

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/workshops. You can also request a free Energy & Water Saving Workshop for your community group.

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 to use less water and have less maintenance.

Visit www.kub.org/sprinklers for more tips on how to conserve water and save money.



Q&A | KUB Answers Your Questions

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

A: Follow us on social media!

During a power outage, our social media outlets are the best way to get real-time updates on what our crews are facing and when power will be restored.

Social media is also a great way to see how KUB employees are involved in the community, receive tips on conserving energy, and more.

Follow or like us at:



@KnoxKUB



@knoxvilleutilitiesboard



@KnoxKUB

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.

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, click “Manage Account,” and scroll down to “Contact Information.”

You can also report outages at kub.org by clicking “Report Outage” in the upper right hand corner.

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:

- **Automatic bank draft (AutoPay)** drafts your payment automatically from your bank or credit union 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.
- **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 at any area Walmart or Kroger** stores through CheckFree Pay for a \$2 fee. Payments post immediately.
- **Pay at kiosks** with cash or a check for a \$1.95 fee. 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.

● E-Z Stop Food Marts:

Open 24 hours

- 8605 Walbrook Dr.
- 9200 Kingston Pike
- 7503 Tazewell Pike
- 11311 Chapman Hwy.
- 7323 Clinton 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.

Start/Stop Utilities at www.kub.org



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 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.



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 461,000 customers.

Community Events

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

Medication Collection

July 19, 12-6 p.m.; WBIR, 1513 Bill Williams Ave.

WBIR will host a medication collection event where unused medication can be dropped off for proper disposal.

For a list of permanent medication disposal drop boxes, visit <https://countitlockitdropit.org/drop-box-finder/>

39th Annual Quilt Show & Competition

Aug. 2, 9 a.m.-5 p.m. Aug. 3, 9 a.m.-4 p.m.; Knoxville Expo Center

The Smoky Mountain Quilters of Tennessee will host its 39th Annual Quilt Show and Competition, which will feature more than 200 quilts, 20 vendors, and other special exhibits. Admission is \$7 for one day or \$10 for both days.

Visit www.smokymtnquilters.com for more information.

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. 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
- 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 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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P.O. Box 59017 • Knoxville, TN 37950-9017

♻️ Please recycle.