



## Important Messages:

1

Disconnections for non-payment will resume Oct. 19. Notice will be provided before any disconnection. KUB waived late fees accrued since March 16 and enrolled customers in payment plans based off account balances. Learn more at [www.kub.org/assistance](http://www.kub.org/assistance).

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## Account Information

Name: Jane Customer  
Account Number: 1234561234  
Billing Date: 10/21/2020  
Page: 1 of 3



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## Billing Summary

Previous Amount Due:	\$560.00
Payment Received (09/30/2020):	-\$560.00
Current Charges for Period:	\$352.00
Amount Due	\$352.00

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## Total Amount Due by 11/09/2020: \$352.00

6

Summary of Charges by Address	\$349.62
123 Easy Street	\$349.62

7

Other Charges	\$2.00
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8

Billing Adjustments (1)	\$0.38
Round It Up Contribution	\$0.38

9



## 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 = 82°  
Lowest temp during billing cycle = 37°



29 day billing cycle  
4 days shorter 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](http://www.kub.org).

Account Number: 1234561234

Total Amount Due by 11/09/2020: \$352.00

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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Jane Customer  
123 Easy Street  
Knoxville, TN 37918-2623

00000000000003520056455181875645518187

## 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 address of utilities being billed. Total utility charges for each service address are highlighted here.

## 7. Other Charges:

Other Charges include costs associated with enrollment in programs like Green Switch, construction costs, or monthly installment payments. This line provides the total amount of 'Other Charges' for this billing period. An itemized list of each charge can be found at the end of the billing detail. *See item 16 on page three.*

## 8. 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.

## 9. 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.

## Service Address: 123 Easy Street

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**Service Type:** Electric - Residential  
**Billing Period:** 09/23/2020 - 10/21/2020  
**Read Date:** 10/21/2020  
**Total Electric Usage:** 2,010 kWh

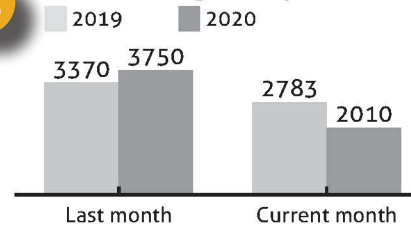
Meter Number	Current Reading	Prior Reading
X2E1203369	3,944 kWh	1,934 kWh
X2E1203389	15.12 kW	14.37 kW

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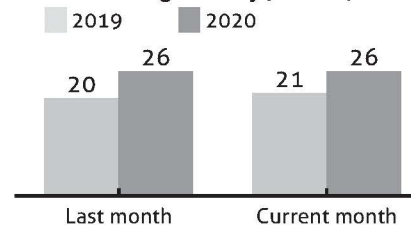
**Basic Service:** \$20.50  
**Electric Usage:** \$171.53  
**Total Electric Charges:** \$192.03

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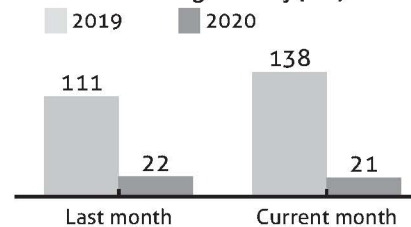
## Electric Usage History (kWh)



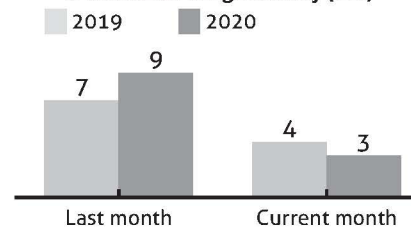
## Gas Usage History (Therms)



## Water Usage History (Ccf)



## Wastewater Usage History (Ccf)



**Service Type:** Gas - Residential  
**Billing Period:** 09/23/2020 - 10/21/2020  
**Read Date:** 10/21/2020  
**Total Gas Usage:** 24 Ccf = 25.68 Therms

Meter Number	Current Reading	Prior Reading
0503369	1,179 Ccf	1,155 Ccf

**Basic Service:** \$10.90  
**Natural Gas Usage:** \$21.73  
**Total Gas Charges:** \$32.63

**Service Type:** Water - Residential  
**Billing Period:** 09/23/2020 - 10/21/2020  
**Read Date:** 10/21/2020  
**Total Water Usage:** 21 Ccf

Meter Number	Current Reading	Prior Reading
82359142	1,233 Ccf	1,212 Ccf

**Basic Service:** \$18.00  
**Water Usage:** \$52.35  
**Sales Tax:** \$6.51  
**Total Water Charges:** \$76.86

**Service Type:** Wastewater - Residential  
**Billing Period:** 09/23/2020 - 10/21/2020  
**Read Date:** 10/21/2020  
**Total Wastewater Usage:** 3 Ccf

Meter Number	Current Reading	Prior Reading
83350821	1,046 Ccf	1,028 Ccf
82359143	1,233 Ccf	1,212 Ccf

**Basic Service:** \$35.90  
**Wastewater Usage:** \$12.20  
**Total Wastewater Charges:** \$48.10



End of Utility Charges for 123 Easy Street

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## 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](http://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.

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## 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](http://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](http://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](http://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](http://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](http://www.kub.org) for PaySite locations. Kiosk use fee may be assessed.

## 10. 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.

## 11. 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.

## 12. 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.

## 13. Sales Tax:

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

## 14. 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](http://www.kub.org) and follow KUB on Facebook (@KnoxKUB), Instagram (@knoxvilleutilitiesboard), and Twitter (@KnoxKUB) to receive important information and updates.

## 15. 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](http://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.



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Other Charges:

Electric Green Switch	Electric Green Switch - 1 Block(s)	\$2.00	\$2.00
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**16. Other Charges:**  
Other charges include costs associated with enrollment in programs like Green Switch, construction costs, or monthly installment payments.