

## Pandemic Response, Assistance Options

In response to the COVID-19 pandemic, KUB suspended non-payment service interruptions. We do not plan to resume these service interruptions before August 3, 2020. There are several assistance options available to customers with bill payment concerns. Customers can learn more about the assistance options below and other pandemic response efforts at [www.kub.org/reliable](http://www.kub.org/reliable).

- **Credit Payment Plans & Payment Agreements**, due date extensions, and late fee waivers are available for customers experiencing financial difficulties. Call KUB at 865-524-2911 for more information.
- **Project Help:** This emergency assistance program helps customers with their utility bills. As part of its pandemic response, Project Help is relaxing its income requirements and making more funds available. To learn if you are eligible for Project Help funds, contact the Knoxville-Knox County Community Action Committee (CAC) at 865-637-6700.
- **KUB Customer Counselors:** KUB employs three full-time counselors who manage KUB programs and partner with over 100 agencies and faith-based organizations to aid customers.
- **Low Income Home Energy Assistance Program (LIHEAP):** Counselors also work with CAC, Douglas Cherokee, and E. Tennessee Human Resources Agency to assist customers applying for LIHEAP funds. Call the CAC number above to find out if you are eligible.

## 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.

You can sign up on the back of your KUB bill or online at [www.kub.org](http://www.kub.org).

## Power Out? Call to Report It

Don’t wait on hold—use KUB’s interactive voice system to quickly report outages.

- Call 865-524-2911.
- Listen carefully to the different options provided. For example, say ‘electric’ or press ‘2’ when prompted.
- Have your account phone number or KUB 10-digit account number handy. **Remember: Keep your account phone number updated using one of these methods:**
  - Fill it out on the back of your bill stub.
  - Call KUB at 865-524-2911.
  - Log in at [www.kub.org](http://www.kub.org), click “Manage Account,” and scroll down to “Contact Information.”

You can also report outages at [kub.org](http://kub.org) by clicking “Report Outage” in the upper right hand corner.

## Q&A | KUB Answers Your Questions

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

A: Follow us on social media!

KUB social media outlets are the best way to get updates about KUB’s pandemic response, power outage, energy-saving tips, and more.

Follow or like us at:



@KnoxKUB



@knoxvilleutilitiesboard



@KnoxKUB

## Self-Service Bill Payment Options

KUB offers various ways to pay your bill while maintaining appropriate social distance. KUB is currently waiving or reimbursing any transactional fees associated with these payment methods.

- **Automatic bank draft (AutoPay)** drafts your payment automatically from your bank when it is due.
- **One-time bank draft (SelectPay)** lets you pay by bank draft, online or by phone, and set up payments to draft ahead of time each month.
- **Pay at any area Walmart or Kroger stores** through CheckFree Pay. Payments post immediately.
- **Pay at kiosks** at any of locations below. Payments post immediately.

### Kiosk Locations:

- **Food City Stores:**
  - Open 6 a.m. to 12 a.m.
  - 7510 Asheville Hwy.
  - 1950 Western Ave.
  - 7608 Mountain Grove Dr.
  - 4344 Maynardville Hwy.
- **Exxon:**
  - Open 6 a.m. to 12 a.m.
  - 3101 Tazewell Pike
- **Quick Stop:**
  - Open 6 a.m. to 12 a.m.
  - 315 Merchant Dr.
- **KAT Transit Center:**
  - Open per bus schedules
  - 301 Church Ave.
- **E-Z Stop Food Marts:**
  - Open 24 hours
  - 8605 Walbrook Dr.
  - 9200 Kingston Pike
  - 7503 Tazewell Pike
  - 11311 Chapman Hwy.
  - 7323 Clinton Hwy.

## 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.
- **Water in the morning.** Water in the morning hours to reduce evaporation.
- **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 Tenn. Smart Yard:** Use tips from UT at [ag.tennessee.edu/tnyards](http://ag.tennessee.edu/tnyards) to use less water and have less maintenance.  
Visit [www.kub.org/sprinklers](http://www.kub.org/sprinklers) for more tips on how to conserve water and save money.



## Natural Gas Safety: Leak Detection

To help detect a leak, be alert for the "rotten egg" smell of natural gas. You may also hear blowing or hissing or see bubbling in a wet area or flames if a leak ignites. If you suspect a leak:

- Leave the area immediately; don't do anything that could create a spark.
- Call KUB at 865-524-2911 from a location with no leak signs.
- Don't go back to the area until KUB tells you it is safe.  
For more information, visit [www.kub.org](http://www.kub.org).

## Start/Stop Utilities at [www.kub.org](http://www.kub.org)



Make your move easier with KUB's convenient Start/Stop service function online at [www.kub.org](http://www.kub.org). You can start or stop your utility service online anytime, from anywhere.

Just go to [www.kub.org](http://www.kub.org) and click "Start/Stop Service"

on the home page. New customers will need to register through an easy web form.

You can select a date to start/stop service online. You also get a confirmation e-mail when you submit a service request.

**Anytime you're ready to move, start, or stop your KUB utility services on your schedule at [www.kub.org](http://www.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 about 464,000 customers.

[www.kub.org](http://www.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. **Change your air filters monthly.** Treat your KUB bill as a reminder to change your air filter each month. And did you know thinner, more affordable air filters are more efficient?
2. **Use LED light bulbs.** LED bulbs last three times longer than incandescent bulbs and use approximately one-fourth of the energy.
3. **Unplug your devices.** Plugged in devices quietly drain electricity all day, every day, even when they are turned off. Unplug items like cellphone chargers, hair styling products, and microwaves when not in use. For hard-to-reach outlets, use Smart Power strips to manage use.
4. **Don't use duct tape to seal ducts.** Don't let duct tape's name fool you. It should not be used to seal duct work. Instead, use mastic to seal ducts.
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).

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

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

Under state and federal regulatory requirements you must:

- Test your backflow device annually.
- 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.

If you have questions or need more information, please call KUB at 524-2911 or visit [www.kub.org](http://www.kub.org).

**Check out KUB's convenient backflow prevention web portal at [www.kub.org/cross-connection](http://www.kub.org/cross-connection).**

Using the code/PIN provided in your notification letter, your contractor can visit the portal and select "Backflow Device Testing" to submit your passing test results.

You can use your code/PIN to review your device information, find a contractor, and verify your results were submitted by the deadline.

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

**If you have questions, please call us at 865-594-8333.**



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Please recycle.