

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.”

For more, please 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.



eScore Can Help You

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

Don't Sweat Summer Bills: Sign Up for Levelized Billing

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.

Thank You for Supporting Round It Up!

KUB customers have donated over \$1.6 million to the Round It Up (RIU) weatherization program since May 2015 by rounding their bills up to the next dollar. So far, RIU has weatherized over 130 energy inefficient homes for area low-income families, with many homes on the waiting list.

KUB forwards 100% of RIU funds to the Knoxville-Knox County Community Action Committee (CAC) weatherization program. CAC also manages the Knoxville Extreme Energy Makeover (KEEM) program (funded by a \$15 million TVA grant).

Weatherizing homes helps provide a root-cause solution to an ongoing problem—low-income residents in energy-inefficient homes that are costly to heat and cool. That helps reduce the need for recurring bill payment assistance.

If you are not contributing to RIU, please consider enrolling (visit kub.org or see the back of your bill). Your small change can lead to big changes in our community and our environment.



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.”

KUB's Compressed Natural Gas (CNG) Fueling Station Open to Public

Do you or someone you know have a vehicle that runs on CNG? Then check out KUB's new CNG Fueling Station at 1820 Third Creek Road in Knoxville. The automated station is open 24/7 and can fuel vehicles ranging from cars to tractor-trailers.

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

For more information on the benefits of CNG, visit www.kub.org or call KUB at 524-2911.

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 shopping at any area Walmart, Kmart, or Kroger stores (ask cashiers, \$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 453,000 customers.

Community Events

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

Medication Collection Event

August 26, 9 a.m. – 1 p.m.; Food City, 4805 N. Broadway
(Medication drop off available only during this event.)

Bring in unwanted prescription and over-the-counter drugs for proper disposal to help protect our environment. Residential/household medications only; no doctors' offices, etc. For more information or drop off locations, please visit www.medicationcollection.org or countitlockitdropit.org.

State-Required Back-to-School Vaccinations

All new students and students entering preschool, kindergarten, or seventh grade must provide a Tennessee certificate for state-required vaccinations. For more, call (865) 215-5150 or visit www.knoxcounty.org/health.

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

If you 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. If you don't submit a passing test report by the deadline, you will incur an administrative charge of \$300 on your bill.

Under state and federal regulatory requirements you must

- Test your backflow device annually
- Submit a passing 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.



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 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.