

Pandemic Response, Assistance Options

In response to the COVID-19 pandemic, KUB is working to provide customers with information and resources to help during this time. Customers can learn more about the assistance option below and other pandemic response efforts at www.kub.org/assistance. To view electronic bill payment options, visit www.kub.org/billpay.

- **Credit Payment Plans & Payment Agreements**, as well as due date extensions, are available for customers experiencing financial difficulties or crises. Call KUB at 865-524-2911 for more information.
- **Project Help**: This emergency assistance program helps customers with their utility bills. As part of its pandemic response, Project Help is relaxing its income requirements and making more funds available. To learn if you are eligible for Project Help funds, contact the Knoxville-Knox County Community Action Committee (CAC) at 865-637-6700.
- **KUB Customer Counselors**: KUB employs three full-time counselors who manage KUB programs and partner with over 100 agencies and faith-based organizations to aid customers.
- **Low Income Home Energy Assistance Program (LIHEAP)**: Counselors also work with CAC, Douglas Cherokee, and E. Tennessee Human Resources Agency to assist customers applying for LIHEAP funds. Call the CAC number above to find out if you are eligible.

Tips to Save Energy, Water, & Money

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

- **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.
- **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 information, visit www.kub.org/save.

Sign Up For Paperless Billing Today

KUB offers Paperless Billing in an effort to provide convenience to customers and help the environment. With Paperless Billing, customers get monthly bill reminders, secure online/phone payments, and no worries about lost or stolen paper bills.

To sign up, log in to your KUB account, click "billing options, check "enroll me," and click "edit email" to confirm your address.

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.

EFVs do not prevent leaks. See the "Call 811" and "Natural Gas Safety" stories in this edition of *Connection* for more information about prevention and detection of leaks.

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/2019kubwaterquality

Visit the address above to view our 2019 Water Quality Report. 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.*)



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.

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:

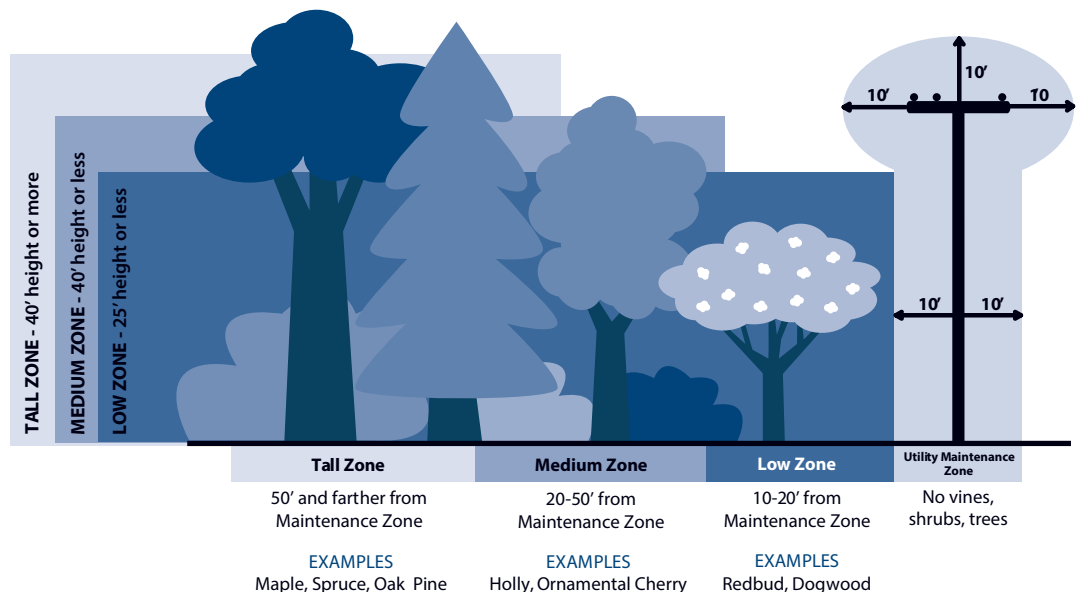
- Leave the area immediately; don't do anything that could create a spark.
- Call KUB at 865-524-2911 from a location with no leak signs.
- Don't go back to the area until KUB tells you it is safe.

For more information, visit www.kub.org.

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.



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.



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 865-524-2911 from a location with no signs of a leak.



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 464,000 customers.



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Please recycle.