

## Savings Tips and Assistance Available

KUB customers should be aware of various ways to save this winter, as well as assistance options.

- **Home Uplift:** Weatherization upgrades designed to make homes more energy efficient, comfortable, and affordable, are available through Home Uplift, A TVA EnergyRight program that offers qualifying KUB customers an average of \$10,000 worth of free weatherization and efficiency improvements. Visit [www.homeuplift.mytva.com/qualify](http://www.homeuplift.mytva.com/qualify) to determine eligibility and to apply online.
- **Conserve Energy & Water:** Take a look at tips to save energy and water in the Q&A to the right.
- **Levelize Your Bill:** KUB's Levelized Billing program reduces seasonal swings that make your bills higher in very hot or cold months. Under the program, KUB calculates 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).
- **Track Your Usage:** Through KUB's mobile app or on your online account, you can track your usage by the hour and use that data to know when you're using the most energy and adjust as needed.
- **Billing Assistance:** Bill payment assistance options are available for those in need. Visit [www.kub.org/assistance](http://www.kub.org/assistance) or call us at 865-524-2911 to learn more.

## Q&A || KUB Answers Your Questions

### How Can I Conserve Water & Energy This Winter?

From the size of your laundry load to how you brush your teeth, small changes like these can add up to big savings.

- **Control your thermostat.** Heating your home or business accounts for more than half your energy usage. The recommended thermostat setting is 68°, and every degree warmer will increase your bill by approximately 1%.
- **Wash full loads of laundry.** Make sure the washer is full before you start it. (Wash on cold to save energy that would be used to heat the water.)
- **Replace your air filters monthly** to reduce strain on your HVAC system. Use your KUB bill as a reminder each month. And did you know thinner, more affordable filters are more efficient?
- **Turn off the tap.** Save another 200 gallons of water each month by turning off the tap while you brush your teeth or scrub your hands.

*For more savings tips, visit [www.kub.org/save](http://www.kub.org/save).*

## Share the Warmth With Project Help

### Give Jan. 4–Feb. 7 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.

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 from Jan. 4–Feb. 7.

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).*



**Give to Project Help  
Jan. 4–Feb. 7**

## Try Our Convenient Online Services

KUB offers customers a variety of online services that can help save time and money. Log in 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. When an outage does 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, electric, or natural gas usage in previous months. Log in to your KUB account on your desktop browser or in KUB's mobile app to view your usage information.
- **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).

## 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 call to take a payment to prevent service termination.

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.

Finally, stay up to date with your balances and know how much you owe and when you last paid.

*If you suspect a scam, please call KUB at 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. (See box below.)
- Dispose of hazardous materials properly, including pesticides, cleaning products, etc. City of Knoxville and Knox Co. residents can dispose of them at 1033 Elm St.

*For information on how to protect our environment and your plumbing, visit [www.kub.org/water](http://www.kub.org/water).*

### Medication Take Back Event

This event is to reduce the number of unused, unwanted and expired medications in homes.

- Friday, January 20, 2023
- Karns Senior Center: 8042 Oak Ridge Hwy.
- 10 am - 2 pm

Accepting: all household prescription and over-the-counter medications (including narcotics), liquid medications, pet medications, expired Narcan/Naloxone, syringes/medical sharps (including EpiPens), ointments, lotions, and drops.