

## KUB Provides Safe, High-Quality Water

When you turn on your tap, you can trust you will receive safe, high-quality water. Our annual Water Quality Report backs up that statement.

It details our excellent water quality record, stringent monitoring and testing, and constant maintenance and renewal of our water system. For example, concerns about lead primarily come from corrosion, or wearing away, of materials in household plumbing that contain lead. KUB adds a safe corrosion inhibitor to our water and routinely monitors water quality to ensure effective corrosion control.

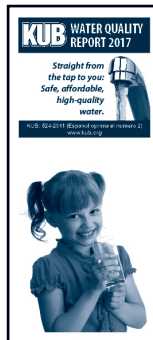


With utilities nationwide struggling to replace aging systems, we are pleased to report that our water system is on a sound replacement cycle. Replacement projects are expensive, but the investment in our community's health and future is worth it. And—as prices for most things keep rising—KUB's water is still a great value at less than a penny a gallon.

## KUB Water Quality Report: [www.kub.org/2017kubwaterquality](http://www.kub.org/2017kubwaterquality)

KUB encourages you to view our 2017 Water Quality Report online at the address above. The report 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 865-524-2911. (*Espanol: llame y presione el numero 2.*)



## KUB Automatic Watering Credits

If you use a lot of water outside that does not enter KUB's sewer system, you may qualify for an automatic watering credit from KUB. To receive the wastewater credit, you must have:

- Received water/wastewater service at the same address since October 1 of the previous year.
- Monthly water use at least 50 percent higher in summer than the rest of the year.

If you meet the criteria, KUB automatically calculates 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 used outside that doesn't go to KUB's sewer system? Look into installing a secondary water meter. [Search for Secondary Water Meter on [kub.org](http://kub.org).]

If you have higher than normal water and wastewater use before May or after September, call 865-524-2911 to see if you qualify for a credit.

See Money-Saving Tips on [www.kub.org](http://www.kub.org) for more.



## Q&A | KUB Answers Your Questions

### Q: What is an excess flow valve? Do I need one?

**A:** An excess flow valve (EFV) is a safety device that can be installed on your natural gas service line, which runs from KUB's gas main to your meter. EFVs react to a surge in pressure from a severed line to allow only a small amount of gas into your line. Most severed lines occur from "dig-ins," when you/an excavator dig on your property and hit your service line. (See Call 811.)

So, do you need an EFV? If your home's service line was installed in/after 1999, you probably already have an EFV. Or KUB can add an EFV to an older line for an average of \$500. For more information, search for "Excess Flow Valves" on [www.kub.org](http://www.kub.org) or call KUB at 865-524-2911.

An EFV is an additional safety option. Even without one, you still benefit from KUB's rigorous standards, proactive maintenance, leak surveys, and other efforts to keep you safe.

Important note: EFVs do not prevent leaks. For your safety, learn to recognize/react to a potential leak. See below or search "Natural Gas Safety" on [www.kub.org](http://www.kub.org).

## Natural Gas Safety: Leak Detection

To help detect a leak, be alert for the "rotten egg" smell of natural gas. You may also hear *blowing or hissing* or see *bubbling* in a wet area or *flames* if a leak ignites. If you suspect a leak,

- Leave the area immediately; don't do anything that could create a spark
- Call KUB at 865-524-2911
- Don't go back to the area until KUB tells you it is safe.



## Thank You for Supporting Round It Up!

KUB customers have donated over \$2.2 million to the Round It Up (RIU) weatherization program since May 2015 by rounding their bills up to the next dollar.

KUB forwards 100 percent of RIU funds to the Knoxville-Knox County Community Action Committee (CAC) weatherization program.

So far, RIU has weatherized around 180 energy inefficient homes for low-income families in our area, and many more homes are on the waiting list.

If you are not contributing to RIU, please consider enrolling (visit [kub.org](http://kub.org) or see the back of your bill). Your small change can make big changes in our community.



## 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. Do it manually or with a programmable thermostat that 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.
- Plant large deciduous trees on the east, west, and northwest sides of your home to create soothing shade from the hot summer sun and reduce air conditioning costs by up to 35 percent.
- Take a free TVA eScore energy audit online at [kub.org](http://kub.org) or [www.2eScore.com](http://www.2eScore.com) to learn where to save.



See [www.kub.org](http://www.kub.org) for more money-saving tips.

## WaterSense Products Help You Conserve and Save Money

Look for the WaterSense label on water-efficient products to help conserve water and save on your water bill.

- For more on WaterSense, water conservation, visit [kub.org](http://kub.org).
- To search by category, brand, or model name or number, please visit [epa.gov/watersense/product\\_search.html](http://epa.gov/watersense/product_search.html).



## 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 it helps protect you from dangerous and costly dig-ins. KUB will mark all natural gas, water, and wastewater mains, underground electric primary lines, and natural gas service lines. KUB does not mark water service lines, sewer laterals, or underground electric service lines.



## Protect Property, Area Streams: Keep Stormwater Out of Sewers

Connecting sump pumps or roof drains to the wastewater system adds extra water that can flood sewer pipes when it rains. That extra water may also cause sewage backups in your home or overflows into streams or neighborhoods.

To prevent those issues, make sure sump pumps, roof downspouts, etc. 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.



# Community Events

Please visit [www.knoxville.org/events](http://www.knoxville.org/events) for more information on community events.

### Make It, Take It Rain Barrel Workshop

May 19, 10 a.m.–12 p.m. Farragut Town Hall, 11408 Municipal Center Dr. Space is limited, so register early. \$40 due at workshop. To register, e-mail [kcaughor@utk.edu](mailto:kcaughor@utk.edu) or call Kellie at 865-974-2151.

Learn how rain barrels function and how to make and install your own rain barrel. Visit <http://waterqualityforum.org/blog/about-the-water-quality-forum/get-involved/wqf-rain-barrel-initiative/> for more information.

### Girl Scout Picnic in the Park

May 26, 10 a.m.–1 p.m. West Hills Park.

Bring a lunch and come to this free event, which includes booths and games, to discover the fun and excitement of being a Girl Scout. If you have questions or want more information, please e-mail [asmallwood@girlscoutcsa.org](mailto:asmallwood@girlscoutcsa.org), call 800-474-1912, or visit [www.girlscoutcsa.org](http://www.girlscoutcsa.org).

## Don't Forget: Have Your Backflow Prevention Device Tested Immediately

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 any processes/tools/equipment/etc. that use chemicals, please do so by the deadline you were given. If you don't submit a passing test report, you will incur an administrative charge of \$300 on your bill.

Under state and federal regulatory requirements you must

- Test your device annually
- Ensure your contractor submits a passing test report to KUB by your deadline
- Comply as a condition of continued water service.



### Check out KUB's convenient backflow prevention web portal at [www.kub.org/cross-connection](http://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 from the letter to

- Review information on your backflow prevention device
- Find a certified testing contractor
- Verify that your contractor submitted your passing test results 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.



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 457,000 customers.



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

Please recycle.