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.

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-
icome 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.

Visit www.kub.org/2020kubwaterquality for 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.

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.

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.

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.