

Is Your Home a “10”?

Find out with eScore. A TVA advisor will audit your home and rate its energy efficiency from 1–10. You will receive a report with recommendations to help you conserve energy and save money—and a list of available rebates for qualifying improvements. You may make multiple improvements—with potentially multiple rebates—until your home is a “10.”



eScore Can Help You

- Increase your home’s value
- Save on energy bills
- Be more comfortable in your home
- Enhance indoor air quality

For more, call eScore at 1-855-2EScore (that’s 1-855-237-2673) or go online to www.2eScore.com.

Note: For a *free energy audit*, follow this process: choose an approved contractor from the eScore list, make a qualifying improvement, then set up an audit. If you choose to have an audit before you make any improvements, it costs \$75.

Don’t Sweat Your Cooling Bill!

In addition to conserving energy, sign up for Levelized Billing. KUB will calculate your payment each month using a rolling 12-month average. That average helps to “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. You can sign up on the back of your KUB bill or online at www.kub.org.

Save With Weatherization Assistance

The Knoxville Extreme Energy Makeover (KEEM) and Round It Up (RIU) have weatherized more than 300 houses for qualifying low-income families. Yours could be next!

KEEM has \$15 million for weatherization in Knoxville. RIU has \$850,000 for KUB customers in any county.

The programs serve low-income people in energy-inefficient homes that are costly to heat or cool. Program efforts may include:

- Air sealing, insulation, improved ductwork, new windows
- High-efficiency heat pumps/air conditioners
- Energy-efficient appliances and light fixtures

The Knoxville-Knox County Community Action Committee (CAC) manages both programs. For information or to apply, call its Housing and Energy Office at 865-244-3080.

Call today to start saving energy and money.

Q&A | KUB Answers Your Questions

Q: I’d like to switch to paperless billing, but what if I forget to pay without a bill to remind me?

A: No worries. You will get a monthly bill e-mail reminder if you go paperless. Or combine paperless billing with AutoPay and never have to worry about forgetting to pay. [See back for more convenient payment options.]

Sign up now to save trees, time, and money. KUB mails over 2.5 million bills a year. Reducing paper use saves trees and lowers greenhouse gas emissions.

Register on kub.org (or log into your account), and go to “My Bill Delivery.” Click on “Edit” on the right side of the page, and choose “Paperless Billing.”

Coming Soon: KUB’s New, More Responsive and User-Friendly Website

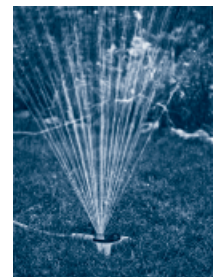
In September 2016, KUB will launch a new responsive website. The site will adapt to the device you use to connect, whether that is a desktop computer, laptop, smart phone, or tablet.

You will still be able to access the same features available now to pay your bill, start/stop service, view maps, report power outages, check outage status, and much more. In fact, those processes will be even easier on the new streamlined and user-friendly site.

Water Wisely, Save Money

Experts recommend watering lawns and landscaping plants no more than twice a week under normal conditions.

- Water only when needed. Established grass and plants need three-fourths to one inch of water a week March–October. Use rain gauges (or tin cans) to help track rainfall.
 - Water in the cool morning hours to reduce evaporation. Do not water on windy days.
 - Set sprinklers to water lawns and gardens only—not streets, sidewalks, etc.
 - Use a timer to remind you to turn the sprinklers off if you use a hose instead of an irrigation system.
 - Detect and repair all leaks in the irrigation system.
 - Don’t over-water [can cause root-rot, fungal disease, mold].
- Visit www.kub.org or www.epa.gov/watersense/ for more tips on how to conserve water and save money.



Payment Options to Save Time, Money

Want to pay on your schedule, even when KUB isn't open? Check out these options and save the time and money spent mailing payments or driving to a payment center.

Visit www.kub.org for more on these free payment tools:

- AutoPay drafts your payment automatically from your bank or credit union on the bill due date.
- SelectPay lets you pay by bank draft, online or by phone, and set up payments to draft ahead of time. Each month, you choose to pay by bank draft or other available option.
- Levelized Billing recalculates your bill each month using a rolling 12-month average to "level out" seasonal swings from very hot or cold weather.

Pay while you shop at all area Walmart, Kmart, and Kroger stores (\$2 fee, payments post immediately).

Pay at kiosks [cash/check only] in various locations (\$1.95 fee, payments post immediately).

Kiosk Locations:

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



Report Sewer Overflows

If you see a sewer overflow, avoid contact and call KUB right away at 524-2911. If you can't avoid contact, wash thoroughly with soap and water. KUB responds promptly to overflow reports and posts signs to alert people to the overflow. We clean the area where the overflow occurred and apply lime as a disinfectant.

Privacy Policy

KUB takes your privacy seriously. Under the Tennessee Public Records Act (Tennessee Code Annotated, 10-7-503), however, KUB must release some customer information to Tennessee citizens who request it. We do not, however, release Social Security numbers or financial information. We also do not release any information on customers who bring a valid protection document to a KUB payment center.



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.

Community Events

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

The Butterfly Fund 5K Run/Walk

August 20, 9 a.m.; Cherokee Blvd., Sequoyah Hills
Supports research, treatment, and services to defeat childhood cancers. Online registration available at www.butterflyfund.org.

The Man Run

Aug. 27, 8 a.m.; UT Medical Center, 1924 Alcoa Hwy.
The Man Run offers these options: 10K run/walk, 5K run/walk, and a 1/2-mile fun run/walk. You can even sleep in and still participate by making a donation. Proceeds support free prostate cancer screenings and education in East Tennessee. To register, visit www.utmedicalcenter.org.

State-Required Back-to-School Vaccinations

All students entering preschool, kindergarten, or seventh grade must provide a Tennessee certificate proving they have received the state-required vaccinations. For more information, call (865) 215-5150 or visit www.knoxcounty.org/health.

Urgent Notice About Mandatory Backflow Prevention Device Testing

The deadline to submit annual test reports for residential backflow prevention devices was July 1.

If you haven't tested your device, call an approved testing contractor immediately. If you're not using the irrigation system, pool, etc., that requires a device, please call so we can document that.

Under regulatory requirements you must

- Test your device annually
- Submit a passing report to KUB
- Comply as a condition of continued water service.

We appreciate your efforts to help protect the public water supply from potential contamination. If you have questions or need more information, please call us at 524-2911 or visit www.kub.org.



Start/Stop Utilities Online



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

Just go to www.kub.org and follow the Start/Stop link under

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

You can even select a date to start/stop service online. And you 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 on www.kub.org!



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

Please recycle.