

KUB Customer Assistance & Outreach Available to Those In Need

KUB has a long history of leadership in supporting customers in need of assistance with long-established programs like Project Help, a team of Customer Counselors, and Customer Service processes that have been adapted over time to support customers in times of 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 **community events**, including Energy and Water Saving Workshops, where customers can engage with staff one-on-one. Learn more at www.kub.org/community.
- KUB's **Project Help** provides customers with emergency energy assistance. Project Help has provided over 2,000 families with more than \$960,000 in assistance over the past five years. To donate to Project Help, visit www.kub.org/projecthelp.

Learn more about KUB's efforts and how you can get assistance at 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. 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 Complex at 1650 Huron St.
- Hazardous materials, including automotive and cleaning products, oil-based paint, pesticides, and other chemicals; these can be disposed of at 1033 Elm St.

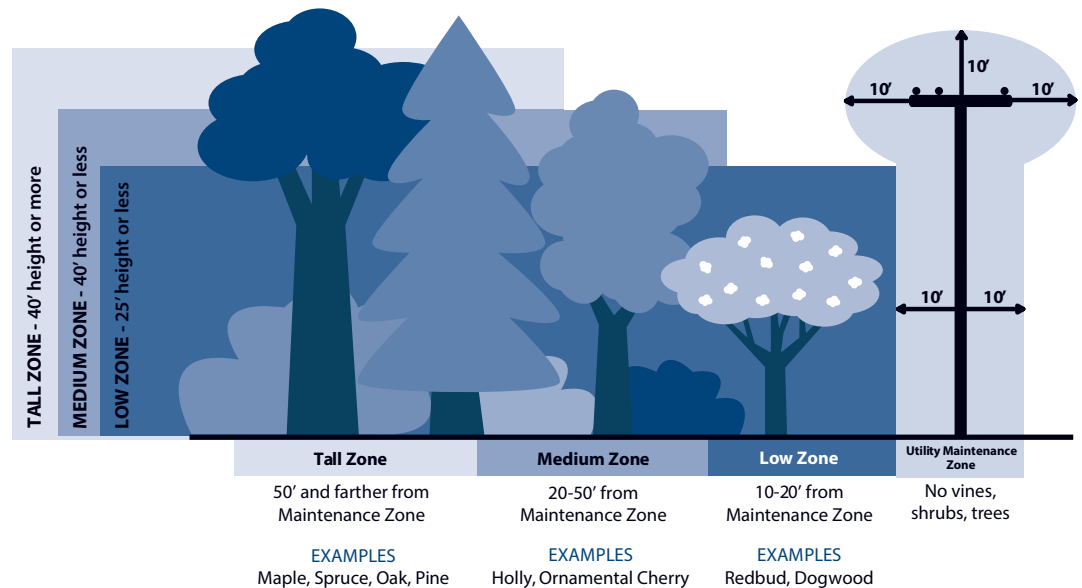
For more information, visit www.kub.org/protect.

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. You can also call the 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 reverse side for more 811 information.)



New Energy Efficiency & Clean Energy Funding Available

The Inflation Reduction Act (IRA) was developed to help households save money on energy bills, improve energy efficiency, and reduce air pollution.

Approximately \$43 billion in IRA tax credits is available for customers to make energy efficient home upgrades including heat pumps, air conditioning, windows, solar panels, electric vehicle chargers, and more.

To learn more about this funding, visit www.kub.org/IRA.

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 more information, visit www.kub.org/safety.

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.



Who Repairs Electric Service Lines?

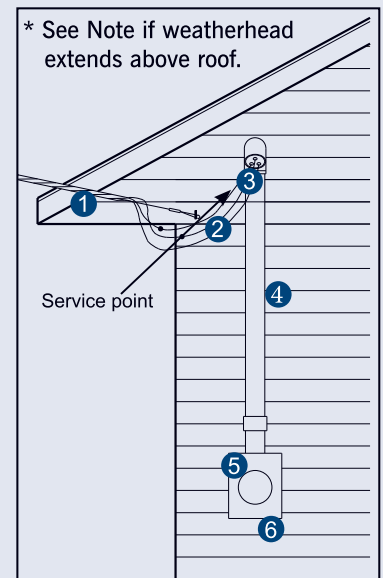
KUB repairs its lines as quickly as possible after damage occurs; but sometimes, customer-owned equipment and facilities must be repaired before KUB can restore power.

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 disconnect the service line at no cost so the contractor can safely perform repairs. Afterward, call KUB at 865-524-2911 to start KUB repairs.



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.



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Please recycle.