

Brighten Someone's Holiday With a KUB Gift Card

KUB gift cards are a great way to help relatives, friends, or neighbors with their utility bills.

Gift cards are available for purchase in any amount up to \$200. There are no additional fees for purchase or use of the card. Cards may be purchased or redeemed only at KUB Customer Service Centers in these locations:



- Holston Shopping Center, 4218 Asheville Highway
- 640 Shopping Plaza, 4428 Western Avenue

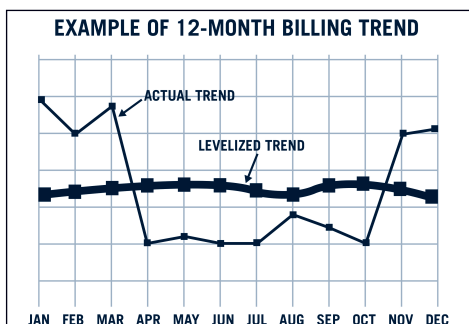
Call 811 Before You Dig

Call 811 at least three working days before you dig to have underground natural gas, electric, water, and wastewater lines marked for free. It's the law, and it helps protect you from dangerous and costly dig-ins. KUB does not mark water service lines, sewer laterals, or underground electric service lines.



Don't Let Low Temps Cause High Bills: Sign Up for Levelized Billing

Levelized Billing helps you "level out" seasonal swings that make your bills higher in very hot or cold months. Under the program, KUB will calculate your payment each month using a rolling 12-month average.



Because your payment is recalculated each month, the payment amount will vary slightly to reflect a true rolling average.

Sign up on the back of your KUB bill or online at www.kub.org/levelized.

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: Don't believe someone who calls to say your power will be shut off unless you pay now. KUB uses a final notice on bills and a pink door hanger, not calls, for service termination.

Never give your financial information to someone who calls or emails you. KUB does not ask for that information or for pre-paid cards.

Don't give someone who comes to your home or business money or a pre-paid card for your KUB bill. KUB never collects payments in the field.

If you suspect a scam, please call KUB at 865-524-2911.

6 Ways to Save Money This Winter

Cold weather forces your heating unit to run more to keep your home comfortable, meaning more energy is used. Here are some ways to save energy and money on your bill:

- Start your thermostat at 68 degrees. Every degree warmer increases your bill by 1 percent.
 - Don't pay to heat an empty home. Lower the thermostat when you're out. But don't lower a heat pump's thermostat more than three degrees.
 - Use weatherstripping to seal door and window leaks.
 - Replace filters monthly, and keep your heating and air conditioning equipment clean.
 - Reduce or eliminate use of gas logs, gas grills, or other non-essential appliances.
 - Lower your water heater thermostat to 120 degrees if your dishwasher has a heating option.
 - 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.
 - Use LED holiday lights. LEDs are at least 75 percent more efficient and last up to 25 time longer than traditional lights.
- For more money-saving tips, visit www.kub.org/workshops.



Winter Safety Tips

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

Electric

- Get your heating unit ready for winter with a tune-up and new air filters for maximum efficiency.
- 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. They produce carbon monoxide and can cause 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 linemen working to restore power.
 - Don't exceed recommended generator wattage.
- Stay away from downed power lines. Note the location and call KUB immediately at 865-524-2911.

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.
- Use a hair dryer to thaw pipes, not an open flame.
- Operate your water shut-off valve to be sure it works.
- Be aware of standing water or dampness. Do not use generators or run electrical cords in these areas.
- Winterize irrigation systems, and remove backflow prevention devices to prevent damage.

Natural Gas

- Do not use or store flammables near natural gas appliances.
- Keep areas near natural gas furnaces/water heaters clear.
- Vent gas appliances outside to remove carbon monoxide.
- Recognize. React. KUB Responds.
 - Watch for signs of a natural gas leak: "rotten egg" smell, blowing/hissing sounds, bubbles in a wet area, or a flame. If you suspect a leak, leave immediately, and call KUB at 865-524-2911.
 - Don't do anything that may cause a spark, including using any phone or electrical devices or appliances.
 - Don't re-enter a building or outside area where you smell gas until KUB says it is safe.
 - KUB will send a trained technician to conduct a free leak investigation, 24 hours a day.

Get \$400 For Electric Vehicle Charger

If you're thinking about purchasing an electric vehicle (EV), or have recently made the switch to an EV, you could receive up to a \$400 rebate for a charger.

KUB's EV Charger Rebate program offers residential KUB electric customers who purchase a new Level 2 EV charger up to \$400. To be eligible, applicants must provide a copy of the retail receipt for the electric vehicle charger and a photo of the newly installed charger.

Visit www.kub.org/ev for more details or to apply for a rebate.



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, a potential threat to 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.** Line a metal can with a heat-resistant oven bag and pour in slightly cooled grease. (Do not use the liner without the can.) Throw the bag away or recycle it when it's full, and reuse the can with a new bag.
 - **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.
- For more tips, go to kub.org and search for "Can the Grease."

Help Provide Emergency Heating Assistance Through Project Help

Did you know you can donate to Project Help emergency heating assistance program any time during the year through KUB?



KUB customers can donate using the back of their KUB bill or at www.kub.org. The Knoxville-Knox County Community Action Committee (CAC) administers 100 percent of the funds to those in need.

See the back of your bill or visit www.kub.org to donate.