

## Sign Up for KUB Outage Notifications

Customers can sign up for notifications to receive alerts about outages impacting their electric service. Customers will receive updates about their outage status and estimated restoration times as soon as they are available. Stay safe around damaged infrastructure, and do not approach downed lines.

During widespread outage events, customers can follow along with KUB's social media accounts for updates about KUB's restoration process.

Sign up for notifications online at [www.kub.org/outage-center](http://www.kub.org/outage-center) or on KUB's mobile app.

## KUB Offers Savings Workshops

KUB offers free workshops for customers of all ages to learn easy ways to save energy and water at home. Participants also receive a free energy savings kit.

**Kids Workshops:** Eye Spy Energy Kids' Workshops teach kids about where energy comes from, how to save energy, and more.

**Teen Workshops:** The Energy Evolution Teen Workshop for middle and high school students empower attendees to play their role in energy conservation.

**Adult Workshops:** Adult Energy and Water Savings Workshops feature an hour-long presentation with interactive displays to highlight how each tip makes a difference.

Request a free workshop today at [www.kub.org/workshops](http://www.kub.org/workshops).

## 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 run longer 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 energy usage down to the hour online or through the mobile app.

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 each month, but this rolling average helps limit 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](http://www.kub.org/levelized).

There are also small changes you can make to conserve energy, water, and money. Visit [www.kub.org/save](http://www.kub.org/save) for a list of savings tips.

## 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](http://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](mailto:trees@kub.org).

### PLANT THE RIGHT TREE IN THE RIGHT PLACE

**Clearance Zone**  
Trees and shrubs should be planted at least 10 ft away from ground-mounted transformers.

**Large Tree Zone**  
Plant large trees (over 35 ft when mature) at least 50 ft away from overhead power lines.

**Medium Tree Zone**  
Plant medium trees (over 25 ft when mature) at least 25 ft away from overhead power lines.

**Low Tree Zone**  
It is best not to plant in this area. If you do, plant only low-growing trees and shrubs with a height of less than 15 ft when mature.

**Pruning Zone**  
To help prevent outages, trees and shrubs will be pruned if they are within 10 ft or overhanging the power lines.

## 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 (irrigation systems, processing equipment, alternative water sources, fire protection systems, etc.) could enter our drinking water and contaminate it. All KUB water customers must install, test, and maintain backflow prevention assemblies 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 assembly tested annually. This information will provide insight on how to access a list of state-certified, KUB-approved backflow assembly 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](http://www.kub.org) for more information.

## KUB Natural Gas Provides Safe, Reliable Service

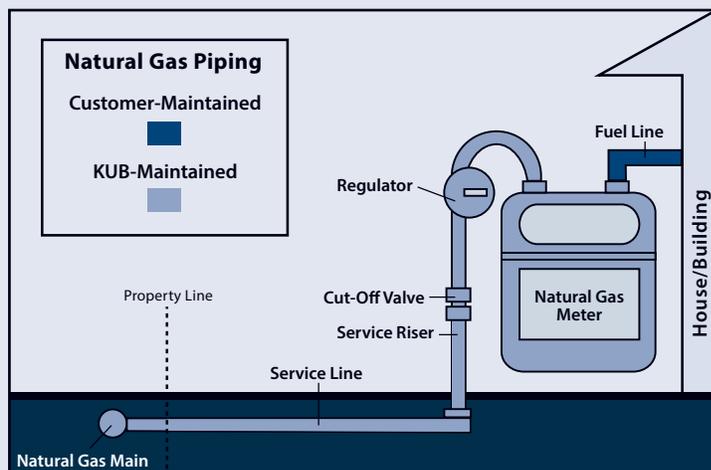
KUB is proud to provide safe, reliable, and efficient natural gas service to more than 111,000 customers throughout its 298-square-mile natural gas service territory. From a morning shower to cooking dinner at night, utilities are tools we all use every day. Like any tool, utilities can pose hazards if not used safely. That's why KUB works in a number of ways to ensure the safety of its natural gas system including proactive safety surveys to monitor, operate, and maintain the distribution system. KUB customers can find more information about natural gas safety at [www.kub.org/safety](http://www.kub.org/safety).

### Maintaining Natural Gas Pipes

KUB owns and maintains the gas main at the road, the service line to the meter, and the gas meter and its components. The pipe that runs from the meter into your structure, known as the fuel line, is owned and maintained by the customer. Customers are responsible for all maintenance and upkeep of their fuel line, whether it is located above or below ground. For safety, customers should have their fuel lines regularly inspected for leaks or signs of corrosion. 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 trained technician to conduct a free leak investigation and initiate any necessary repairs. Remember: If you see/smell/hear signs of a leak, leave the area and call KUB immediately.



KUB, a municipal utility (not for profit), provides nearly 520,000 customers in Knoxville and parts of seven surrounding counties with safe and reliable electric, fiber, natural gas, wastewater treatment, and water services.



KUB Connection, Dept. 03 • Knoxville Utilities Board  
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