



News Release

December 1, 2022
For Immediate Release

For more information, contact:
KUB Communications

How to Reach KUB Customer Service During Phone System Outage *KUB Phone Service Provider Experiencing Technical Issues*

Knoxville, TN – Knoxville Utilities Board’s automated phone service provider is currently experiencing technical difficulties. Because of this, KUB’s Customer Service phone line 865-524-2911 is not operational.

KUB’s online services at kub.org and on the mobile app remain available for customers to manage their accounts, make payments, report outages, find KUB-related information, and more.

Until this issue is resolved, customers who need to speak with a customer service representative can reach KUB at the following numbers:

During Regular Business Hours (Monday-Friday, 7 a.m.-6 p.m.)

General Customer Service Issues:

865-583-5437

Natural Gas Emergencies:

865-583-5438

Fiber Customer Service:

865-583-5439

Fiber Technical Service:

865-583-5440

After Hours Utility Emergencies

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.