

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?

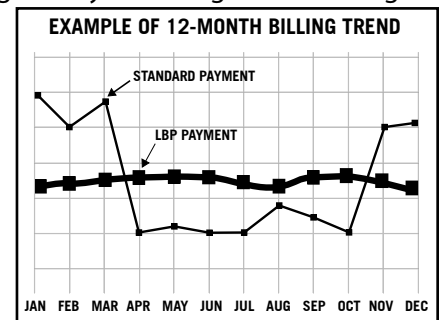
A: Colder temperatures meant that your furnace/heat pump had to work harder to keep your home at 68 degrees. The extra hours that your unit ran added up to a higher bill. If you think you will have trouble paying your bill, please call KUB immediately at 524-2911 to discuss payment options or assistance.

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.

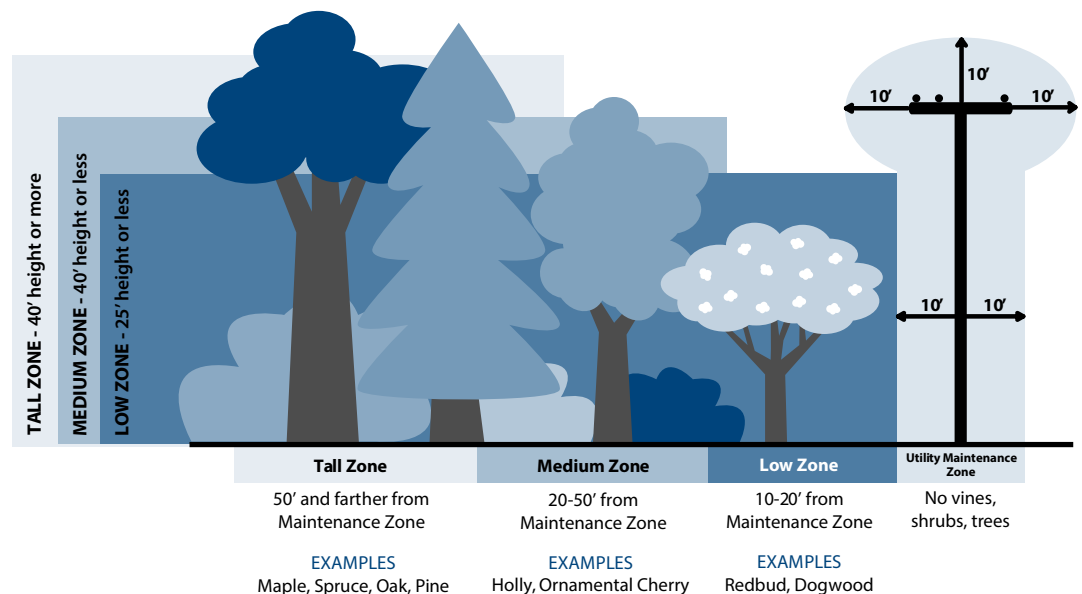
Signing up is easy: log on to your www.kub.org account or see the back of your bill.



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 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.

Cross-Connection Examples:

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

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.

