

Save Your Community Money With An Energy & Water Saving Workshop

KUB, in partnership with TVA's EnergyRight Solutions® and City of Knoxville's Savings in the House programs, offers free Energy and Water Saving Workshops for area community groups.

KUB employees present easy and accessible ways for workshop attendees to take control of energy and water use demonstrated on interactive displays. Participants also leave with a free Home Energy Starter Kit and a water conservation kit, which contain tools and materials needed to put money saving tips into action.

Examples of tips include:

- Start at 78 degrees in summer and 68 degrees in winter. HVAC systems are the biggest home energy users. Every degree on your thermostat cooler than 78 in summer and warmer than 68 in winter increases your bill by 1 percent.
- Change air filters monthly. Use your KUB bill as a reminder that it's time to change your air filter. Remember, thinner air filters, often the more affordable option, are more efficient.
- Only wash full loads of laundry. Don't waste water and energy with a half-full washer and dryer.

To sign your community group up for a free workshop, or for more tips, visit kub.org/workshops.

Call 811 Before You Dig

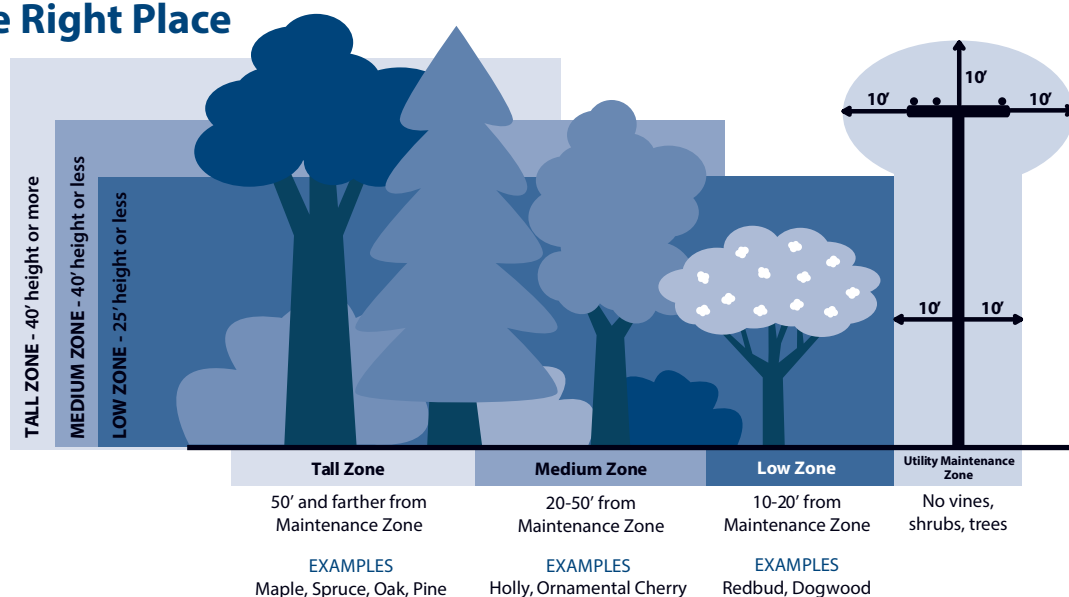
Call 811 at least three working days before you dig to have underground natural gas, electric, water, and wastewater lines marked for free. It's the law, and it helps protect you from dangerous and costly dig-ins. KUB does not mark water service lines, sewer laterals, or underground electric service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

Plant the Right Tree in the Right Place

KUB prunes trees to maintain safe, reliable electric service. Avoid future conflicts between trees and power lines by planting only low-growing trees near power lines, as shown.

If you have questions about tree pruning, visit www.kub.org and follow the link from the home page. You can also call our Vegetation Management hotline at 865-558-6658 weekdays, 7 a.m.–9 p.m., or email trees@kub.org.

Remember: Always call 811 to have underground utilities marked for free before you dig for any project. (See above for more 811 information.)



Q&A || KUB Answers Your Questions

Q: Is it really okay to flush baby wipes down my toilet?

A: No. Despite marketing claims, it isn't a good idea. They can clog your pipes or jam sewer pumps, leading to backups into homes, sewer overflows, and costly repairs - even if the product is marked as "flushable." Other items you should not flush include:

- Baby/personal hygiene wipes, paper towels, feminine products, dental floss, or disposable toilet wand heads.
- Cooking oils or grease; pour it in a can for disposal in the trash.
- Prescription/over-the-counter drugs; take these to collection events or the 24/7 collection site in the Knoxville Police Dept.

Get \$400 For Electric Vehicle Charger

If you're thinking about purchasing an electric vehicle, 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.



KUB Checks Natural Gas Safety

Natural gas is a safe, reliable, domestic fuel that has a variety of uses. KUB meets or exceeds the minimum federal safety standards through system maintenance, operations, safety surveys, and replacement programs.

When KUB responds to a potential natural gas leak call, we check natural gas lines (outside and inside), appliances, and appliance connections for leaks. If we find an immediate hazard inside, we shut off gas flow to the appliance or building and place a red tag on the appliance or meter with the unsafe condition(s) found.

KUB advises customers to contact a qualified HVAC, plumbing, or natural gas appliance contractor to have the condition(s) on the tag repaired. KUB follows up with a letter to Codes Enforcement and the property owner about the presence of unsafe conditions. After making repairs, customers must call 865-524-2911 to have KUB complete a free follow-up leak inspection and restore service for their safety.

Payment Options to Save Time, Money

Want to pay on your schedule, even when KUB isn't open? Check out these options and save the time and money spent mailing payments or driving to a payment center.

Visit www.kub.org for more on these free payment tools:

- **Automatic bank draft (AutoPay)** drafts your payment automatically from your bank or credit union when it is due.
- **One-time bank draft (SelectPay)** lets you pay by bank draft, online or by phone, and set up payments to draft ahead of time each month.
- **Levelized Billing** recalculates your bill each month using a rolling 12-month average to "level out" seasonal swings from very hot or cold weather.
- **Pay at any area Walmart or Kroger store** through CheckFree Pay for a \$2 fee. Payments post immediately.
- **Pay at kiosks** with cash or a check for a \$1.95 fee. Payments post immediately.

Kiosk Locations:

• Food City Stores:

- Open 6 a.m. to 12 a.m.
- 7510 Asheville Hwy.
- 1950 Western Ave.
- 7608 Mountain Grove Dr.
- 4344 Maynardville Hwy.

• E-Z Stop Food Marts:

- Open 24 hours
- 8605 Walbrook Dr.
- 9200 Kingston Pike
- 7503 Tazewell Pike
- 11311 Chapman Hwy.
- 7323 Clinton Hwy.



• Quick Stop:

- Open 6 a.m. to 12 a.m.
- 315 Merchant Dr.

• KAT Transit Center:

- Open per bus schedules
- 301 Church Ave.

• Exxon:

- Open 6 a.m. to 12 a.m.
- 3101 Tazewell Pike

Community Events

Please visit www.knoxville.org/events for more events.

Medication Collection

Oct. 19, 10 a.m.-2 p.m.; Ingles, Emory Road

Drop off your unused medication for proper disposal at the Ingles on Emory Road.

For a list of permanent medication disposal drop boxes, visit <https://countitlockitdropit.org/drop-box-finder/>

26th Annual Race Against Cancer

Nov. 10, 12-4 p.m. (Race starts at 3 p.m.); World's Fair Park

Oct. 10: Early registration ends

Oct. 25: Team registration deadline for early packet pickup

Nov. 9, noon: Online race registration ends.

The Race Against Cancer is a walk and run that raises funds for Thompson Cancer Survival Center's Cancer Outreach Services program.

Volunteers are also needed for this event.

For more information, visit www.raceagainstcancer.org.

Who Repairs Electric Service Lines?

KUB repairs its lines as quickly as possible after damage occurs, but sometimes, customer-owned equipment and facilities must be repaired before KUB can restore power.

KUB installs and repairs the service line (1) and electric meter (6). The property owner must clear trees or limbs from the service line and repair any damage to the customer-owned service equipment.

The service line is the line from KUB's pole to the customer's building. The customer-owned service equipment includes the service bracket (if it's on the side of the house) (2), weatherhead (3), service cables (inside weatherhead) (4), and meter socket (5).

***Note:** If the service bracket is on a weatherhead that extends above the building's roof, KUB repairs it.

Reminder: Customers should contact a qualified electrician for repairs. KUB will lower the service line at no cost so the contractor can safely perform repairs. Afterward, call KUB at 865-524-2911 to start KUB repairs.

