

KUB Drinking Water Is Safe

With concerns about water quality and aging infrastructure making national headlines, KUB wants to assure you that the water you receive from us is safe.

For more than 75 years, KUB has maintained an excellent water quality record. We work hard to maintain that record through stringent monitoring and testing and constant maintenance and renewal of our distribution system.

A good example is our Corrosion Control Program that helps us comply with all regulatory standards for lead. Lead in drinking water mainly comes from the corrosion, or wearing away, of household plumbing materials that contain lead. KUB continues to use a phosphate inhibitor, which is safe for use in drinking water, to reduce corrosion.

KUB also routinely monitors water quality throughout our distribution system to ensure effective corrosion control.

With utilities nationwide struggling to replace aging systems, we are pleased to report that our water system is on a sound replacement cycle.

Replacement projects are expensive, but the investment in our community's health and future is worth it. And—even with prices for most things skyrocketing nationwide—KUB's water is still a great value at about one-half cent per gallon.

KUB Water Quality Report: www.kub.org/2015kubwaterquality

KUB encourages you to view our 2015 Water Quality Report online. It contains important information on the source and quality of your drinking water, ways to protect our source water, and more.

If you want a paper copy, please call KUB at 524-2911. (Español: llame y presione el numero 2.)



Save With Weatherization Assistance

The Knoxville Extreme Energy Makeover (KEEM) and Round It Up (RIU) have weatherized more than 100 houses for qualifying low-income families. Yours could be next!

KEEM has \$15 million for weatherization in Knoxville. RIU has \$700,000 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 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: My house isn't energy efficient, but I don't qualify for income-based weatherization programs. What can I do?

A: Find out how energy efficient your home is and learn how to save on your bill with a free eScore online energy audit. Or check into a TVA eScore program in-home audit. 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. See www.2eScore.com or call 1-855-2eScore (1-855-237-2673) to get started. Also, check out KUB's money-saving tips (see back) for more.

Look for WaterSense Products to Save

Look for the WaterSense label on water-efficient products to help conserve water and save on your water bill. For more on WaterSense and water conservation, visit www.kub.org. To search by category, brand, or model name or number, go to http://epa.gov/watersense/product_search.html.



KUB's New, Improved Watering Credits

Starting this summer, KUB will roll pool credits into an automatic summer watering credit program. We will also extend the timeframe to earn credits to include May.

To receive wastewater credit on water used outside that does not enter KUB's sewer system, you

- Must have received water and wastewater service at the same address since October 1 of the previous year.
- Must have monthly water use at least 50 percent higher in summer than the rest of the year.

If you meet those criteria, KUB will automatically calculate credits based on your water usage from May–September. You will see any credits you earn on your bills in June–October.

Want full credit for water you use outside that doesn't go to KUB's sewer system? Look into installing a secondary water meter. [Go to www.kub.org, Hot Topics Index, Secondary Water Meter for more information.]

What if you have excessive water use before May or after September? Check to see if a credit may be available outside the automatic summer watering credit period.

See Money-Saving Tips on www.kub.org for more.



Money-Saving Cooling Tips

Hot weather makes your cooling unit run more, which makes your bill go up. Set your thermostat on savings with these tips:

- Save about 1 percent on cooling bills for each degree you raise your thermostat. KUB suggests 78 degrees in summer.
- Don't pay to cool an empty house. Raise the thermostat a few degrees when you leave manually or with a programmable thermostat. It automatically follows a set schedule, so you save money and come home to a cool house.
- Move heat-producing items like incandescent lights and televisions away from thermostats. Their heat makes the thermostat think it is warmer, so the AC will work overtime.
- Take a free TVA eScore energy audit online at kub.org or www.2eScore.com to learn where to save.
- Request an in-home audit from TVA's eScore program. 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. See www.2eScore.com or call 1-855-2eScore (1-855-237-2673) to get started.
- See www.kub.org for more money-saving tips.



Keep Meters Clear; Respect Safety Seals

We understand it can be tempting to "hide" utility meters with shrubbery or other objects, but it isn't a good idea. Easy access to meters near landscaping or inside a building or fence

- Makes repairs easier and safer.
- Helps eliminate multiple and costly meter-reading trips.
- Prevents consecutive usage estimates that may lead to a large correction when the meter is actually read.

KUB seals meters for your safety. Please call KUB at 524-2911 to have a trained technician cut your meter seal for any needed work. Only authorized KUB employees and KUB contractors are allowed to cut meter seals. Cutting the seal yourself or tampering with KUB meters in any way could cause injury or property damage and lead to fines. [Meter tampering includes anything that prevents the meter from measuring usage properly.]

Protect Property, Area Streams: Keep Stormwater Out of Sewers

Did you know connecting sump pumps or roof drains to the wastewater system could contribute to sewer overflows?



When it rains, extra water from such sources can flood wastewater pipes. That can cause sewage backups in your home or overflows into streams or neighborhoods.

To prevent those issues, make sure sump pumps, roof downspouts, and other sources of stormwater drain to storm sewers or ditches. KUB and local

plumbing codes do not allow connecting stormwater sources to the wastewater system.

Contact a plumber or the City Plumbing Inspectors Office (call 311) for advice on disconnecting sump pumps, downspouts, etc.



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.

Rain Barrel Workshops

May 21 and June 18; sign up at <http://waterqualityforum.org/>. Learn how to make a rain barrel to conserve water. For a brochure on safely collecting and using rainwater, see www.kub.org.

Families in the Creek

June 4, free community event
Collect and identify live fish and aquatic insects and learn to protect our waterways. Pre-registration required at <http://waterqualityforum.org/>.

Art on Main, Union County's Annual Art Festival

June 4, 9 a.m.–4 p.m., Downtown Maynardville. [facebook.com/UCArtsCoop](https://www.facebook.com/UCArtsCoop)

Regional Medication Collection Event

June 25, 9 a.m.–1 p.m., Food City at 4805 North Broadway (Fountain City)
Bring in your unwanted prescription/over-the-counter drugs. Proper disposal helps protect our environment.

CAC: SNAP Can Help With Grocery Budget

Want to shop farmers' markets for fresh, healthful foods, but think it's not in your budget?

The Supplemental Nutrition Assistance Program (SNAP) may be able to help. Through SNAP, the Knoxville-Knox County Community Action Committee (CAC) has helped more than 700 people in the Knoxville area save thousands on groceries this past year.

For more on SNAP, call or e-mail Alice Allen (865-524-2786 or alice.allen@knoxseniors.org). She can help qualifying adults of any age in Knox County and surrounding counties obtain SNAP benefits.

Call today to see if SNAP can help you!



Above: Use Electronic Benefits Transfer (EBT) coins at Market Square or New Harvest Park farmers' markets.

Have You Tested Your Backflow Device?

KUB operates a Cross-Connection Control Program to comply with all federal and state standards and to ensure the quality of the water we deliver is not compromised. If you have a connection to your plumbing that could allow potentially contaminated water to flow backward and enter the public water system, that is considered a cross-connection and must have proper protection.

If you have such a connection, regulations require you to install, maintain, and test a backflow prevention device. If you already own a backflow device, you should have received a letter from KUB about the testing required each year. Please contact a State-certified and KUB-approved contractor to complete the testing.

Many customers already use local irrigation and backflow testing companies to test their residential devices in early spring during the initial start up of their irrigation systems. We highly encourage that practice as a convenient opportunity to complete testing requirements early. For more information about cross-connection control, please feel free to contact us at 594-8333.



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

Please recycle.