

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.



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 a nutrient-rich product of the wastewater treatment process that are certified as fertilizer by the Tennessee Department of Agriculture. KUB provides more than 20,000 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

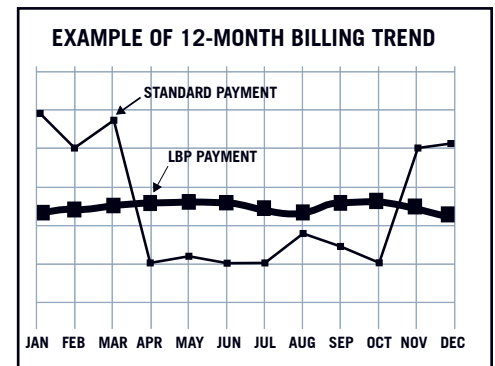
Q: I keep my thermostat on 68 degrees, so why did my bill still go up?

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 at 524-2911 to discuss payment options or assistance.

Levelize Your Bills for Consistency

Weather can be unpredictable, but thanks to KUB's Levelized Billing Plan (LBP), your monthly utility bill doesn't have to be.

LBP is a free option for KUB residential customers who prefer a more consistent bill year-round. Under the program, KUB calculates your payment each month using a rolling 12-month average. Your payment amount will vary some each month, but this rolling average helps reduce the impact of extremely hot or cold weather to give you a more "level" bill.

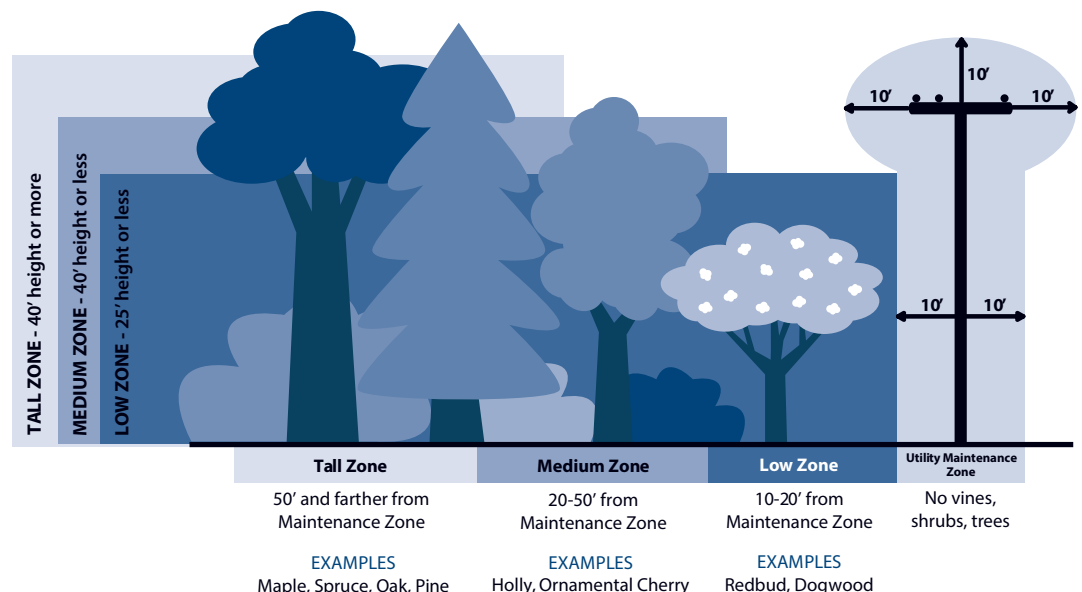


To learn more about LBP, visit www.kub.org/levelized.

Plant the Right Tree in the Right Place

KUB prunes trees to maintain safe, reliable electric service. Avoid future conflicts between trees and power lines by planting only low-growing trees near power lines, as shown.

If you have questions about tree pruning, visit www.kub.org and follow the link from the home page. You can also call our Vegetation Management hotline at 865-558-6658 weekdays, 7 a.m.–9 p.m., or email 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.

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.

Cross-Connection Examples:

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

Community Events

Fix a Leak Week: March 16–22

Did you know a leaky faucet dripping at the rate of one drip per second can waste more than 3,000 gallons of water per year? For more information like this and tips about how to repair leaks efficiently visit epa.gov/watersense.

Medication Collection

Residential/household medications can be dropped off at various locations throughout the city to avoid them entering the waterways. Bring in unwanted prescriptions/over-the-counter drugs at one of the locations listed at tdeconline.tn.gov/rxtakeback.

Thank You for Giving to Project Help!

Thank you for your donations during the annual Project Help fundraiser at Food City and Home Federal Bank, providing assistance to community members in need of emergency heating assistance.

Project Help relies solely on donations and fundraisers. KUB collects donations and sends 100 percent of the money to the Knoxville-Knox County Community Action Committee to buy electricity, natural gas, heating oil, propane, coal, or wood for those in need.

See the back of your bill or www.kub.org/projecthelp for information about how you can make a one-time donation or a monthly pledge to Project Help.



How Round It Up Helps Your Community

Round It Up puts your change to work in your community. By voluntarily rounding your bill up to the next dollar each month, you can help your community members in need reduce energy costs and promote energy efficiency through home weatherization.

Through the program, the Knoxville-Knox County Community Action Committee (CAC) uses funds to help weatherize homes for low-income households. With TVA's Home Uplift program providing matching funds, Round It Up has weatherized more than 450 energy inefficient homes for low-income customers in our area, and many more homes are on the waiting list.

KUB customers have contributed \$3.5 million to this program. 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.

Visit www.kub.org/rounditup for more information.



Recognize. React. KUB Responds.

