



Important Messages:

1

Bill payment assistance is available. If you need help paying your bill, contact a partner agency found at www.kub.org/help. If you haven't qualified before, you may now be eligible. Please don't wait until disconnections resume to seek assistance.

2

Account Information

Name: Jane Customer
Account Number: 1234561234
Billing Date: 09/30/2020
Page: 1 of 2



3

Billing Summary

Previous Amount Due:	\$236.00
Payment Received (09/11/2020):	-\$236.00
Current Charges for Period:	\$221.00
Amount Due	\$221.00

5

Total Amount Due by 10/19/2020: \$221.00

6

Summary of Charges by Address	\$220.96
123 Easy Street	\$220.96

7

Billing Adjustments (1)	\$0.04
Round It Up Contribution	\$0.04

8



Savings Tip

Do not seal duct work with duct tape. Duct work should be sealed with mastic tape or duct sealant to ensure air does not escape.

Highlights

4



Highest temp during billing cycle = 89°
Lowest temp during billing cycle = 47°



33 day billing cycle
4 days longer than previous month



If mailing in payment, please detach and return this stub with your payment.



View and Pay Your Bill Online

Manage your monthly bill, sign up for bank draft, and more online at www.kub.org.

Jane Customer
123 Easy Street
Knoxville, TN 37918-1326

Account Number: 5785300000

Total Amount Due by 10/19/2020: \$221.00

5% late fee on unpaid balances after the above date assessed on next bill

KUB
PO Box 59029
Knoxville, TN
37950-9029

Payment Amount

\$	
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1. Important Messages:

Messages include timely and important information about accounts, programs, and updates from KUB.

2. Account Information:

The account holder listed is responsible for all billing charges. The account number is assigned to each customer (who may have multiple accounts) and is useful when submitting payments or reporting outages online. The billing date is when the bill is processed but may or may not match the meter read date.

3. Billing Summary:

This area contains information about previous charges, payment(s) received, and current charges.

4. Highlights:

This section includes weather information and the number of days in a customer's billing cycle. Customers can use this information to see how it has impacted their monthly usage.

5. Total Amount Due:

This provides the total payment amount and "Due by" date. Payments made after the "Due by" date are subject to late fees. Customers can enroll in AutoPay to have the total amount due drafted automatically on the "Due by" date each month.

6. Summary of Charges by Address:

The service address is the physical premise of utilities being billed. Total utility charges for each service address are highlighted here.

7. Billing Adjustments:

Adjustments can include charges (late fees) or credits that affect the Current Charges for Period amount. Adjustments can also be voluntary donations to programs like Round It Up, which automatically rounds bills up to the next dollar and sends all proceeds to the Knoxville-Knox County Community Action Committee's (CAC) weatherization assistance program.

8. Energy and Water Savings Tip:

These monthly tips feature helpful information that customers can use to make small changes and save on their monthly energy and water usage.



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Service Address: 123 Easy Street

9

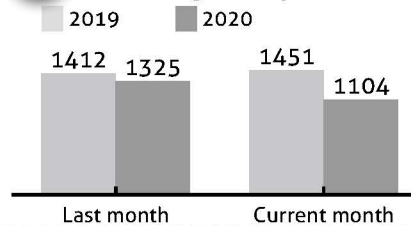


Service Type: Electric - Residential
Billing Period: 08/29/2020 - 09/30/2020
Read Date: 09/30/2020
Total Electric Usage: 1,104 kWh

Meter Number **Current Reading** **Prior Reading**
 X2E5628283 34,171 kWh 33,067 kWh

Basic Service: \$20.50
Electric Usage: \$95.86
Total Electric Charges: \$116.36

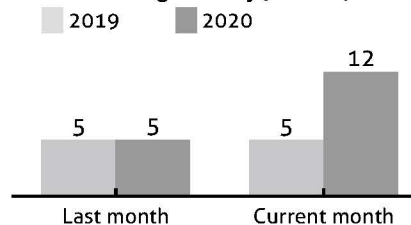
11

Electric Usage History (kWh)

Service Type: Gas - Residential
Billing Period: 08/29/2020 - 09/30/2020
Read Date: 09/30/2020
Total Gas Usage: 11 Ccf = 11.77 Therms

Meter Number **Current Reading** **Prior Reading**
 008285 3,014 Ccf 3,003 Ccf

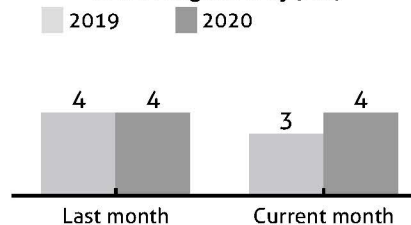
Basic Service: \$10.90
Natural Gas Usage: \$9.26
Total Gas Charges: \$20.16

Gas Usage History (Therms)

Service Type: Water - Residential
Billing Period: 08/29/2020 - 09/30/2020
Read Date: 09/30/2020
Total Water Usage: 4 Ccf

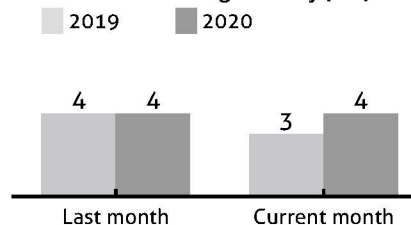
Meter Number **Current Reading** **Prior Reading**
 82561782 129 Ccf 125 Ccf

Basic Service: \$18.00
Water Usage: \$7.30
Sales Tax: \$2.34
Total Water Charges: \$27.64

Water Usage History (Ccf)

Service Type: Wastewater - Residential
Billing Period: 08/29/2020 - 09/30/2020
Read Date: 09/30/2020
Total Wastewater Usage: 4 Ccf
(Based on water consumption)

Basic Service: \$35.90
Wastewater Usage: \$20.90
Total Wastewater Charges: \$56.80

Wastewater Usage History (Ccf)**End of Utility Charges for 123 Easy Street**

13

Contact KUB

Customer Service: (865) 524-2911
 (Monday–Friday 7 a.m. – 6 p.m.)

Financial Assistance: (865) 524-2937
 (Monday–Friday 8 a.m. – 6 p.m.)

Report Outage: (865) 524-2911
www.kub.org/outage-center

Customer Service Centers:

4218 Asheville Highway
 (Holston Shopping Center)
 Monday–Friday 8:30 a.m. – 5 p.m.

4428 Western Avenue (640 Plaza)
 Monday–Friday 8:30 a.m. – 5 p.m.

14

KUB Payment Options**View and Pay Your Bill Online**

Manage your monthly bill, sign up for bank draft, and more online at www.kub.org.

Automatic Bank Draft (AutoPay): This is KUB's easiest payment option. Your monthly payment is deducted directly from your bank or credit union account on your due date or the following banking day. You'll still receive a monthly statement, showing the amount to be drafted. Visit www.kub.org to sign up for AutoPay today.

One-Time Bank Draft (SelectPay): With this option, you have the flexibility to draft your payment online or by phone from your bank or credit union account. Pay the entire amount or pay a portion one day and the balance later. It's easy, convenient, and you can use it anytime – 24 hours a day. Visit www.kub.org to take advantage of SelectPay.

Pay With Card: KUB uses a third party vendor to process debit and credit card payments at no cost to you. Visit www.kub.org or call 865-524-2911, press 3-2 or say "payment" at the main menu.

Payment Kiosks: Pay your bill seven days a week at a convenient PaySite Kiosk. Visit www.kub.org for PaySite locations. Kiosk use fee may be assessed.

9. Billing Detail:

Each service is broken down and denoted with an associated icon. Service information includes a customer's billing period, the date meter information was read, and the total usage for the stated period. It also includes the customer's meter number, the current meter reading (as of the read date), and the prior month's reading.

10. Total Utility Charges:

Service costs are broken down by the basic service charge, a monthly charge that allows KUB to invest in and improve its infrastructure to increase system reliability; any programs customers may be enrolled in that incur extra charges; and monthly utility usage. Total charges for each section are denoted in bold text.

11. Usage History Graphs:

Simple graphs display utility usage for the current and previous months, with comparisons between those months in the current and previous years.

12. Sales Tax:

The State of Tennessee requires a tax on the sale of residential water and all commercial utility service.

13. Contact KUB:

Speak to a KUB customer service representative by visiting a customer service center or calling any of the phone numbers listed here. Customers can also report an outage online at www.kub.org and follow KUB on Facebook (@KnoxKUB), Instagram (@knoxvilleutilitiesboard), and Twitter (@KnoxKUB) to receive important information and updates.

14. KUB Payment Options:

KUB has many convenient ways for customers to pay monthly bills. These options are outlined here and online at www.kub.org/billpay. Customers can enroll in payment programs such as AutoPay and Levelized Billing online, as well as make one-time payments online, over the phone, and in person at customer service centers.