

Report Outages By App, Web, or Phone

KUB customers can report power outages through multiple platforms:

- **Mobile App:** Download and log into KUB's mobile app. Select "Outages" and click "Report an Outage."
- **Website:** Visit www.kub.org and click "Outage" on the homepage. To check the status of your power outage, log into your kub.org account and click "Outage".
- **Phone:** Call 865-524-2911 and listen carefully to the prompts. To report an outage, have your account phone number or KUB account number available when you call.

KUB Water Quality Report:

www.kub.org/2024kubwaterquality

When you turn on your tap, you can trust you will receive safe, high-quality water. Our 2024 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.

KUB recently completed its water service line materials inventory as required by the EPA and is proud to share there was no evidence of lead lines found throughout the water distribution system. If you have questions about your water service line, visit www.kub.org/serviceinventory to learn more.

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 Fiber Reaches Halfway Point in Historic Buildout

KUB Fiber reached the halfway point in its fiber network buildout, making high-speed internet available to nearly 88,000 residential and business customers across the KUB service area.

In 2026, KUB will begin the third and final phase of its fiber network construction. This milestone will give all KUB electric customers access to the fastest internet available and improve electric reliability through the benefits of fiber technology.

As the fiber network grows, KUB's ConnectED program is now serving over 200 income-eligible student households in Knox County with free KUB Fiber internet. With funding from the City of Knoxville and Knox County, ConnectED participants receive \$80 monthly for free KUB Fiber one Gigabit symmetrical internet service, managed router services including an in-home Wi-Fi router, and enhanced services.

For a complete list of ConnectED eligibility requirements, visit www.kub.org/connected. 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.

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.

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



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.

Natural Gas Safety: Leak Detection

Recognize a natural gas leak by smell, sound, and sight.



KUB adds a "rotten egg" scent to its natural gas supply.



A natural gas leak can also be recognized by a blowing or hissing sound.



Watch for bubbling water in a wet area and/or the appearance of dead or discolored vegetation without explanation.

React to a possible leak by leaving the area immediately and calling KUB at 865-524-2911 and 911. An emergency KUB crew will respond immediately at no charge.

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.

