

NEWS RELEASE

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For Immediate Release

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Higher Energy Prices Mean Higher Bills for KUB and Its Customers

Due to global demand for natural gas, KUB and its customers will experience higher bills this winter compared to 2020. The projected change is due to market demand for energy, not an increase by KUB. KUB expects customers who heat their home with natural gas to see approximately a 19% increase this winter, while electric customers can expect a 5% increase.

“Customers will see higher bills than they have in recent years,” said Tiffany Martin, KUB Vice President and Chief Customer Officer. “Each year winter weather impacts KUB customer bills, and this year there will be an added impact of the higher energy prices and we want our customers to be prepared for the winter ahead.”

Customers can engage in energy conserving behaviors to reduce the impact of higher prices on their winter utility bills. Heating your home is the largest user of energy for the average customer, so customers should take steps to make heating their home more efficient such as:

- Seal up leaks and cracks around windows and doors.
- Lower the thermostat setting.
- Wear layers inside the home to increase comfort without increasing the thermostat setting.

Customers can also consider enrolling in KUB’s Levelized Billing Plan, which calculates customer bills based on a rolling 12-month average to avoid drastic weather-related changes in your bill.

For those who are facing difficulty paying their KUB bill, visit www.kub.org/help for bill assistance information. KUB Customer Service Representatives are also available Monday-Friday, 7 a.m.-6 p.m. to discuss options.

For more energy saving tips, visit www.kub.org/save.

KUB is a municipal utility serving Knox and parts of seven adjacent counties and provides electric, gas, water, and wastewater services to more than 468,000 customers.

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