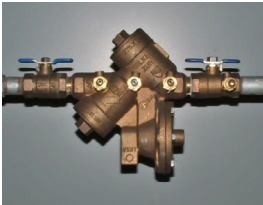


How Do I Get Started? Make a Free Call to KUB at 558-2555.

- If you intend to use harvested rainwater at your home or business, call KUB at 558-2555. A KUB representative will contact you to discuss options and schedule a visit, if needed.
- If your set-up will need a backflow device or a wastewater meter, KUB will explain installation and testing requirements and any associated fees.
- If you plan to use harvested rainwater inside your home or business, you must follow plumbing code requirements. For information, call
 - The City of Knoxville at 215-2999
 - Knox County at 215-2325.
- If you will discharge harvested rainwater to KUB's wastewater system, you must call KUB New Service (558-2555) to place an order.
- Commercial customers discharging harvested rainwater to KUB's wastewater system must
 - Pay KUB to install a wastewater meter
 - Pay monthly based on meter reading.



Backflow prevention device



- Residential customers not discharging harvested rainwater to KUB's wastewater system do not need a meter and do not pay additional wastewater charges.
- Residential customers who will discharge to KUB's wastewater system have two options
 - Pay a flat monthly wastewater charge based on 5 ccf of water use [standard charge without a wastewater meter]
 - Pay a KUB meter installation fee and a monthly bill based on the meter reading.



Harvesting Rainwater Can Help Protect Our Source Water



According to the EPA, pollution carried by runoff is the biggest threat to our nation's waterways. Harvesting rainwater helps reduce runoff and resulting pollution. You can also use these tips to help waterways:

- Follow directions for lawn and garden chemicals and pesticides, and use them sparingly.
- Don't put auto fluids down sewer or storm drains; repair leaking vehicles; clean up spills.
- Landscape to reduce runoff and erosion, especially near streams or drainage ditches.
- Maintain/repair your sewer lateral to meet KUB regulations and area plumbing codes. [Laterals are customer-owned pipes that connect buildings to KUB's sewer.]
- Remove any prohibited stormwater connections, such as roof or driveway drains, on your private lateral. The stormwater can overload KUB sewers and contribute to overflows.
- Keep your lateral cleanout cap on and in good shape to keep out debris and stop blockages.
- Report sewer overflows to KUB at 524-2911. Avoid contact, if possible, or wash thoroughly with soap and water after contact.



www.kub.org

For harvesting rainwater questions, please call KUB at (865) 558-2555.

KUB Main Number:
(865) 524-2911.

HRWY15M7



Your Guide to Safely Collecting and Using Harvested Rainwater

We are fortunate to have an abundant source of safe water in Knoxville. Using harvested rainwater for some purposes, however, can help you and our environment*. You can

- Conserve water/reduce your water bill
- Reduce stormwater runoff, which carries surface pollution to area waterways
- Keep stormwater out of KUB's system to help reduce sewer overflows

See inside for more about how to safely harvest rainwater. If you plan to use rainwater in KUB's service area, please call us at 558-2555 for important utility requirements.

*For more information, please visit this website:
www.epa.gov/watersense/outdoor/rainwater_reuse.html



What Are Safe Outdoor Uses for Untreated Rainwater?

Using rainwater is a great way to conserve water and help lower your water bill, but be sure to do it safely. Here are a few safe ways you can use untreated rainwater:

- Water your yard, plants, or vegetable garden
- Wash your car—or pets! [Wash in a grassy area using environmentally friendly cleaning products to help protect waterways.]
- Wash sidewalks/porches
- Wash mud off shoes, garden tools, etc.
- Fill birdbaths or provide water for wildlife



Rainwater is not safe to drink or to use for cooking or washing dishes, unless it is properly treated. Contact KUB for important requirements if you plan to use an alternative source of water.

Can I Use Untreated Rainwater Inside My Home or Business?

You may be able to use rainwater inside, but before you do, find out about local codes in place to protect consumers.

With proper installation and treatment, you can safely use untreated rainwater inside your home or business to

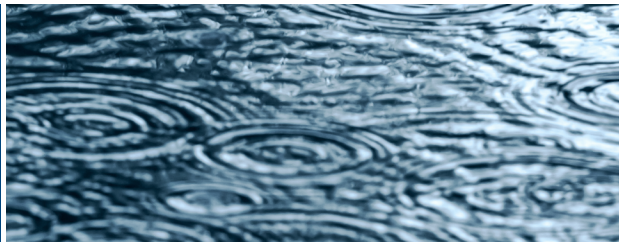
- Flush toilets
- Wash clothes
- Mop floors
- Provide water for cooling and air-conditioning



Rainwater is not safe to drink or to use for cooking or washing dishes unless it is properly treated and tested for health and safety. KUB customers already have high-quality KUB water for those uses. If you do decide to use rainwater as potable water, however, you will need a Point of Use (POU) Treatment System.

Manufacturers sell POU for drinking water, but some do not remove all contaminants regulated by the EPA and the Safe Drinking Water Act. And POU require routine maintenance to work effectively.

For information about POU systems, contact EPA's Safe Drinking Water Hotline at 1-800-426-4791 or the National Sanitation Foundation International at www.nsf.org. Those sources can help you check manufacturer's claims and determine if a product has been validated to meet removal standards.



Do I Need a Backflow Device if I Use Harvested Rainwater?

When you turn on your tap, you expect—and get—a safe, steady supply of water from KUB. And KUB needs your help to keep it that way.

If you use an alternative water source (like a well or rainwater) with your KUB water connection, you may accidentally introduce contaminants to KUB's water supply. That can also happen if you attach pools, spas, or irrigation systems using chemicals or fertilizers, to water pipes, fixtures, or a hose.

The Tennessee Department of Environment and Conservation (TDEC) requires public water systems like KUB prevent cross connections. That helps all customers be sure that their drinking water is safe.

If you plan to harvest rainwater for any reason, you need to contact KUB to see if you need a backflow prevention device. A KUB inspector will advise you of any backflow prevention requirements, depending on your specific situation.

An inspector may need to schedule a visit to know whether you need a backflow device. He will be able to tell you the type of device needed and more about the annual testing requirement. Testing is important to ensure the device continues to work properly to help protect the public water supply.





Call KUB (558-2555) to see if you need a backflow device to help protect you—and the public water supply.


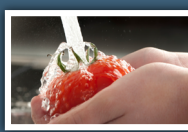

Drinking Water's Quality Standards


To ensure tap water is safe to drink, EPA and TDEC prescribe regulations that limit amounts of certain contaminants in water provided by public water systems, like KUB. TDEC also mandates operational and maintenance requirements.

Since 1939, KUB has provided safe, reliable, and abundant drinking water to help our community grow, and we are proud of our excellent water quality record. To help ensure your water is safe, KUB's Water Quality Laboratory annually performs about 100,000 tests—many more than required. We check for over 150 contaminants to help protect our drinking water and report the test results to our customers each year.

To learn more about KUB's water quality and water system, see www.kub.org. Look for our Water Quality Report and Drinking Water Guide under the Hot Topics index on the home page.







**Straight From the Tap:
Safe Drinking Water**