

Round It Up to Help Others



The new Round It Up program, which starts in May, will put your change to work in our community. Your donations will help weatherize homes for low-income families.

"It's probably not surprising that people at or below the poverty line live in older, energy-inefficient homes,"

said Jason Estes of the Knoxville-Knox County Community Action Committee (CAC), which will administer Round It Up. "Weatherizing those homes makes permanent changes to help the families save energy—which is good for our environment—and make their utility bills more affordable. It also helps break the cycle of annual energy assistance requests to programs like Project Help."

Your small change each month can make a big difference. The average KUB customer will contribute about 50 cents a month. If half of all KUB customers participate, the program could raise \$600,000 a year to help our neighbors and to improve our community and our environment.

KUB will automatically round your bill up to the next dollar, so you don't have to do anything to start helping. But it's still your choice whether to help. If you don't want to participate you can:

- Check the "no" box under Round It Up on the form on the back of your KUB bill.
- Go to www.kub.org, log in or create an account, then go to My Account, Account Summary and click the "Active" link next to Round It Up [the link will change to "Inactive"].
- Call KUB at 524-2911 and press "6" for more information or to cancel your participation in the program.

Q&A | KUB Answers Your Questions

Q: How can I sign up for the Levelized Billing Plan (LBP)?

A: You can sign up on the back of your KUB bill or online at www.kub.org. LBP calculates your payment each month using a rolling 12-month average. That helps "level out" seasonal swings from very hot or cold months. Because your payment is recalculated each month, the payment amount will vary slightly to reflect a true rolling average.

Use Less Energy, Save More Money

Find Out How With Free Online Energy Audit

The more energy you use this winter, the higher your bill will be. Try these simple but effective tips to conserve and save:

- Lower your thermostat: You save about 1 percent on heating for each degree you cut back. [Try for 68 or lower.]
- Set it even lower [manually or by using a programmable thermostat] when you're sleeping or away from home. [Don't turn electric heat pumps back up by more than three degrees to avoid re-heating with expensive auxiliary heat.]
- Use gas logs or other nonessential gas appliances sparingly.
- Don't cover or block heating vents.
- Seal leaks around doors or windows to keep heat in.
- Visit the Money-Saving Tips section on www.kub.org for more tips on conserving energy and water and for a link to the free online energy audit offered by TVA.



**Please Give to Project Help
Jan. 5–30**

Share the Warmth With Project Help

Give Jan. 5–30 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 safe and warm. Your donation helps elderly or disabled people on fixed incomes and individuals or families who have an emergency need because of job loss, illness, or injury.

The Knoxville-Knox County Community Action Committee (CAC) administers Project Help. KUB collects donations and sends 100 percent of that money to the CAC 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 a monthly pledge, see the back of this newsletter or your KUB bill or go to www.kub.org. You can also give at Food City and area Home Federal banks, Jan. 5–30.

And you can recycle newspapers and mixed paper for Project Help. (See www.kub.org.) Please do what you can. Even \$1 a month makes a difference to people in need.

Call 811 Before You Dig

Call 811 at least three working days before you dig to have underground utilities marked for free. It's the law, and the call helps protect you from dangerous and costly dig-



ins. Remember: Most customer-owned buried lines (like water, sewer laterals, and underground electric) will not be marked. Natural gas service lines, however, will be marked even though they're customer-owned.

Toilets Are Not Trash Cans!

Despite some marketing claims, flushing things like baby or personal wipes isn't a good idea. 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 rags, baby/personal hygiene wipes, paper towels, shop towels, feminine products, dental floss, or disposable toilet wand heads.
- Never pour cooking grease down toilets or drains. Pour it in a can for disposal in the trash.
- Never flush prescription or over-the-counter drugs down drains or toilets. To help keep them out of waterways, take drugs to collection events or the permanent collection site (open 24/7) in the lobby of the Knoxville Police Dept. Safety Building, 800 Howard Baker Jr. Ave.



Just because you can flush it doesn't mean you should. Think before you flush.



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.

Community Events

Please visit www.knoxville.org/events for more information on community events.

Regional Medication Collection Event

Jan. 23 – 24, 9 a.m. to 3 p.m.; Knoxville Convention Center
Bring unwanted prescription/over-the-counter drugs (from homes only) to the Healthy Living Expo. Proper disposal helps protect our environment.

Dogwood Arts House and Garden Show 2015

Feb. 13–14, 10 a.m.–9 p.m.; Feb. 15, 11 a.m.–5 p.m.
Knoxville Convention Center. For more information, visit www.dogwoodhouseandgarden.com.

VITA (Volunteer Income Tax Assistance) Program

Through April 15; Various locations
Free tax preparation for low- to middle-income individuals. Call 211 for more information.

Report Utility Theft

Utility theft endangers lives and is costly to everyone. If you believe someone may be using unauthorized KUB utility services, go to tokub.org and click on Contact Us to e-mail KUB, or call 524-2911. KUB will investigate. All reports are confidential.

MOVEOVER

for utility workers in Tennessee. It's the law.

Tennessee's Move Over law includes utility vehicles. Motorists approaching a utility vehicle with its lights flashing must move over to create an empty lane buffer. If it isn't safe to change lanes, motorists must reduce speed.



KUB, a municipal utility (not for profit), serving Knox and parts of seven adjacent counties, provides reliable electric, gas, water, and wastewater services to about 445,000 customers.

www.kub.org



Send questions or comments to us at
KUB Connection, Dept. 03 • Knoxville Utilities Board
P.O. Box 59017 • Knoxville, TN 37950-9017

Please recycle.