

New Bill Payment Funds Available Through COVID Utility Relief Effort

KUB has \$6 million in new funding available for electric residential and business customers through the COVID Utility Relief Effort (CURE) in partnership with TVA and the Knoxville-Knox County Community Action Committee (CAC). To apply for CURE funding, customers must have an outstanding balance, but there are no income requirements.



KUB electric residential customers can receive a one-time payment of up to \$1,000 toward a past-due balance. KUB electric business customers can receive a one-time payment of up to \$3,000 toward a past-due balance.

To apply for CURE funding, visit www.kub.org/help or call CAC at 865-244-3085 and leave a message. Please note: Application processing may take up to two weeks.

Download KUB's New Mobile App

With KUB's new mobile application, your account is always within reach. You can view and pay your bill through the app, report outages from wherever you are, and manage your participation in KUB programs like Round It Up and Paperless Billing!

Stay up to date with KUB by downloading KUB's mobile app today for your smartphone or device at the App Store or Google Play, and log in using your existing KUB credentials.



Q&A | KUB Answers Your Questions

Q: Why did my bill go up even with my thermostat on 68?

A: Colder temperatures make your furnace/heat pump work harder to keep your home at 68 degrees. The extra hours that your unit ran added up to a higher bill. You can keep track of your daily energy usage through your KUB account online. Log in to your account and click "My Advanced Meter Data" to view your usage. The daily temperatures overlay shows you how weather affects usage.

While weather can be unpredictable, KUB's Levelized Billing Plan (LBP) helps ensure monthly bills are not. Under LBP, 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.

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.

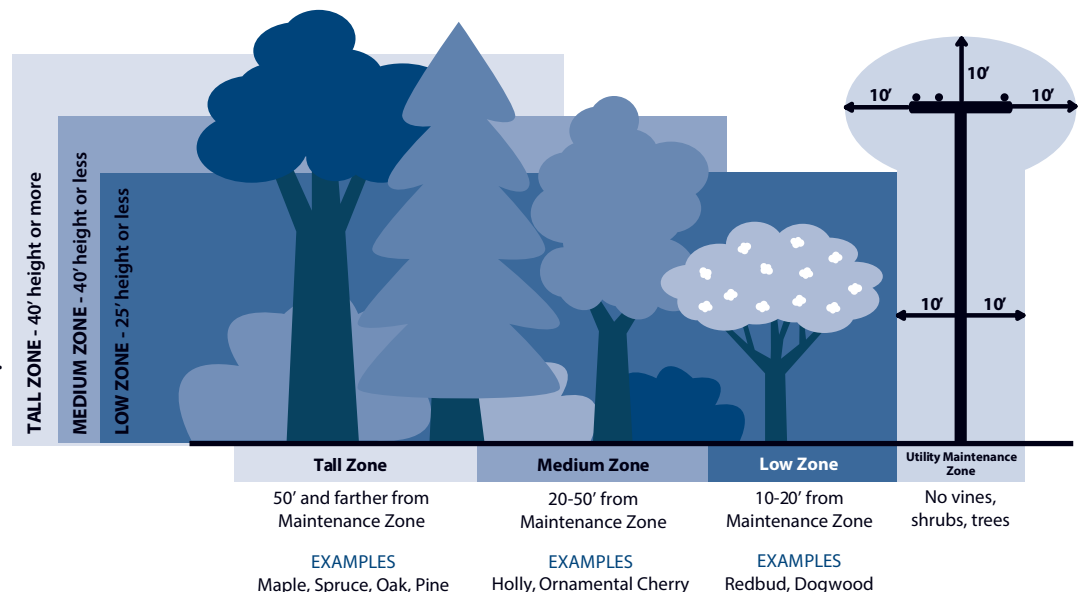
KUB marks natural gas, water, and wastewater mains, underground electric primary lines, and natural gas service lines. KUB does not mark water service lines, sewer laterals, or underground electric service lines.

If you suspect a natural gas leak, leave the area immediately, and call KUB at 865-524-2911 from a location with no signs of a leak.

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/plantsmart. 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 state and federal water quality requirements and 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

Cross-Connection Examples:

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

maintain backflow prevention devices if they directly attach anything to their internal or external plumbing that uses chemicals or may introduce contaminants.

In the upcoming weeks, information will be mailed to residential KUB water customers who are required to have their backflow device tested annually. This information will provide insight on how to access a list of state-certified, KUB-approved backflow device testing contractors online. As a reminder, commercial customer mailings are on a set regular schedule.

Call KUB at 865-524-2911 or visit www.kub.org for more information.

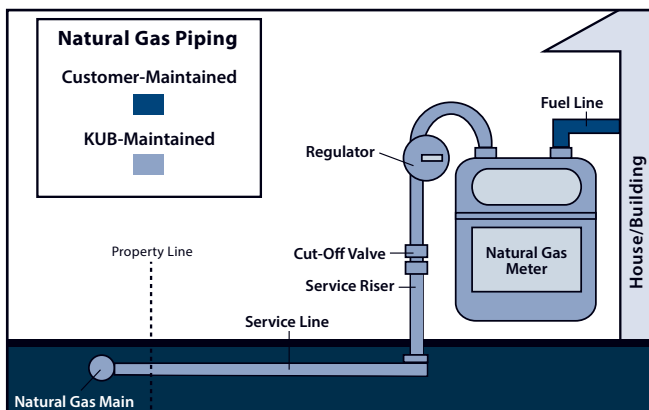
Maintaining Natural Gas Pipes

KUB provides safe, reliable natural gas service. 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. You should also ensure you have a functioning carbon monoxide detector inside your home.

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 865-524-2911. 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, leave the area and call KUB.



Community Events

Medication Collection: April 17, 10 a.m.-2 p.m.

Household medications can be dropped off at a drive through event April 17 between 10 a.m. and 2 p.m. at 700 Howard Baker Jr. Ave. Drop your medications off to avoid them entering the waterways.

The Water Quality Forum's Rainy Day Brush Off: April 2-30

The Rainy Day Brush Off is a competition that features the work of local artists and students who create unique, artistic rain barrels that are placed around Knoxville to bring awareness to the benefits of water stewardship. Learn more at www.waterqualityforum.org.

Tips to Save Energy, Water, & Money

Below are some small changes that can make a big difference in your everyday efficiency.

- **Set your thermostat to 68 degrees in winter months and 78 degrees in summer months.** Heating and air make up approximately 75% of your monthly energy usage.
- **Change your air filters monthly.** Treat your KUB bill as a reminder to change your air filter each month. And did you know thinner, more affordable air filters are more efficient?
- **Use LED light bulbs.** They last three times longer than incandescent bulbs and use approximately one-fourth of the energy.
- **Repair even the smallest leak.** A dripping faucet can waste up to 200 gallons of water in one month.
- **Unplug your devices.** Plugged in devices quietly drain electricity all day, every day, even when they are turned off. Unplug items like cellphone chargers, hair styling products, and microwaves when not in use.
- **Don't use duct tape to seal ducts.** Duct tape should not be used to seal duct work. Instead, use mastic to seal ducts.
- **Only wash full loads of laundry.** Don't waste water and energy with a half-full washer and dryer. When you do have a full load, wash with cold water to save energy from the water heater.

For more energy and water savings tips, visit www.kub.org/save.

KUB Biosolids Maintain Platinum Status

Following a third-party audit in December, 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.

For more information, visit www.kub.org/biosolids.