

## KUB Customer Assistance & Outreach Available to Those In Need

KUB has a long history of leadership in its support for its low-income customers. In addition to long-established programs like Project Help and its Customer Counselors, its Customer Service processes have been adapted over time to support the needs of customers in difficulty.

- KUB's **Customer Counselor** team includes professional social workers who connect customers with bill payment resources through a network of approximately 200 agencies.
- **Customer Service Representatives** help with due date extensions and other financial arrangements to prevent disconnection of services during difficult times.
- KUB is actively engaged in the community through **community events**, including Energy and Water Saving Workshops and community events where customers can engage with staff one-on-one.
- KUB's **Project Help** provides customers with emergency energy assistance. In the past five years, Project Help has provided more than 2,000 customers with more than \$820,000 in assistance. To donate to Project Help, visit [www.kub.org/projecthelp](http://www.kub.org/projecthelp).

Learn more about KUB's efforts and how you can get assistance at [www.kub.org/assistance](http://www.kub.org/assistance).

## Q&A || KUB Answers Your Questions

**Q: Is it 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, and cat litter.
- 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 Department Safety Building at 800 Howard Baker Jr. Ave.
- Hazardous materials, including automotive and cleaning products, oil-based paint (no latex paint), pesticides, and other chemicals can be disposed of at 1033 Elm St.

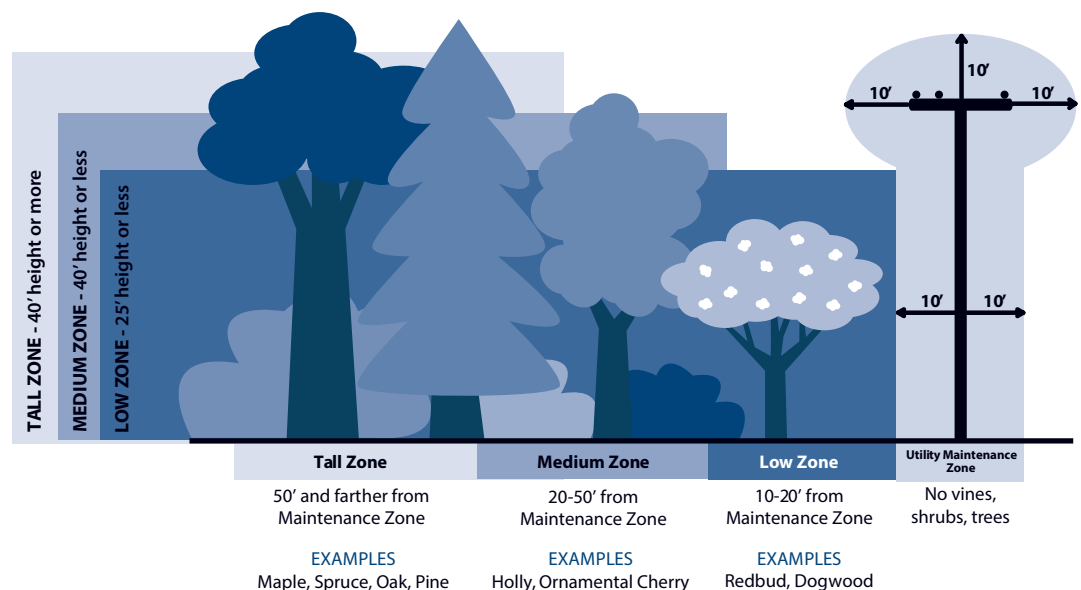
For more information, visit [www.kub.org/protect](http://www.kub.org/protect).

## 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](http://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](mailto:trees@kub.org).

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



## KUB Has A New Look!

KUB recently introduced a new logo, which will soon appear on KUB bills. Beginning in October, bills will be mailed in white envelopes featuring the new logo.

KUB's old logo had been in place for nearly 30 years. The addition of Fiber to the services we provide builds upon eight decades of innovation and service to our community. KUB knows how to provide high quality service to our customers using the latest innovations in technology. This new look represents both the commitment to maintaining the quality of the past, but looks to the future as well.



## 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](http://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](http://www.kub.org/gas) for more information.

## 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, underground fiber lines and natural gas service lines. KUB does not mark water service lines, sewer laterals, and underground electric service lines.

For more information on utility safety, visit [www.kub.org/safety](http://www.kub.org/safety).



## 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 detailing the unsafe condition(s) found.

KUB advises customers to contact a qualified HVAC, plumbing, or natural gas appliance contractor to have the condition(s) listed on the tag repaired. KUB follows up with a letter to 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.

For more information, visit [www.kub.org/safety](http://www.kub.org/safety).

## 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 overhead service line (1) and electric meter (5). 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 riser) (4), and meter center (6).

**\*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.

