

Go Paperless & Get a \$5 Gift Card

Sign up for Paperless Billing now through May 31, 2021, and you'll receive a \$5 gift card for one of various participating businesses, including Amazon, Target, and Dunkin'. Paperless Billing is the most convenient and quickest way to manage your KUB bill. Plus, it's environmentally friendly.

With an online account, you have secure access to 18 months of your bills and the ability to make payments online or through the new KUB mobile app. With Paperless Billing, you'll also receive:

- An email when your bill posts each month.
- A reminder before your bill is due.
- Peace of mind; no worries about bills being lost or stolen.

To sign up, log in to your account at www.kub.org or on the mobile app. Online: Click "Billing Options." Check "Enroll Me." Mobile App: Click "Bill & Payment Programs." Click the "Billing" tab. Click "Enroll."

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.

New Weatherization Funding Available



New weatherization funding is now available for low-income families through TVA's Home Uplift program, which is currently accepting applications. The Home Uplift program, funded by TVA, the Tennessee Department of Environment & Conservation (TDEC), and KUB, helps

customers in need reduce energy costs.

Households who receive weatherization assistance save an average of \$15-20 on their utility bills each month and see their energy consumption reduced by about 15 percent after weatherization is complete.

KUB weatherization partnerships have served more than 1,800 energy inefficient homes for low-income customers in our area, and many more homes are on the waiting list.

Visit www.kub.org/rounditup for more information about Round It Up and Home Uplift.

Apply for Weatherization

Contact CLEAResult:
888-986-7262
hup@clearresult.com

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/2020kubwaterquality

Visit the address above to view our 2020 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.

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/safety.



Recognize. React. KUB Responds.

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 from EPA WaterSense:

- 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 for sprinklers, visit www.epa.gov/watersense.



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

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.

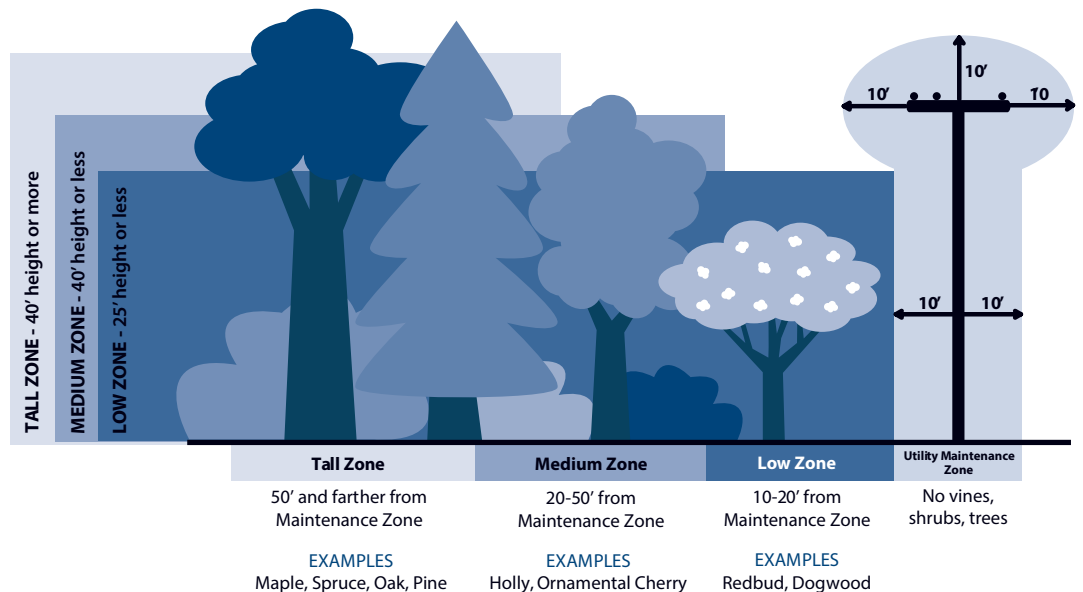
If you suspect a leak, leave the area immediately and don’t do anything that could create a spark. Call KUB at 865-524-2911 from a location with no signs of a leak.



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.



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 468,000 customers.



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Please recycle.