CONNECTION
KUB CUSTOMER NEWSLETTER
KUB
November–December 2026

Resources to Help You Save Energy & Money

Request a Free KUB Workshop

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 can complete a DIY assessment to receive a free savings kit.

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

TVA EnergyRight Rebates

EnergyRight offers rebates for residential customers who make qualifying efficiency upgrades to their homes. Household upgrades eligible for rebates include work performed on HVAC systems, ductwork, insulation, and more.

Learn more about EnergyRight incentives at www.kub.org/save.

How You Can Help Others

Make a difference through Round It Up and put your change to work.

Through Round It Up, KUB automatically rounds your bill up to the next dollar and sends 100 percent of the difference to support efficiency improvements for customers in need.

Visit www.kub.org/rounditup for more information.

Sign Up for KUB Outage Notifications

Customers can sign up for notifications to receive alerts about outages impacting their electric service. Customers will receive updates about their outage status and estimated restoration times as soon as they are available. Stay safe around damaged infrastructure, and do not approach downed lines.

During widespread outage events, customers can follow along with KUB's social media accounts for updates about KUB's restoration process.

Sign up for notifications online at www.kub.org/outage-center or on KUB's mobile app.

Upgrade Your Home with KUB's Appliance Services

As cooler weather approaches, now is the perfect time for customers to explore heating options for their homes. KUB offers a variety of electric and natural gas appliances, including gas logs, heaters, and more. KUB's Appliance Services team makes it easy to upgrade appliances, switch to natural gas, and get expert installation support.

Learn more at www.kub.org/appliance-services.

Q&A | KUB Answers Your Questions

Q: If I get a call from someone saying they're from KUB, how do I know if it's a scam?

A: KUB representatives do not contact customers directly to obtain a payment. Never give your financial information to someone who calls, emails, or texts you. Do not give money or a pre-paid card to someone who comes to your home or business. KUB never collects payments this way.

KUB bills include a final notice and customers are notified via postcard prior to their services being interrupted for non-payment. You can enroll in billing notifications online at www.kub.org. Once enrolled, you'll receive an email when your bill is ready, along with a reminder before the due date.

If you suspect a scam, please call KUB Customer Service at 865-524-2911 Monday-Friday between 7 a.m.-6 p.m.

Seven Ways to Save Money This Winter

Cold weather causes your HVAC unit to run more to heat your home, meaning more energy is used. Here are some ways to save energy and money on your bill:

- Schedule a professional tune up for your heating system, and set your thermostat at 68 degrees this winter. Every degree warmer increases your bill by an estimated 1%.
- Lower your thermostat when you'll be out for more than a few hours. Homes with heat pumps should not raise the temperature more than 3 degrees at a time to prevent auxiliary heat from activating.
- Use weatherstripping to seal door and window leaks.
- Replace filters monthly, and keep your heating and air conditioning equipment clean.
- Lower your water heater thermostat to 120 degrees for maximum efficiency.
- Wash full dishwasher and laundry loads, and choose short cycles to conserve water and save on water heating. For laundry, use cold water, if possible.
- Upgrade your holiday lights to LEDs, which are at least 75 percent more efficient and last up to 25 times longer.

For more money-saving tips, visit www.kub.org/save.

Winter Safety Tips

Winter weather can cause potentially dangerous situations. Stay safe with these tips:

Electricity & Heating

- Replace your air filter for maximum efficiency and safe system operation.
- Make sure wood or coal stoves are properly installed with a chimney or flue, and keep a fire extinguisher handy.
- Use fuel-burning heaters as directed with proper ventilation. These heaters produce carbon monoxide. If you do not have a carbon monoxide detector, install one and regularly inspect it to prevent suffocation.
- Want to use a portable generator?
  - Have it installed and inspected by licensed electricians.
  - Never connect a generator to your home's main wiring circuit. Disconnect your home from the power system before hooking up a generator. If you don't, electricity may flow backward into power lines, endangering you, your neighbors, and lineworkers restoring power.
  - Don't exceed recommended generator wattage.
- Stay away from downed power lines. Note the location and call KUB immediately at 865-524-2911 and 911.

Natural Gas

- Appliances: Use all your natural gas appliances in a safe manner and have them inspected by a qualified appliance technician. Don't use the area around your natural gas appliances for storage, and ensure appliances are vented outside to remove carbon monoxide.
- Know the 3 Rs: Recognize. React. KUB Responds.
  - RECOGNIZE signs of a natural gas leak: "rotten egg" smell, blowing/hissing sounds, bubbles in a wet area, or a flame.
  - REACT by first leaving the area immediately and then calling KUB at 865-524-2911 and 911. Don't do anything that may cause a spark, including using any phone or electrical devices or appliances.
  - KUB RESPONDS and will send a trained technician to conduct a free leak investigation, 24 hours a day.
- Call 811 three days before planning or any digging project to get underground utilities marked for free. For more information about 811, visit www.kub.org/safety.



Water

- Disconnect hoses and consider covering outside faucets to prevent freezing.
- During below-freezing temperatures, let indoor faucets drip, and open any cabinets under sinks. Shut water off immediately if pipes freeze. Open faucets completely to relieve water pressure and prevent a rupture.
- Do not use an open flame to thaw pipes.
- Know where your water shut-off valve is located, and periodically operate it to be sure it works.
- Winterize irrigation systems, and remove backflow prevention devices to prevent damage.

Cook Smart: How to Properly Dispose of Grease, Cooking Oils

Pouring fats, oils, or grease (FOG) down drains can block pipes or cause rancid odors or messy, costly sewage backups in your home. FOG also clogs KUB sewers and causes overflows, which can negatively affect our community and the environment. Below are tips for proper grease and oil disposal.

- **Never pour grease down drains.** Despite the common belief, using soap and hot water doesn't help prevent grease buildup in drains.
- **Can your grease for disposal in the trash.** See box below for directions.
- **Recycle your used vegetable oil.**
  Bring your used vegetable oil to a location below for recycling.
  - Halls Convenience Center (CC): 3608 Neal Dr.
  - Dutchtown CC: 10618 Dutchtown Rd.
  - John Sevier CC: 1950 John Sevier Hwy.
  - Knoxville Household Hazardous Waste: 1033 Elm St.

Make your own grease can:

- Use any empty metal can. (Not plastic, it can melt)
- Insert a disposable heat-resistant oven bag.
- Place the can on a stable surface and carefully pour grease into it.
- **Caution:** Hot grease can cause burns. Allow grease to cool slightly, and don't use the liner without the can.

KUB
www.kub.org

KUB, a municipal utility (not for profit), provides over 520,000 customers in Knoxville and parts of seven surrounding counties with safe and reliable electric, fiber, natural gas, wastewater treatment, and water services.

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Please recycle.