



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.

Q&A KUB Answers Your Questions

Q: I keep my thermostat on 68 degrees, so why did my bill still go up?

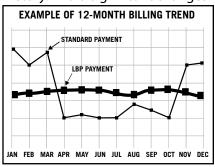
A: Colder temperatures meant that your furnace/heat pump had to work harder to keep your home at 68 degrees. The extra hours that your unit ran added up to a higher bill. If you think you will have trouble paying your bill, please call KUB immediately at 524-2911 to discuss payment options or assistance.

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



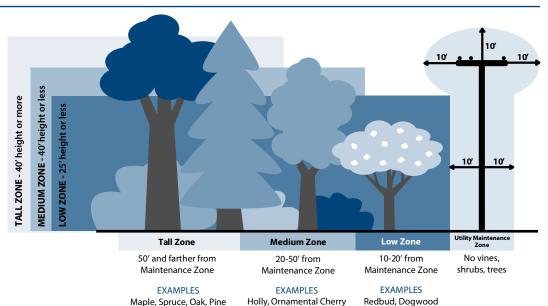
account balance in full. The LBP rolling average calculation does the work for you! Monthly bill amounts are adjusted by 5-10% to account for changes in consumption.

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

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 If water pipes lose pressure, water from homes or businesses with cross-connections could enter our drinking water and contaminate it. All KUB water

Cross-Connection Examples:

- Irrigation systems
- Processing equipment
- Alternative water sources
- Fire protection systems

customers must install, test, and maintain backflow prevention devices if they directly attach anything to their internal or external plumbing that uses chemicals or may introduce contaminants.

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. (Commercial customer mailings are on the set regular schedule.)

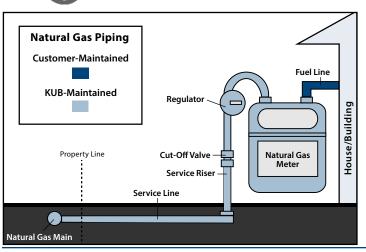
Thank you for helping KUB protect the public water supply. Questions? Call KUB at 524-2911 or visit www.kub.org.

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.





Community Events

See visitknoxville.com/events for more events.

Fix a Leak Week: March 18-24

Fix water leaks to save money and conserve a vital natural resource. Visit epa.gov/watersense or kub.org for more information.

River Rescue [Sponsored by Ijams Nature Center]: April 6, 10 a.m. - 2 p.m. Clean up East Tennessee's rivers, creeks, and streams. For details, visit ijams.org/signature-events/river-rescue.

Medication Collection Events

April 13, 10 a.m. - 2 p.m., Food City, 7608 Mountain Grove Dr. (South Knoxville); April 27, 10 a.m. - 2 p.m., Kroger, 9225 Kingston Pike (West Knoxville). Residential/household medications only. Bring in unwanted prescriptions/over-the-counter drugs to help protect our environment. *Please use the Drop Box Finder on countitlockitdropit.org for permanent drop sites.*

EarthFest: April 20, 10 a.m.–5 p.m.; Knoxville Botanical Garden and Arboretum, 2743 Wimpole Avenue, Knoxville, TN 37914 For more information, visit knox-earthfest.org.

Make It Take It Rainbarrel Workshops: March 23, 10 a.m. - 12 p.m., Farragut Town Hall, 11408 Municipal Center Drive, Farragut, TN 37934; April 27, 10 a.m. - 12 p.m., Lenoir City Municipal Building, 530 Hwy 321, Lenoir City, TN 37771. To sign up and find more information, please email americorps@waterqualityforum.org.

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.



