

## Bill Payment Assistance Available

Various bill payment assistance options are available for those in need. Please visit [www.kub.org/assistance](http://www.kub.org/assistance), call us at 865-524-2911, or call a partner agency listed below if you feel you will have trouble paying an upcoming bill.

### Payment Assistance Partner Agencies:

- **Anderson Co.:** East Tennessee HR Agency- 865-457-3352
- **Blount Co.:** Community Action Agency- 865-983-8411
- **Grainger Co.:** Douglas Cherokee - 865-828-5228
- **Jefferson Co.:** Douglas Cherokee - 865-475-4745
- **Knox Co.:** CAC - 865-637-6700
- **Sevier Co.:** Douglas Cherokee - 865-453-7131
- **Union Co.:** ETHRA - 865-992-8816

## KUB Commits to 20 Percent Solar

By the end of 2023, solar-generated electricity will supply 20 percent of KUB's load, as KUB recently announced a purchase of 502 megawatts of solar power through TVA's Green Invest program. KUB was the first local power company to utilize Green Invest in March 2020 with a 212 megawatt-commitment. With November's additional commitment, the total of 502 megawatts equals enough energy to power more than 83,000 average homes annually.

*Learn more about KUB's environmental efforts at [www.kub.org/environment](http://www.kub.org/environment)*

## Go Renewable With Green Switch Match

TVA's Green Switch Match program gives residential and commercial KUB electric customers the chance to offset their carbon footprint by matching their monthly electricity consumption with renewable energy production for 1 cent per kilowatt hour used. The typical residential customer could participate in Green Switch Match for approximately \$10 each month.

*Sign up at [www.kub.org/match](http://www.kub.org/match).*

## Share the Warmth With Project Help

### Give Jan. 6–Feb. 2 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 or have been impacted by the COVID-19 pandemic.

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 or visit [www.kub.org/projecthelp](http://www.kub.org/projecthelp). You can also give at Food City and area Home Federal Banks on Jan. 6–Feb. 2.

To request Project Help assistance, contact the Knoxville-Knox County Community Action Committee at 865-637-6700.

*For more information, visit [www.kub.org/projecthelp](http://www.kub.org/projecthelp).*

## 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](http://www.kub.org/plantsmart).*

## 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](http://www.kub.org/gas) for more information.*



**Give to Project Help  
Jan. 6–Feb. 2**

## Levelized Billing Offers Consistency

Levelized Billing helps you “level out” seasonal swings that make your bills higher in very hot or cold months. Under the program, KUB will calculate your payment each month using a rolling 12-month average. Because your payment is recalculated each month, the payment amount will vary slightly to reflect a true rolling average.

Sign up online at [www.kub.org/levelized](http://www.kub.org/levelized).

## 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](http://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](http://www.kub.org/bills-payments) for more ways to pay your bill.
- **Report an outage.** KUB is proud of its excellent reliability, and when outages do happen, it’s easy to let us know. Report it at [www.kub.org/outage](http://www.kub.org/outage).
- **Monitor your usage.** Take a look at your water and electric usage in previous months. Log in to your KUB account and click “my advanced meter data” to view your usage information.
- **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/save](http://www.kub.org/save) 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](http://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](http://www.kub.org) and click on Contact Us to email KUB, or you can call 865-524-2911.



# 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.

## 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](http://www.kub.org/water).

## Be Aware of Phone Scammers Impersonating KUB Employees

Don’t believe someone who calls to say your power will be shut off unless you pay immediately. KUB calls customers with information, but does not use calls for service termination or to take payment.

Don’t 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.

If you suspect a scam, please call KUB at 524-2911 or email KUB at [cservice@kub.org](mailto:cservice@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 more than 468,000 customers.



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Please recycle.