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 prevent dangerous, costly dig-ins.

KUB marks 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.

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 and don’t do anything that could create a spark. Call KUB at 524-2911 from a location with no signs of a leak.

KUB Biosolids Maintain Platinum Status
Following a third-party audit in November, the National Biosolids Partnership (NBP) again certified KUB’s biosolids program at the highest platinum level. (Biosolids are a nutrient-rich product of the wastewater treatment process.)

KUB’s program first received platinum certification in 2011. It is one of only about 20 U.S. programs at the platinum level.

KUB biosolids are also certified as fertilizer by the Tennessee Department of Agriculture. KUB provides approximately 30,000 tons of biosolids free each year to about 20 area farmers to help improve their pastures. That beneficial reuse is a greener alternative than sending biosolids to the landfill.

Want to Avoid High Bills During Extreme Weather?
Sign up for the Levelized Billing Plan (LBP). With LBP, KUB calculates your monthly payment amount by averaging your latest 12 months of billing history. Avoid significant changes in your bill during the months with very hot or cold temperatures.

When you enroll in LBP, you will benefit from “level” monthly bill amounts with no need to make large periodic payments to pay your account balance in full. The LBP rolling average calculation does the work for you! Monthly bill amounts are adjusted by 5-10% to account for changes in consumption.

Signing up is easy: log on to your www.kub.org account or see the back of your bill.

Q&A: KUB Answers
Your Questions

Q: I keep my thermostat on 68 degrees, so why did my bill still go up?
A: Colder temperatures meant that your furnace/heat pump had to work harder to keep your home at 68 degrees. The extra hours that your unit ran added up to a higher bill. If you think you will have trouble paying your bill, please call KUB immediately at 524-2911 to discuss payment options or assistance.

KUB Answers
Your Questions

Plant the Right Tree in the Right Place
KUB prunes trees for public safety and to help maintain reliable electric service. Plant only low-growing trees near power lines, as shown, to avoid future conflicts.

Questions? Visit www.kub.org, call 558-6658, or e-mail trees@kub.org.
Help Protect Drinking Water: Prevent Cross-Contaminations

KUB operates a Cross-Connection Control Program to

- Meet all state and federal water quality requirements
- Protect our public water supply

**Cross-Connection Examples:**
- Irrigation systems
- Processing equipment
- Alternative water sources
- Fire protection systems

**Questions? Call KUB at 524-2911 or visit www.kub.org.**

Maintaining Natural Gas Pipes

If you own a home/other building with natural gas service, KUB maintains the service line (the pipe from the street to the meter). The pipe from the meter into your structure is the fuel line, which you own and maintain. For safety, periodically inspect the fuel line (above or below ground) from the meter into your structure. Remember, mulch should never be placed around the service riser of your natural gas meter.

KUB recommends using licensed plumbers and heating contractors to locate, inspect, and repair the fuel line between the meter and your structure. If you find unsafe conditions on the fuel line, you are responsible for repairs, and we recommend that you make repairs immediately. For service line repairs due to damages or leaks, call KUB at 524-2911. We will send a technician to conduct a free leak investigation and initiate any repairs immediately. Remember: If you see/smell/hear signs of a leak, call KUB.

Thank You for Giving to Project Help!

You helped raise $50,006.55 for the annual Project Help fundraiser in January at Food City and Home Federal Bank. See the back of your bill or kub.org to keep helping those in need with emergency energy assistance.

How Round It Up Helps Your Community

Round It Up puts your change to work in your community. For less than $1 a month, you can help your community reduce energy costs, address health and safety concerns, create jobs, improve neighborhoods, and promote energy efficiency.

Through the program, the Knoxville-Knox County Community Action Committee (CAC) uses funds voluntarily contributed by KUB customers who have rounded up their bills to help weatherize homes for low-income households. Round It Up has weatherized more than 300 energy inefficient homes for low-income customers in our area, and many more homes are on the waiting list.

KUB customers have contributed $2.8 million to this program, but many more homes are still waiting for help. You can help by enrolling in Round It Up today. Simply check the box under the Billing Options tab on kub.org or fill out the form on the back of your bill. You can also call KUB any time at 524-2911.

Thank you for helping KUB protect the public water supply.

Reminder: KUB no longer tests backflow prevention devices. Please call a state-certified, KUB approved contractor for testing. KUB will mail testing information to residential customers soon.

Please call a state-certified, KUB approved contractor for testing.

Prevent Cross-Contaminations

Help Protect Drinking Water:

- Meet all state and federal water quality requirements
- Protect our public water supply

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

Please recycle.