

Pandemic Response, Assistance Options

In response to the COVID-19 pandemic, KUB is working with customers who have bill payment concerns to provide assistance options and resources listed below. *Learn more at www.kub.org/assistance.*

Assistance Options:

- **Credit Payment Plans & Payment Agreements**, due date extensions, and late fee waivers are available for customers experiencing financial difficulties. Call KUB at 865-524-2911 for more information.
- **Project Help:** This emergency assistance program helps customers with their utility bills. As part of its pandemic response, Project Help is relaxing its income requirements and making more funds available. To learn if you are eligible for Project Help funds, contact the Knoxville-Knox County Community Action Committee (CAC) at 865-637-6700.
- **KUB Customer Counselors:** KUB employs full-time counselors who manage KUB programs and partner with over 100 agencies and faith-based organizations to aid customers.
- **Low Income Home Energy Assistance Program (LIHEAP):** Counselors also work with CAC, Douglas Cherokee, and E. Tennessee Human Resources Agency to assist customers applying for LIHEAP funds. Call the CAC number above to find out if you are eligible.

Payment Assistance Partner Agencies:

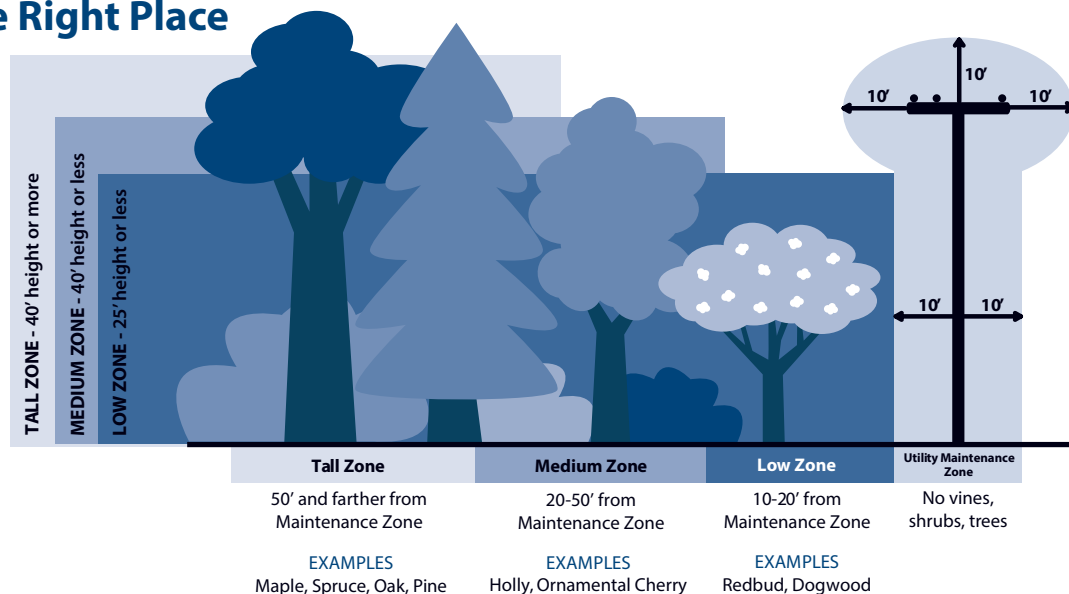
- **Anderson Co.:** East Tennessee HR Agency- 865-457-3352
- **Blount Co.:** Community Action Agency- 865-983-8411
- **Grainger Co.:** Douglas Cherokee - 865-828-5228
- **Jefferson Co.:** Douglas Cherokee - 865-475-4745
- **Knox Co.:** CAC - 865-637-6700
- **Sevier Co.:** Douglas Cherokee - 865-453-7131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

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/plantsmart. 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 put “flushable” wipes in my toilet?

A: No. Despite marketing claims, it isn't a good idea. KUB and utilities nationwide have seen evidence of harmful materials being put down drains more than ever, as utility customers spend more time at home. It is crucial to only flush human waste and toilet paper down your drains. Any other materials 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.”

Among items that should not be flushed are:

- Baby/personal hygiene wipes, feminine products, disposable toilet wand heads, paper towels, dental floss
- 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.

For more information, visit www.kub.org/toilets.

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 it 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 more information on natural gas safety, visit www.kub.org.*

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.

Self-Service Bill Payment Options

KUB offers various ways to pay your bill while maintaining appropriate social distance. KUB is currently waiving or reimbursing any transactional fees associated with these payment methods.

- **Automatic bank draft (AutoPay)** drafts your payment automatically from your bank 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.
- **Pay at any area Walmart or Kroger stores** through CheckFree Pay. Payments post immediately.
- **Pay at kiosks** at any of locations below. 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.

- **Exxon:**

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

- **Quick Stop:**

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

- **KAT Transit Center:**

- Open per bus schedules
- 301 Church Ave.



- **E-Z Stop Food Marts:**

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

KUB Offers Customer Rebates on EV Chargers, Natural Gas Appliances

KUB's EV Charger Rebate program offers residential electric customers a rebate of up to \$400 toward a level 2 EV charger.

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's Natural Gas Appliance Rebate program offers residential natural gas customers rebates on natural gas

appliances varying in price by appliance. Customers who convert to a natural gas appliance (grill, stovetop/range, dryer, etc.) could be eligible for a rebate.

Visit www.kub.org/gas for more information.



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.

