

## Vegetation Management Ensures Tree Health & Electric Reliability

KUB takes our responsibility to provide safe, reliable electricity seriously, which is why our Vegetation Management Program seeks to prevent tree-related damage through ongoing tree pruning and maintenance. We maintain more than 5,000 miles of electric line and prune along approximately 1,000 miles of that line every year.

KUB contract crews are trained to prune trees that pose a hazard to electric transmission and distribution lines growing within the standard safety maintenance zone. In addition to pruning trees, crews clear the utility maintenance zone of all brush, vines, and tall-growing species of trees, which could grow to endanger lines.

KUB is a certified Arbor Day Foundation Tree Line USA utility and prunes according to the foundation's high-quality standards. Tree limbs that are growing within 10 feet of distribution lines and 25 feet of transmission lines will be pruned. Trees threatening service lines running directly to individual customer homes from the transformer are the homeowner's responsibility.

*For questions about tree pruning, visit [www.kub.org/plantsmart](http://www.kub.org/plantsmart). You can also call our Vegetation Management hotline at 865-558-6658 or email [trees@kub.org](mailto:trees@kub.org).*

## 5 Tips to Save Energy, Water, & Money

Did you know you can control the majority of your monthly utility bill? Here are some small changes that can make a big difference:

- 1. Set your thermostat for savings.** HVAC systems are the biggest home energy users. During the warmer months, raise your thermostat as high as safely and comfortably possible. Each degree change can save approximately 3 percent on your bill.
- 2. Change your air filters monthly.** Treat your KUB bill as a reminder to change your air filter each month. Thinner, more affordable air filters offer greater efficiency.
- 3. Use LED light bulbs.** LED bulbs last three times longer than incandescent bulbs and use approximately one-fourth of the energy. LED bulbs work efficiently by preventing heat buildup in the space they light.
- 4. Schedule an HVAC inspection.** It's recommended to have a professional technician service your heat pump at least once a year, and the transition from heating to cooling is the perfect time to do so.
- 5. Only wash full loads of laundry.** Don't waste water and energy with a half-full washer and dryer. When you do have a full load, wash with cold water to save energy from the water heater.

*For more information on how to make your home more efficient and save money, visit [www.kub.org/tips](http://www.kub.org/tips).*

## Q&A || KUB Answers Your Questions

**Q: How can I stay up-to-date on KUB news?**

**A:** Follow us on social media and download our mobile app!

KUB social media outlets are the best way to get updates about KUB.

Did you know that KUB has a mobile application? Download it to your mobile device to access your account on-the-go and stay up to date on the latest customer programs and offers.

Be sure to follow or like us at:



@KnoxKUB



@KnoxKUB



@knoxvilleutilitiesboard



@knoxvilleutilitiesboard

## Levelize Your Bills for 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 on the KUB mobile app or at [www.kub.org](http://www.kub.org).*

## Sign Up for KUB Outage Notifications

Customers can sign up for notifications to receive alerts about outages impacting their electric service. Customers will receive updates about their outage status and estimated restoration times as soon as they are available. Stay safe around damaged infrastructure, and do not approach downed lines.

During widespread outage events, customers can follow KUB at the social media accounts listed above for updates about KUB's restoration process.

*Sign up for notifications online at [www.kub.org/outage-center](http://www.kub.org/outage-center) or on KUB's mobile app.*

## Don't Forget: Have Your Backflow Prevention Assembly Tested by Deadline

If you are a KUB Water customer and have a backflow prevention assembly, you receive annual notifications from KUB about mandatory testing. If you haven't already tested the assembly on your irrigation system, fire protection system, or processes/tools/equipment/etc., that use chemicals, please do so by the deadline you are given on your annual notifications.

Under state and federal requirements you must:

- Hire a state certified KUB approved backflow testing contractor to test your backflow assembly at least once annually as KUB does not provide this service.
  - Ensure your contractor submits a passing test report to KUB.
  - Comply as a condition of continued water service.
- Thank you for helping protect the public water supply from potential contamination.

**Please visit KUB's website** at [www.kub.org/cross-connection](http://www.kub.org/cross-connection) and **select the "Backflow Testers" button to view the contact information of approved backflow testing contractors.**

The contractor you hire will submit the passing test results of your backflow assembly test to KUB on your behalf.

Thank you for cooperating with this important drinking water regulatory requirement.

*If you have any questions concerning your annual backflow prevention assembly test, please contact KUB at 865-594-8333 or [crossconnection@kub.org](mailto:crossconnection@kub.org).*

## Fiber Network Continues to Expand

KUB has installed more than 2,500 miles of fiber optic lines. That's more than the distance from Knoxville to Seattle!

With the fiber network's continued expansion, more than 100,000 customers have access to the fastest internet around. Residential customers can access 1 gigabit per second upload and download speeds in their homes, with the option to upgrade to speeds of up to 10 gigabits per second if needed. A variety of speeds and pricing options are also available for businesses. Additionally, phone and television packages are offered.

*Customers can sign up for KUB Fiber at [www.kub.org/fiber](http://www.kub.org/fiber).*

## Water Smart & Don't Break the Bank

When watering lawns and landscaping this summer, save water and money with these tips.

- **Know when to water.** If your grass springs back when you step on it, it doesn't need water.
- **Don't water the sidewalks.** Set sprinklers to water lawns and gardens only. And take sprinkler breaks! Grass doesn't have to be bright green all summer to be healthy.
- **Use a timer.** Remind yourself to turn the sprinklers off if you use a hose instead of an irrigation system.
- **Watch for leaks.** Detect and repair all leaks in the irrigation system.
- **Create a Tennessee Smart Yard:** Use tips from UT at [tnyards.utk.edu](http://tnyards.utk.edu) to use less water.

*KUB offers various water and wastewater credits to assist with reducing utility costs. For more information, visit [www.kub.org/save-money](http://www.kub.org/save-money).*

## KUB Bill Payment Options

- **AutoPay:** Draft your payment from your bank account automatically. Sign up online or through the KUB app.
- **SelectPay:** Pay by bank draft, online or by phone, on your schedule each month.
- **Phone:** Call 865-524-2911 to pay your bill with a credit/debit card or electronic check.
- **Online:** Use the mobile app or visit [www.kub.org](http://www.kub.org) to pay your bill using a credit/debit card or electronic check.
- **Area Walmart or Kroger stores:** Pay at Walmart or Kroger through CheckFree Pay. Payments post immediately. Transaction fee applies.

- **Customer Service Centers:** KUB Customer Service Centers are located at 4428 Western Ave. and 4218 Asheville Hwy.
- **Pay at kiosks at any of the locations listed below.** Payment posts immediately. Transaction fees apply.
- **Food City Stores:**
  - 7510 Asheville Hwy.
  - 7608 Mountain Grove Dr.
  - 1950 Western Ave.
  - 4344 Maynardville Hwy.
- **Quick Stop:**
  - 315 Merchant Dr.
- **E-Z Stop Food Marts:**
  - 9200 Kingston Pike
  - 7503 Tazewell Pike
  - 11311 Chapman Hwy.
  - 7323 Clinton Hwy.
- **Shell:**
  - 3101 Tazewell Pike