

Make the Switch—And Get Rewarded!

Sign up for Paperless Billing and get a \$5 gift card from one of 25 retailers [includes Walmart, Subway and Panera Bread*].

With Paperless Billing, you reduce clutter, help the environment, and get:

- Reminders before your bill is due
- Secure online/phone payments
- No worries about lost or stolen paper bills

Sign up by February 28, 2017:

- Visit www.kub.org and register or log in to your account
- Go to “Billing Options”
- Check “Enroll Me” to sign up for Paperless Billing
- Click on “Edit E-mail” and confirm a valid e-mail address to receive your gift card redemption instructions



*The listed merchants are in no way affiliated with KUB nor are the listed merchants considered sponsors or co-sponsors of this program. Uses of merchant names and/or logos are by permission of each respective merchant and all trademarks are the property of their respective owners.

KUB Compressed Natural Gas Fueling Station Opens to Public in January

Do you or someone you know have a vehicle that runs on Compressed Natural Gas (CNG)? Check out KUB's new CNG Fueling station located at 1820 Third Creek Road in Knoxville.

CNG is better for both vehicles and the environment. Also, on average, it costs less than gasoline or diesel.

The station will be available to the public starting in January 2017. For more information on the benefits of CNG, visit www.kub.org or call 524-2911.

Q&A || KUB Answers Your Questions

Q: What is the best way to keep heating bills low?

A: When you feel cold, reach for a sweater, not the thermostat. Each degree you raise your home's thermostat adds about 1 percent to the heating portion of your bill.

KUB recommends setting your thermostat at 68 degrees, or lower, when you're away or asleep this winter. For more money-saving tips, see kub.org.

For a more predictable bill year-round, sign up for Levelized Billing. [See below.]

KUB Levelized Billing Plan Offers More Predictable Bills

Our weather can be unpredictable. Thanks to KUB's Levelized Billing Plan, your monthly utility bill doesn't have to be.

Levelized Billing is a free billing option for KUB residential customers who prefer a more consistent bill year-round. With Levelized Billing, KUB calculates your payment each month based on the previous 12 months of usage history. Your payment amount will vary some each month, but this rolling average helps reduce the impact of extremely hot or cold weather to give you a more “level” bill.

To learn more about Levelized Billing or to sign up, call KUB at (865) 524-2911 or visit www.kub.org today.

Share the Warmth With Project Help Give Jan. 9–Feb. 3 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. 9–Feb. 3.

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.



**Please Give to Project Help
Jan. 9–Feb. 3**

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 buried service lines (like water, sewer laterals, underground electric) will not be marked. Natural gas service lines, however, will be marked.



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 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 the permanent collection site (open 24/7) in the lobby of the Knoxville Police Dept. Safety Building, 800 Howard Baker Jr. Ave.



Report Utility Theft

Utility theft can endanger lives and is costly to everyone. If you believe someone may be using unauthorized utility services in KUB's service area, go to www.kub.org and click on Contact Us to e-mail KUB, or you can call 524-2911. KUB will investigate.

Community Events

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

Tennessee Children's Dance Ensemble Season Opener

For more information, please call 865-584-9636.

Knoxville Civic Auditorium, 500 Howard Baker Avenue

February 24: Evening Performance at 8 p.m.

February 25: Matinee Performance at 2:30 p.m.

February 25: Evening Performance at 8 p.m.

VITA (Volunteer Income Tax Assistance) Program

Free tax preparation for low- to middle-income individuals.

Call the 211 information/referral line for more.

Try Our Convenient Online Services

Go to www.kub.org and register or log in to use these online services that can help you save time and money:

- **Start/Stop utilities:** Make moving easy: set up service online.
- **Sign up for free payment options:** Set up an automated monthly draft from your bank. Or use SelectPay (one-time bank draft), to draft your payment on your schedule.
- **Find payment kiosks:** Kiosks give you real-time credit—even when KUB Payment Centers are closed.
- **Find in-store payment locations:** See our map of Walmart and Kmart stores offering CheckFreePay (\$2 vendor fee).
- **Take a free online energy audit** to find ways to conserve and lower your bill.
- **Check out eScore at 2eScore.com:** TVA eScore advisors will audit your home and rate its energy efficiency [1 to 10]. You get a report with recommendations to help you conserve energy and save money and a list of available rebates for improvements. You can participate in eScore multiple times—possibly with multiple rebates—until your home is a "10."



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), serving Knox and parts of seven adjacent counties, provides reliable electric, gas, water, and wastewater services to about 445,000 customers.



KUB Connection, Dept. 03 • Knoxville Utilities Board
P.O. Box 59017 • Knoxville, TN 37950-9017

♻️ Please recycle.