

*Getting utility service at your home can be easy. Just check off the boxes for the steps listed here and a KUB marketing representative will help you through the entire process. Please note: KUB completes tasks marked by blue boxes.*

- Your first step in establishing utility service with KUB is to call us at **558-2555** with your new service request. The first business day after the order is placed, a KUB marketing representative will contact you to discuss installation options and arrange a site visit.

You need to have the following information ready when you call KUB:

- Billing name and phone number
- Billing address
- Service address/lot number



## Electric

- Purchase the appropriate permit.
  - a. Call 215-2999 if your property is within the City of Knoxville.
  - b. Call 558-2564 if your property is outside the City of Knoxville.
- Install all internal wiring and the meter center. If required, contact the electrical inspector to conduct the rough-in inspection.
- If you are installing underground service to your home, you must
  - a. Call Tennessee One-Call at 1-800-351-1111 to locate underground utilities before you dig.
  - b. Dig trenches and install all electrical conduit.
  - c. Pull service wires from the transformer to the meter center.
  - d. Leave all trenches uncovered and call your electrical inspector for your rough-in (underground) inspection.
- If your home needs to connect to overhead service lines, KUB will install your overhead service.
- Contact the electrical inspector to conduct the final inspection as well as the HVAC inspection, if necessary. The inspector will notify KUB when your home passes inspection. Within three business days, KUB will install and connect the electric meter.

### Key

- KUB will complete task
- You must complete task

## Gas

- Purchase a gas permit.
  - a. Call 215-2999 if your property is within the City of Knoxville.
  - b. Call 215-2325 if your property is in Knox County but not within Knoxville city limits.
  - c. Call 675-2384 if your property is within the Town of Farragut.
- Install all appliances and internal pipe.
- KUB will install the external service lines from the gas main to the location of the future gas meter.
- Contact the proper permitting authority to schedule a gas inspection. The inspector will notify KUB when the plumbing has passed inspection.
- KUB will install and connect the gas meter to the internal plumbing.

***The type and number of electrical permits you must purchase depend on the type of home construction.***

- Temporary permit—required if your address needs a temporary power supply during construction.
- Rough-in permit—required if you are installing the wiring inside the home.
- Rough-in (underground) permit—required if the home will be served by underground power lines.
- HVAC permit—required if installation also includes the HVAC system.
- Final permit—required to verify final inspection before service can begin.

# Water

- Your marketing representative will visit your site to discuss water meter options, such as size and location.
- KUB will install and connect the water meter to the main.
- Call Tennessee One-Call at 1-800-351-1111 to locate underground utilities before you dig.
- Install pipe from the meter to the home.

# Wastewater

- Your marketing representative will evaluate your site to determine if KUB is able to provide wastewater service.
- KUB will install a pipe called a lateral from the wastewater main to your property line.
- Call Tennessee One-Call at 1-800-351-1111 to locate underground utilities before you dig.
- Install pipe from the home and connect it to KUB's lateral. The line and connection must remain visible until the inspection is complete.
- Call the appropriate wastewater inspection authority to schedule an inspection. Please provide a three-day notice before the inspection is needed.
  - a. Call 215-2999 if your property is within the City of Knoxville.
  - b. Call 558-2786 if your property is outside the City of Knoxville.

# Notes

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New Service  
P.O. Box 59017, Knoxville, TN 37950  
558-2555 • [www.kub.org](http://www.kub.org)

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