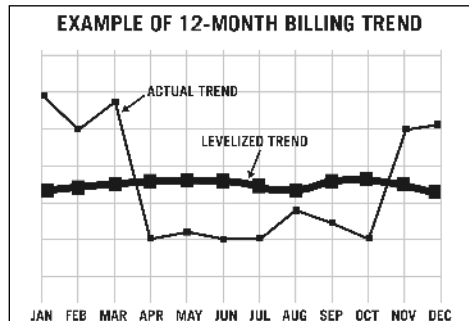


Don't Let Low Temps Cause High Bills: Sign Up for LBP Today

Sign up for the Levelized Billing Plan (LBP) to avoid higher heating or cooling bills caused by extreme weather. With LBP, KUB calculates your payment each month using the average of your latest 12 months of billing history. That helps to “level out” seasonal swings from very hot or cold months. Because LBP re-calculates your payment each month, the amount will vary slightly to reflect a true rolling average.



Signing up is easy: see the back of your KUB bill or go to www.kub.org.

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. You may make multiple improvements—potentially with multiple rebates—until your home is a “10.”

For more, please call eScore at 1-855-2ESCORE (1-855-237-2673) or go to www.2eScore.com.



eScore Can Help You

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

Note: For a *free energy audit*, follow this process:

- Choose an approved contractor from the eScore list online
- Make a qualifying improvement
- Then set up an audit

If you choose to have an audit *before* you make any improvements, the audit costs \$75.

Q&A || KUB Answers Your Questions

Q: I hear about people pretending to be from KUB. How can I know if calls I get are a scam?

A: Don't believe someone who calls to say your power will be shut off unless you pay now: KUB uses a final notice on bills and a pink door hanger, not calls, for service termination.

Never give your financial information to someone who calls or e-mails you: KUB doesn't ask for that info—or for pre-paid cards.

Don't give someone who comes to your home or business money or a pre-paid card for your KUB bill: KUB never collects payments in the field.

If you suspect a scam, please call KUB at 524-2911.

KUB Making Late Fees Consistent

KUB is implementing a change to the determination of late fees for residential wastewater and commercial customers. This change will make the calculation of late fees consistent for all KUB customers. Effective January 1, 2018, the late fee for those services will change to 5 percent of the entire unpaid balance. That is an increase over the previous late fee of 5 percent of the first \$250 of the unpaid balance, plus 1.5 percent of any unpaid balance exceeding \$250. The changes will first appear on bills mailed in February.

Brighten Someone's Holiday: Give a KUB Gift Card

KUB gift cards are a great way to help relatives, friends, or elderly neighbors on a tight budget with their utility bills. By giving a KUB gift card, you also help safeguard the health of those you care about by ensuring they can heat or cool their homes and have water for washing.

You can purchase the gift card in any amount up to \$200. There are no additional fees for purchase or use of the card. Cards may be purchased or redeemed only at KUB Customer Service Centers in these locations:

- Holston Shopping Center, 4218 Asheville Highway
- 640 Shopping Plaza, 4428 Western Avenue



Winter Safety Tips

Winter weather can cause electric outages and costly damage from frozen/broken water pipes. Stay safe with these tips:

Electric

- Get your heating unit ready for winter. Give it a tune-up and change air filters for maximum efficiency.
- Make sure wood/coal stoves are properly installed with a chimney or flue, and keep a fire extinguisher handy.
- Use fuel-burning heaters as directed with proper ventilation. They produce carbon monoxide and can cause suffocation.
- Want to use a portable generator?
 - Have it installed and inspected by licensed electricians.
 - Never connect a generator to your home's main wiring circuit. Disconnect your home from the power system before hooking up a generator. If you don't, electricity may flow backward into power lines, endangering you, your neighbors, and linemen working to restore power.
 - Plug appliances directly into generator/an extension cord; don't exceed recommended generator wattage.
- Stay away from downed power lines. Note the location and call KUB immediately at 524-2911.

Water

- Disconnect hoses/cover outside faucets to prevent freezing.
- Let indoor faucets drip to prevent freezing, and open any cabinets under sinks to let warm air in to the pipes.
- Shut the water off immediately if pipes freeze; open faucets completely to help relieve water pressure/prevent a rupture.
- Don't thaw pipes with an open flame. Use a hairdryer instead.
- Find your water cut-off; operate it to be sure it works.
- Be aware of standing water/dampness to avoid electrical shock.
- Winterize irrigation systems and remove backflow prevention devices to prevent damage.

Natural Gas

- Do not use/store flammables near natural gas appliances.
- Keep areas near natural gas furnaces/water heaters clear.
- Vent gas appliances outside to remove carbon monoxide.
- Recognize. React. KUB Responds.
 - Watch for signs of a natural gas leak: "rotten egg" smell, blowing/hissing sounds, bubbles in a wet area, or a flame. If you suspect a leak, leave immediately and call KUB at 524-2911.
 - Don't do anything that may cause a spark, including using any phone or electrical devices or appliances.
 - Don't re-enter building/outside area where you smell gas until KUB says it is safe.
 - KUB will send a trained technician to conduct a free leak investigation, 24 hours a day.

Can the Grease!

Pouring fats, oils, or grease (FOG) down drains can block pipes or cause rancid odors or messy, costly sewage backups in your home. (Despite the old wives' tale, using soap and hot water doesn't help prevent grease buildup.) FOG also clogs KUB sewers and causes overflows, a potential threat to the environment.



Don't pour grease down drains—can it. Line a metal can with a heat-resistant oven bag. Put the can on a stable surface and pour in grease. **Caution:** Hot grease can cause burns. Allow grease to cool slightly before pouring, and do not use the liner without the can. Throw the bag away, reuse the can with a new bag.

For more tips, go to kub.org and search for Can the Grease.

Recycle Used Vegetable Oil

Holiday foods can be hard on your waistline and your home's plumbing. To avoid messy sewage backups, don't pour cooking grease or vegetable oil down your drains. Can it for disposal in the trash (see above). And bring your used vegetable oil in any closed, non-glass container to a convenience center (CC) for recycling into cleaner burning biodiesel by Clean Energy Biofuels:

Halls CC: 3608 Neal Drive

Dutchtown CC: 10618 Dutchtown Road

John Sevier CC: 1950 John Sevier Hwy.

Knoxville Household Hazardous Waste: 1033 Elm St.

To learn more about biofuels, visit cleanenergybiofuels.com.

Can SNAP Help You? Call CAC to Find Out

The Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps, can help low-income households who need extra money to buy healthy food. To find out if you are eligible, call (865) 524-2786 to speak to the Knoxville-Knox County Community Action Committee (CAC) Office on Aging's SNAP coordinator. Please visit www.knoxseniors.org and look for SNAP under Programs.

You Can Help All Year



Project Help takes donations all year to provide emergency energy assistance in our community. The people helped may have an emergency need because of job loss, illness, injury, or disability.

The Knoxville-Knox County Community Action Committee (CAC) administers Project Help. KUB collects donations from customers and sends 100 percent of the funds to CAC.

See the back of your bill or kub.org to help those in need.



Recognize. React. KUB Responds.