

## Money-Saving Home Upgrades Available

Weatherization funding is available for low-income families through TVA's Home Uplift program, which is currently accepting applications. The Home Uplift program, funded by TVA, the Tennessee Department of Environment & Conservation (TDEC), and KUB, helps customers in need reduce energy costs.

Households receiving weatherization assistance save an average of \$15-20 on their utility bills and see their energy consumption reduced by about 15 percent. KUB weatherization partnerships have provided home energy updates for more than 2,000 homes since 2015.

To apply for weatherization assistance, contact TVA's Home Uplift Program at 888-986-7262, or email [support@mytva.com](mailto:support@mytva.com)

KUB's Water Savers program helps low-income residential customers manage water and wastewater costs and lower their utility bills. Through Water Savers, customers receive repair services and efficiency improvements. To check your eligibility and to apply, call the Knoxville-Knox County Community Action Committee at 865-244-3080.

### How You Can Help

Make a difference through Round It Up and put your spare change to work. Through Round It Up, KUB automatically rounds your bill up to the next dollar and sends 100 percent of that money to support weatherization and efficiency improvements for customers in need.

Visit [www.kub.org/rounditup](http://www.kub.org/rounditup) for more information about Round It Up and Home Uplift.

### 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 customer-owned 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 811, visit [www.kub.org/safety](http://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:** KUB only contacts customers via phone, text, or email with information, never requesting immediate payment to avoid service interruption. Do not believe someone who calls and says your power will be shut off unless you pay now.

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 this way.

Customers must sign up via our website to receive billing and payment notifications. If you receive a notification about your bill or request to make a payment and you are not signed up to receive these notifications, it may be a scam.

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

## 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 tune up for your heating system, and start your thermostat at 68 degrees this winter. 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.
  - 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](http://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 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.

### 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. 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.



Recognize. React.  
KUB Responds.



### 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.
- John Sevier CC: 1950 John Sevier Hwy.
- Dutchtown CC: 10618 Dutchtown Rd.
- 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.



www.kub.org

KUB, a municipal utility (not for profit), serving Knox and parts of seven adjacent counties, provides reliable electric, fiber, gas, water, and wastewater services to about 478,000 customers.

Please recycle.



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