

KUB Fiber Network Continues to Expand

KUB is proud to provide its customers with KUB Fiber – the fastest and only local internet provider in the Knoxville area. Approximately 54,000 homes and businesses in East Tennessee have access to KUB Fiber, and the number continues to grow every week.

KUB Fiber's 1 Gbps residential internet costs only \$65 a month and provides equal upload and download speeds. Residential customers can also access up to 10 Gbps if they want more speed. Businesses have a variety of speeds and prices to choose from as well. KUB also offers additional television and phone services.

Customers can sign up for KUB Fiber or learn when they can sign up for service at www.kub.org/fiber or by calling 865-524-2911.

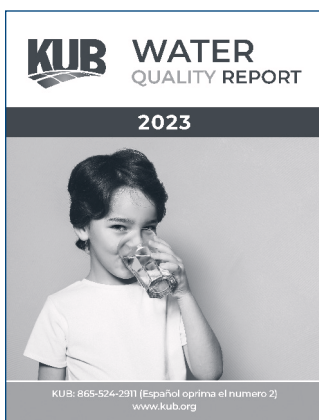
KUB Water Quality Report: www.kub.org/2023kubwaterquality

When you turn on your tap, you can trust you will receive safe, high-quality water. Our 2023 Water Quality Report backs up that statement. Visit the address above to view the report. The report details our excellent water quality record, stringent monitoring and testing, and constant maintenance and renewal of our water system.

Utilities nationwide face the issue of replacing aging water systems, and we are pleased to report that our water system is on a sound replacement cycle. Replacement projects can be expensive, but the investment in our community's health and future is worth it. KUB's water is still of great value — less than a penny per gallon.

To comply with a new EPA regulation, KUB has begun compiling an inventory of the pipe materials used in utility-owned and customer-owned water service lines. KUB has no lead pipes in its distribution system and is currently inventorying customer-owned pipes. As a result of this inventory effort, there have been no lead service lines identified to date. If you have questions or concerns about the composition of your service line, visit www.kub.org/serviceinventory.

If you would like a paper copy of our water quality report, please call KUB at 865-524-2911. (Español: llame y presione el numero 2.)



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" sections in this edition of *Connection* for more information about prevention and detection of leaks.

KUB Offers Energy & Water Savings Workshops

KUB offers its customers free workshops to learn simple ways to save energy and water at home, which also saves money on utility bills. Workshops are free and available to all age groups, and customers leave each workshop with a free savings kit as well.

Kids Workshops: Eye Spy Energy Kids' Workshops introduce kids to the TVA EnergyRight Monsters, who make saving energy fun. Kids learn 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 & water savings workshops include an hour-long presentation led by KUB representatives using interactive displays to show how each tip makes a difference.

Visit www.kub.org/workshops to register and request a free workshop today.

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.

Beat the Heat With Watering Credits

If you use more water during the summer months, KUB can reduce your wastewater bill automatically. KUB issues wastewater credits for excess water used between May and September. Credits will appear in June through October residential bills that meet the following criteria:

- Received water/wastewater service at the same address since October 1 of the previous year.
- Monthly water usage 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 average water usage from October to April. Any credits you qualify for will show on your June-October bills.

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.

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.

Learn more about safe digging at www.kub.org/811.



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:

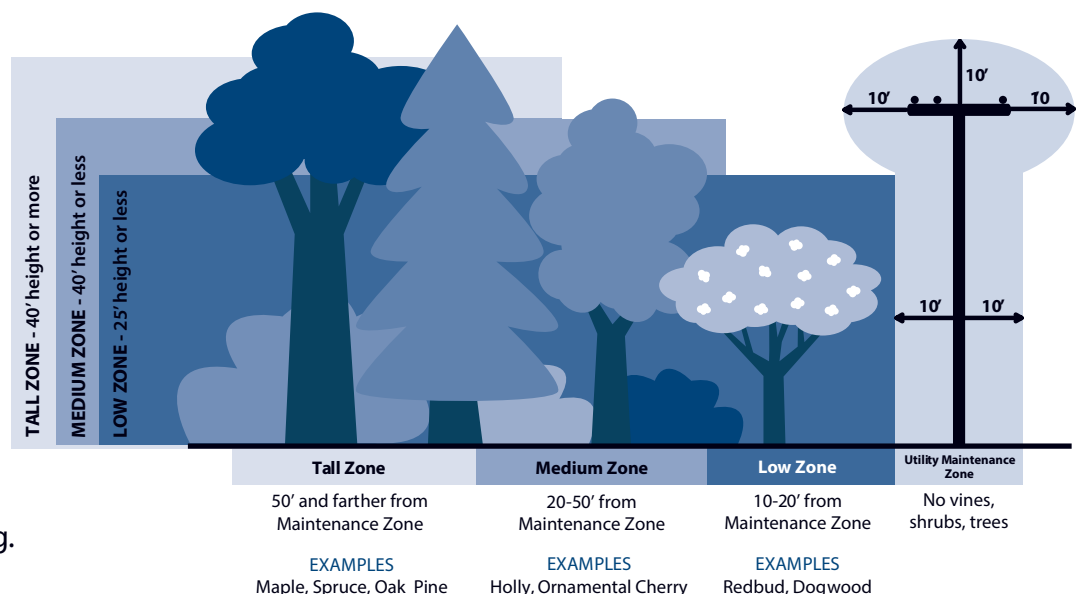
- Leave the area immediately; don't do anything that could create a spark.
- DON'T operate equipment, tools, or vehicles
- DON'T turn on or off equipment
- DON'T smoke or have open flames
- Call KUB at 865-524-2911 and 911 from a location with no leak signs. After calling KUB and 911, DON'T use your phone.
- 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.



KUB, a municipal utility (not for profit), serving Knox and parts of seven adjacent counties, provides reliable electric, fiber, gas, water, and wastewater services to more than 486,000 customers.



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www.kub.org

Please recycle.