



News Release

December 2, 2022
For Immediate Release

For more information, contact:
KUB Communications

KUB Customer Service Phone Line Restored *KUB Phone Service Provider Has Resolved Technical Issues*

Knoxville, TN – Knoxville Utilities Board (KUB) customers may now call KUB’s main customer service phone line at 865-524-2911, which was previously not available due to technical difficulties with its phone service provider.

KUB also offers self-service options at kub.org and on its mobile app. There, customers can manage their accounts, make payments, report outages, find KUB-related information, and more.

Customers who need to speak with a customer service representative can reach KUB at 865-524-2911.

The following alternative numbers remain available through Dec. 4, if needed:

Natural Gas Emergencies:
865-583-5438

Electric, Water, and Wastewater Emergencies:
865-583-5441

Fiber Technical Service:
865-583-5440

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KUB is a municipal utility serving Knox and parts of seven adjacent counties with safe and reliable electric, fiber, natural gas, water, and wastewater services to more than 478,000 customers.