

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

KUB has a long history of leadership in supporting customers with programs like Project Help, a team of Customer Counselors, and supportive Customer Service processes.

- 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's income-based **ConnectED program** offers free KUB Fiber for eligible Knox County Schools families with funding from the City of Knoxville and Knox County. Learn more at [www.kub.org/connected](http://www.kub.org/connected).
- KUB's **Project Help** provides customers with emergency energy assistance. Project Help has provided over 1,600 families with more than \$950,000 in assistance over the past 5 years. 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. 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.

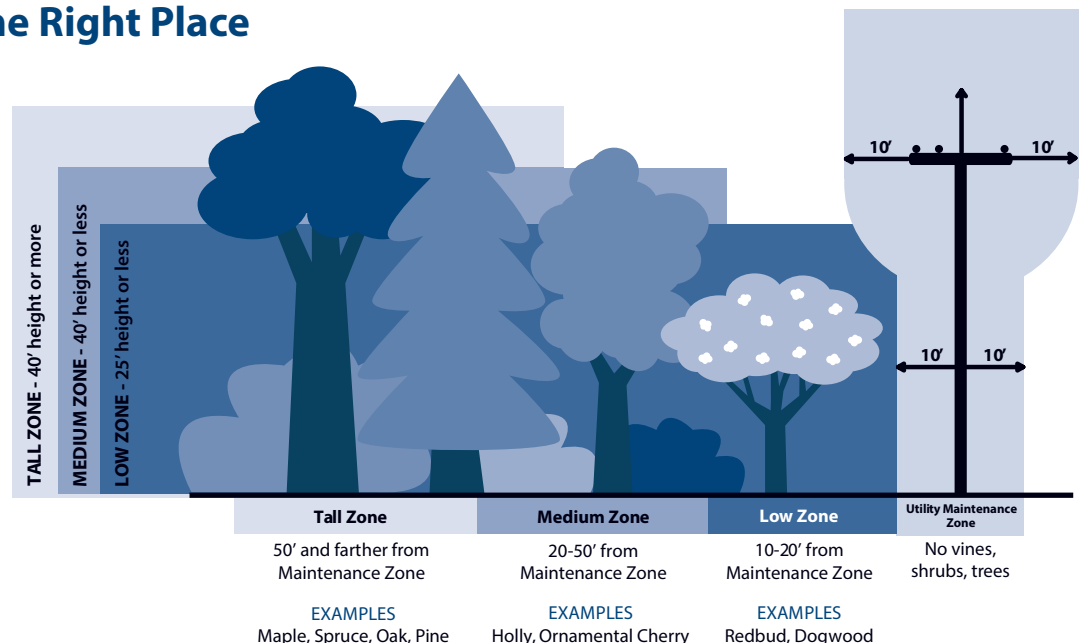
For more information, visit [www.kub.org/protect](http://www.kub.org/protect).

## 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 the 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 Offers Energy & Water Savings Workshops

KUB offers its customers free workshops to learn simple ways to save energy and water at home, which also saves money on utility bills. Workshops are free and available to all age groups, and customers leave each workshop with a free savings kit as well.

**Kids Workshops:** Eye Spy Energy Kids' Workshops introduce kids to the TVA EnergyRight Monsters, who make saving energy fun. Kids learn where energy comes from, how to save energy, and more.

**Teen Workshops:** The Energy Evolution Teen Workshop for middle and high school students empower attendees to play their role in energy conservation.

**Adult Workshops:** Adult energy & water savings workshops include an hour-long presentation led by KUB representatives using interactive displays to show how each tip makes a difference.

Visit [www.kub.org/workshops](http://www.kub.org/workshops) to register and request a free workshop today.

## 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).



## Who Repairs Overhead Electric Service Lines?

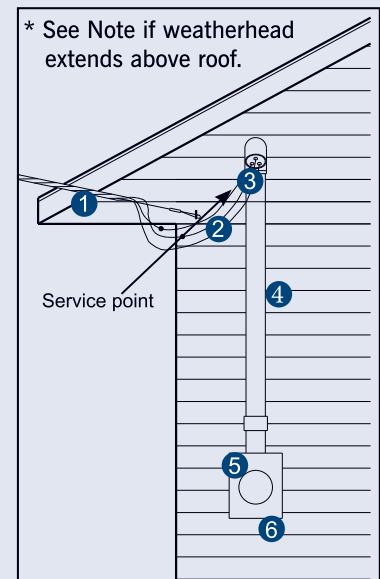
KUB repairs its lines as quickly as possible after damage occurs; but sometimes, customer-owned equipment and facilities must be repaired before KUB can restore power.

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 once the lines are confirmed to be de-energized 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 reconnect the service.



## KUB Prioritizes 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. While rare, if we find an immediate hazard inside (e.g., detection of natural gas by instrumentation), 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. KUB will complete a free follow-up leak inspection and restore service when the customer calls 865-524-2911 to confirm repairs have been made.

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



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 more than 486,000 customers.

[www.kub.org](http://www.kub.org)



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