



Pay on Your Schedule At KUB Kiosks

Pay your KUB bill on your schedule at a PaySite kiosk near you. You'll get real-time credit—even on nights and weekends when KUB Payment Centers are closed.

You may pay by cash or check at the kiosk, and you will get a receipt. (Note: The kiosk provider, PaySite, charges a convenience fee of \$1.95.)

The kiosks do not give change; kiosks credit any amount over your current bill to your account. If you put in \$60 to pay a \$55 bill, for example, your KUB account will be credited with \$58.05 (\$60 less the \$1.95 convenience fee the kiosk provider charges).

PaySite kiosks work like ATMs, with easy-to-follow touch-screens and keyboards. Screens and receipts are available in both English and Spanish. Just scan your KUB bill stub or enter your 10-digit account number to pay on your schedule.

To pay by credit card, you must visit www.kub.org or call 1-800-405-7951.

Handy Payment Options

Sign up online or on your bill for these free payment options:

- **AutoPay** drafts your payment automatically from your bank on the bill due date.
- **SelectPay**, KUB's one-time bank draft option, allows you to set up your payment ahead of time to draft on the date you schedule. You can make a single payment or draft multiple payments. Pay online or by phone, anytime from anywhere.
- **Levelized Billing Plan** recalculates your bill each month using a rolling 12-month average to "level out" seasonal swings from very hot or cold weather.

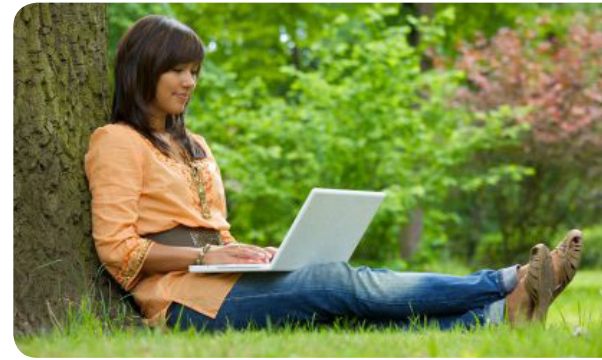
Pay With a Credit Card Online or by Phone

You can make a credit card payment online or by phone through Bill Matrix, a secure third-party service. Visit www.kub.org or call 1-800-405-7951. Bill Matrix charges a convenience fee.

Try KUB's Helpful Online Services

If you haven't been to www.kub.org lately, register on the site to access your account and to use convenient online services like these:

- Make moving easier: Start or stop your utility service online and on your schedule. Follow the Start/Stop link under Service Options on www.kub.org.
- See our money-saving tips: Find simple tips to help you use less energy and water to save more on your utility bill.
- Take a free online energy audit to find areas where you can use less energy and water to help lower your bill.



Go Paperless! It's the Green Thing to Do!

Sign up for Paperless Billing to help protect the environment and make your life a little easier.

KUB bills more than 214,000 customers each month—or over 2.5 million bills a year. That's a lot of paper for the bills, the mailing envelopes, and the return envelopes. Each customer who goes paperless helps reduce paper use.

Why is paperless billing good for the environment and easy for you?

- Less paper waste saves trees and cuts down on greenhouse gas emissions
- No worries about misplacing the paper bill
- Online payments are safe and secure
- Past 18 months of bills available online
- Monthly e-mail alerts when your bill is online

Go to www.kub.org and sign up for Paperless Billing today!

Pay on Your Schedule At KUB PaySite Kiosks



Inside:

- Map of Kiosk Locations
- Kiosk Instructions
- Payment Options
- Paperless Billing



PaySite Kiosk Locations

Pay your KUB bill at a kiosk in one of these locations:

Food City Stores:

Open 6 a.m. to Midnight

-  1 7510 Asheville Highway
-  2 4344 Maynardville Highway*
(Located in Maynardville)*
-  3 1950 Western Avenue
-  4 7608 Mountain Grove Drive

E-Z Stop Food Marts:

Open 24 hours

-  5 8605 Walbrook Drive
-  6 9200 Kingston Pike
-  7 7503 Tazewell Pike
-  8 11311 Chapman Highway*
(Located in Seymour)*

KAT Transit Center:

Open per bus schedules

-  9 301 Church Avenue

Quick Stop:

Open 6 a.m. to Midnight

-  10 315 Merchant Drive

