



News Release

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For Immediate Release

For more information, contact:
KUB Community Relations

KUB Customer Bills Get New Look *Customers to Receive New Design in Coming Weeks*

For the first time in nearly 20 years, KUB customer bills will feature a new look. Bills will continue to be delivered in the standard blue envelope, but the bill inside will feature a more modern and helpful design made with the customer in mind.

Listening to feedback from our customers, the new design features simplified graphs detailing utility usage and a larger font size for easier reading. The information customers found most important, the bill amount and due date, will be more readily visible at a glance. The new design also provides customers with additional information including weather data, the number of days in the bill cycle, and monthly energy and water savings tips to educate about simple actions that can lower monthly usage. This information will enable customers to see how all of these factors impact their final bill and allow them to make small changes to help save money.

“At KUB, we consistently seek out opportunities to better support our customers and meet their needs,” Tiffany Martin, Director of Customer Experience, said. “As part of that support, we also have to recognize that for many customers, their monthly bill is their primary communication with us. That’s why we have worked for over a year to listen to their thoughts and develop a new bill design that is intuitive and easier to understand, so that the most important aspects can’t be missed and useful information can be communicated most effectively.”

Customers will see the new design reflected on their bills in the coming weeks. More information is available online at www.kub.org/bill, including a video highlighting the improvements and answers to potential questions about specific bill elements. Customer Service Representatives are also available to help customers with questions at 865-524-2911.

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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