

Bill Payment Assistance Available

In response to the COVID-19 pandemic, KUB halted service disconnections for nonpayment from March–October 2020. As part of the transition to normal billing operations and to provide assistance, KUB enrolled customers with past due balances in a repayment plan.

Various bill payment assistance options are available for those in need. Please visit www.kub.org/assistance, call us at 865-524-2911, or call a partner agency listed below if you feel you will have trouble paying an upcoming bill.

Payment Assistance Partner Agencies:

- **Anderson Co.:** East Tennessee HR Agency- 865-457-3352
- **Blount Co.:** Community Action Agency- 865-983-8411
- **Grainger Co.:** Douglas Cherokee - 865-828-5228
- **Jefferson Co.:** Douglas Cherokee - 865-475-4745
- **Knox Co.:** CAC - 865-637-6700
- **Sevier Co.:** Douglas Cherokee - 865-453-7131
- **Union Co.:** ETHRA - 865-992-8816

If you would like to assist customers in need:

• Give to Project Help emergency assistance program.

As part of its pandemic response, Project Help relaxed its income requirements and made more funds available. To donate to Project Help, visit www.kub.org/projecthelp.

• Purchase and donate a KUB gift card if you know someone experiencing difficulty paying a bill. 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 at Holston Shopping Center, 4218 Asheville Highway; and 640 Shopping Plaza, 4428 Western Avenue.

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 the call helps protect you from dangerous and costly dig-ins.



KUB will mark all natural gas, water, and wastewater mains, underground electric primary lines, and natural gas service lines. KUB does not mark water service lines, sewer laterals, and underground electric service lines.

For information about how to help detect a leak and how to respond if you suspect a leak, please see the safety tips on the next page.

For more information about natural gas safety, visit www.kub.org/safety.

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 calls customers with information, but does not use 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 524-2911.

Levelized Billing Offers Consistency

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 online at www.kub.org/levelized.

Seven 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.
- 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.
- 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 times longer than traditional lights. 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:

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.
- Winterize irrigation systems, and remove backflow prevention devices to prevent damage.

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 leaving the area immediately and calling KUB at 865-524-2911. 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.

For more information on natural gas safety, visit www.kub.org/safety.

KUB Produces Biosolids For Farmers

Biosolids are a nutrient-rich product of KUB's wastewater treatment process and a registered fertilizer with the Tennessee Department of Agriculture.

KUB's biosolids program has been Platinum Level certified through the National Biosolids Partnership since 2011. Biosolids are available free of charge to area farmers to use as fertilizer. On average, KUB biosolids save East Tennessee farmers approximately \$1 million each year in fertilizer costs.

For more information about KUB biosolids visit www.kub.org/biosolids. To request biosolids for your farm, email biosolids@kub.org.

Go Renewable With Green Switch Match

Make a difference with 100 percent renewable power for your home or business. TVA's Green Switch Match pilot program allows residential and commercial KUB electric customers the opportunity

to offset their carbon footprint by matching their monthly electricity



consumption with an equivalent amount of renewable energy production for an additional 1 cent per kilowatt hour used. For the typical residential KUB customer, participation in Green Switch Match would save more than 16,000 pounds of carbon dioxide equivalent emissions annually for approximately \$10 each month.

Visit www.kub.org/match for more information or to sign up.

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.