

Savings Tips & Assistance Available

As energy use increases in the midst of colder months, KUB wants its customers to be aware of various ways to save this winter, as well as assistance options.

- **Home Upgrade Funding:** TVA EnergyRight® provides rebates for various energy efficiency home improvements. Learn more at www.kub.org/save.
- **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.
- **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 water and adjust as needed.
- **Billing Payment Assistance:** Bill payment assistance options are available for those in need. Visit 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.** Lower your thermostat's regular setting as low as safely and comfortably possible and dress in layers. Each degree change can save approximately 3 percent on your bill.
- **Wash full loads of laundry.** Make sure the washer is full before you start it. Wash on cold to save energy spent on water heating.
- **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 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.

Share the Warmth With Project Help Give Jan. 7–Feb. 10 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. You can also give at Food City and area Home Federal Banks from Jan. 7–Feb. 10.

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.



**Give to Project Help
Jan. 7–Feb. 10**

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 or via the KUB mobile app 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.
- **Report an outage.** KUB is proud of its excellent reliability. When an outage does happen, it's easy to let us know. To report an outage or view estimated restoration times, visit the KUB mobile app or our website at www.kub.org/outage.
- **Monitor your usage.** Did you know you can see your water, electric, and natural gas usage on a daily and hourly basis? If you log in to your KUB account via our website or mobile app, you can find it there.
- **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.

Be Aware of Scammers Impersonating KUB

Be cautious of false advertisements or misleading information online. KUB calls customers to share information but never demands payment to prevent service termination.

Don't share personal information, such as your date of birth, Social Security number, or KUB account number, with unverified sources. Don't give money or prepaid cards to anyone who comes to your home claiming to collect your KUB bill. KUB never collects payments in the field.

Stay up to date with your account balance so you know how much you owe and when you last paid.

If you suspect a scam, please call KUB at 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. (See box below.)
- Dispose of hazardous materials properly, including pesticides, cleaning products, etc. City of Knoxville and Knox County 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.

Medication Drop Off

Disposing of your medications properly reduces the risk of substance misuse and environmental harm caused by flushing or throwing medications away improperly. For medication drop boxes or Take Back events near you, visit countitlockitdropit.org.

Drop offs typically accept 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.



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), provides more than 519,000 customers in Knoxville and parts of seven surrounding counties with safe and reliable electric, fiber, natural gas, wastewater treatment, and water services.



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