

KUB Community Solar Coming Soon

KUB is constructing Knoxville's first community solar array, in partnership with TVA and the City of Knoxville. KUB Community Solar enables interested customers to support solar projects through a solar share subscription service.



Through the program homeowners, renters, and businesses will have the opportunity to subscribe to a portion of a 1-megawatt solar array. The array will generate 1.36 gigawatt hours of solar power annually, avoiding approximately 964 metric tons of CO₂e emissions. That amount is equal to saving more than 100,000 gallons of gasoline.

Customers will be able to subscribe for a monthly fee once construction is done and the program officially launches this winter. Customers who subscribe will receive a financial credit for the amount of renewable energy produced by their share(s) of the solar panels.

For more information about KUB Community Solar, and to participate in a survey to receive updates, visit www.kub.org/communitysolar.

For more on KUB's environmental stewardship, visit www.kub.org/environment.

Report Outages By App, Web, or Phone

KUB customers can report utility outages using various platforms.

- **Mobile App:** Log in to KUB's mobile app, and click "outages" in the bottom, right corner. When the Outage Center appears, click "report an outage."
- **Website:** Visit www.kub.org and click "report outage" in the top, right corner.
- **By phone:** Call 865-524-2911 and use KUB's interactive voice system to quickly report outages. Have our account phone number or KUB account number ready to effectively use KUB's phone system.

For details about the outage restoration process, visit www.kub.org/outage.

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.

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



@knoxvilleutilitiesboard



@KnoxKUB

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. Plant Smart.** Plan for the future, and plant a tree that will provide shade for your house. Plant large deciduous trees on the east, west, and northwest sides of your home to reduce air conditioning costs by up to 35 percent. Learn more about planting efficiently and safely at www.kub.org/plantsmart.
- 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.

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 requirements you must:

- Test your backflow device at least once 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.

Check out KUB's convenient backflow prevention web portal at 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 backflow device information, find a contractor, and verify your test 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.

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 Tennessee Smart Yard:** Use tips from UT at tnyards.utk.edu to use less water and have less maintenance.

Visit www.kub.org/conserves 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 or brown/dead vegetation where a natural gas pipeline is buried. 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 safe location.
- Don't go back to the area until KUB tells you it is safe.

For more information, visit www.kub.org/safety.

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, and set up payments to draft ahead of time each month.
- **Phone:** Call 865-524-2911 to pay your bill with a credit/debit card or electronic check. Call 865-524-2911 press 3, then 2.
- **Online:** Use the mobile app or visit 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 to the right.** Payment posts immediately. Transaction fees apply.
- **Food City Stores:**
 - 7510 Asheville Hwy.
 - 1950 Western Ave.
 - 7608 Mountain Grove Dr.
 - 4344 Maynardville Hwy.
- **Shell:**
 - 3101 Tazewell Pike
- **KAT Transit Center:**
 - *Open per bus schedules*
 - 301 Church Ave.
- **E-Z Stop Food Marts:**
 - 9200 Kingston Pike
 - 7503 Tazewell Pike
 - 11311 Chapman Hwy.
 - 7323 Clinton Hwy.
- **Quick Stop:**
 - 315 Merchant Dr



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 468,000 customers.

www.kub.org



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Please recycle.