Billing Plan (LBP), your monthly utility bill doesn't have to be.

LBP is a free option for KUB residential customers who prefer a more consistent bill year-round. Under the program, KUB calculates your payment each month using a rolling 12-month average. Your payment amount will vary some each month, but this rolling average helps reduce the impact of extremely hot or cold weather to give you a more "level" bill.

To learn more about LBP, visit www.kub.org/levelized.

Share the Warmth With Project Help Give Jan. 8–Feb. 5 at Food City and Home Federal Bank

During cold winter weather, many people in our area need emergency energy assistance from Project Help to stay warm. Your donation helps community members on fixed incomes and people who have an emergency need because of job loss, illness, or injury.

KUB collects donations and sends 100 percent of that money to the Knoxville-Knox County Community Action Committee to buy electricity, natural gas, heating oil, propane, coal, or wood for those in need.

Project Help relies solely on donations and fundraisers, so your help is vital. To make a one-time donation or monthly pledge, see the back of this newsletter, see your KUB bill, or visit www.kub.org/projecthelp. You can also give at Food City and area Home Federal Banks, Jan. 8–Feb. 5.

Q&A || KUB Answers Your Questions

Q: What is KUB's Vegetation Management program?

A: KUB's Vegetation Management Program works to prevent potential problems that could negatively impact electric reliability and safety. KUB inspects and prunes trees along more than 5,000 miles of electric lines over the course of a 3- to 5-year cycle.

KUB also works to plant new trees, educate customers about proper tree planting, and more.

For more information on this process and to learn how to plant smart, visit www.kub.org/plantsmart.

Participate in KUB & TVA's Smart Thermostat Pilot Program

KUB customers can now apply to participate in KUB and TVA's Smart Thermostat Pilot, an energy efficiency program designed to reduce peak electricity usage.

Once accepted, participating customers will receive a free ecobee smart thermostat. TVA and ecobee will be able to make remote 1- to 4-degree adjustments to the device during up to 18 events of high electrical demand each year. Participants can override the remote adjustment at any point, and once the event is over, thermostats go back to their original settings.

The offer is available to eligible customers on a first-come/first-serve basis until 2,000 thermostats have been installed.

For eligibility requirements, visit www.kub.org/smarthermostat or call 855-237-2673.



**Give to Project Help
Jan. 8–Feb. 5**

Brighten Someone's Holiday With a KUB Gift Card

KUB gift cards are a great way to help relatives, friends, or neighbors with their utility bills.



Gift cards are available for purchase in any amount up to \$200. There are no additional fees for purchase or use of the card. Cards may be purchased or redeemed only at KUB Customer Service Centers:

- Holston Shopping Center, 4218 Asheville Highway
- 640 Shopping Plaza, 4428 Western Avenue

Try Our Convenient Online Services

KUB offers customers a variety of online services that can help save time and money. Login to your account at www.kub.org to utilize the following services:

- **Start/Stop your utilities.** Make moving easy—set up service online.
- **Pay your bill.** You can set up an automated monthly draft from your bank or use SelectPay (one-time bank draft) to draft your payment on your schedule. Visit www.kub.org/bills-payments for more ways to pay your bill.
- **Monitor your usage.** Take a look at your water and electric usage in previous months. If you have a new AMI meter, you can even see day-to-day usage.
- **Find tips to save energy, water, and money.** From keeping your thermostat at 68 degrees in winter to using weatherstripping to seal doors and windows, visit www.kub.org/workshops to find ways to save.
- **Find career opportunities.** KUB prides itself on being a great place to work. Learn more about working at KUB and find job openings at www.kub.org/careers.

Report Utility Theft

Utility theft can endanger lives and is costly to everyone. If you believe someone may be using unauthorized utility services in KUB's service area, visit www.kub.org and click on Contact Us to email KUB, or you can call 865-524-2911.

Help Protect Your Plumbing & Our Environment: Know What To Flush

Despite some marketing claims, you should never flush things like baby wipes. They can clog your pipes or jam sewer pumps, leading to backups into homes, sewer overflows, and costly repairs. Here's how you can help avoid plumbing problems and protect our environment:

- Never flush "disposable" or "flushable" personal hygiene wipes, paper towels, rags or shop towels, feminine hygiene products, dental floss, toilet wand heads, or cat litter.
- Never pour cooking grease down toilets or drains. Pour it in a can and put it in the trash.
- Never flush prescription or over-the-counter drugs down drains or toilets. To keep them out of waterways, take them to collection events or a permanent collection site.
- Dispose of hazardous materials properly, including pesticides, cleaning products, paint, etc. City of Knoxville and Knox Co. residents can dispose of them at 1033 Elm St.

For more information on how to protect our environment and your plumbing, visit www.kub.org/water.



3 Ways to Conserve Water

From the size of your laundry load to where you place your lawn sprinklers, here are some ways you can save water.

- **Wash full loads of laundry.** Make sure the washer is full before you start it. (Energy Tip: Wash on cold to save energy that would be used to heat the water.)
- **Take showers** instead of baths.
- **Repair even the smallest leak.** A dripping faucet can waste up to 200 gallons of water in one month.

For more water conservation tips visit www.kub.org/water.



Yes! I want to help.

Clip and return this portion with your payment or mail separately to the address listed below.

Name _____

KUB Service Address _____

Daytime Phone _____

\$ _____ One-Time Contribution \$ _____ Monthly Pledge

You can add your Project Help contribution to your utility payment or use a separate check made payable to Project Help.



KUB, a municipal utility (not for profit), serving Knox and parts of seven adjacent counties, provides reliable electric, gas, water, and wastewater services to more than 464,000 customers.



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♻️ Please recycle.