

KUB Provides Safe, High-Quality Water

When you turn on your tap, you can trust you will receive safe, high-quality water. Our annual Water Quality Report backs up that statement.

The report details our excellent water quality record, stringent monitoring and testing, and constant maintenance and renewal of our water system. For example, concerns about lead primarily come from corrosion, or wearing away, of materials in household plumbing and fixtures that contain lead. KUB adds a safe corrosion inhibitor to our water and routinely monitors water quality to ensure corrosion control.

Replacing aging water systems is an issue utilities nation-wide face, and we are pleased to report that our water system is on a sound replacement cycle. Replacement projects are expensive, but the investment in our community's health and future is worth it. And KUB's water is still a great value — less than a penny a gallon.



KUB Water Quality Report: www.kub.org/2018kubwaterquality

KUB encourages you to view our 2018 Water Quality Report online at the address above. The report contains important information on the source and quality of your drinking water, ways to protect our source water, and more.

If you want a paper copy, please call KUB at 865-524-2911. (*Espanol: llame y presione el numero 2.*)



Go Paperless & Get Rewarded!

If you sign up for paperless billing in May, you will receive a \$5 gift card to use at one of 30 participating businesses, including Walmart, Amazon, and Panera Bread.

Paperless billing reduces clutter, helps the environment and gives you:

- Reminders before your bill is due.
- Secure online/phone payments.
- No worries about lost or stolen paper bills.

How to sign up:

- Visit www.kub.org and register or log in to your account.
- Click "Billing Options."
- Check "Enroll Me" to sign up for paperless billing.
- Click "Edit E-mail" and confirm a valid e-mail address to receive your gift card redemption instructions.

Call 811 Before You Dig

Call 811 at least three working days before you dig to have underground natural gas, electric, water, and wastewater mains or lines marked for free. It's the law, and it helps protect you from dangerous and costly dig-ins. KUB does not mark water service lines, sewer laterals, or underground electric service lines.

Q&A | KUB Answers Your Questions

Q: What is an excess flow valve? Do I need one?

A: An excess flow valve (EFV) is a safety device that can be installed on your natural gas service line, which runs from KUB's gas main to your meter. EFVs react to a surge in pressure from a severed line to allow only a small amount of gas into your line. Most severed lines occur from "dig-ins," when you/an excavator dig on your property and hit your service line.

If your home's service line was installed in/after 1999, you probably already have an EFV. If your service line is older, KUB can add an EFV for an average of \$550. For more information, search for "Excess Flow Valves" on www.kub.org or call KUB at 865-524-2911.

An EFV is an additional safety option. Even without one, you still benefit from KUB's rigorous standards, proactive maintenance, leak surveys, and other efforts to keep you safe.

Important note: EFVs do not prevent leaks. For your safety, learn to recognize/react to a potential leak. For more information on detecting and preventing leaks, see the "Call 811 Before You Dig" and "Natural Gas Safety" stories in this edition of *Connection*.

Beat the Heat With Watering Credits

If you use more water during the spring and summer months due to outside watering, pressure washing, or filling a swimming pool, KUB can reduce your wastewater bill automatically. KUB issues wastewater credits calculated based on customer water usage between May and September.

Credits will be applied from June through October to residential customer bills that meet the following criteria:

- Received water/wastewater service at the same address since October 1 of the previous year.
- Monthly water use at least 50 percent higher in summer than the rest of the year.



If you meet the criteria, KUB automatically calculates credits based on your water usage from May–September. You will see any credits you earn on your bills in June–October.

Want full credit for water used outside that doesn't go to KUB's sewer system? Look into installing a secondary water meter. [Search for "Secondary Water Meter" on kub.org.]

If you have higher than normal water and wastewater use before May or after September, call 865-524-2911 to see if you qualify for a credit.

See Money-Saving Tips on www.kub.org for more.

Workshops Offer Money-Saving Tips

Gaining information about saving energy, water, and money is easy with workshops provided in partnership with KUB, TVA, and the City of Knoxville's Savings in the House program. Speakers, interactive displays, and take-home conservation kits are available for your community group to get started in conserving energy and water and lowering utility costs.

Energy and Water Workshops focus on where your money goes each month and changes you can make to save more of that money. For example, did you know a 1/8-inch gap around an entryway door will lose the same amount of air as drilling a five-inch hole through an outside wall? It's true, but proper weatherstripping can help.

The workshops also debunk common myths surrounding energy-saving efforts. Here are a few facts that may be surprising:

- Duct tape is not designed for sealing ducts.
- If you set back the temperature in your home, it will not take more energy to bring the temperature back up.
- Turning on an electric device does not use more energy than leaving it on. See www.kub.org for more money-saving tips.

To request a workshop for your community, visit <https://kub.org/about/community/community-meetings-speakers>.

Spruce Up Your Sprinkler System To Conserve Water This Summer

Don't forget to spruce up your irrigation system this summer before you ramp up your watering. To ensure your system is operating efficiently, follow these four steps:

- Inspect your system and sprinkler heads.
- Connect sprinkler heads tightly to pipes and hoses to avoid leaks.
- Direct sprinklers away from the driveway, house, or sidewalk to apply water only to the landscape.
- Select the right setting for your controller or choose a WaterSense labeled model to take the guesswork out of scheduling and conserve water. To search by category, brand, or model name or number, please visit epa.gov/watersense/product_search.html.



Natural Gas Safety: Leak Detection

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; don't do anything that could create a spark.
- Call KUB at 865-524-2911 from a location with no leak signs.
- Don't go back to the area until KUB tells you it is safe.



Recognize. React. KUB Responds.

For more information, visit www.kub.org.



KUB, a municipal utility (not for profit), serving Knox and parts of seven adjacent counties, provides reliable electric, gas, water, and wastewater services to about 459,000 customers.

Community Events

Please visit knoxvilletn.gov/calendar for more information on community events.

Families in the Creek

June 1, Stone Creek Watershed, Knoxville

The Knox Co. Stormwater & Water Quality Forum will host this opportunity for families to learn about and help improve water quality in local creeks.

To sign up, contact Kellie at kcaughor@utk.edu.

Lions District 12-N Reverse Raffle

June 15, 12 - 7 p.m., Fountain City Park, Knoxville

Tickets are \$10 and could win you a cash prize of \$500, \$1,000, or even \$2,000! Bring the family for a motorcycle ride and show, car show, entertainment, games, food, and more.

The raffle drawing will be at 3:30 p.m.

For more information, visit www.facebook.com/groups/307018436833743.

Don't Forget: Have Your Backflow Prevention Device Tested Immediately

If you are a KUB water system customer and have a backflow prevention device, you receive annual notifications from KUB about mandatory testing. If you haven't already tested the device on your irrigation system, fire protection system, or any processes/tools/equipment/etc. that use chemicals, please do so by the deadline you were given. If you don't submit a passing test report, you will incur an administrative charge of \$300 on your bill.

Under state and federal regulatory requirements you must:

- Test your device annually
- Ensure your contractor submits a passing test report to KUB by your deadline
- Comply as a condition of continued water service.



Check out KUB's convenient backflow prevention web portal at www.kub.org/cross-connection.

Using the code/PIN provided in your notification letter, your contractor can visit the portal and select *Backflow Device Testing* to submit your passing test results.

You can use your code/PIN from the letter to:

- Review information on your backflow prevention device
- Find a certified testing contractor
- Verify that your contractor submitted your passing test results by the deadline.

Thank you for cooperating with this important drinking water regulatory requirement. If you have questions, please call us at 865-594-8333.



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